



Core centre
Consumer Online Resource & Empowerment Centre

Monthly Report, For June 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 41 Lac hits received till date from 50 countries across the globe to www.core.nic.in
 - ✓ Over 14 Lac Requests
 - ✓ Over 2 Lac visits
 - ✓ For June 2006, the figures are 268,312 hits, 85,736 requests, 13,480 visits respectively
 - ✓ Top 6 most popular Search Engines are able to identify key words relating to CORE Centre
 - ✓ 3800 Subscribers of CORE Centre E-Newsletter
-
- ✓ Over 14 Thousand Complaints received from 15th March 2005 to 30th June 2006 from all parts of India as also from abroad
 - ✓ 982 Complaints received in June 2006
 - ✓ Total 2083 complaints (14.33% of all complaints handled) were resolved by CORE Centre from 15th March 2005 to 30th June 2006



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Preface

About CCC

Consumer Coordination Council (CCC) is a National Coalition of over 57 Leading Consumer Organizations in the country, working on issues relating to consumer interests as well as on various government policies affecting consumers and other related matters. CCC is also an Affiliate Member of Consumers' International (CI) U.K. As a non-profit and issue based National Coalition of Consumer Organizations, it provides a common platform for Consumer Organizations working in the area of diverse consumer issues. CCC is registered under the Societies Registration Act, as also under Foreign Contribution Regulation Act (FCRA). CCC has by now completed over a decade of service to Consumers in general and Member Consumer Organisations in particular.

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 15 months since its inauguration on 15th March 2005. As such the project is still in its early stages of implementations and has not reached 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 still in progress. Substantial improvement to the CORE Website will be undertaken thereafter. Necessary additional software will be acquired to make the Website more effective.

We have only **five subscribers** to CORE Centre who have registered themselves by paying an Annual Subscription of Rs.2200 for accessing our Website. Ways and means of increasing the numbers are under examination.

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 handling free of cost. However, the rate of resolving of complaints is 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 has been entered into with a Technology firm to automate and improve the process of handling complaints and exploring avenues for raising revenues to make the project self sustainable.
- Possibility of providing Consultancy Services, for generating data and for research on various consumer issues, is also proposed to be explored.
- 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 30th June 2006.

1.	Total Number of Hits	41,61,668
2.	Total Number of Requests	14,09,608
3.	Total Number of Visits	2,46,468
4.	Average No. of Requests per visit	6:29
5.	Average Visit Duration (in Minutes)	00:05:52

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

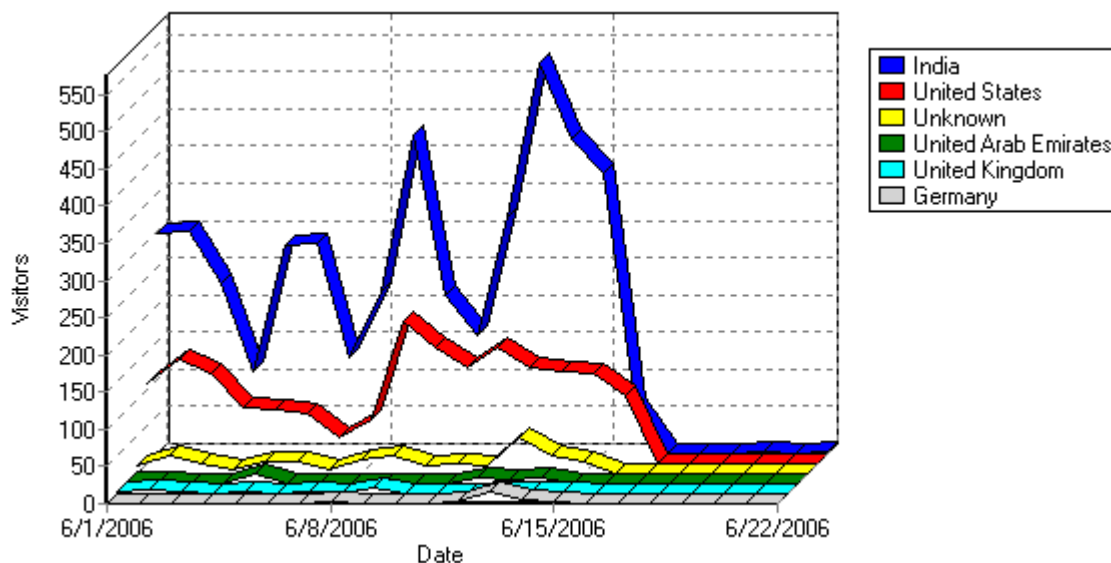
Last Two months comparison of Hits, Visits, Requests Etc. to the CORE Centre

		May 06	June 06
1.	Hits	352,113	268,312
2.	Requests	111,111	85,736
3.	Visits	17,684	13,480
4.	Average No. of Requests per visit	6:29	6:03
5.	Average Visit Duration (in Minutes)	00:06:01	00:05:03

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	799
2	Yahoo	56
3	MSN	33
4	AskJeeves	4
5	Dogpile	1
6	MetaCrawler	1
	Total	894

Table 1 show that 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 reviewed to bring about some corrections, reorganizing links and making it more attractive. This work is being undertaken as a part of overall renovation and updating.

The new feature added that of receiving queries online and providing response within a specified time limit has generated fairly large number of queries during June and were promptly replied. Numbers of queries received during June 06 was 77. 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 process is now under way.

New Contents (Pages) added in June 2006

CORE Status: 45 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 **3800** subscribers are registered themselves for accessing CORE Centre E-newsletter. June 2006 issue of E-newsletter is enclosed as **Annexure – 1**.



Online Complaint Registration & Mediation Mechanism

In the month of June 2006, 982 Complaints were received from various corners of the country, as against 1225 for the month of May 2006.

Figure-2 shows the comparative picture of complaints received by CORE Centre from 15th March 2005 to 30th June 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.

Comparative analysis of the complaints received from 15th March 2005 to 30th June 2006.

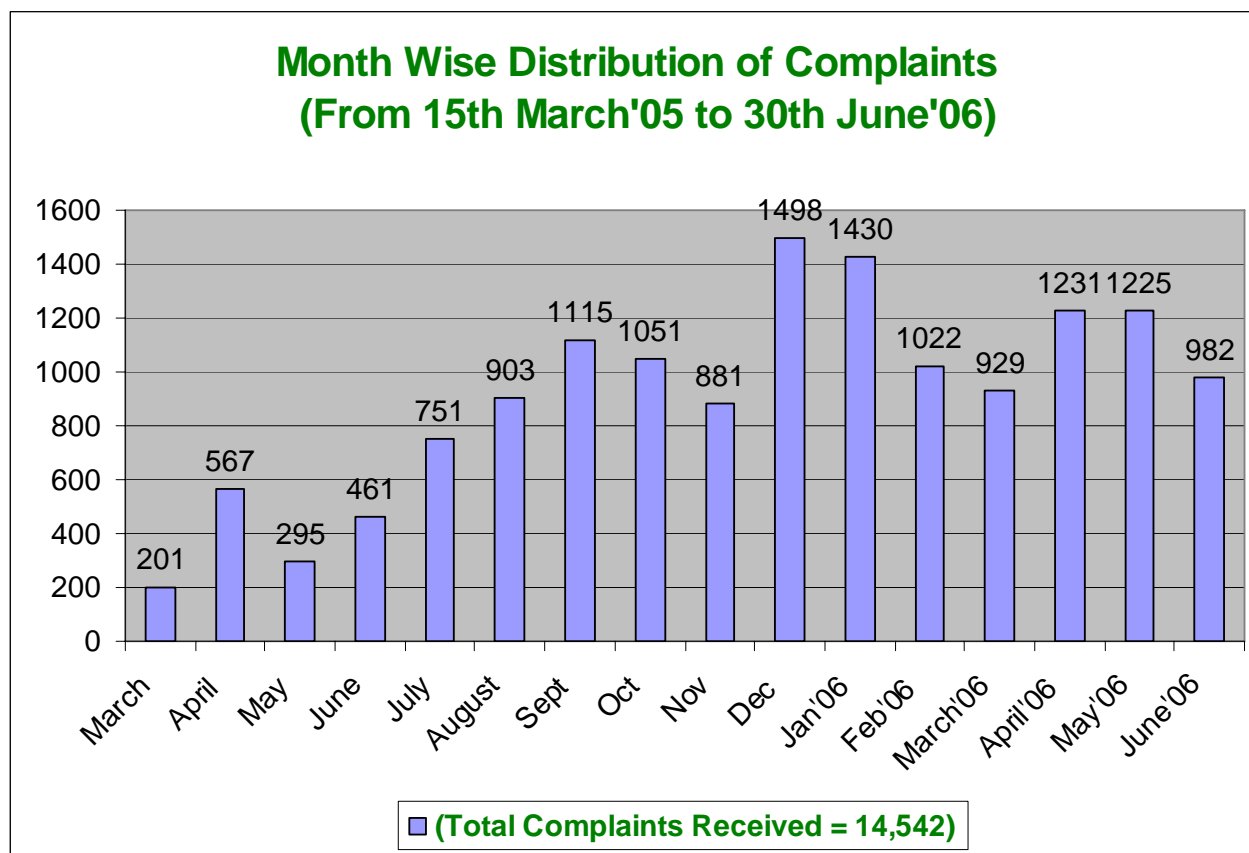


Figure-2

Note: June 06 was a particularly bad month, bugged as we were by frequent power failures. This was further compounded by total disruption of Telephone-cum- broadband for a week. This also accounts for shortfall in complaint handling. However, we installed an additional wireless phone-cum-broadband to avoid total blackout in future.



State wise breakup of Complaints

Total Complaints Received in June 2006 – 982

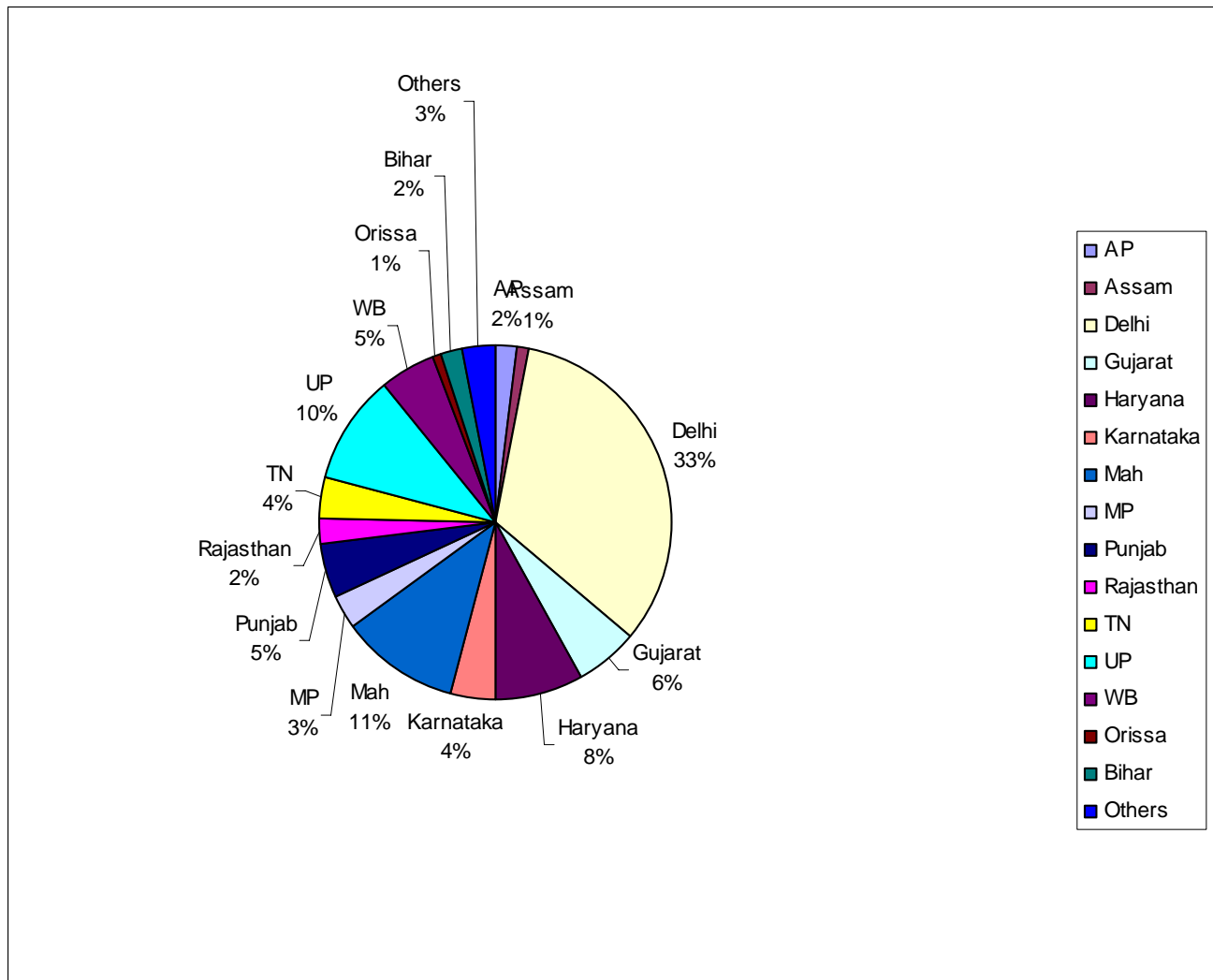


Figure-3



Analysis of Complaints remaining unresolved as on 1st July 2006

Table 2

S. No.	Details	Numbers
1.	Total no. of complaint received from 15 th March 2005 to 30 th June 2006	14542
2.	Total No. of complaints resolved till 30 th June 2006	2083
3.	Balance no. of complaints remaining unresolved as on 1 st July 2006	12459

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

S. No.	Stages	Numbers
1.	Unresolved complaints which are more than 45 days old (These are complaints received from 15 th March to 30 th April 2006 on which Stage 3 action has already been taken, as on 1 st July 2006, but no response has been received from the opposite party)	10950
2.	Unresolved complaints which are between 31 to 45 days old (These are complaints received from 16 th May 2006 to 31 st May 2006 on which Stage 3 action has already been taken, as on 1 st July 2006, and response is awaited)	587
3.	Unresolved complaints which are between 16 to 30 days old (These are complaints received from 1 st June 2006 to 15 th June 2006 on which Stage 2 action has already been taken, as on 1 st July 2006, but are still remaining unresolved)	400
4.	Unresolved complaints which are between 1 to 15 days old (These are complaints received from 16 th June 2006 to 30 th June 2006 on which Stage 1 action has already been taken, as on 1 st July 2006, but are still remaining unresolved)	522
Total Unresolved Complaints as on 1st July 2006		12459

Table 3

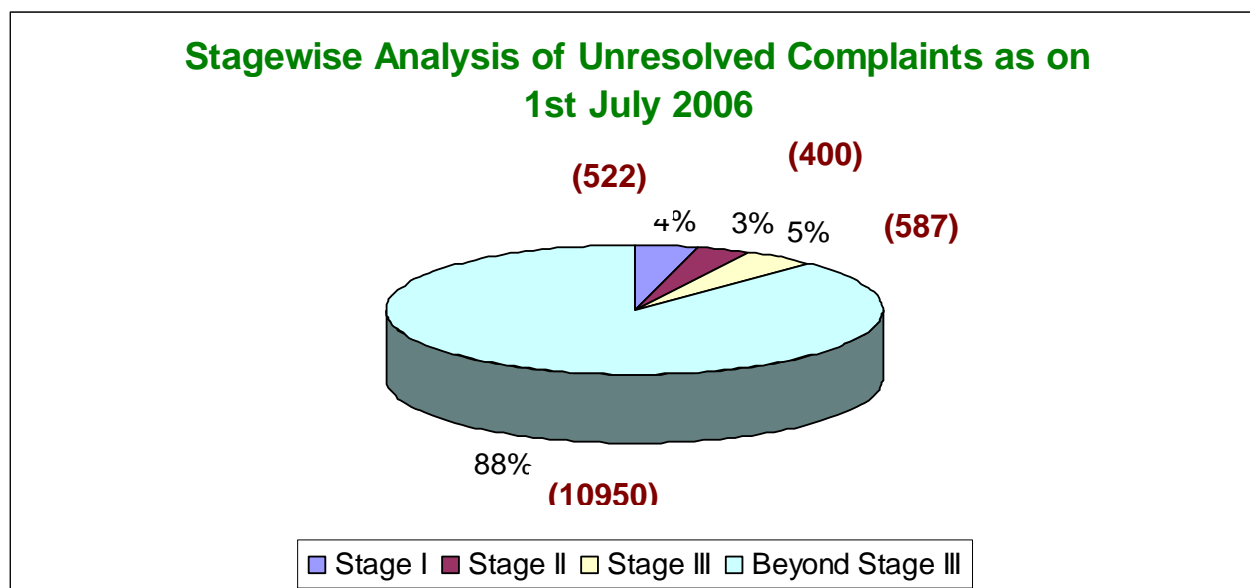


Figure-4



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

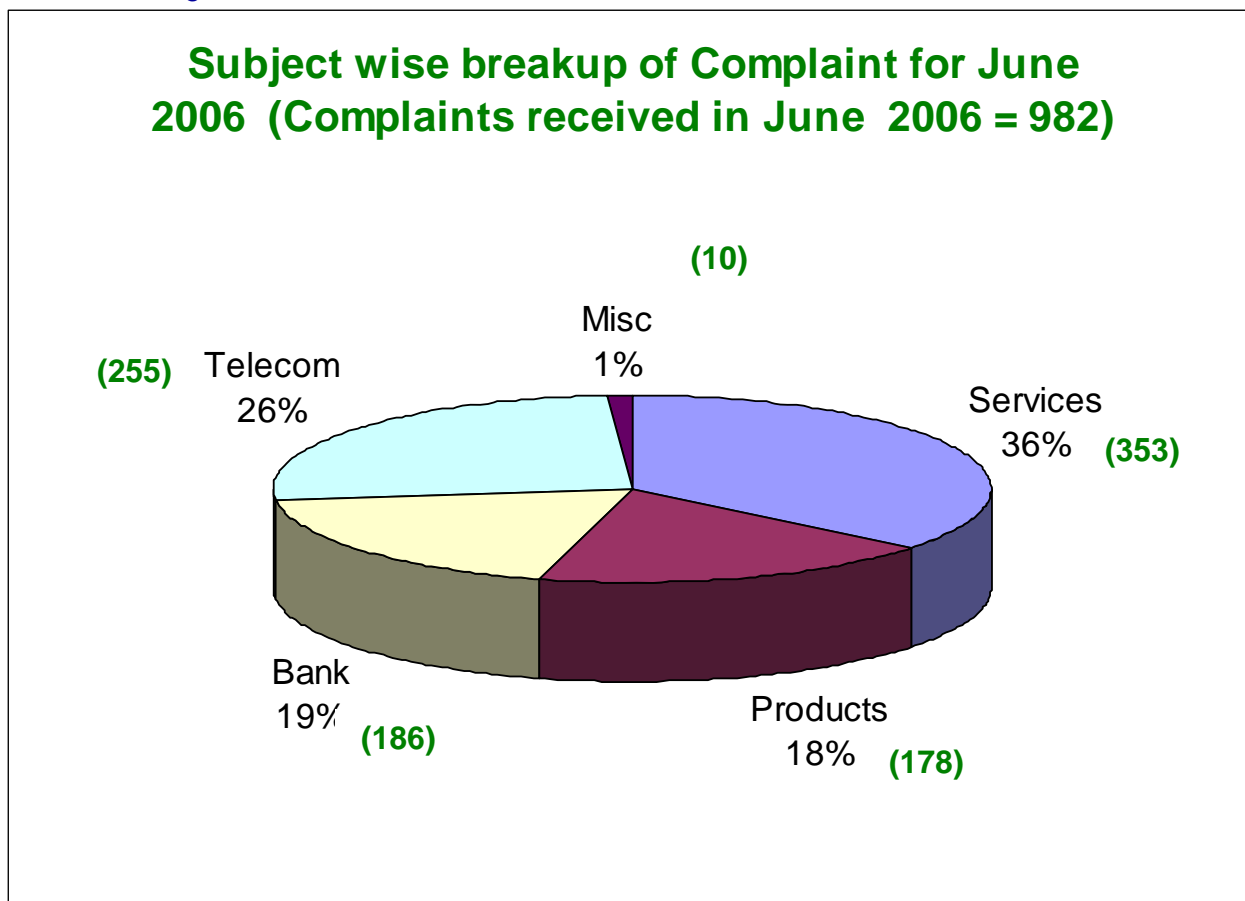


Figure-5

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

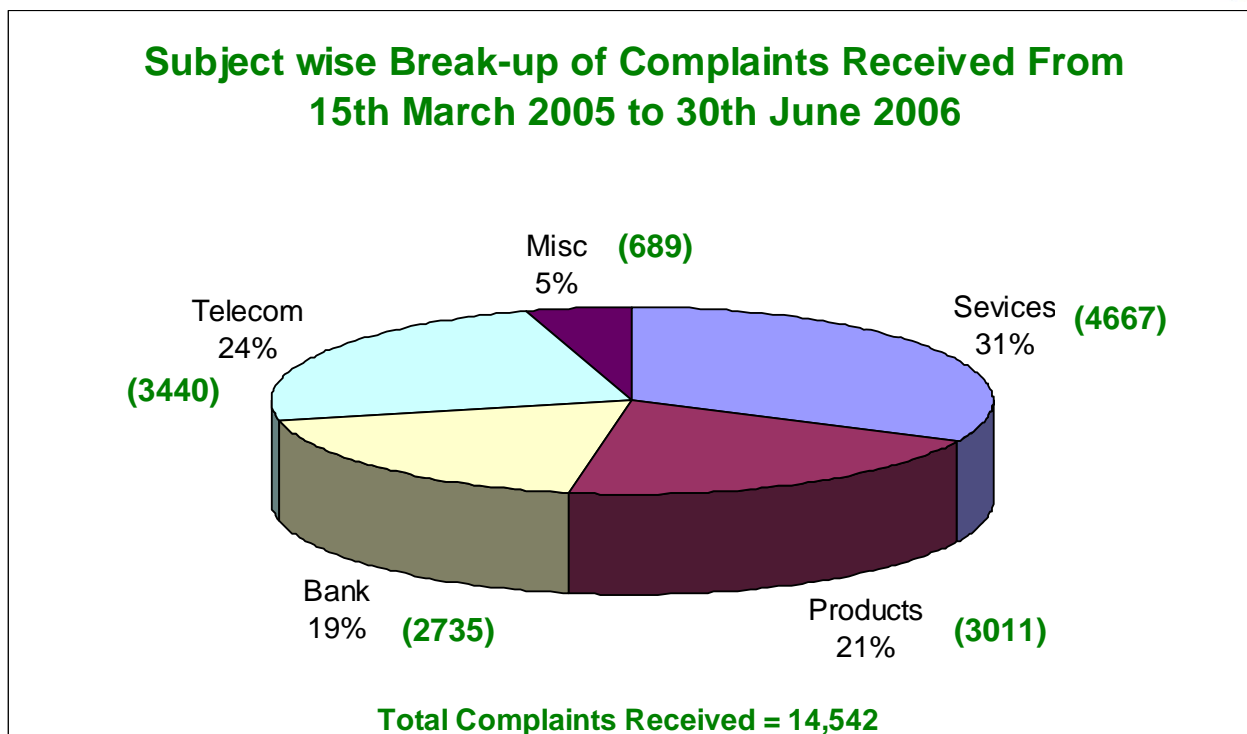


Figure-6

Figure 6 shows the Subject wise breakup of the total complaints received from 15th March 2005 to 30th June 2006

CORE Staff Strength

The total staff strength, as on 30th June 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 received 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.



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

<i>Sl. No.</i>	<i>Organization</i>	<i>Subject of Meeting</i>	<i>Date</i>	<i>Place</i>	<i>Attended by</i>
1	Bureau of Indian Standards (BIS)	Eighteenth Training Program on Consumer Protection for State & District Level Officers	21 June 2006	NITS, Complex Sec-62 NOIDA	Director & Sr. Mgr. Technical
2	M/o CA, F&PD,	42 nd Meeting of the Standing Committee on CWF	30 June 2006	Room No.46 (GF), Krishi Bhawan, New Delhi	Director
3	GOI, M/o CA, F&PD, New Delhi	Multi Media Committee Meeting	14 June 2006	Krishi Bhawan, New Delhi	Director
4	CCC-CORE Centre. Noida	CORE Project Committee Meeting	16 June 2006	Board Room of CCC Secretariat, NOIDA	Chairman, IPC, Hon Treasurer, Director & Joint Director, CCC
5	Ministry of Health & Family Planning (MOHFW) Mr Aditya kumar Consultant Capacity Building Project Room No. 523 A, Nirman Bhawan New Delhi Ph: 55422667 E-mail: cbp.fsdq@nic.in	Meeting of the Consumer Task Force	29 th June 2006 at 3.00 pm	Room No.445, A-Wing, Nirman Bhawan, New Delhi	Joint Director



ANNEXURE -1

(Electronic Newsletter of June 2006)

Core Centre

Consumer Online Resource & Empowerment Centre

Vol :23, June 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 ↓



Curbing Private Courier Companies

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... Read More >>>

- ▶ [DoP's FAQs On Draft Post Office Amendment Bill](#)
- ▶ [Barring Private Couriers is Anti-Competitive: COF](#)
- ▶ [Postal Act Amendment: Small Couriers Fear Extinction](#)
- ▶ [My dear, Department of Post!](#)

CONSUMER NEWS ↓

- ▶ [Mumbai HC Directs ITDC To Obtain Licence For Selling Liquor At Airport](#) (Thursday, June 08, 2006)

The Bombay High Court today directed the India Tourism Development Corporation (ITDC), which is running a duty-free liquor shop at Chatrapati Shivaji International Airport, to obtain a license for sale of liquor under the State Excise rule.

- ▶ [Reliance Plea In Sc To Lay Guidelines For Tenders Allotment](#) (Friday, June 02, 2006)

Reliance Airports Developers Pvt. Ltd. today pleaded before the Supreme Court that since huge national assets are going to be privatised this court must lay down strict guidelines for allotment of tenders and contracts to private players.

- ▶ [Reservations: Oversight Committee Constituted](#) (Monday, May 29, 2006)

With the approval of the Prime Minister following Oversight Committee to monitor the



With the approval of the Prime Minister, following Oversight Committee to monitor the implementation of the decision to introduce reservations in higher education institutions has been constituted:

PREVIOUS ISSUES ↓



The mushrooming of ATMs has meant more convenience for the banks' customers. Initially most banks did not charge for ATM services but charges have now been introduced for services. Customers are now feeling cheated. [The previous CORE e-newsletter](#) focused on Bank ATMs- A New Profit Centre for Banks.

CORE CENTRE ACHIEVEMENTS ↓

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

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

CONSUMER NOTIFICATIONS & CIRCULARS ↓

[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.

[F.8\(86\)/EA/Env./2005/450](#) (E) (25/05/2006)

Degradable plastic bags made compulsory in respect of specified usage.

[S.O. 649](#) (E) (04/05/2006)

Specified non-standards weights permitted for manufacture by Shankar Wire Products , Kalirekha, B-Deoghar-814 1 12, Jharkhand for exports.

CONSUMER RULES ↓

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

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



CONSUMER JUDGMENTS ↓

Reliance India Mobile Limited v Hari Chand Gupta 08/05/2006 (NATIONAL 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 ..