



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

**Monthly Report**  
*For March 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)**

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Chairman, CCC  
**Prof. Durai Singham**

## Highlights

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- ✓ Over 58 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
- ✓ 16150 Subscribers of CORE Centre E-Newsletter
- ✓ Over 26 Thousand Complaints received from 15<sup>th</sup> March, 2005 to 31<sup>st</sup> March, 2007 from all parts of India and abroad
- ✓ Total 3389 complaints (13% of all complaints handled) were resolved by CORE Centre from 15<sup>th</sup> March 2005 to 31<sup>st</sup> March 2007
- ✓ March 2007 witnessed 330,685 hits, 26,766 Requests, 38,033 visits, 241,092 Pages views respectively.
- ✓ 2560 Complaints received in March 2007 against a previous maximum of 1500 in a month till now
- ✓ Hindi version of CORE Centre website has been launched with selected links. More than 48 thousands hits were registered in the Hindi section in March 07.

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## **Preface**

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

Consumer Online Resource & Empowerment Centre (CORE Centre), a project managed by Consumer Coordination Council was approved by the Ministry of Consumer Affairs, Food & Public Distribution (M/o C.A., F&PD). It is a Project for Web Based Institutional Approach to Consumer Awareness & Protection. CCC is happy to acknowledge and record the highly proactive approach and positive response by the Senior Officials of the M/o C.A., F&PD.

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 enjoin upon CCCS to***

*“--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.*

*And to report regularly to the Ministry about the status of progressive self-reliance of the CORE Centre.”*

CORE Project has completed 24 months since its inauguration on 15<sup>th</sup> March 2005. It is now poised to take off and is getting geared for realizing its full potential progressively. 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 has been undertaken. Special attention is being paid to Home page, complaint section and legal–cum-judgment sections to make the website attractive and informative as well as a source of income generation.

We now have **thirteen 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 many more subscribers on account of value addition.

Besides following actions have been initiated:

- 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 Director has sent a letter to President NCDRC recently. His response is not forthcoming. A fresh proposal will be made soon.
- Revised proposals for making available the judgments of the State Commissions, landmark judgments of Apex Court, NCDRC & HCs etc. in near future being worked out in view of the response in this regard. We are categorizing them, to create value for reader. We are proposing making composite set available on payment.
- Possibility of pricing of Fortnightly Newsletters, which are accessible free of cost, and making selected links available to members or on payment of subscription is also being pursued actively. It was felt that revenue generation in this regard has to follow establishment of CORE’s credentials especially in Content part. As that is now approaching, steps in that direction will be initiated in the next quarter.
- Phone calls are now being made to Opposite Parties and face-to-face meetings held with service providers/ manufacturers to improve the rate of resolution. This is expected to open channels for revenue generations.
- 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 over 70 pages have been uploaded. We are



encouraging the MOs in Hindi belt to send their contents in Hindi. Additional pages will be added and existing pages updated as and when required. Feedback on Hindi is being sought before Telugu, Tamil and Malayalam translations are taken up to help in selecting links to be translated. Greater outreach and increased activity is expected to offer more opportunities and options for revenue generation.

- Agreement signed with a technology firm, M/s Mobile Mantra , which included improvement in process of handling complaints through automation and exploring avenues for raising revenues to make the project self sustainable, is now nearing completion of its first phase. Final version of Home page has been received and process of trial run and debugging has been completed and site has become partly operational.
- 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 have received positive feedback in this regard and propose to make them accessible on payment.
- These initiatives are expected to lead to successful launch of levying a handling fee for complaints as well.
- CCC had entered in the MOU with 31 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. Success in attracting contents from MOs have been at best nominal. PMG in its meeting held in February 07 asked IPC to take steps for attracting greater involvement of and input from member organisations to build contents. This however has had only limited impact so far.



**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:

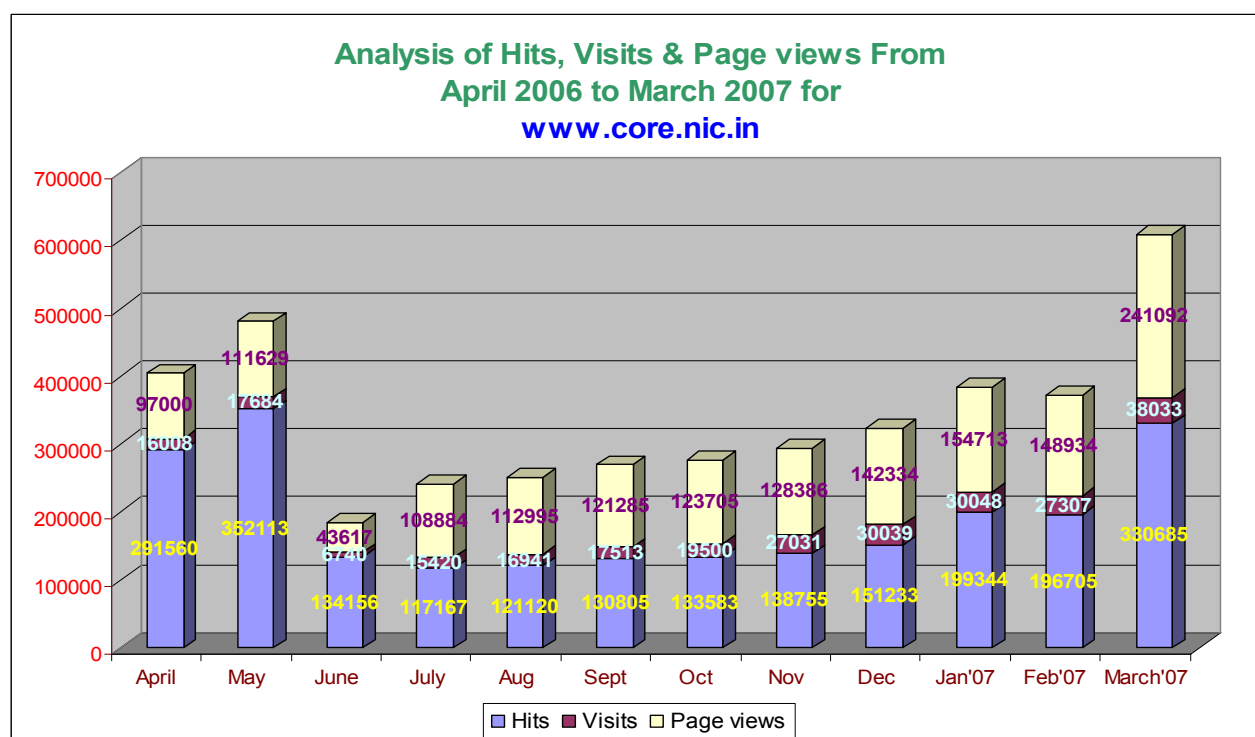
Under the new system where trial run has been made, acknowledgement distribution to designated Complaint Managers is automatic.

## 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> March 2007.

1.	Total Number of Hits	58,59,722
2.	Total Number of Requests	17,89,547
3.	Total Number of Visits	4,71,300
4.	Total Number of pages viewed in <b>March 2007</b>	2,41,092
5.	Average No. of Requests per visit	3:8
6.	Average Visit Duration (in Minutes)	00:04:32



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
4. March 2007 witnessed highest volume of Hits, Visits & Page views in last one year.

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

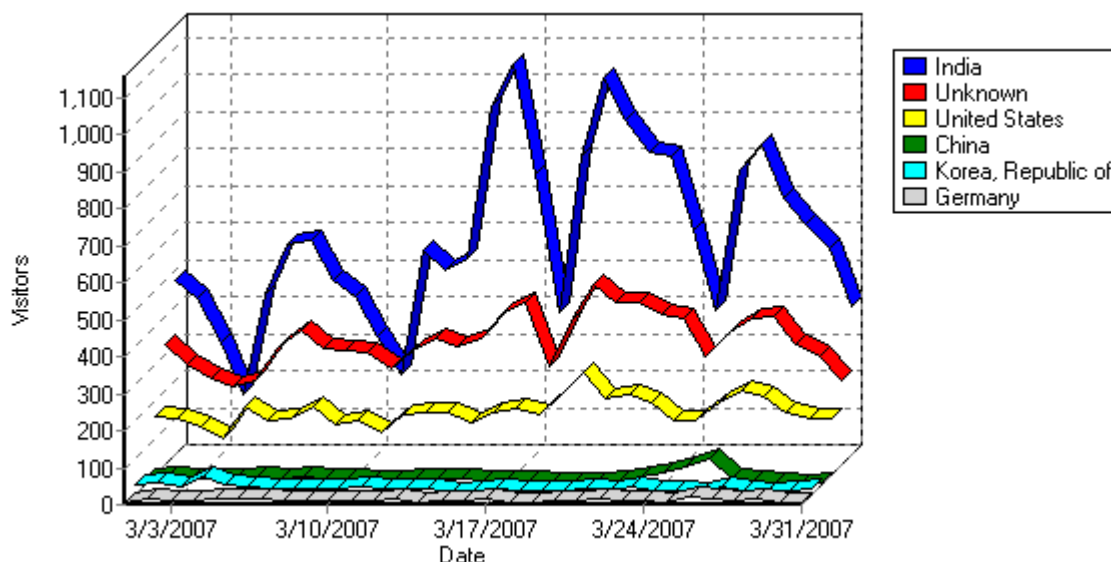
**Request:** Any hit that successfully retrieves contents;

**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 is substantial number of visits from the United States.

**Top Search Engines**

	Search Engine	Searches
1	Google	8,360
2	Yahoo	165
3	MSN	30
4	AskJeeves	10
5	AOL	8
6	Mamma	6
7	Dogpile	3
8	Search.com	2
9	Seznam	2
10	Netscape	2
11	BBC	1
12	Altavista	1
13	MetaCrawler	1
	<b>Total</b>	<b>8,591</b>

**Table 1** show that 13 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
- ◆ 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.***

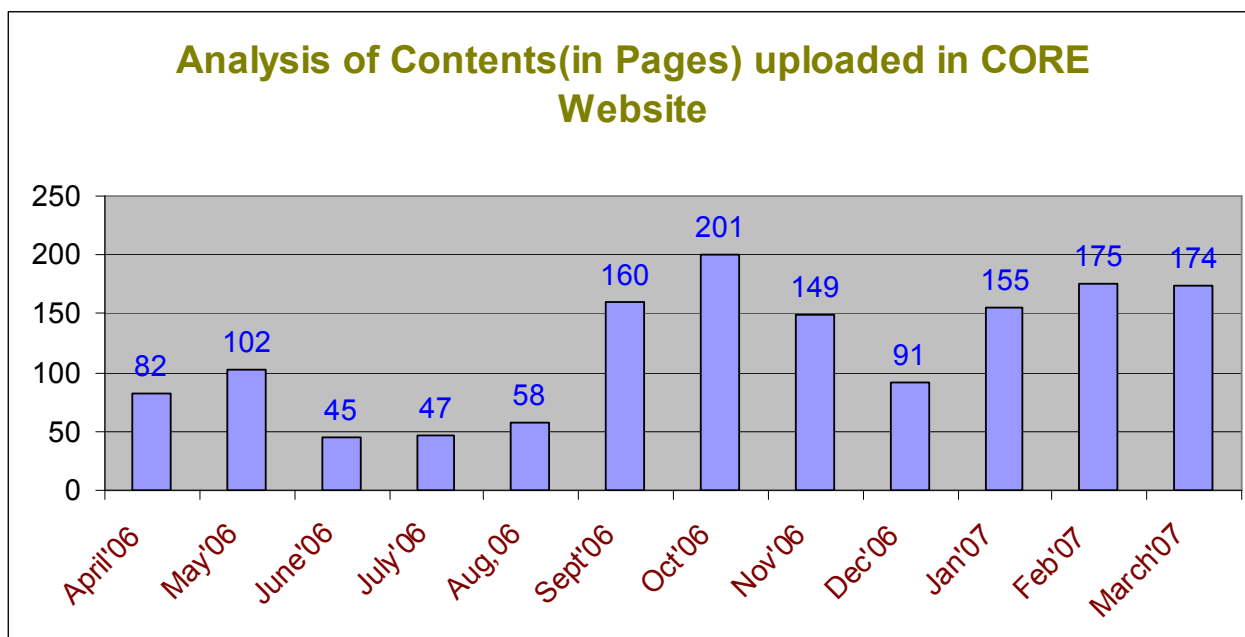
***The advertisement in media and new feature added that of receiving queries online and providing response within a specified time limit has been generating ever increasing number of queries, which are promptly attended to. Number of queries received during March was 104. This has also helped us to 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. It may require some substantial additions to the scheme.***

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

- |                     |            |                       |           |
|---------------------|------------|-----------------------|-----------|
| □ CORE Status:      | 30 Pages.  | □ Caselaws:           | 90 Pages. |
| □ Consumer Alert    | : 5 Pages. | □ Newsletter Archive: | 3 Pages.  |
| □ Guideline (Hindi) | : 9 Pages  | □ Consumer News:      | 37 Pages. |

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





### **Newsletter Service:**

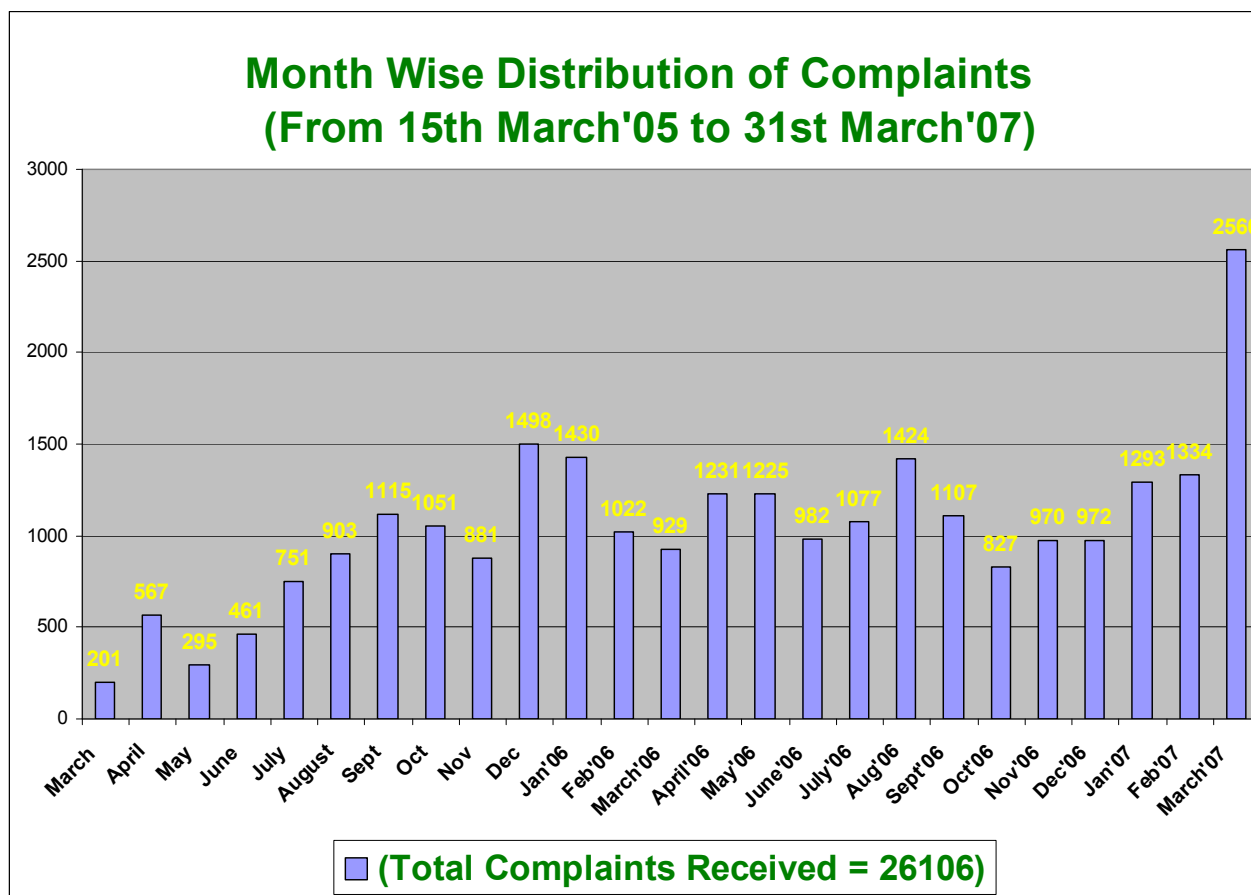
Currently the Newsletters are accessible free of cost in CORE Centre. The list of Newsletters is uploaded onto <http://www.corecentre.org/guest/newsletter/> a link on the CORE Website. At present **16150** subscribers are reported to be registered for accessing CORE Centre E-newsletter. Possibility of tapping this market as revenue earner, after the quality of Newsletter is improved, along with archival material is being examined. March 2007 issues of E-newsletters are enclosed as **Annexure-1**.

## Online Complaint Registration & Mediation Mechanism

In the month of March 2007, **2560** Complaints were received from various corners of the country, as against 1334 for the month of February 2007.

**Figure-2** shows the comparative picture of complaints received by CORE Centre from 15<sup>th</sup> March 2005 to 31<sup>st</sup> March 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.

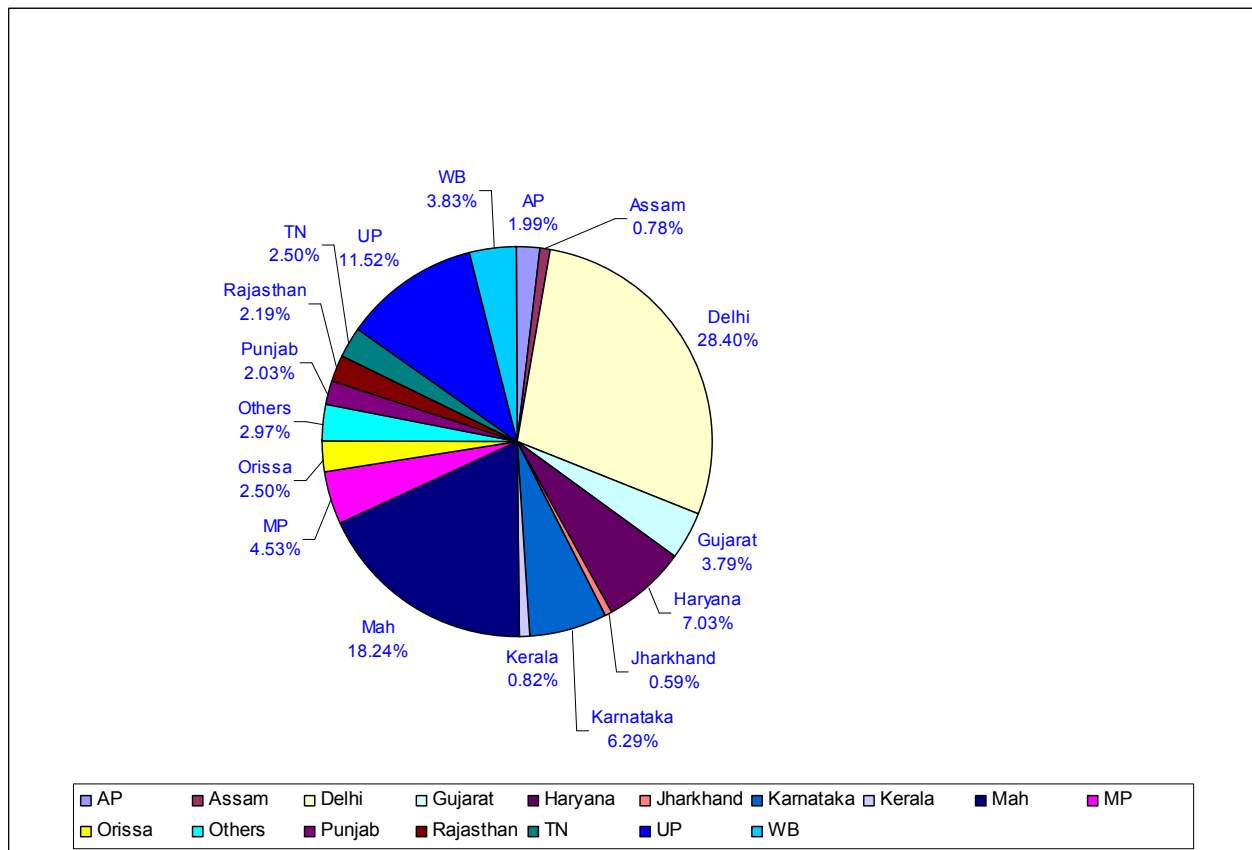
### Comparative analysis of the complaints received from 15<sup>th</sup> March 2005 to 31<sup>st</sup> March 07.



**Figure-2**

## State wise breakup of Complaints

**Total Complaints Received in March 2007 – 2560**



**Figure-3**

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

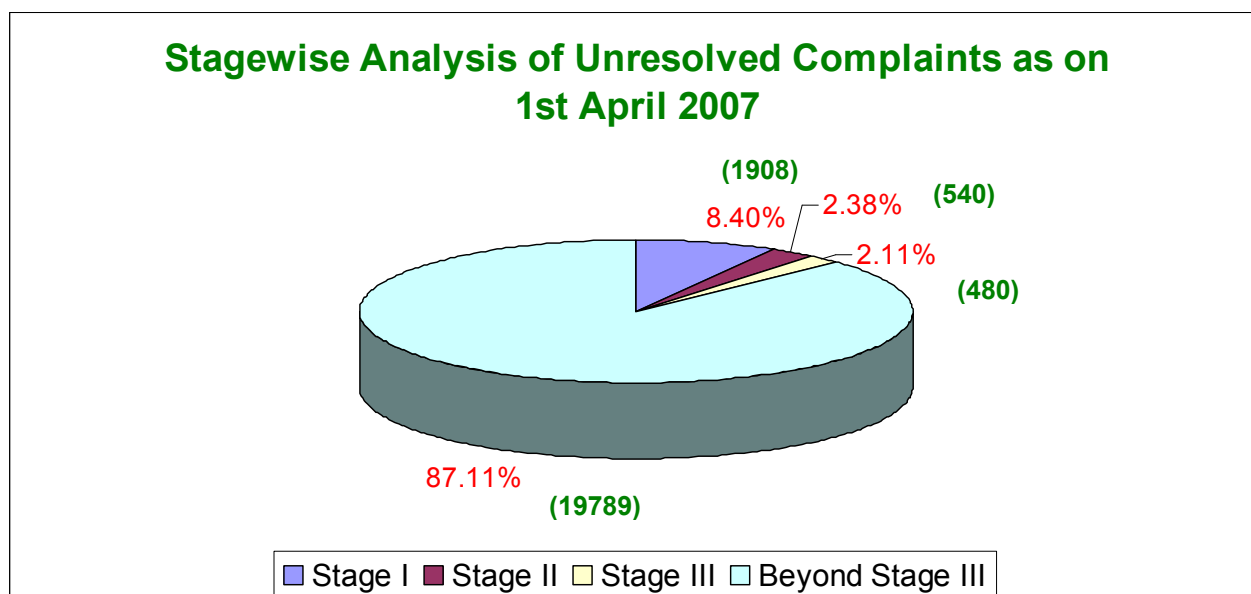
**Table 2**

S. No.	Details	Numbers
1.	Total no. of complaint received from 15 <sup>th</sup> March 2005 to 31 <sup>st</sup> March 2007	<b>26106</b>
2.	Total No. of complaints resolved till 31 <sup>st</sup> March 2007	<b>3389</b>
3.	Balance no. of complaints remaining unresolved as on 1 <sup>st</sup> April 2007	<b>22717</b>

Table 3 shows Stage wise analysis of complaints remaining unresolved as on 1<sup>st</sup> April 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> April 2007. If responses are still received from the opposite party, they will be dealt with appropriately)	<b>19789</b>
2.	<b>Unresolved complaints which are between 31 to 45 days old</b> (These are complaints received from 16 <sup>th</sup> Feb 2007 to 28 <sup>th</sup> Feb 2007 on which Stage 3 action has already been taken, as on 1 <sup>st</sup> April 2007, and response is awaited)	<b>480</b>
3.	<b>Unresolved complaints which are between 16 to 30 days old</b> (These are complaints received from 1 <sup>st</sup> March 2007 to 15 <sup>th</sup> March 2007 on which Stage 2 action has already been taken, as on 1 <sup>st</sup> April 2007, but are still remaining unresolved)	<b>540</b>
4.	<b>Unresolved complaints which are between 1 to 15 days old</b> (These are complaints received from 16 <sup>th</sup> March 2007 to 31 <sup>st</sup> March 2007 on which Stage 1 action has already been taken, as on 1 <sup>st</sup> April 2007, but are still remaining unresolved)	<b>1908</b>
<b>Total Unresolved Complaints as on 1<sup>st</sup> April 2007</b>		<b>22717</b>

**Table 3**

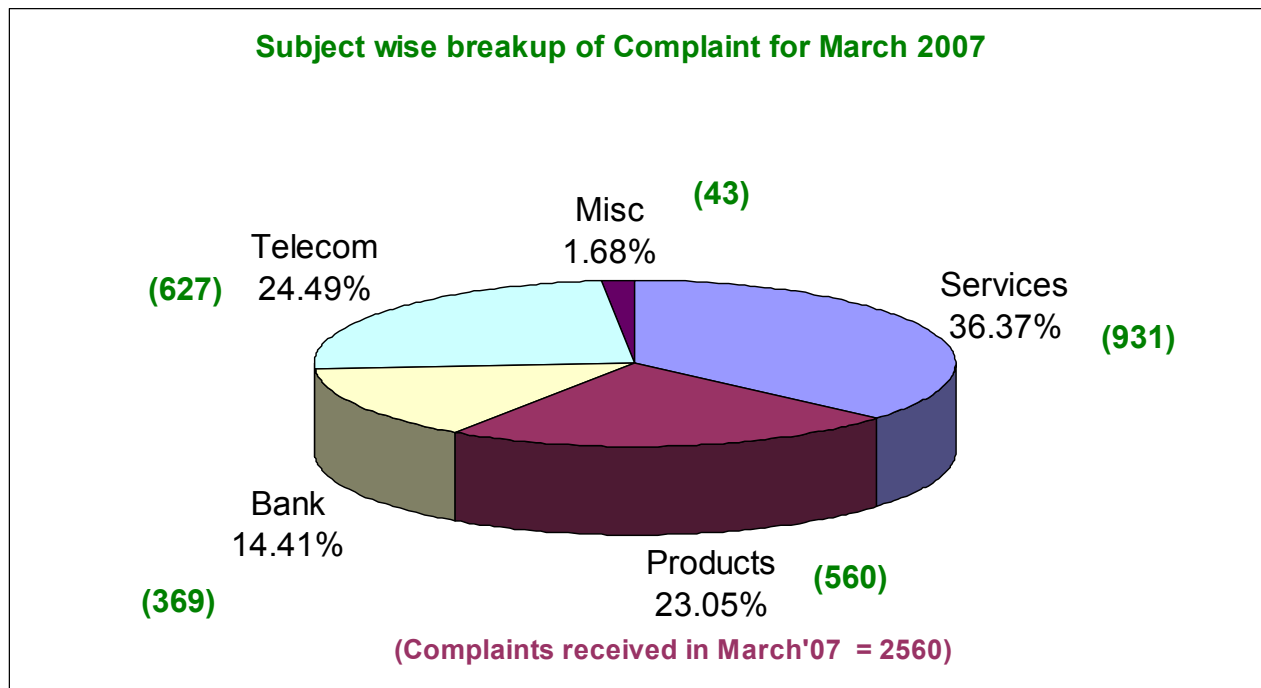


**Figure-4**

## SUBJECT WISE BREAK UP OF COMPLAINTS

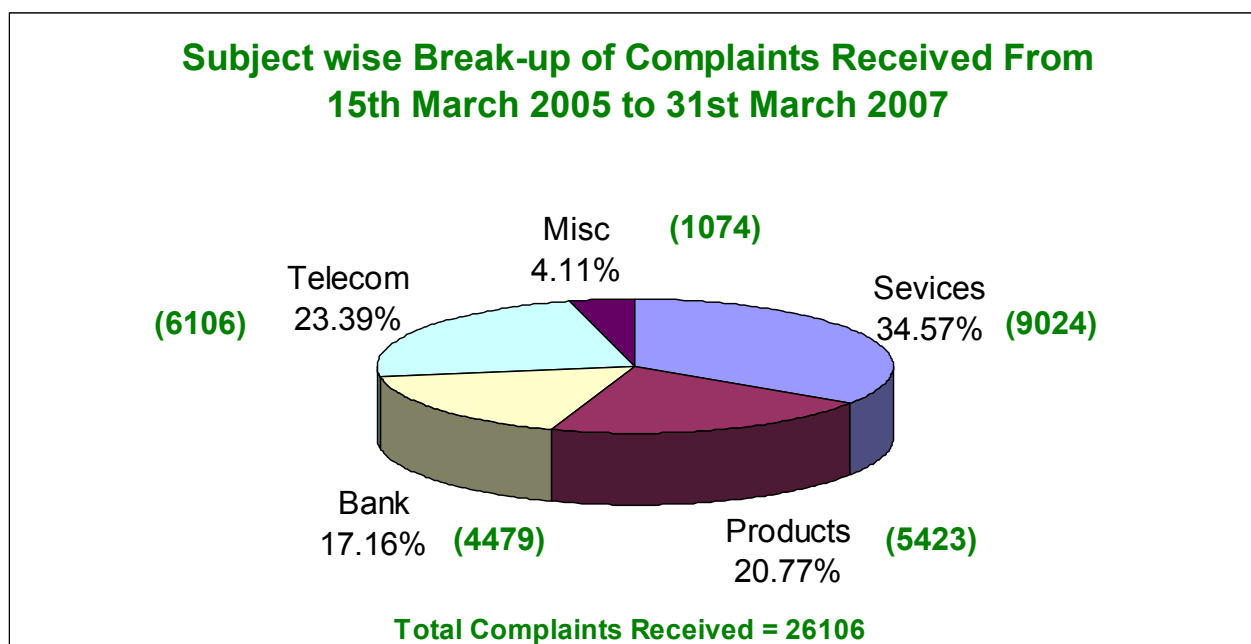
Complaints received in the CORE center can be categorized into following major heads for analytical purpose:

- 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 15<sup>th</sup> March 2005 to 31<sup>st</sup> March 2007

### **CORE Staff Strength**

The total staff strength, as on **31<sup>st</sup> March 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**  
**CCC - CORE Centre in March 2007**

<b>Sl. No.</b>	<b>Dak No. &amp; Received Date</b>	<b>Reference No. &amp; Date</b>	<b>From whom received</b>	<b>Subject</b>	<b>Date, Time &amp; Venue</b>	<b>Attended by</b>
1	5/2/07	By Email	Mrs Madhulika Prakash, Scientist F & Head (Food & Agri), Food & Agri. Department	Meeting Notice of FAD 14	On 1 <sup>st</sup> March 07 at 1000h at Blossom Industries Ltd., Jani Vankad, Nani Daman-396210	<b>Director</b>
2	16/3/07	By Email	VOICE Society	6 <sup>th</sup> Ombudsman Committee Meeting	On 21/3/07 at 1100 hrs at New Party Room, Civil Service Officers Institute (CSOI), E-116, M.S. Apts., Kasturba Gandhi Marg, New Delhi	<b>Joint Director</b>
3	-	By Email	NPPA	Meeting on Drug Promotion	At Islamic Culture, Lodi Road, New Delhi on 29/3/07	<b>Director</b>
4	-	By Email	Q C I	Meeting on Accreditation	On 23/3/07 at BSZ Marg, New Delhi	<b>Director</b>

## ANNEXURE -1

(Electronic Newsletters of March 2007)

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

Vol :41, March 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 ::](#) [News](#) [Archives](#) [Circulars](#) [Legislation](#) [Judgments](#)

#### CONSUMER FOCUS ↓



#### Are High Costs for Medicines justifiable?

One of the key themes of the consumer movement this year is the 'The Ethics of Drug Marketing'. Co-incidentally, the Swiss multinational, Novartis recently moved the Chennai High Court recently, challenging certain provision of the Indian Patents Act. Consumer organisations are worried that the monopoly which multinational companies have on drugs could further hit the accessibility and affordability of essential drugs. Archana Mishra analyses this issue this fortnight.

- [Are Drug Prices Over Priced ?](#)
- [Does Patented Drugs Mean Costly Medicines?](#)
- [Novartis challenge to Patents Act: How far justifiable?](#)
- [Interests of Consumers should be primary consideration](#)

#### CONSUMER NEWS ↓

[SC issues notices to Ansals](#) (Friday, March 16, 2007)

The Supreme Court has issued notices to the Ansal brothers on an application filed by the Association of Victims of Uphaar Tragedy (AVUT) pleading for the stay of the Delhi High Court order permitting M/s Ansal Theatres & Clubhotels to mortgage the theatre to pay off the compensation to the families of the victims.

[Unsolicited calls? Call mobile operator](#) (Sunday, March 11, 2007)

Following a TRAI directive, all mobile operators in the country will now offer 'Do Not Call' registry to their subscribers to prevent them from attending unsolicited promotional calls and messages.

[Idea to refund Rs 23.29 lakh](#) (Friday, March 09, 2007)

Idea Cellular, an Aditya Birla Group company, will refund Rs 23.29 lakh to its 1.92 lakh subscribers, following a notification issued by TRAI in its tariff scheme involving high charges for calling MTNL

and BSNL networks.

### [EU Agriculture Commissioner demands business friendly laws](#) (Friday, March 09, 2007)

In an effort to tap the lucrative agriculture sector in India, the European Commissioner for Agriculture and Rural Development Mariann Fischer BI called for urgent elimination of 'unnecessary and outdated restrictions' prevalent in the Indian agriculture sector.

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## PREVIOUS ISSUE



The government has repeatedly hailed the Union Budget of 2007 as an exercise for the 'aam aadmi'. In an inflationary atmosphere it is probably the correct thing to do. However, the claims of the government need to be examined from a consumer perspective.

[Read more...](#)

[Archives](#)

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## CORE CENTRE ACHIEVEMENTS

[Report for the Month of January 2007](#)

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## CONSUMER NOTIFICATIONS & CIRCULARS

[S.O. 305 \(E\)](#) (01/03/2007)

Wheat (Stock Declaration by Companies or Firms or Individuals) Order, 2007

[G.S.R. 63 \(E\)](#) (02/02/2007)

Draft Rules -Drugs and Cosmetics (Amendment) Rules, 2007

[G.S.R. 62 \(E\)](#) (02/02/2007)

Draft Rules - Drugs and Cosmetics (Amendment) Rules, 2007

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## CONSUMER JUDGMENTS

[K. K. Miglani, New Delhi v Assistant Engineer, I-T, Sub-Division, New Delhi](#) 08/03/2007 (NATIONAL CONSUMER DISPUTE REDRESSAL COMMISSION)

Complainant was allotted Flat No.21 of 1988, Lodhi Colony, New Delhi by the Directorate of Estates, Nirman Bhawan, New Delhi - At the time of taking the possession of the said flat, both the outer wooden doors of the flat had developed cracks - Alleged deficiencies in ...

[Federation of Hotels and Restaurants Association of India and Others v Union of India and Others](#) 05/03/2007 (DELHI HIGH COURT)

Standards of Weights and Measures Act, 1976, Packaged Commodity Rules, r. 23(2) - Whether it is impermissible for the Petitioners to charge their guests a price above the maximum retail price mentioned on mineral-water packaged and bottled by third parties - What is the ...

To remove yourself from this mailing list [Click here](#)

## 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.

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## CONSUMER FOCUS ↓



### BUDGET 2007: CONSUMER IMPACT ASSESSMENT

The government has repeatedly hailed the Union Budget of 2007 as an exercise for the 'aam aadmi'. In an inflationary atmosphere it is probably the correct thing to do. However, the claims of the government need to be examined from a consumer perspective.

- ▶ [An aam aadmi budget?](#)
- ▶ [Automobiles prices to be hiked.](#)
- ▶ [Senior citizens and working women smile.](#)
- ▶ [Service tax regime extended, ESOPs under Fringe Benefits tax.](#)
- ▶ [Rate card for direct tax.](#)

## CONSUMER NEWS ↓

[No Registration, no services to BPOs: DoT](#) (Friday, March 02, 2007)

To clamp down on 'illegal' use of Internet Telephony, the Department of Telecom (DoT) has directed internet service providers (ISPs) to stop providing services to all call centres and business process outsourcings (BPOs) that are not registered with the Department.

[BSNL asked to pay Rs 10,000 compensation to consumer](#) (Thursday, March 01, 2007)

A Divisional Consumer Protection Forum has directed telecom giant Bharat Sanchar Nigam Limited (BSNL) to pay Rs 10,000 on account of "deficiency of services and unfair trade practice" to a telephone user, official sources said.

[BUDGET 2007: Social sector outlay hiked](#) (Wednesday, February 28, 2007)

With a focus primarily on taming inflation, Finance Minister P. Chidambaram Wednesday presented the national budget for the next fiscal with proposals to substantially hike allocations for social

sectors like health and education and reduce direct and indirect tax rates marginally.



## PREVIOUS ISSUE ↓

Instances of consumers having grievances against their banks are not unusual. To ensure that consumers have a fair deal, both the RBI and the Delhi State Consumer Redressal Commission have taken some measures or passed path-breaking orders to protect consumers, writes Vijay Laxmi Rawat.

[Read more...](#)

[Archives](#)

## CORE CENTRE ACHIEVEMENTS ↓

[Report for the Month of January 2007](#)

## CONSUMER NOTIFICATIONS & CIRCULARS ↓

[G.S.R. 63 \(E\) \(02/02/2007\)](#)

Draft Rules -Drugs and Cosmetics (Amendment) Rules, 2007

[G.S.R. 62 \(E\) \(02/02/2007\)](#)

Draft Rules - Drugs and Cosmetics (Amendment) Rules, 2007

## CONSUMER JUDGMENTS ↓

[Joint Sub Registrar, District Registrar's Office Shanmugapuram, Dindigul District v TMT.Maragatham, Shanmugapuram, Palani](#) 05/03/2007 (NATIONAL CONSUMER DISPUTE REDRESSAL COMMISSION)

Consumer Protection Act, 1986 - Whether Joint Sub-Registrar of District Registrar's Office can be proceeded under the Consumer Protection Act, 1986 for issuing erroneous encumbrance certificate under the Rules framed by the State of Tamil Nadu under Registration Act, 1908? ...

[Sushma Sharma and Others v Bombay Hospital and Others](#) 28/02/2007 (NATIONAL CONSUMER DISPUTE REDRESSAL COMMISSION)

Alleged medical negligence and deficiency in service - Deceased fell down from a bus while getting down and fractured neck femur - After operation he died due to cardiac arrest - Held, after having referred the matter for pre-operative cardiac advice to opposite party Dr. ...

[DHL Worldwide Express, Express Division of Air Freight, Coimbatore v Messrs G.R.Pharma, Exporters and Importers Represented By R. Meenal, Coimbatore and Others](#) 26/02/2007 (NATIONAL CONSUMER DISPUTE REDRESSAL COMMISSION)

Deficiency in Service - Complainant received export order and deposited pay order with Bank - Goods shipped through carrier with instruction to deliver consignment on hearing complainant's



confirmation - Bank having credited the amount to complainant's account without ...

[Mullangie Spintex Private Limited v New India Assurance Company Limited and Others](#) 23/02/2007  
(NATIONAL CONSUMER DISPUTE REDRESSAL COMMISSION)

Consumer Protection - Complaint against Insurance company - Complainant, a cotton yarn manufacturing company suffered loss of property, machinery due to fire caused by spark from overhead power line - Complainant estimated loss of cotton bales worth Rs 2 crore and machinery ...

[Messrs Transport Corporation of India Limited v Messrs Veljan Hydrail Limited](#) 22/02/2007  
(SUPREME COURT OF INDIA)

Carriers Act, 1865 - Non-delivery of consignment - State Commission directed the appellant to pay the value of the consignment, (Rs.5, 83, 440/-) less the freight charges, with interest at the rate of 9% per annum from the date of booking, and costs of Rs.2000/- - Whether ...

[National Insurance Company Limited v Messrs Ishar Das Madan Lal](#) 20/02/2007 (SUPREME COURT OF INDIA)

J & K Consumers Protection Act, 1987 - Insurance - Respondent obtained a policy known as 'Jeweller Block Policy' - Theft of 140 gms of jewellery worth of Rs.63, 000/- occurred - Whether exclusion clause 8 of the policy is applicable to the facts and circumstances? - Held, ...

[Vibhu Bhakru v Standard Chartered Bank, India Bank Card Centre, Bangalore Also At Standard Chartered Bank, Allahabad Bank Building, New Delhi](#) 20/02/2007 (DELHI CONSUMER DISPUTES REDRESSAL COMMISSION)

Consumer Protection Act, 1986 - Complainant was issued a Credit Card - Recovery of dues - Complaint claiming compensation for mental agony and trauma suffered by him, for the unfair trade practice as well as loss of reputation, his credit worthiness because of his name ...

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**ANNEXURE -2**  
**(Our Rewards)**

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

**CASE # 1**

**The Complainant**

Name: Sandeep  
Email: [skorgaonkar@msn.com](mailto:skorgaonkar@msn.com)  
Address: A2 / 504 Rutu Estate, Thane, Maharashtra  
Phone : 9869355420

**Brief facts of the case:**

Camera bought for 22000, under warranty for one year, Got spoiled in 9 months.. Company took it under warranty and kept with them for 3 months and now asking for Rs. 7000.. Not returning camera and comes with new story everytime, which cause Loss of money, Time, Energy, Mental Trauma, Harrassment to the complainant.

**Action Taken:**

The case was initiated at CORE and a letter was sent to the respective brand (Canon India) regarding the grievance of Mr. Sandeep. He with received the camera in a month.

**Comments of Mr. Sandeep:**

Dear Shalu,

Thanks to you all and I got my camera back in working condition and without any costs... Thanks. Your response was really very appreciable. Kindly revert my compliant.

Thanks and regards  
Sandeep



## **CASE # 2**

### **The Complainant**

Arvind Kumar Arya

Email : [aarya@sapient.com](mailto:aarya@sapient.com)

Address : Sapient Corporation, Salarpuria GR Tech Park, "Vayu" Block,  
#137 Whitefield Road

Bangalore

Karnataka-560066

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

The complainant and his wife subscribed to 999 plan of Airtel. It was promised by the company at the time of taking connection that for CLIP and itemized billing no charges will be applicable. However, CLIP charges were added in the bill. Other than this at the time of taking connection, they had choice to go with another service provider with same plan and facilities for corporate customers. Afterwards, Airtel refused to change their rate plan as well as dropping of their connection. Thus, false promises were made at the time of cracking deal with the complainant.

### **Action Taken:**

The case was initiated at CORE and a letter was sent to the respective brand (Airtel) regarding the grievance of Mr. Arvind Kumar Arya.

### **Comments of Mr. Arvind Kumar Arya**

Respected Mr. GB Sharma,

Thanks for your support in resolving my problem with Airtel. I received the response from Airtel that they are ready to revert the charges as per promise given at the time of taking connection.

My most important concern is in interest to general public that Airtel has not mentioned any thing about Rs 999/- Plan. After paying advance, customer can not take refund and change the plan.

Thanks and regards,

Arvind K Arya



### **Case3:**

#### **The Complainant**

Name : Dr. Divesh N. Srivastava  
Email : [divesh@iitb.ac.in](mailto:divesh@iitb.ac.in)  
Address : Department of Chemistry,  
Indian Institute of Technology-Bombay,  
Powai, Mumbai (Maharashtra) – 400 076.  
Phone : 9820361694

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

Rail ticket cancelled on IRCTC site on 24 Feb 2007 and it was expecting that the refund in 3-4 working days. But money has not refunded by IRCTC Ltd, New Delhi inspite of several reminders. Complainant sent around 50 reminders by email but they did not reply even one.

#### **Action Taken**

The case was initiated at CORE and a letter was sent to the Concerned Officer of IRCTC Ltd., New Delhi regarding refund of money of Dr. Divesh N. Srivastava. He has received his money within 15 days.

#### **Comments of Dr. Divesh N. Srivastava**

Dear Mr. Yadav,

Thank you very much for taking action on my complaint. Meanwhile I got back my money from IRCTC. Still I have a suggestion for IRCTC, if you can communicate to them. They should increase the number of phone lines. Right now they have only 4 lines to cover all India. So, it is very difficult to get through with them.

Thank you very much once again for your help

With best regards

Divesh Narayan Srivastava



## CASE # 4

### The Complainant

Name: Dr Neena Rosey Kahlon  
Email: [drneenaroseykahlon@yahoo.co.in](mailto:drneenaroseykahlon@yahoo.co.in)  
address: Vill Sagarpur,  
City : Batala  
State : Punjab  
Zip : 143505

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

I bought a Samsung Fridge 345 liter, Model 34M, Model code RT 34AVPWI/XTL on 15 March 2005 from M/S Ajay T.V.Centre. Bill # is 5091. Many inner body cracks were developed within three months of its purchase. I made number of requests verbally to them. The Dealer advised me to contact the Head office of Samsung Co at New Delhi. I filed a complaint dated 22nd Oct 2005 to the Samsung Co head office New Delhi. The Company further referred the matter to the then Area Manager Mr Kohli. After that engineer from customer service centre Pathankot visited my place. He also reported the same defects to the company along with its photographs, Serial #00114ZAX600030K. Besides making number of queries to the Area Manager as well as the Dealer, nothing has been done so far. At last on 31st Oct 2006 I sent a legal notice through my Advocate to Samsung India Electronic Ltd. Corporate Office Nehru Place New Delhi, and to M/S Ajay T.V.Centre Gurdaspur. Then I was informed verbally that they are ready to exchange the fridge. But till now there is no progress. On 10 Jan 2007 I approached Core Centre to resolve my problem.

### **Action Taken:**

The case was initiated at CORE and a letter was sent to the respective brand (Ms Ajy TV Centre, Gurdaspur) regarding the grievance of Dr. Neena Rosey Khalan. The Fridge was replaced on 10 Feb 2007.

### **Comments of Dr. Neena Rosey Khalan**

Sir

Thanks for your cooperation. The Samsung Co replaced my defected fridge on 10th of Feb on the same day I sent you e-mail but it was not delivered to you.

once again I am thankful to you

Dr Neena Rosey Kahlon