



## **Highlights:**

- ❑ Over **1.57 Crores** hits received from 50 countries across the globe on **www.core.nic.in** till date
- ❑ Over **7.85 Lakh Visits** **18110** Subscribers of CORE Centre E-Newsletter
- ❑ More than **1.20 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 **60 Thousand** Complaints received from March 2005 to March 2009 from all parts of India and also from abroad
- ❑ Total **5959** complaints (**34% of all complaints handled**) were **resolved** by CORE Centre from **April 2008 to March 2009**.
- ❑ **In the month of March 2009 CORE has received 2064 Complaints, in which 817 (40%) Complaints were resolved**
- ❑ **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. Translation in **Punjabi & Gujarati** has been completed and very soon it will be uploaded in CORE website.
- ❑ Workshop/Seminars arranged at Lucknow, Chandigarh, Ahmedabad and Agra.

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

**March 2009**

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- The translation of CORE website in Punjabi & Gujarati language has been completed for 30 web pages each in both languages. Translation in other languages are in progress
- More than **2000** web pages have been uploaded in the month of **March – 2009**.
- More than **700** web pages of **Consumer Articles, Consumer Studies, Consumer News etc.** Have been uploaded in CORE website. (Details are given on page: 6)
- More than **600** web pages of **Consumer Judgment** have been uploaded in CORE website. (Details are given on page: 6).
- More than **700** WebPages have been uploaded related to Consumer Studies, Current Affairs, Issues related to Health, Human Rights, Global Warming, Tobacco etc.
- More than 300 pages of Gist of Judgments have been uploaded in this month.
- More than 1200 pages have been added in the Link of Acts and Publications.

- Our Sanctioned Activities as per MOU with the Ministry of Consumer Affairs, Food and Public Distribution,

**Department of Consumer Affairs, Govt. of India:**

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- 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 – 4383**
- ❑ **Articles (Hindi)- 114**
- ❑ **Consumer Focus – 292**
- ❑ **Press Release- 134**
- ❑ **Case Laws – 1,13,543**
- ❑ **Consumer Studies – 2662**
- ❑ **FAQ's – 136**
- ❑ **Legislations – 2548**
- ❑ **Rules - 1322**
- ❑ **News – 1522**
- ❑ **Consumer Alert – 80**
- ❑ **Report & Surveys – 270**
- ❑ **Member Activities – 194**
- ❑ **Advocacy Campaign – 58**
- ❑ **Gist of Judgments – 1258**
- ❑ **Test Report – 163**
- ❑ **CORE Status – 1900**
- ❑ **News Snippets – 24**
- ❑ **Health & Tobacco – 334**
- ❑ **Human Rights - 305**

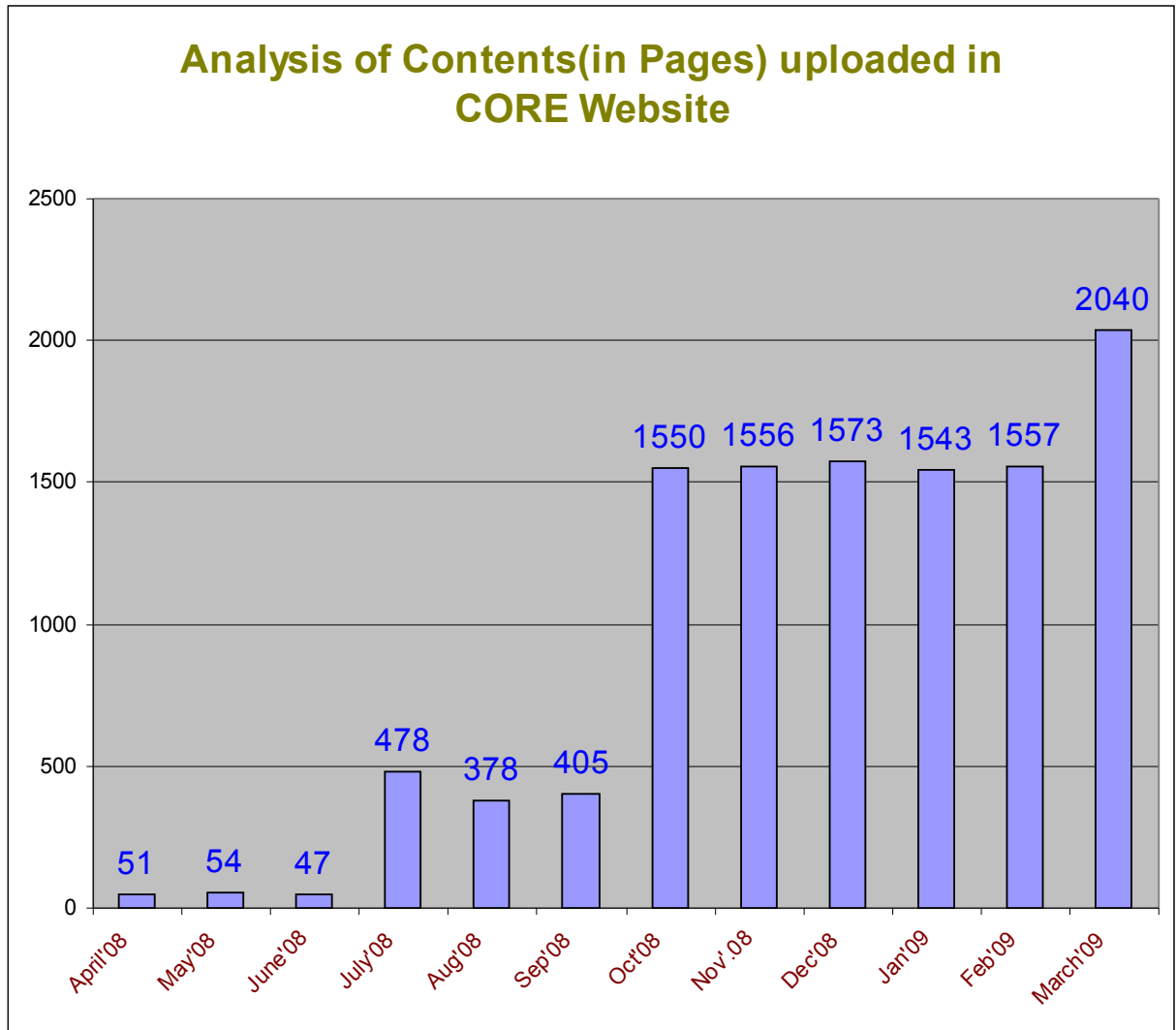
The website is being upgraded regularly including corrections, reorganizing links and making it more attractive and informative.

Number of queries received during **March 2009 was 108**. 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 March 2009:

<b>Content Uploaded in March - 2009</b>		
<b>Sr.No.</b>	<b>Particulars</b>	<b>Web Pages</b>
<b>10-March-09</b>		
1	Article Banking	5
2	Core Progress Report	30
3	Article Human Rights Commission	3
4	Article 2 Human Rights in India	30
5	Consumer Studies	16
<b>TOTAL NUMBER. OF UPLOADED PAGES :</b>		<b>84</b>
<b>13-March-09</b>		
1	Article Recourse against co-operative housing society	3
2	Addresses of Controllers and legal meteorology	9
3	Article Company Law Board	7
4	Article TRAI	67
5	Article Monopolies and Restrictive Trade Practices	21
6	Article Banking Ombudsman	5
7	Consumer Judgment	110
<b>TOTAL NUMBER. OF UPLOADED PAGES :</b>		<b>222</b>
<b>19-March-09</b>		
1	Consumer court Judgments,	126
2	FIRST APPEAL No. 359 OF 2003	27
3	REVISION PETITION NO. 152 OF 2000	7
4	Alert FTC Consumer Alert	2
5	Article Evaluating Diabetes Claims?	3
6	On Climate Change	4
7	Arctic is Melting even in Winter	6
8	Article on Human Rights in India	30
9	Article Global warming Michael Pollen on Agricultural Reform	27
10	Article Lorne Gunter writes on Global Warming	5
<b>TOTAL NUMBER. OF UPLOADED PAGES :</b>		<b>237</b>
<b>23-March-09</b>		
1	Report on Tobacco Part1	123
2	Report on Tobacco Part 2	130
3	Article, Supreme Court of India Practice and Procedure	80
4	Article, SUPREME COURT RULES, 1966 April, 2006	140
<b>TOTAL NUMBER. OF UPLOADED PAGES :</b>		<b>473</b>
<b>26-March-09</b>		
1	High sugar content in cereal, unhealthy	27
2	TRAI	40
3	National Human Rights Commission BROCHURE 2006	25
4	You must be the change you wish to see in the world	20
5	Protecting cultures and identities of India's indigenous peoples	14

	<b>TOTAL NUMBER. OF UPLOADED PAGES :</b>	<b>126</b>
	<b>27-March-09</b>	
1	WHO Report on Health	56
2	Is the aquaculture boom starting to fade	5
3	Background document to the draft 10YFP on SCP in preparation for CSD 18-19	23
4	An e-Waste Management Project for Mumbai	28
	<b>TOTAL NUMBER. OF UPLOADED PAGES :</b>	<b>112</b>
	<b>28-March-09</b>	
1	Article PROBLEMS... CHILDHOOD OBESITY	25
2	Consumer Judgments	450
3	Article Global Warming	45
8	CXO REPRESENTS INDIAN MANUFACTURING POSITIONS	3
	<b>TOTAL NUMBER. OF UPLOADED PAGES :</b>	<b>523</b>
	<b>30-March-09</b>	
1	Consumer Judgments	212
2	Article Ant1 tobacco	45
3	CENTRAL POLLUTION CONTROL BOARD	6
4	<b>TOTAL NUMBER. OF UPLOADED PAGES :</b>	<b>263</b>
	<b>TOTAL Web Pages Uploaded</b>	<b>2040</b>



**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.

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- ❑ 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 18000 subscribers across the country. This newsletter consists of consumer focus, consumer news, circulars, legislations, judgments etc. **56 Enewsletters** 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/enewsletter/default.asp>

- **E-newsletter of March 2009:**

	<h1>Core centre</h1> <p>Consumer Online Resource &amp; Empowerment Centre</p> <h2>eNewsletter</h2>	
<p>Supported By, DEPARTMENT OF CONSUMER AFFAIRS (Ministry of Consumer Affairs, Food &amp; Public Distribution, Govt. of India)</p>		
<p>Volume : 56 <a href="http://www.core.nic.in">www.core.nic.in</a></p>		<p>March 2009</p>
<p><b>Your Newsletter :</b></p> <p>Dear CoreUser,</p> <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 <a href="http://www.core.nic.in">www.core.nic.in</a></p> <p style="text-align: right;"><b>Happy Reading...</b></p>	<p style="text-align: center;"><b>In This Issue:</b></p> <ul style="list-style-type: none"> <li>• Consumer Focus</li> <li>• Consumer News</li> <li>• Gist Of Judgments</li> <li>• CORE Progress Status</li> <li>• CORE Success Story</li> </ul>	<p style="text-align: center;"><b>To File Consumer Complaints:</b></p> <p style="text-align: right;"><b>Click Here</b></p> 
<p><b>Tobacco</b></p>		
<p style="text-align: center;"><a href="#">More Info....</a></p>		

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

<b>Sl. No.</b>	<b>Particulars</b>	<b>Numbers</b>
1	E-Newsletter published	56
2	Subscribers of CORE E-Newsletter	18110
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 25<sup>th</sup> 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 **March 2009**:

Sl. No.	Particulars	Web Pages
1	Case Laws	1,13,543
2	Legislations	1,348
3	Rules	1,322
4	Acts	1980
5	Notifications	2,100
6	Circulars	10
7	Gist of Judgments	1020

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 550 judgments have been uploaded in this section containing more than 1000 pages. This section is available for consumers free of cost.

***Following is the list of gist of judgment covering various sectors till March 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	340

## 5. To provide online support and handling of consumer complaints

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

In the month of **March 2009**, **2064** Complaints were received from various corners of the country, as against **1780** for the month of **February 2009**.

In March 2009 Complaints Received Online = **2006**

In March 2009 Hardcopy Complaints Received from MoCA = **58**

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**\*Total Complaints Received in March 2009 = 2064**

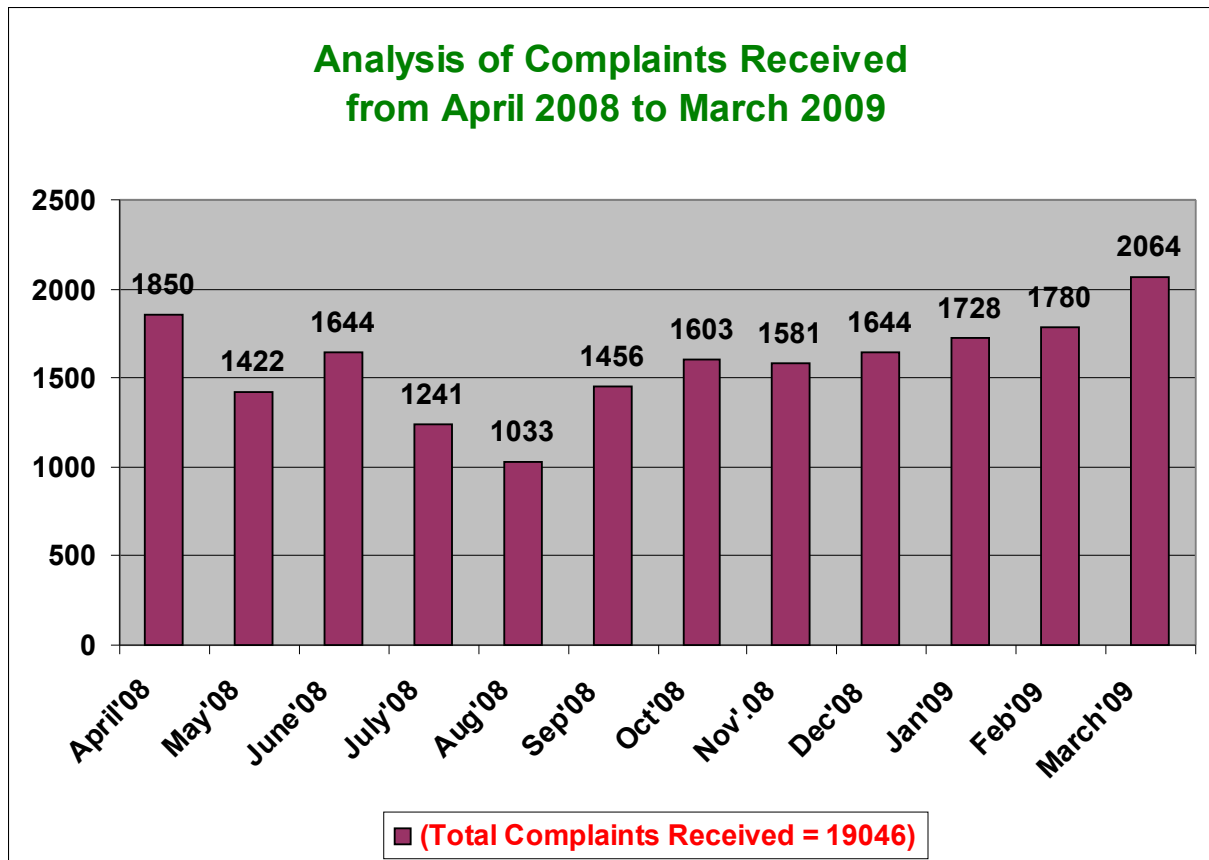


Figure: 3

### Total Complaints Received by CORE Centre from:

Duration	Complaints Received
1 <sup>st</sup> April 2008 to 31 <sup>st</sup> March 2009	19046
1 <sup>st</sup> April 2007 to 31 <sup>st</sup> March 2008	14996
1 <sup>st</sup> April 2006 to 31 <sup>st</sup> March 2007	15002
15 <sup>th</sup> March 2005 to 31 <sup>st</sup> March 2006	11104
<b>TOTAL</b>	<b>60148</b>

### 5.2 State wise breakup of Complaints Of the month of March 2009

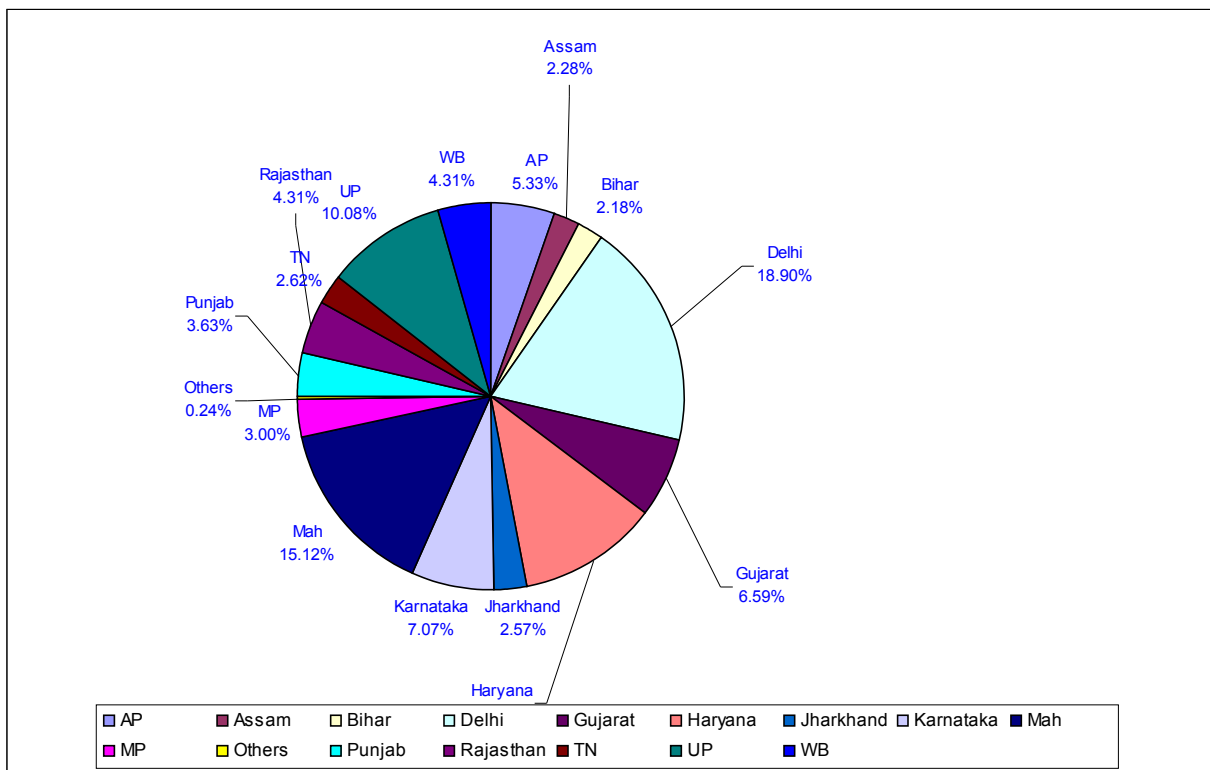


Figure: 4

### Total Complaints Received in March 2009 – 2064

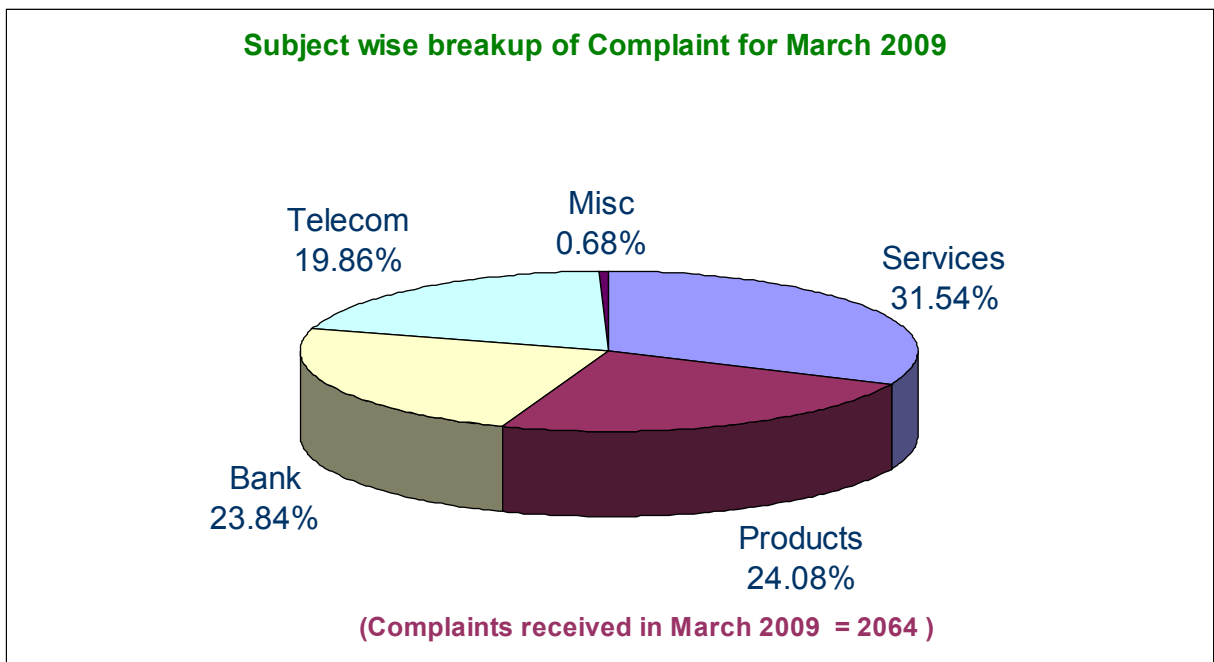
As can be seen from the Figure-4, there is a clear demographic distribution of the complaints with Delhi State taking the lead followed by Maharashtra and Uttar Pradesh. This distribution also shows that majority of complaints have come from places where advertisements and Publicity of the Consumer Online Resource Centre are frequent. As can also be seen that the major share of the

complaints have come from four states namely Delhi, Maharastra, 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**

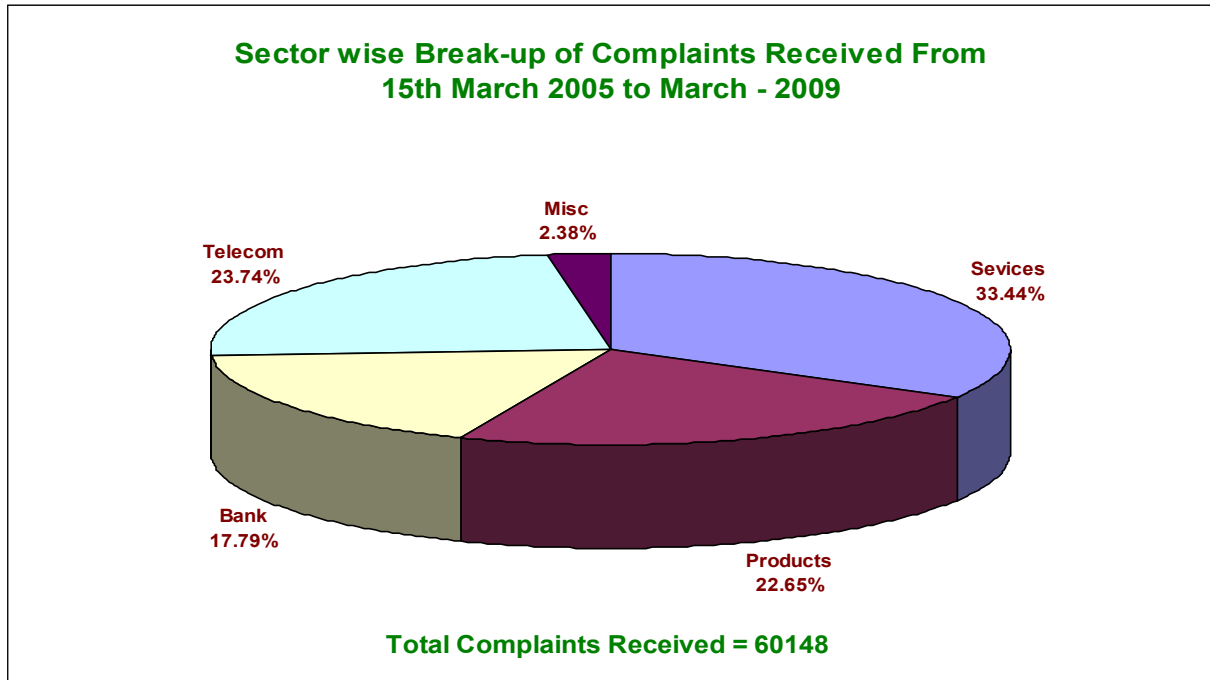
Sector	No. of Complaint Received
Services	651
Products	497
Bank	492
Telecom	410
Misc	14

Total	<b>2064</b>
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**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 March - 2009 (4 Years)



**Figure: 6**

Sector	No. of Complaint Received
<b>Services</b>	<b>20113</b>
<b>Products</b>	<b>13623</b>
<b>Bank</b>	<b>10701</b>
<b>Telecom</b>	<b>14279</b>
<b>Misc</b>	<b>1432</b>
<b>Total</b>	<b>60148</b>

**Table: 2**

Figure 6 & Table 2 shows the Subject wise breakup of the total complaints received from **15<sup>th</sup> March 2005 to March 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 1<sup>st</sup> April 2009

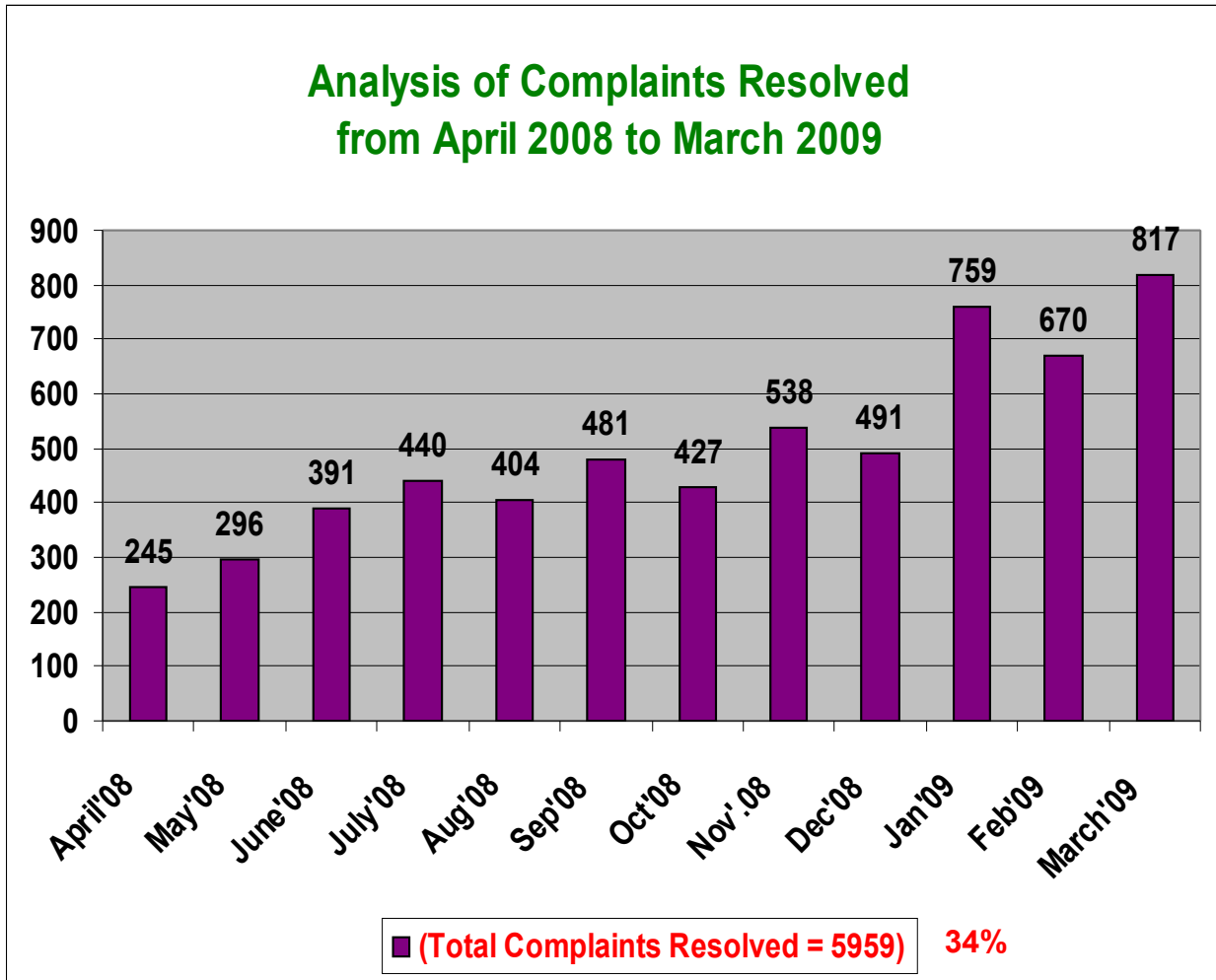


Figure: 7

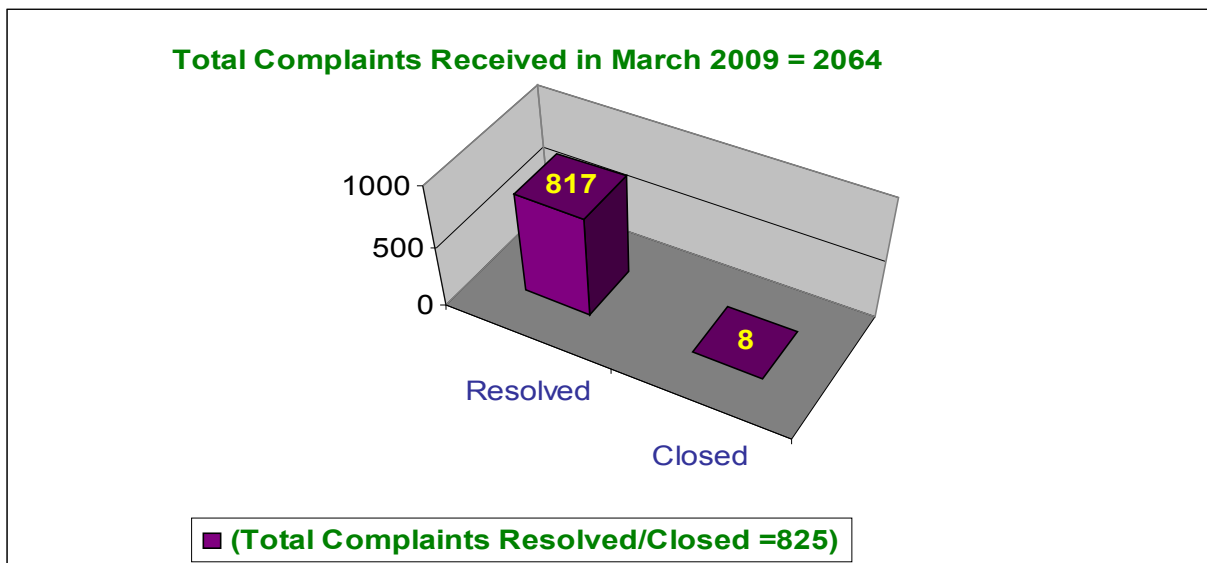


Figure: 8

## Analysis of Complaints Resolved Year wise:

<b>Duration</b>	<b>Complaints Resolved</b>	<b>% age of Resolution</b>
1 <sup>st</sup> April 2008 to March 2009	5959	34%
1 <sup>st</sup> April 2007 to 31 <sup>st</sup> March 2008	5154	38.6%
1 <sup>st</sup> April 2006 to 31 <sup>st</sup> March 2007	1863	12.5%
15 <sup>th</sup> March 2005 to 31 <sup>st</sup> March 2006	1526	13.8%
<b>TOTAL</b>	<b>14502</b>	

S. No.	Details	Numbers
1.	Total no. of Complaint Received from 15 <sup>th</sup> March 2005 to March 2009	60148
2.	Total No. of Complaints Resolved till March 2009	<b>14502</b>
3.	Total No. of Complaints Closed till March 2009	3049
4.	%age of Complaints Resolved from 15 <sup>th</sup> March'08 to Feb 2009 <b>(Complaints Received - Complaints Closed)</b>	<b>25.4 %</b>
5.	Unresolved complaints transferred to FACC	23042
6.	Balance no. of Complaints Remaining Unresolved at CORE as on 1 <sup>st</sup> March 2009	19555

**Table: 3**

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

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

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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
- ❑ As M.M did not work according to agreement and could not provide the desired results, Core had to go for another Agency to develop a New Application for handling complaints with Eco

friendly relation with Brands. We hope to restore this system very soon and in the coming months revenue generation is very much expected.

### **Appreciation letters received from Complainants in the month of Mar 2009**

Complaint ID : 16312  
Name : Gaurav Gandotra  
Email : gkg.127@gmail.com  
Address : 64/1, Trikuta Nagar  
City : Jammu  
Zip : 180012

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

I have bought a Numeric 600VA UPS on 20/03/2009 from it's dealer in Jammu & Kashmir for Rs 2200.00. When i read the details about the product on the box of the numeric ups i got to know that the company has written the MRP (All Inclusive) on the box as RS 2000.00 which is RS 200 more than i had paid for. I called up the dealer and he told me that these days companies are selling products more than MRP as they have put MRP to reduced price to get excise tax benefits. Moreover he also told me that he himself got this piece for Rs 2050.00. I really want to complain regarding this issue against company that how they can sell product more than MRP. This is not the matter of only 200 rupees but this is really a black mark on the consumerism and this is something we called fraud. Numeric is misleading it's customers and a rigid action has to be taken against it. This whole issue really ended up with a lot of harassment and mental agony for me and a level of dissatisfaction.

Serial no. of product :- YT0903016257 Model Name :- Numeric UPS 600 VA  
Bill No. AVE/933 ( VAT paid as well)

#### **Action Taken:**

The case was initiated at CORE and a letter was sent to the respective Dealer regarding the grievance of Mr Gaurav Gandotra

#### **Comments of Mr Gaurav Gandotra**

**Sir i would like to withdraw my complain as the whole matter has been resolved now. There was a misinterpretation between company and the dealer and the MRP slip on the product has been mistakenly exchanged with some other product of the same company. Dealer again approached me and explained me everything and now i am satisfied with it and all the financial matter has also been resolved now.**

## **Gaurav**

Complaint ID : 15788  
Name : Ankur Gupta  
Email : ankurgupta18@gmail.com  
Address : B-29 Geetanjali Enclave Malviya Nagar  
City : New Ddelhi  
Zip : 110017

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

Complaint: I ordered items on shopping.indiatimes.com Order no -111531181. This order was partially fulfilled and i was given a gift certificate as a refund, even though i wanted a money refund. Then I ordered via order no 111550917, which was again cancelled because of items out of stock. Now the company is refusing to refund me money and wants me to buy something for that amount.  
Consequences : I want my Rs 752 refunded to me for the order that could not be fulfilled by India times because of items not in their stock.

### **Action Taken:**

The case was initiated at CORE and a letter was sent to the respective brand (Ms Indiatimes Shopping) regarding the grievance of Mr Ankur Gupta

### **Comments of Mr Ankur Gupta**

**HI,**

**Please note that the following mater has been resolved amicably with India times refunding the amount to my credit card. That was done following my email to the CEO of the company.**

**Thanks,  
Ankur**

Name : Arun  
Email : arun.m.mp@gmail.com  
Address : Palaniappan  
City : New Delhi  
State :  
Zip : 110016  
Phone : 9899952939

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

Complaint: Dell in its invoice ,bills and website mentions 7-10 days as delivery time in BOLD CAPITAL LETTERS. Copies of these are available with the consumer. The customer was also assured by the sales personnel (Tarun Deorha) that delivery would be made within 7-10 days. However, my order no.0276948 dated 2-Mar-09 is yet to arrive on 20-Mar-09 (18 days). Repeated calls to customer care (enquiry no:1403652) have not elicited any response from Dell.

Dell Customer care personnel (Ms.Megha, megha\_kb@dell.com) and sales personnel (Mr.Tarun Deorha, tarun\_deorha@dell.com) do not provide proper responses or action inspite of repeated calls. Purposeful delay tactics like not attending phone call is also being practiced

Consequences :

- 1) The consumer was ASSURED by the sales personnel of delivery within 7-10 days
- 2) The consumer has been made to pay the money before hand in return for nothing.
- 3) The consumer , a student of IIT delhi, was to use the laptop for collaborating with German professors on a scholarship which had a deadline of 30-Mar-09. . This has been made impossible on account non delivery of the crucial laptop by Dell India.

**Action Taken:**

The case was initiated at CORE and a letter was sent to the respective brand (Ms Dell India Limited) regarding the grievance of Mr Arun

**Comments of Mr Arun**

Dear Sir,

**Thank you very much for your prompt action regarding Complaint id:16195(S4). Today Dell has sent me my laptop.**

**I appreciate and wholeheartedly thank your efforts.**

**Regards,**

**Arun Palaniappan**

**Indian Institute of Technology**

**Delhi**

**arun.m.mp@gmail.com**

Complaint ID : 15521

Name : Manoj Kumar Mitra

Email : mk.mitra@tatacommunications.com

Address : A8-4-4, Millennium Towers, Sector-9, Sanpada, Navi Mumbai

City : Maharashtra

Zip : 400705

Phone : 9223302650

**Brief facts of the case:**

Complaint: I had booked a Compaq Presario notebook model CQ-40-144TU from Geonet, Centre One Mall branch office, Navi Mumbai on 5th Feb 2008. Subsequently I deposited the Cheque ( of Rs

37490/- , No 123928,dated 8<sup>th</sup> Feb 2009) towards balance amount payable on 7th Feb 2009 (Geonet Order No 3347,dt 7.2.09). I was confirmed by geonet that & quot;the offer of Philips Home Theater System Model No. &#8211; DSP2200 &#8211; worth Rs. 10500/- (Includes DVD Player with 5.1 output and remote + 5.1 Speaker System) with Compaq Presario Notebook model CQ-40-144TU, Offer valid on purchase made from 01 January 2009 to 08 February 2009 in India. Online Redemption open till 28 February 2009 &quot; is valid for bookings made on or before 8<sup>th</sup> Feb 2009 & amp; thus I am eligible for the offer even if I have made the payment by Cheque by 8th Feb because I have made booking before 8<sup>th</sup> Feb. I took the delivery of the laptop ( sl no CND8450ZPZ ) on 12th Feb 2009 From Geonet (tax invoice cum challan no 12058). later I went to you HP website to generate the redemption code ( code : 9031A9F2LE) for availing the offer. After that I had sent the required documents ( at par cheque of Rs 1499/-, original bar code product sl no sticker, copy of purchase invoice with redemption code written on it) in 3rd week of Feb 2009 via courier. I got the email acknowledgement of the same from Hp redemption cell on 19th feb 2009 (HP refer- 595203). On 5th march 2009 I got a letter from HP redemption Cell with all my documents returned back tome those were sent by me quoting that &quot; Free gift offer is not applicable on the purchased model by me & amp; hence Hp redemption cell is returning back all my documents&quot;,. I tried to call HPcell on 011-41306700 but could not succeed even after trying continuously for 3 hours. I see no reason why I should be declared not eligible to avail the offer. Hence I lodged a complaint on 5th March 2009 on HP website ( reference no : CCHSAP197322 ) on same matter. I have also sent a mail to HP redemption cell asking them to explain why i am not eligible for the offer but so far (9 march 2009)no communication has been received.

**Action Taken:**

The case was initiated at CORE and a letter was sent to the respective brand (Ms HP) regarding the grievance of Mr Manoj Kumar Mitra

**Comments of Mr Manoj kumar Mitra**

Dear Sir,

This is to inform you that HP has delivered the Philips Home theatre to me today by Blue Dart.

I sincerely thank you for taking up this matter with HP. I also thank HP for understanding the value of customer satisfaction & ensuring the same.

It would really be very nice to see the day when each & every company honors & cares for customer satisfaction & keep their commitment without giving the customer any scope for a complaint.

With Best Regards,

Manoj K Mitra

Complaint ID : 16639  
Name : Amol Dhok  
Email : amol\_dhok@yahoo.com  
Address : c/o K Ananthram Bhat, #976/708, 2nd floor,  
8th Main, New Thippasandra  
City : Bangalore  
State : Karnataka  
Zip : 560075  
Phone : 9448476022

**Brief facts of the case:**

Complaint: I have purchased the Double Bed from Big Bazaar, old madras road, Bangalore on 26/01/09. At the time of buying they said home delivery will be on 17/02/09, but still today they have not delivered. When contacted the person and asked to deliver on sat/sun, I got the replay that it will be delivered on Sat (14/03/09) but they didn't call or delivered. After contacting again enough in advance they said it will be delivered on next Sat (21/03/09) and I will get call from wear house. Product did not come even no call and on contacting either the contact person won't pick-up the phone or they asked to call it again after 5/10 min or make the excuse that the system is very slow/down etc.

Date of Purchase: 26/01/09  
Cash Memo No. T58/17657  
Delivery Challan No. : 773  
Delivery expected date: 17/02/09

**Consequences :**

Economic: Called around 20 times, time and money both wasted. Mental : complete harassment by asking to call after 5/10 min. They make all the false promise that someone will contact you, you need to keep waiting and when you contact them back, they start asking what is the problem, bill no, date of purchase etc.

**Action Taken:**

The case was initiated at CORE and a letter was sent to the respective brand (Ms Big Bazar) regarding the grievance of Mr Amol Dhok

**Comments of Mr Amol Dhok**

-  
**Manager Complaints,  
Ministry of Consumer Affairs,  
Food & Public Distribution,  
Krishi Bhawan, New Delhi.**

**I am very thank-full for forwarding my complaint to Big-bazaar.  
Yesterday I have visited Big-bazaar for the status of my product, they informed me that it is**

out of stock and given me the option of selecting any other product.  
But I preferred to get back my money and I have received full amount (Rs. 15000/-) cash back.  
I am requesting you to close this complaint.

Thanks & Regards,  
Amol.

Complaint ID : 16298  
Name : VIKRAM GUPTA  
Email : vikramgupta22@gmail.com  
Address : 25,TAHLI MOHALLA,FEROZEPUR CITY  
City : PUNJAB  
State : Punjab  
Zip : 152002  
Phone : 01632223938

**Brief facts of the case:**

Complaint: Dear Sir,

I have an policy number 0104245258 under family care first. In October I was hospitalized because of dengue. I had submitted all the relevant documents to bajaj alianz for claim of Rs 24000 (approx) now too many days gone no person from bajaj alianz has contacted me for passing my claim. It shows there work is only up to make new policies not in approving claims. This is totally fraud. They are making fool of us Please help me. I am deep depression because of this,  
Consequences : Mentally harassment , Depression Phone calls worth Rs200  
Courier charges worth 100 Policy charges worth 1513 claim amount approx 24000  
I am in deep trouble because of shortage off money. These types of insurance firms are collecting money to complete there targets when the time come for claim they will nt contact customers. please take action against them .If you advice than can i send legal letter to them. Or file a case in consumer firm. So please advice me at the early most.

**Action Taken:**

The case was initiated at CORE and a letter was sent to the respective brand (Ms Bajaj Allianz Life Insurance regarding the grievance of Mr VIKRAM GUPTA

**Comments of Mr VIKRAM GUPTA**

Dear Sir,

Today i have got a call from Bajaj Alianz life insurance they told me that my claim has been processed and i will get cheque amount Rs20740 with in a week .Thank you very much.

## **Regards**

**Vikram Gupta**

Complaint ID : 16527  
Name : Keval  
Email : sales@filsep.com  
Address : Vadodara  
State : Gujarat

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

We had purchase many laptops & desktop from dell. They committed to give service within 24 hrs, but they do not give any service.

### **Action Taken:**

The case was initiated at CORE and a letter was sent to the respective brand (Ms Dell India Pvt Ltd) regarding the grievance of Mr Keval

### **Comments of Mr Keval**

-  
Dear sir,

First of all I am very much thankful to [www.core.nic.in](http://www.core.nic.in) because of after complain on [www.core.nic.in](http://www.core.nic.in) I got solution from dell. Without [www.core.nic.in](http://www.core.nic.in), I may not be get solution for my system.

Thanks & Best Regards,

**Modi Keval**  
**Asst. Marketing Manger**  
**09328813001**

