

Progress Report

May 2009

Only Indian Consumer Resource & Grievance Redressal System

Core centre
Consumer Online Resource & Empowerment Centre
(Supported By: Ministry of Consumer Affairs, Govt. of India)

HOME | ABOUT US | REGIONAL LANGAUAGE | PRESS RELEASE | E-NEWSLETTER | ALERTS

BRANDS NOT CARING / FRIENDLY WITH CONSUMERS

| | |
|------------------|--------------------|
| Brand | HSBC Bank |
| Total Complaints | 1 |
| Latest Complaint | mr |

[Core Progress Report](#) [Success Story](#)

File your complaint with us by clicking this link --> [Complaint Registration](#)

Sayani Rani says...

DEMAND YOUR RIGHTS!!

JAGO GRAHAK JAGO

Supported By: Ministry of Consumer Affairs, Govt. of India

NATIONAL RESOURCE CENTRE
The Ultimate Resource for Consumer Rights Information and Documentation. We have compiled judgments, articles, legislation, rules, test reports & more. [Click here](#) for view details.

Address your Complaint in 3 steps

- 1 Register
- 2 Publish Complaint
- 3 Check Response

Customer Retention Program

now enter into a partnership

BRAND
Login here to start Redressing Complaints...
LOGIN

CORE
Complaint Manager
LOGIN

CONSUMER
Login here to Blog your Complaint...
LOGIN

Consumer Coordination Council (CCC)

Director, CORE

S.C. Sharma

Vice Chairman, CCC

R.K. Kaplash

Chairperson, CCC

Ramaben R. Mavani

Highlights:

- ❑ Over **1.59 Crores** hits received from 50 countries across the globe on **www.core.nic.in till date**
- ❑ Over **7.87 Lakh** Visits
- ❑ **18170** Subscribers of CORE Centre E-Newsletter
- ❑ More than **1.21 lakh** of web pages of contents of different consumer related issues e.g. Case laws, 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 **63 Thousand** Complaints received from **March 2005 to May 2009** from all parts of India and also from abroad
- ❑ **In the month of May 2009 CORE has received 1382 Complaints, in which 545 (40.3%) Complaints were resolved**
- ❑ **Hindi, Gujarati & Punjabi versions** of CORE Centre website has been launched with selected links. More than **55 thousands** hits are being registered per month in the Regional Languages section of CORE website.
- ❑ Arrangements made for more regional languages such as, **Telugu, Malayalam** being added.

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

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

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

In May 2009

- The New Updated CORE Website has been launched.
- More advanced Online Complaint Handling Management System has been re-launched by CORE Centre
- More than **1500** web pages have been uploaded in the month of May – 2009.
- More than **400 web pages** of **Consumer Articles, Consumer Studies, and Consumer News etc.** Have been uploaded in CORE website. (Details are given on page: 6)
- More than **400 web pages** of **Consumer Judgment** have been uploaded in CORE website. (Details are given on page: 6).
- More than **700** WebPages have been uploaded related to Consumer Protection, Current Affairs, Issues related to Health, Human Rights, Global Warming, and Tobacco etc.
- New Link on '**HEALTH**' has been started on CORE Website containing latest & useful information for consumers
- New section for latest **Enewsletters** has been started, which provides latest issues of E-Newsletters free of cost to the Consumers.

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

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

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

1.1 Present Status of the Contents on the CORE Centre Website

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

- **Articles – 4814**
- **Articles (Hindi)- 114**
- **Consumer Focus – 292**
- **Press Release- 134**
- **Case Laws – 1,14,327**
- **Consumer Studies – 3456**
- **FAQ's – 136**
- **Legislations – 1395**
- **Rules - 1322**
- **News – 1565**
- **Consumer Alert – 56**
- **Report & Surveys – 389**
- **Member Activities – 198**
- **Advocacy Campaign – 58**
- **Gist of Judgments –1258**
- **Test Report – 163**
- **CORE Status – 1955**
- **News Snippets – 24**
- **Health & Tobacco – 560**
- **Human Rights - 525**

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

Number of queries received during **May 2009 was 107**. 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 May

May-2009

| Particulars | Webpages |
|--|----------|
| Edited Newsletter Section of CORE Centre, Uploaded images of all 5 new Enewsletters | 1 |
| NATIONAL CONSUMER DISPUTES REDRESSAL COMMISSION, NEW DELHI RP No. 721 OF 2003 , Dated: 12 May. 2009 | 34 |
| NATIONAL CONSUMER DISPUTES REDRESSAL COMMISSION, NEW DELHI RP No. 38 of 1999 , Dated: 17 April. 2009 | 16 |
| NATIONAL CONSUMER DISPUTES REDRESSAL COMMISSION, NEW DELHI RP No. 503 OF 2006 , Dated: 15 April. 2009 | 26 |
| STATE CONSUMER DISPUTES REDRESSAL COMMISSION, WEST BENGAL S.C. CASE NO. : FA/08/469 , Dated: 29 May 2009 | 10 |
| STATE CONSUMER DISPUTES REDRESSAL COMMISSION, WEST BENGAL S.C. CASE NO. : FA/08/269 , Dated: 29 May 2009 | 12 |
| STATE CONSUMER DISPUTES REDRESSAL COMMISSION, WEST BENGAL S.C. CASE NO. : FA/09/56 ,Dated: 29 May 2009 | 10 |
| STATE CONSUMER DISPUTES REDRESSAL COMMISSION, WEST BENGAL S.C. CASE NO. : FA/09/89 , Dated: 29 May 2009 | 10 |
| STATE CONSUMER DISPUTES REDRESSAL COMMISSION, WEST BENGAL S.C. CASE NO. : FA/08/419 , Dated: 29 May 2009 | 12 |
| STATE CONSUMER DISPUTES REDRESSAL COMMISSION, WEST BENGAL S.C. CASE NO. : FA/09/16 , Dated: 29 May 2009 | 10 |
| STATE CONSUMER DISPUTES REDRESSAL COMMISSION, WEST BENGAL S.C. CASE NO-FA/09/02 , Dated: 27 May 2009 | 10 |
| STATE CONSUMER DISPUTES REDRESSAL COMMISSION, WEST BENGAL S.C. CASE NO. : RC/09/08 , Dated: 26 May 2009 | 10 |
| STATE CONSUMER DISPUTES REDRESSAL COMMISSION, WEST BENGAL S.C. CASE NO. : FA/08/38 , Dated: 26 May 2009 | 18 |
| STATE CONSUMER DISPUTES REDRESSAL COMMISSION, WEST BENGAL S.C. CASE NO. : 159/A/2007 , Dated: 26 May 2009 | 12 |
| STATE CONSUMER DISPUTES REDRESSAL COMMISSION, WEST BENGAL S.C. CASE NO. : FA/08/320 , Dated: 25 May 2009 | 10 |
| STATE CONSUMER DISPUTES REDRESSAL COMMISSION, WEST BENGAL S.C. CASE NO-RC/09/20 , Dated: 22 May 2009 | 8 |
| STATE CONSUMER DISPUTES REDRESSAL COMMISSION, WEST BENGAL S.C. CASE NO-FA/09/74 , Dated: 19 May 2009 | 12 |
| STATE CONSUMER DISPUTES REDRESSAL COMMISSION, WEST BENGAL | 6 |

| | |
|--|-----|
| S.C. CASE NO. : RC/09/19 , Dated: 19 May 2009 | |
| STATE CONSUMER DISPUTES REDRESSAL COMMISSION, WEST BENGAL | |
| S.C. CASE NO-FA/08/492 , Dated: 12 May 2009 | 15 |
| STATE CONSUMER DISPUTES REDRESSAL COMMISSION, WEST BENGAL | |
| S.C. CASE NO-FA/08/485 , Dated: 15 May 2009 | 16 |
| STATE CONSUMER DISPUTES REDRESSAL COMMISSION, WEST BENGAL | |
| S.C. CASE NO. : FA/08/453 ,Dated: 08 May 2009 | 6 |
| Article: 14th World Conference on "Tobacco or Health" | 7 |
| Lecture: TOBACCO, Its Influances, Physical, Moral and Religious | 65 |
| Report, Tobacco use practices | 6 |
| Report, Prevalence of tobacco use | 8 |
| Report, Prevalence of tobacco use among women | 4 |
| Report, Prevalence of tobacco use among the youth | 7 |
| Report, Key selected studies and estimation of the number of tobacco users and Appendix | 14 |
| Report, Overall (all-cause) mortality due to tobacco | 3 |
| Report, Tobacco and cancer | 4 |
| Report, Tobacco and vascular diseases | 5 |
| Report, Tobacco and lung diseases | 4 |
| Report, Smoking and pulmonary tuberculosis | 5 |
| Report, Tobacco use and reproductive health outcomes | 3 |
| Report, Tobacco-related oral mucosal lesions and dental diseases | 4 |
| Report, Green tobacco sickness among tobacco harvesters | 11 |
| Article, Copyright & Access to Knowledge, Consumers Internationals | 41 |
| Article, A survey of the marketing of food to children on food company websites | 34 |
| World Health Organisatiopn, Guidelines on the provision of Manual Wheelchairs in less resourced settings, WHO | 131 |
| Report, Gender & Tobacco Control, World Health Organisation | 20 |
| World Health Organization Outbreak Communication Planning Guide | 19 |
| Article, National Health Policy (NHP) | 70 |
| Health Services initiatives in Haryana | 10 |
| Survey Report, Tobacco Control in Medical Schools of India | 22 |
| Survey Report, India Global Youth Tobacco Survey & Global School Personnel Survey, 2006 | 39 |
| Article, State of Consumer Protection in India | 12 |
| Article, United Nations Guidelines for Consumer Protection, (As expanded in 1999) | 20 |
| Report, Interim Report by the High Powered Committee on Cooperatives | 27 |
| Report of Workshop to discuss the Mechanism for continuous and Integrated Drought Management | 45 |
| Report of Shri Chaman Lal, Special Rapporteur on his visit to Varanasi, Bhadoi, Mirzapur, Allahabad and Kanpur from 2-7 September 2005 | 55 |
| Report, Important Human Rights Cases Related To Children / Women | 60 |
| Annual Policy Statement for the Year 2009-10 , Reserve Bank Of India | 105 |
| CENTRAL ELECTRICITY REGULATORY COMMISSION, Annual Report | 147 |
| Report of WHO, Foodborne disease outbreaks: Guidelines for investigation and | 162 |

| | |
|---------------------------------------|-------------|
| control | |
| Law, International Health Regulations | 82 |
| | 1515 |

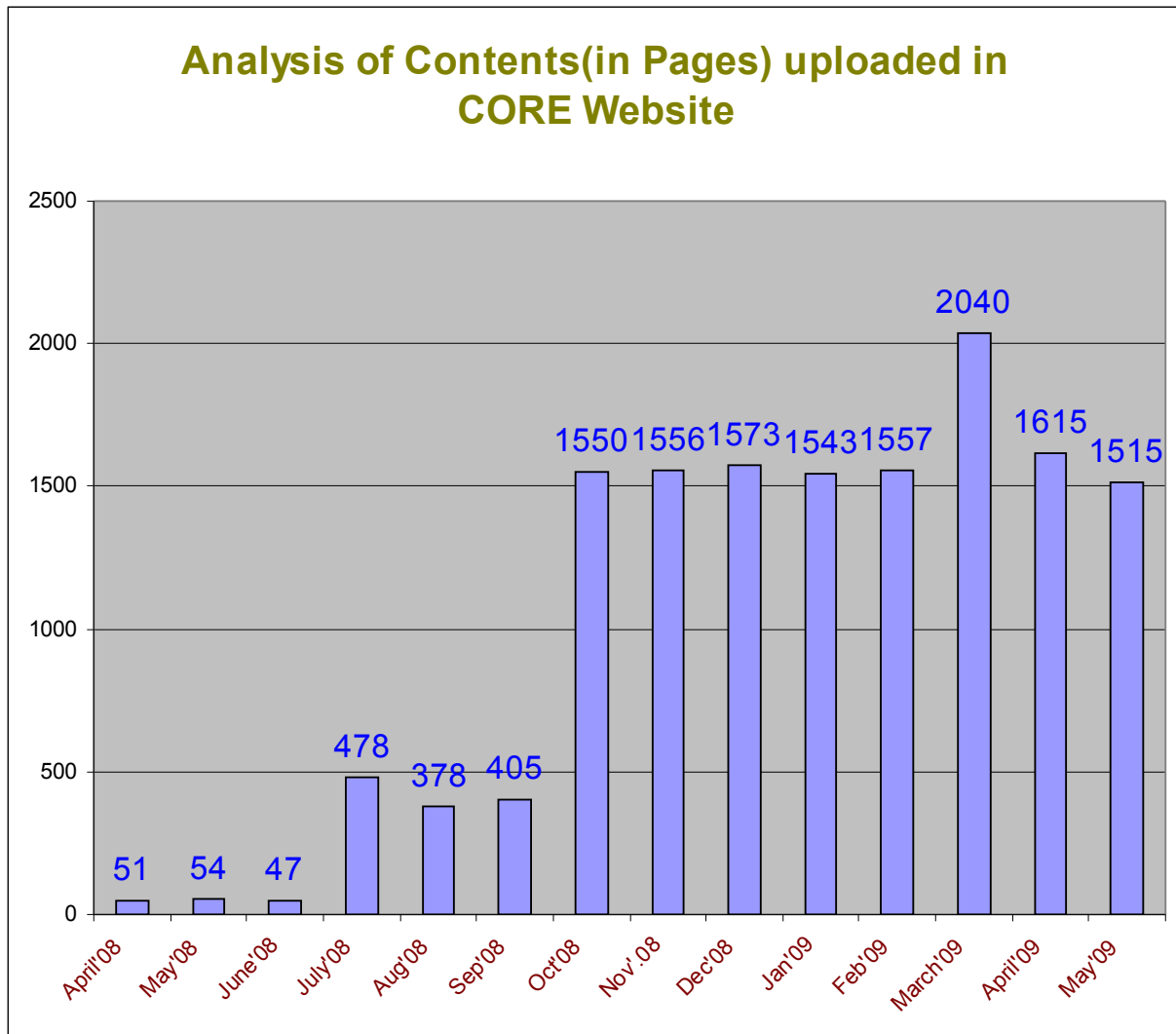


Figure: 2

In the month of **May 2009** more than **1500** web pages of content have been uploaded. The contents uploaded in web site is related to consumer protection, Consumer Judgments by National Consumer Disputes Redressal Commission (NCDRC), Consumer Studies, Articles on Tobacco, Human Rights, Health & Tobacco etc..

1.3 Updated Information

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

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

2. Dissemination of information on important consumer issues

CORE Centre is publishing fortnightly E-newsletter, which is free of cost and being sent to more than 18000 subscribers across the country. This newsletter consists of consumer focus, consumer news, circulars, legislations, judgments etc. **58 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_vol58.asp

- E-newsletters of May 2009: VOL: 58

Core centre
Consumer Online Resource & Empowerment Centre
eNewsletter

Supported By, DEPARTMENT OF CONSUMER AFFAIRS (Ministry of Consumer Affairs, Food & Public Distribution, Govt. of India)

Only Online Indian Consumers Resource & Grievance Redressal System

Volume : 58 www.core.nic.in May 2009

Your 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

Happy Reading...

In This Issue:

- Useful Articles & To know
- Consumer News
- Gist Of Judgments
- CORE Progress Highlights

To File Consumer Complaints:

Useful Articles:

- [Consumer Cases against Banking Sector](#)
- [Important Human Rights Cases](#)
- [WHO Study Group on Tobacco Product Regulation](#)
- [Smoking, second-hand smoke linked to breast cancer](#)

To Know:

- [Consumer Courts Near you:](#)
- [Consumer Organisation Near you:](#)
- [Useful websites related to Consumer Protection around the world:](#)

Consumer News

- [Air India asked to pay Rs.26,000 to a passenger in damages](#)

Core centre
Consumer Online Resource & Empowerment Centre

Punjabi & Gujarati Section of CORE Website Has been Started !!

Punjabi ਪੰਜਾਬੀ
Gujarati ગુજરાતી

The details are as follows till **May, 2009**: -

| Sl. No. | Particulars | Numbers |
|---------|----------------------------------|---------|
| 1 | E-Newsletter published | 58 |
| 2 | Subscribers of CORE E-Newsletter | 18160 |
| 3 | Subscribers of CNW Magazine | 314 |

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

CCC had entered in the MOU with **35 member consumer organizations** for providing contents and interesting activities related to CORE project. The MOU was reviewed and its scope expanded with approval of Governing Council members of CCC. One of the objectives was to add value to special links, which will encourage visitors to access information on payment. This will be tested as soon as possible after some more material has been added. From these MOs we are regularly receiving consumer related materials.

Progress on MOU with FACC

As per MOU with FACC, one thousand unresolved complaints were sent to FACC and recently on 25th Feb 2008 a meeting took place with FACC and **33,000 complaints** received from March 2005 to April 2008 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 take up the complaints related to Telecom, Banking, white goods & Automobiles Sector for the resolution. Report from FACC is awaited.

10000 more unresolved consumer complaints have been sent to FACC for further action.

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 **May 2009**:

| SI. No. | Particulars | Web Pages |
|---------|-------------------|-----------|
| 1 | Case Laws | 1,14,327 |
| 2 | Legislations | 1,395 |
| 3 | Rules | 1,322 |
| 4 | Acts | 780 |
| 5 | Notifications | 2,100 |
| 6 | Circulars | 10 |
| 7 | Gist of Judgments | 700 |

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

The New Feature **Gist of Judgments of various Consumer Courts** including Apex court has been introduced in CORE Centre website. These judgments are listed in various categories and whichever is required can be selected by denoting particular category. CORE Centre hopes that it will help consumers to know latest and important consumer judgments. More than 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 May 2009:

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

5. To provide online support and handling of consumer complaints

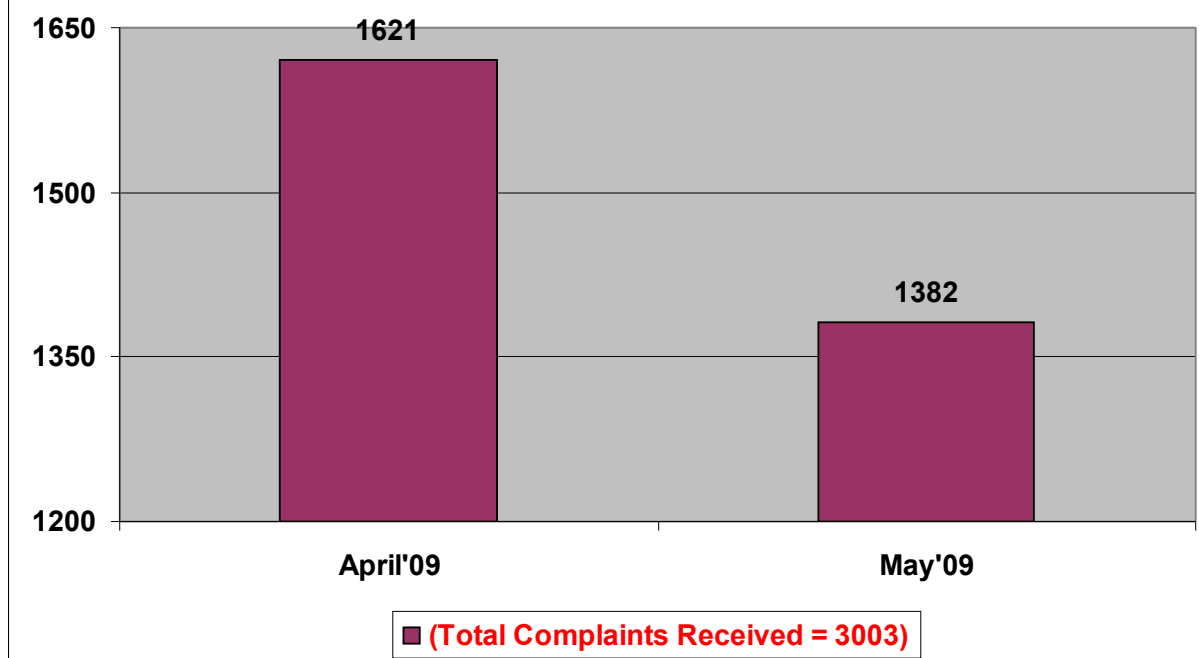
5.1 Comparative analysis of the complaints received in 1st April 2009 to 31st May 2009.

In May 2009 Complaints Received Online = **1259**

In April 2009 Hardcopy Complaints Received from MoCA = **123**

Total Complaints Received in May 2009 = 1382

Analysis of Complaints Received from April 2009 to May 2009



Total Complaints Received in April 2009- May 2009 – 3003

Figure: 3

Total Complaints Received by CORE Centre from:

| Duration | Complaints Received |
|--|------------------------|
| 1 st April 2009 to 31 st May 2009 | 3003 |
| 1 st April 2008 to 31 st March 2009 | 19046 |
| 1 st April 2007 to 31 st March 2008 | 14996 |
| 1 st April 2006 to 31 st March 2007 | 15002 |
| 15 th March 2005 to 31 st March 2006 | 11104 |
| TOTAL | 63151 |

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

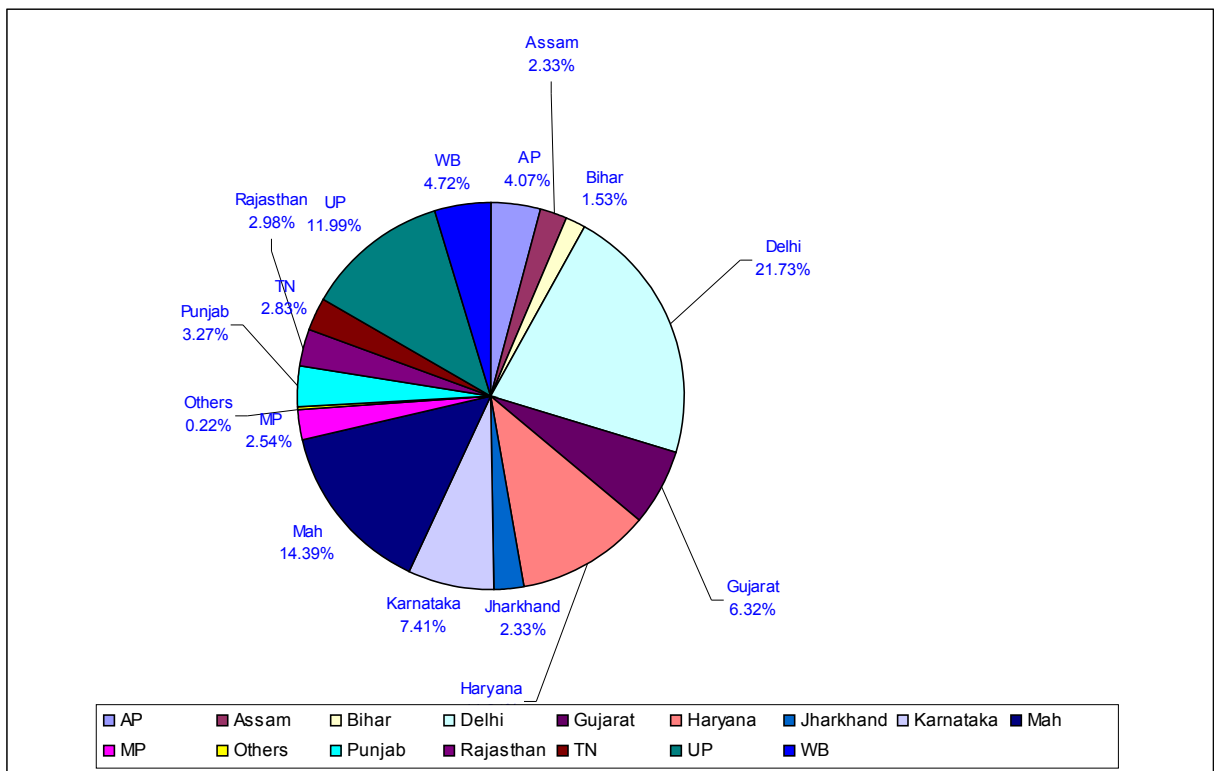


Figure: 4

Total Complaints Received in May 2009 – 1382

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

5.3 Sector Wise breakup of Complaints

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

- Services
- Products
- Banking
- Telecom
- Miscellaneous

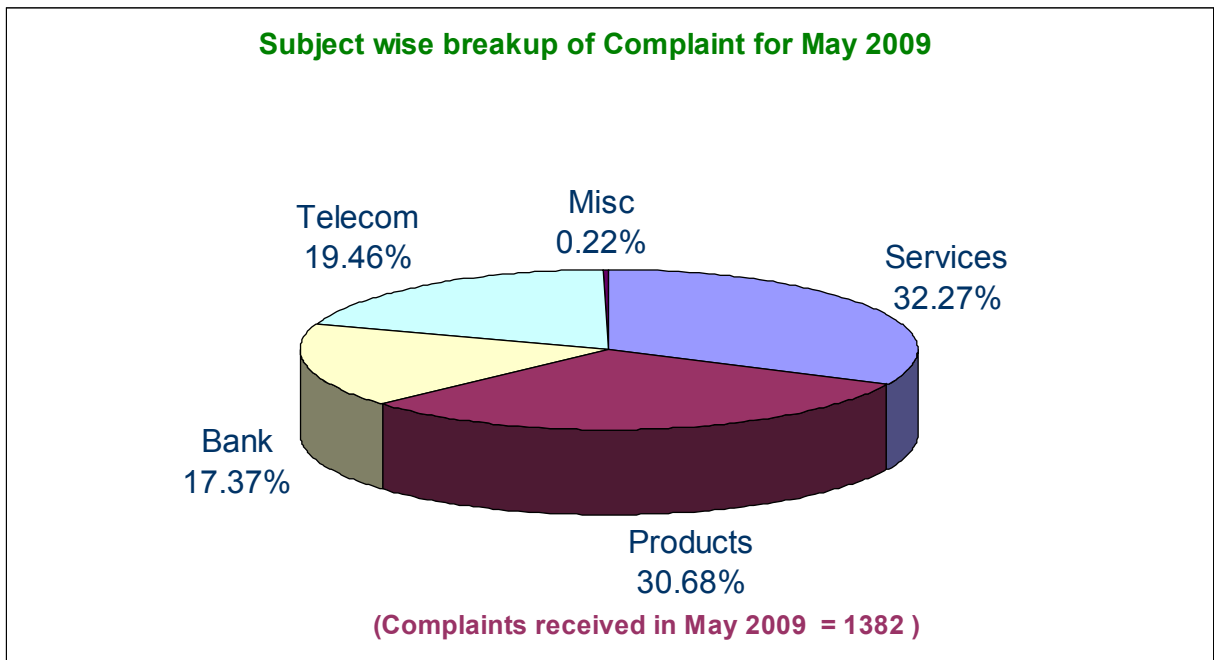


Figure: 5

| Sector | No. of Complaint Received |
|--------------|---------------------------|
| Services | 446 |
| Products | 424 |
| Bank | 240 |
| Telecom | 269 |
| Misc | 03 |
| Total | 1382 |

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 May - 2009

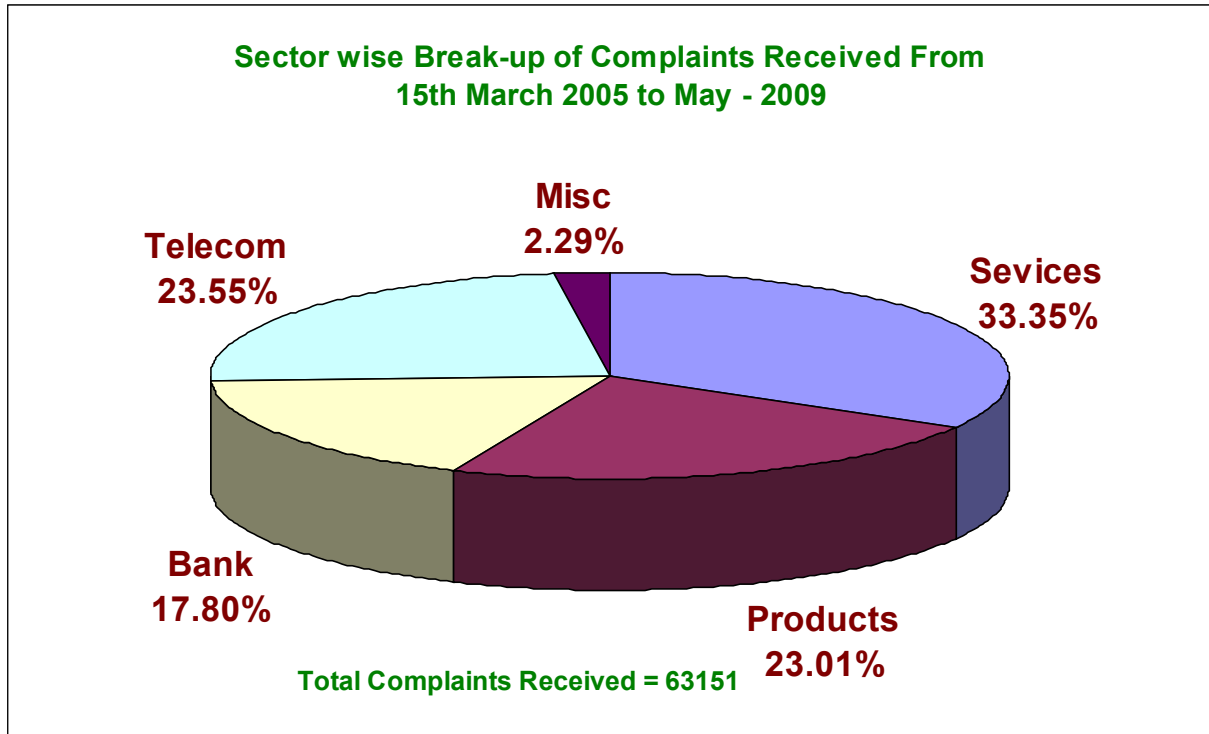


Figure: 6

| Sector | No. of Complaint Received |
|--------------|---------------------------|
| Services | 21062 |
| Products | 14530 |
| Bank | 11244 |
| Telecom | 14871 |
| Misc | 1444 |
| Total | 63151 |

Table: 2

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

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

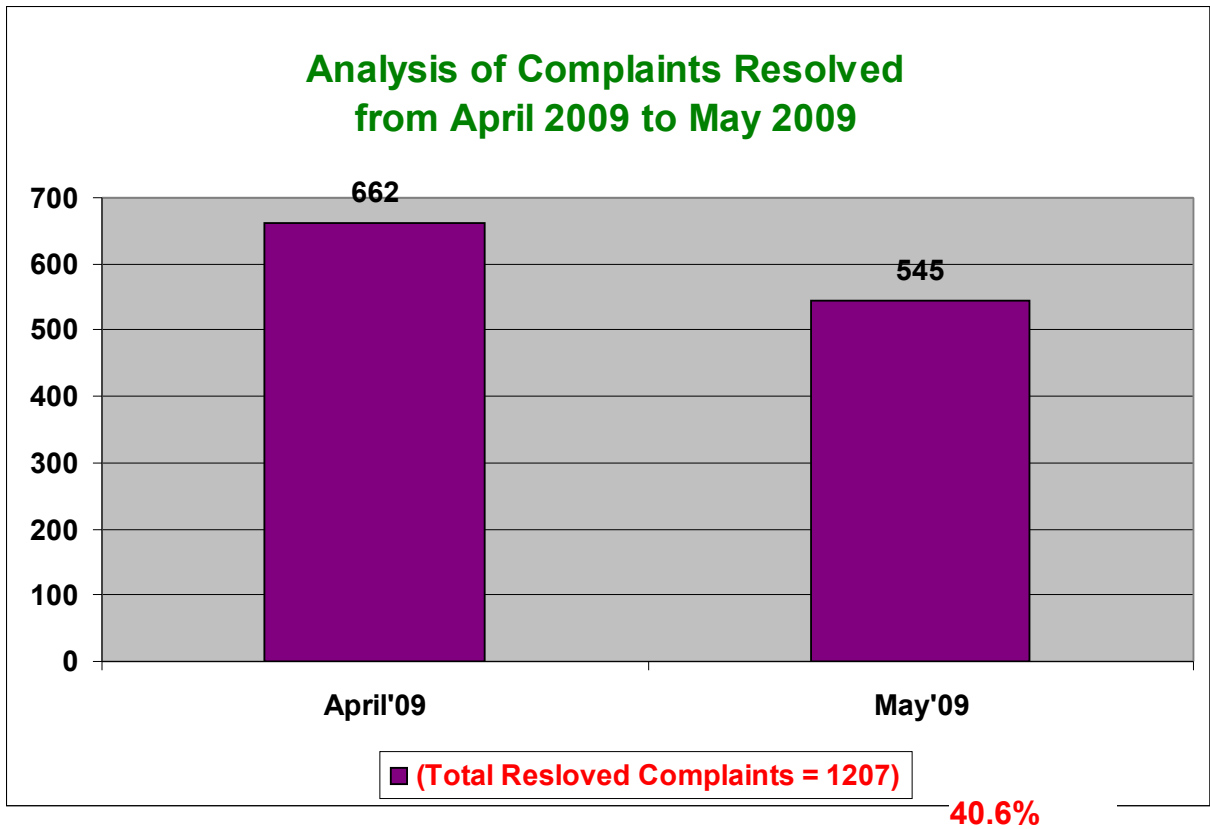


Figure: 7

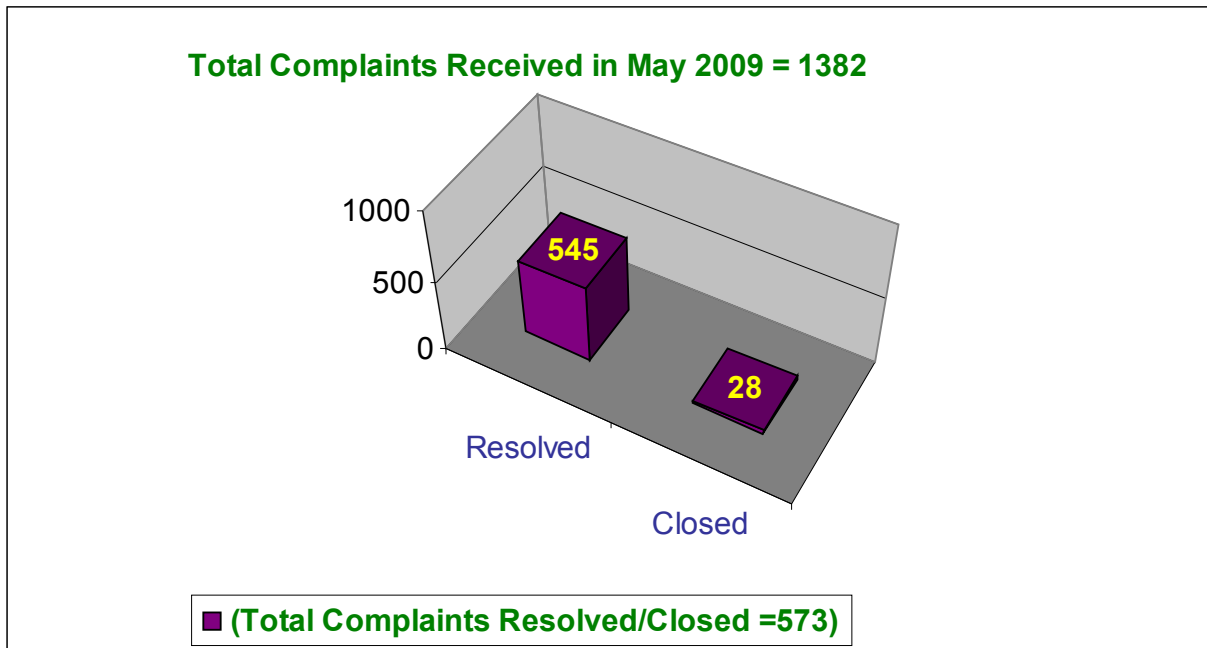


Figure: 8

Analysis of Complaints Resolved Year wise:

| Duration | Complaints Resolved | % age of Resolution |
|--|----------------------------|----------------------------|
| 1 st April 2009 to 31 st May 2009 | 1207 | 40.6% |
| 1 st April 2008 to March 2009 | 5959 | 34% |
| 1 st April 2007 to 31 st March 2008 | 5154 | 38.6% |
| 1 st April 2006 to 31 st March 2007 | 1863 | 12.5% |
| 15 th March 2005 to 31 st March 2006 | 1526 | 13.8% |
| TOTAL | 15709 | |

| S. No. | Details | Numbers |
|--------|---|---------------|
| 1. | Total no. of Complaint Received from 15 th March 2005 to May 2009 | 63151 |
| 2. | Total No. of Complaints Resolved till May 2009 | 15709 |
| 3. | Total No. of Complaints Closed till May 2009 | 3112 |
| 4. | %age of Complaints Resolved from 15 th March'08 to May 2009 (Complaints Received - Complaints Closed) | 26.2 % |
| 5. | Unresolved complaints transferred to FACC | 33042 |
| 6. | Balance no. of Complaints Remaining Unresolved at CORE as on 1 st June 2009 | 11288 |

Table: 3

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

As per MOU with Ministry of Consumer Affairs, CORE project has to raise resources and become self supporting by the end of five years. We have now developed an automated new application of on-line handling consumer complaints and this system has become functional from 24th May 2009 and is under testing process. This will cover following 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

With this technology, we hope to generate revenue for making Core Project Self Sustainable very shortly..

7. Appreciation Letters Received in the Month of May 2009

The Complainant

Complaint ID : 17847
Name : Afreen Ahmad
Email : afreenahmad82@gmail.com
Address : A- 38 Sector 20
City : Noida
State : UP
Zip : 201301

Brief facts of the case:

This is regarding an ATM transaction dated October 11, 2008 at 20:36 hrs. I had withdrawn a sum of INR 6000 from the Yes Bank ATM in Sector 18, Noida. However, I did not receive the money and yet 6000 Rupees were debited from my account (with ICICI, Sector 18 Noida) that time. I registered a complaint the next day with ICICI customer care (12/10/2008, complaint number SR82448619). After seven working days I got a text message stating that my ATM transaction cannot be reversed because it has been approved by Visa. I called customer care again and was told to wait 50 working days before the request could be processed. They told me they were checking with Yes Bank about it.

Action Taken:

The case was initiated at CORE and a letter was sent to the respective brand (M/s ICICI Bank) regarding the grievance of Mr Afreen Ahmad

Comments of Mr Afreen Ahmad

Thank you for all your support. My bank, ICICI, has now returned the amount debited on October 11, 2008.

I appreciate your help, immensely.

Best Regards,
Afreen

The Complainant

Complaint ID : 16155
Name : Rajnish Goel
Email : rai_nitin70@hotmail.com
Address : R-6/124, Raj Nagar, Ghaziabad

City : Utter Pradesh
State : UP
Zip : 201002
Phone : (0120)-2829749

Brief facts of the case:

Rajnish goel w/o late Sh. N.C. Goel is central govt. family pensioner.

I am having saving account in the State bank of India at Navyug market Ghaziabad branch in which my pension get credited on monthly basis. According to central Govt. my pension has been revised from Jan"2006. I got the increment in the month of Sep"08, but the arrear (balance amount of increment) from Jan"06 to Aug"08 is still not credited in my account. I have given written as well as verbal communication to the bank but I am not getting any reply from their side. I have also register complaint for the same which no. is mentioned in the subject.

So you are requested to kindly do the needful so that I can get the money credited in my account.

Action Taken:

The case was initiated at CORE and a letter was sent to the respective brand (State Bank of India) regarding the grievance of Mrs Rajnish Goel

Comments of Mr : Rajnish Goel

Dear Sir,

Thanks for your support as I got the arrear (Rs. 10,332) credited in my saving account.

Regards
Rajnish Goel
(0120)2829749
9810117893

The Complainant

Complaint ID : 18203
Name : Veena Mathur
Email : vijender_mathur@yahoo.com
Address : C-104 Chinmay Crystal opp- Vastrapur -Lake
City : Gujarat
State : Gujarat
Zip : 380054

Brief facts of the case:

At least 100 E mail at Customer Care site. 2 A speed post Letter to Hyundai Motors Andheri Mumbai posted on 25-02-09 has not been replied
Consequences : Exchange offer of Rs 15000/- (Fifteen Thousand) has not been paid though it was due in March 2008.

Action Taken:

The case was initiated at CORE and a letter was sent to the respective brand (Hyundai Motors) regarding the grievance of Ms Meena Mathur

Comments of Ms Meena Mathur

Dear Sir

It is to inform that Sharma Hyundai Ahmedabad has paid the amount . Thank you very much..

Regards

Veena Mathur

The Complainant

Complaint ID : 17970
Name : Nishant Grover
Email : grover.nishant@gmail.com
Address : 232, Power grid Residency, Sec 21C, Faridabad
City : Haryana
Phone : 9910455599

Brief facts of the case:

I purchased a Hitachi remote control (RAA18CP14) for my Window Air conditioner from this Retailer. The MRP mentioned on the packet was Rs. 1119.40 but I, despite protesting was charged Rs. 1406. I got an adamant reply that since this product is no more manufactured by the company therefore I am being charged a premium. I had no option but to buy it because some features of my air conditioner cannot be operated without the remote. I have both the packet label and tax invoice in my possession.
Consequences : Economic Damage - I paid Rs. 286.6 over the MRP.

Action Taken:

The case was initiated at CORE and a letter was sent to the respective brand Hitachi India Pvt Ltd) regarding the grievance of Mr Nishant Grover

Comments of Mr Mr Nishant Grover

Dear Sir,

I sincerely thank you for your action and wish to update you that upon approaching Hitachi, they got the dealer to refund me the excess amount with apologies.

The matter therefore stands resolved.

I however thank you once again for the indulgence.

Regards

Nishant Grove

The Complainant

Complaint ID : 18672

Name :Arun Kumar, Selvi

Email : arunchnet@gmail.com

Address : 7/75, South Jaganatha Nagar, Villivakkam, Chennai

City : Yamilnadu

Zip : 600049

Phone : 9865680062

Brief facts of the case

We have purchased Video con fully automatic washing machine on my wife name T.Selvi, from Santhosh, Company, villivakkam chennai on 7th March 2009 for Rs8,300. When we received it, we found that to be a used piece or malfunctioning returned piece. When we asked, the company owner said that is was demo piece. We found that the washing machine operated only in small water level. We informed this to company owner murugan. They raised a complaint with Video con washing machine service centre. The Videocon washing machine technical person visited every day and have changed PCB many a time, and trouble shouted many a time. However the same problem was still there. They also did not give any report related to this problem. The company owner agreed to replace with new one. Later this was also not done. Finally he promised to take back the washing machine and refund us the buying amount. This was also not done. Till now (30 April 2009) the machine is not replaced or the amount

refunded.

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Action Taken

The case was initiated at CORE and a letter was sent to the respective brand (Videocon) regarding the grievance of *Mr Arun Kumar, Selvi*

Comments of Mr arun kumar, Selvi

Dear Sir/Madam,

This issue is resolved.

The company owner had taken back the washing machine and have paid me the full amount. Since i said him that i have complained to consumer care unit, he had solved this issue immediately.

Thanks
Arun Kumar

The Complainant

Complaint ID : 18480
Name : Hridesh Dixit
Email : dixithridesh@yahoo.com
Address : H.No.28, RMS Colony, Seegehalli Road, Bhattarahalli, Bangalore
City : Karnataka
Zip : 560049
Phone : 9900920000

Brief facts of the case:

Complaint: I have cancelled my flight ticket (PNR no. G1Y5CX) on April 29, 2009. I should get remaining money INR 4142 after cancellation to my credit card account. When i called customer care of indigo, they mentioned that they can't refund this money to my credit card and the amount remained with indigo for one year which can be used for any further booking. I want to get this amount to my credit card since i watch government advt mentioning about the rule of getting money back to respective account. Please assist me in getting my remaining money back to my credit card.

Action Taken:

The case was initiated at CORE and a letter was sent to the respective brand (Indigo Airlines) regarding the grievance of *Mr Hridesh Dixit*

Comments of Mr Hridesh Dixit

Thank you very much
My problem has been resolved by indigo now. Many thanks for providing support
Kind Regards
Hridesh

These are some of the letters and many of such nature are with us for record
