



## NATIONAL SEMINAR ON “CONSUMERISM IN INDIA - THE CHANGING PARADIGM OF CONSUMER PROTECTION”

A national seminar on “Consumerism in India the changing paradigm of consumer protection” was organized on 9<sup>th</sup> and 10<sup>th</sup> October, 2014 by Kanchimamunivar Centre for Post Graduate studies, Puducherry by Post Graduate and Research Department of Commerce in association with Department of Civil Supplies and Consumer Affairs,

Safety, Online marketing and Cyber Crimes, exploitation of consumers were discussed by experts in the relevant field.

A number of research papers were presented by Academicians, research scholars and consumer activists from various colleges, institutions, and NGO’s. Several Officials from



Government of Puducherry. The seminar was organised by Dr.Thamizharasi Thamizhmani, Director of the Institute assisted by Dr.R.Karuppaswamy.

Education and Consumer Protection Department of Government of Puducherry participated in the inaugural function.

Various topics on Human Rights violation in consumerism, Impact of advertisement in Consumerism, Ethics in advertisements and the Role of Governments and NGO’s in Consumer Protection, Consumers Tastes, Preferences and Food

Shri.R.Desikan,Chairman Emeritus,Consumers Association of India delivered the key note address on **Consumerism in India – Today’s Objectionable Reality.**

## MR& MRS.DESIKAN MEET HON’BLE MINISTER FOR CONSUMER AFFAIRS

Our Chairman Emeritus Shri.R.Desikan and Chairman Mrs.Nirmala Desikan were invited to New Delhi by the Hon’ble Minister for Consumer Affairs and Public Distribution, Shri.Ram Vilas Paswan on 21<sup>st</sup> November 2014.

The Minister gave a patient hearing to the views of both Shri.R.Desikan and Mrs.Nirmala Desikan. They presented the picture prevailing in the Consumer awareness area and the need for more efforts by the Ministry in strengthening the activities of Voluntary Consumer Organizations. Shri.Desikan also met the Secretary, Pharmaceuticals and Chemicals Shri.V.K.Subburaj I.A.S, Shri.Injeti Srinivas I.A.S, Chairman of NPPA.

Shri.R.Desikan offered his help in assisting the NPPA in bringing out awareness on prices of medicines, opening of Generic Pharmacies, educating consumers on their rights & responsibilities related to medicines.

If you would like us to send CAI Newsletter to any of your contacts, kindly send the email id to [info@caiindia.org](mailto:info@caiindia.org)

### In this Issue:

National Seminar on “Consumerism in India the Changing Paradigm of Consumer Protection” / Mr&Mrs.Desikan Meet Hon’ble Minister of Consumer Affairs	Page 1
Workshop on 4 <sup>th</sup> Amendment to CP Act for Stake Holders / Talk Show at “Sun TV” on scams in Adulteration found in food and the ill effects of adulteration / Jago Grahak Jago “Inaugural in Tirunelveli District	Page 2
Talk on “Kalaigarn TV” titled “Nenju Porukudhillaye” / Training Program for the Staff of Hatsun Agro Products / An Alert from Bharat Sanchar Nigam Ltd / Information regarding Ration Card / CAI to run Helpline / Mischief Mongers in Social Media – Whats up Application	Page 3
Few reasons why you should not eat instant noodles / Foods that prevents and fight Diabetes	Page 4
Consumer Cases Solved by CAI	Page 5-6

**WORKSHOP ON AMENDMENT TO CP ACT FOR STAKE HOLDERS**

Shri.M.R.Krishnan, Deputy Director, CONCERT Trust, participated in a workshop on 4<sup>th</sup> Amendment to CP Act for stakeholders, conducted by IIPA, New Delhi on 24<sup>th</sup> November 2014.

The workshop was inaugurated by Shri.Ram Vilas Paswan, Hon'ble Minister for Consumer Affairs and Public Distribution. Shri.Raosahab Dadarao, Minister of State for Consumer Affairs, Food and Public Distribution, Shri.Kesav Desiraju I.A.S, Secretary, Ministry of Consumer Affairs, Shri.Gurucharan I.A.S, Addittional Secretary and Dr.T.Chatterjee, Director, Indian Institute of Public Administration were the other guests. About 40 representatives of Consumer organizations from all parts of the country participated.

Shri.Kesav Desiraju explained how the present stage has been reached since the 4<sup>th</sup> Amendment started making rounds. He hope that the Bill in full shape will be passed in the present session of the Parliament.

Shri. Paswan lamented about the long process in the Consumer Fora, role of advocates and explained how there is a need for revamping the Act. He stressed the importance of Consumer Awareness in Consumer clubs in schools / colleges. He also commented the sluggish execution of judgements warranting contempt of court many a time. He wanted that organizations who are consumer friendly, will be recognized for an AWARD.

On behalf of CONCERT / Consumers Association of India the following points were stressed -

1. Need for a definition of Class Action Suits.
2. Implementation of Clinical Establishment Act and Right for time bound delivery of Goods Act and similar Acts, by all States.
3. Directing all states to notify the proposed amendments within a fixed time frame.
4. Strengthening of Task Force of Consumer Affairs Ministry for all the six.
5. To use the services of "Lok Adalat" for solving Consumer Disputes.
6. The need to pass the Bill without referring to Parliament Committee again.

The meeting concluded with an assurance by Honorable Minister that all suggestions put forward by members will be carefully considered before the Act is passed. He welcomed States running exclusive Magazines for spreading Consumer Awareness.

**JAGO GRAHAK JAGO  
INAUGURAL IN TIRUNELVELI  
DISTRICT**

The CAI's contest program for children on Jago Grahak Jago was inaugurated in Tirunelveli District in 8 Taluks. A total of 95 schools participated with 475 children.

Mrs.Kalyani Rajaraman, the Project Director, who visited Tirunelveli especially for this purpose was in praise of the excellent arrangements done by the Collectorate and Educational Department of Tirunelveli and the response by the children.

Selection of the best participants is under way similar programs will be held in other districts in the first week of December and district level selection will follow soon.

**TALK SHOW AT "SUN TV" ON SCAMS IN ADULTERATION FOUND IN FOOD AND THE ILL EFFECTS OF ADULTERATION**

The Sun Tv's "Suriya Vanakkam" is a popular program telecast everyday at 8.00a.m. Among other things, there will be an interview with a popular person on important topics.

It was the turn of our Chairman Emeritus Shri.R.Desikan to participate in this program on 19<sup>th</sup> Nov,2014.

Shri.R.Desikan opened the talk with adulteration found in food and the ill effects of adulteration.

He cautioned consumers against using polythene sachets for carrying sambar, chutney and keeping tamarind, pickles etc. He explained how the poly carbonates in plastics leach the chemicals causing cancer. He explained how CONCERT'S Training program to 4000 rural women had raised awareness on adulteration in villages. He listed out cases won in CDR Forum in Tea adulteration etc., and the efforts of CAI in solving cases without going to CDR Fora. He wanted consumers to get in touch with the helpline of consumer protection department 28592828 for airing their complaints.

He spoke at length about synthetic milk. Shri.Desikan next touched upon the quality of water being supplied through local bodies and enumerated steps taken by CAI in forcing the government to mandate water standards for public supply.

He spoke about the role of FSSAI in making safe food available to all citizens in India. He narrated how with the help of CAI, the FSSAI could detect selling of time barred foods in a leading super market and how they were destroyed. He wanted consumers to be pro-active on reading the labels, checking the weights of package products and fight against the adulteration.

**TALK SHOW ON  
“KALAIGNAR TV” TITLED  
NENJU PORUKUDHILLAYE**

It was a debate on the topic – “Is punishment to vendors or consumer awareness – which is best for control food adulteration.

Participants were free to express their views. Some people expressed the view that heavy punishment to vendors would control food adulteration. But the traders opposed the view stating that heavy punishment in the previous PFA and the present FSS Act leads to corruption and piling of cases in courts. Consumer awareness needs time, know how, manpower, methodology, materials and funding.

It was stressed on behalf of CAI that it is a joint responsibility - 1/3 lies with consumer awareness to reject corrupt officials, unscrupulous products and traders. Another 1/3 responsibility lies with traders to follow ethical trading and market genuine products. The last 1/3 lies with Government to make suitable rules and follow effective implementation. It was also stressed consumer organisations like CAI play a major role in spreading awareness by way of training, media contacts, seminars, publications, testing through Annam Spot test kit etc.

**INFORMATION REGARDING  
RATION CARD**

The Food Minister had informed that the validity of the present ration cards which expires in 2014 will be extended up to 2016 by affixing additional sheets to cards. Steps are being taken to issue “SMART CARDS” throughout the State. Initially the smart cards will be introduced in Ariyalur & Perambalur districts which will be extended to other districts in turn.



**TRAINING PROGRAM FOR  
THE STAFF OF HATSUN  
AGRO PRODUCTS**

CONCERT Training Academy organized a one day training programme for staff of Hatsun Agro Products, Chennai on 28<sup>th</sup> Nov, 2014. 30 staff members were exposed to various food safety aspects such as



- New FSS Act 2006
- Microbes in Dairy Industries
- Chemical risk reduction and traceability in food safety
- Food packaging and labelling
- Comparative testing, Food surveillance and case studies.

**CAI TO RUN HELPLINE**

The Consumers Association of India has been selected, by the Department of Civil Supplies & Consumer Protection, to run the Helpline (044-28592828) of the department to attend complaints of citizen consumers to the helpline from by CAI Staff will be operational from 8<sup>th</sup> December, 2014 office of specially trained counselors from the Commissioner, Civil Supplies will be operating this helpline.

**AN ALERT FROM – BHARAT  
SANCHAR NIGAM LTD!!!**

People have been receiving calls from +375 602605281, +371 27913091 or numbers starting from +375 or +371. One ring and they hang up. If you call back, you may be charged \$15-30. They can copy your contact list in 3sec. And if you have Bank or Credit card details on your phone, they can copy that too.

- +375 is from Belarus from Afghanistan.
- +371 id code of Latvia

If you see this number please do not answer or call back! Also don't press #90 or #09 on your mobile, If someone asks you to do so. A fraud company is using a device, which can access your SIM card and make calls at your expense. It's a new trick of Jehadis to frame innocent people!!!

Forward this message to as many friends as you can, to stop this.

**MISCHIEF MONGERS IN  
SOCIAL MEDIA – WHAT'S UP  
APPLICATION**

Sending obscene messages through **What's up Application** is increasing. While SMS messages can be tracked, these messages cannot be tracked so easily, since the server of what's up application is in U.S. unless they help local police here, we cannot do anything.

At best the police can request the service provider and track the origin in Face Book and shut down the particular account.

With existing laws the police can only book the culprits under the relevant section of IT Act 2006 which has already become obsolete.



## FEW REASONS WHY YOU SHOULD NOT EAT INSTANT NOODLES

Instant noodles are popular snack foods among children and adults. Sometimes, they also serve as a convenient mealtime food especially while travelling. But while instant noodles can satisfy your hunger, there are some important facts that you should know about this food. And these health facts should serve as the top reasons why you should avoid consuming instant noodles and feeding them to your children.

**1. Instant noodles contain substances that reduce the body's nutrient absorption ability** – One of the health risks of instant noodles is that it reduces the body's ability to absorb other nutrients from healthy foods such as fruits and vegetables. This food has a negative effect in the digestion process. If you are consuming these instant noodles and then eat healthy foods later on, your body may not fully absorb the nutrients of the healthy foods because the instant noodles can affect your digestion.

**2. Instant noodles are high in sodium content** – Another health risk of instant noodles is that they are normally high in sodium content which increases your risk of developing kidney stones and other kidney problems. The average amount of sodium in instant noodles cup is above 800mg while according to the US RDA (Recommended Dietary Allowance), the maximum sodium intake per day should only be 2,400mg. If you consume one cup of instant noodles, you are already consuming almost half of your daily intake of sodium.

**3. Instant noodles contain propylene glycol** – Instant noodles also contain anti-freeze such as propylene glycol as humectants which help prevent noodles from drying. This ingredient brings about some of the health risks of instant noodles which include liver, heart and kidney problems and a weakened immune system.

**4. Instant noodles contain cancer causing substances** – Instant

noodles are packed with preservatives, anti-freeze and other ingredients that may cause cancer. Additionally they are also packaged in cups which contain plasticizers and dioxin which are cancer causing substances that may leach into the noodles once you pour hot water to cook the noodles.

Instant noodles are also low in nutritional value. They are not the best food to feed your family. If you avoid consuming instant noodles, you can also avoid suffering from the health risks of instant noodles.



It is always good to think twice about what you feed your family especially your children. Don't feed them with instant noodles which have low nutritional value and may give you numerous health risks.

## FOODS THAT PREVENT AND FIGHT DIABETES

If you are a diabetic or you know someone who is diabetic, you need to know about these "Super Foods" which are a great addition to any diabetic diet. Some of these foods are so helpful; they can even prevent the onset of the disease. They are all very helpful in lowering blood sugar, burning fat, reducing inflammation, and provide many other health benefits.

### Cinnamon:



This delicious spice has been shown by many studies to help reduce blood sugar levels. People with type 2 diabetes who'd eaten one or more grams of cinnamon daily had dropped their fasting blood sugar by 30%. Cinnamon

can also reduce triglycerides, LDL-Cholesterol and total cholesterol levels by up to 25%. The main reason for all this is chromium, a mineral that enhances the effects of insulin and antioxidants that gather up all the free radicals in your blood.

### Sweet Potatoes:



Sweet potatoes are true super heroes, capable for lowering your hbA1c measures and fasting blood glucose rates. They also contain types of antioxidants that are believed to have anti-inflammatory, anti-viral, and anti-microbial qualities.

### Collard Greens:

Vegetables like collard greens are excellent sources of Vitamin C and



alpha-lipoic acid (ALA), a micronutrient that helps the body deal with stress. The best thing about it for diabetics? ALA also helps reduce blood sugar and can help strengthen the nerves damaged by diabetic neuropathy.

### Olive Oil:

A diet rich in Olive oil helps reduce the risk of type 2 diabetes by as much as 50%, compared to a diet low in fat. In addition to being an excellent source of health promoting fats, olive oil is also rich in antioxidant nutrients. It can protect your cells and prevent the development of heart disease.

## CONSUMER CASES SOLVED BY CAI

### COMPLAINT AGAINST SNAPDEAL

#### Complaint:

I ordered for Samsung Galaxy on 16<sup>th</sup> October,2014 and the amount was Rs.19,700/- through Snapdeal online portal. The product which I has purchased is only one but the amount was deducted twice.I have paid the money twice to Snapdeal and they have not refunded my money yet and have caused many problems for us. Please consider this complaint against Snapdeal and help us to get our refund back along with all the charges that have been mentioned.

- Mr. Jatin



#### Solution:

After CAI's intervention with Snapdeal the complainant received the refund amount of Rs.19,700/-

#### Mr. Jatin's Testimonial:

*I thank CAI for solving my complaint and getting my money back. Once again I thank you very much for the efforts taken.*

### COMPLAINT AGAINST EUREKA FORBES

#### Complaint:

I purchased a CCTV Camera during September from M/S Eureka Forbes Ltd., and the installation been completed. But from day one the camera is not recording during the dark (night time) as it seems the infrared is not working. Despite several calls to the vendor and registered complaints the issue has not been resolved yet. Also I have not yet received the original bill related to this purchase and they are saying I will get it soon. I request you to kindly look into this matter and guide me.

- Mr.Rajagopalan



#### Solution:

After CAI's mediation with the Eureka Forbes, the complaint was resolved to his satisfaction.

#### Mr. Rajagopalan's Testimonial:

*I thank CAI for solving my complaint and supporting me in this issue.*

### COMPLAINT AGAINST AXIS BANK

#### Complaint:

I hold Axis Bank Credit card. I receive the statement for the month of Sep,2014 and found that there is a renewal fee of Rs.3500+service tax of Rs.432.60 imposed on me without my knowledge. I strongly objected this and raised a query in Axis Bank for reversing this renewal fee and related tax immediately. They had given in writing that it is not possible to reverse the renewal fee. Then I paid the pending amount Rs.5765.39 other than the renewal fee and it has also been reflected by the bank and asked them to close the card. But they are still insisting to pay the entire amount which consists of renewal fees. I don't know why I should pay renewal fees for the card which I am not going to use further. I expect the bank to revert back the renewal charges and close the card account as it is creating a lot of trouble since the beginning.

- Mr.K.Kumaravel



#### Solution:

After CAI's intervention with Axis Bank, the complaint was resolved.

#### Mr.Kumaravel's Testimonial:

*Thank you very much to CAI and its team for solving my complaint.*

## CONSUMER ALERTS!!

- **Beware of Pepper adulterated with Mineral oil – The Tamil Nadu Food safety Department had recently unearthed a huge quantity of pepper coated with Mineral oil. Peppers which are slightly damaged and pale looking are made to look fresh when coated with Mineral oil. To test this, keep the pepper on a sanitizer / Filter paper and press. The Mineral oil coating will be visible on the paper.**
- **Indane distributor has announced that complaints by consumers will be entertained in the following phone numbers. If excess charges are demanded by the persons who supply the LPG cylinders. Contact: 044 – 24339236, 044 – 24339246, Toll Free: 1800 425 247 247**

## CONSUMER CASES SOLVED BY CAI

### COMPLAINT AGAINST SONY XPERIA

#### Complaint:

I purchased a Sony Xperia M2 handset 1<sup>st</sup> July, 2014 and have been using it. During the last week of August the cell phone started giving some problems. On 01<sup>st</sup> Sep, 2014 the handset was given for service as the display area became stuck. On diagnosis they reported that there were some air locks which could be repaired. The authorized service centre technician returned the handset stating that the problems were repaired. However, the mobile phone again posed problem. Again I gave the hand set to the authorized service centre and they promised to return the set duly repaired within 2 days. But it was not done so. I do not want this handset which is not having properly structured service centres who are not efficient. I request you to get me a replacement of a new phone or refund of the amount.

- **Mr.Ravikumar**



#### Solution:

*After CAI's mediation the complainant got his serviced hand set in good condition.*

#### **Mater Ravikumar's Testimonial:**

*I thank CAI for solving my complaint and for the great support.*

### COMPLAINT AGAINST BABU MOTORS

#### Complaint:

I bought my new Karizma R Black two wheeler on 28<sup>th</sup> Aug, 2014 from Babu Motors, Neyveli, Tamil Nadu. The vehicle gave me problems since the day I took the delivery. First the vehicle was not available at Babu Motors, they had to get from their sub-dealer, Varalakshmi Motors, Chidambaram. While taking delivery, the vehicle used to get struck in 20-30kms itself. The sales people said that since it is a new vehicle it will be like this only and that it will be alright as I start using the same. But even after my first service, the problem still persists. I have nearly spent around 1 Lakh on my new vehicle. I am not able to concentrate on my day to day work, as my bike is giving me problem everyday. I am totally unhappy with this bike actually. I want an immediate replacement of my new bike otherwise I would have no option to go to consumer court to get my grievance addressed. So please do the needful.

- **Mr.Ramaswamy**



#### Solution:

*After CAI's intervention the complainant got the refund of the money and the complaint was resolved to his satisfaction.*

#### **Mr.Ramaswamy's Testimonial:**

*I thank CAI for resolving my complaint and for the great support.*

### COMPLAINT AGAINST RED BUS

#### Complaint:

I booked a bus ticket from Chennai to Trichy on 1<sup>st</sup> Oct, 2014 to travel on the same day with my spouse and kid. The Bus was about to come at 9.45p.m and I was waiting from 9.00p.m in Tambaram bus stop with my one year old son and wife till 12.15p.m. I called the concerned person frequently and got some operator number. Initially they told me that the bus is on way and asked me to wait for few more minutes. But finally around 12.15p.m they told that bus was cancelled. I already raised a complaint to Red Bus customer care and the concern person from customer care agreed to refund the money back within 7 days. But I got a email stated that the Bus was not cancelled on that day and there is no chance of refunding the money back. I kindly request you to take strict action on this and ensure that it would not be repeated to anyone in future.

**Mr.Sanjeev**



#### Solution:

*After CAI's mediation with Red Bus, the complainant received the money back and the complaint was resolved to his satisfaction.*

#### **Mr. Sanjeev's Testimonial:**

*I thank CAI for resolving my complaint.*

## CAI IS HERE TO HELP!!

### CONSUMER HELPLINE:- 044-6633 4346

Do you have a complaint against a manufacturer, trader or service provider? If yes, CAI is here to help. Call our Helpline ANYTIME and record your complaint either in Tamil or English. We will get back to you within three working days.

### Consumers Association of India (CAI)

A5, 2<sup>nd</sup> Main Road, Thiruvalluvar Nagar,

Thiruvannamipur, Chennai – 600041

Phone: (044) 24513191/92