



CONSUMER UPDATE

Consumer Awareness Programme on Telecom Services

On November 28, 2023 Citizen consumer and civic Action Group (CAG), with support from the Telecom Regulatory Authority of India (TRAI) held a telecom consumer awareness program in Namakkal District, Tamil Nadu. The aim was to educate consumers about TRAI's consumer-friendly regulations and the grievance redressal support available. The event saw participation from around 120 individuals, including telecom consumers, consumer organization representatives, and executives from BSNL and Jio. Telecom



service providers discussed their consumer-friendly plans and redress methods. They also addressed consumer queries on topics such as Mobile Number Portability (MNP), network connectivity issues, discrepancies in recharge plans, unsolicited commercial communications (UCC) despite DND registration, varying data quality, and difficulties in connecting with customer care.

Awareness Session on High Blood Pressure

In line with the Government of India's recent '75/25' initiative, which emphasises the treatment of non-communicable diseases at primary healthcare facilities, the Citizen consumer and civic Action Group (CAG), along with SINAM, Tiruvannamalai, organised an awareness session titled 'High Blood Pressure - The Silent Killer' on November 6, 2023 in Thiruvannamalai. Local villagers, who are recipients of treatment at primary health centres, actively participated in the meeting. They were educated about the severity of high blood pressure and the importance of its treatment.



The patients were made aware of the often-overlooked symptoms and were urged to have their blood pressure checked periodically to prevent future complications. The increasing risk of non-communicable diseases (NCDs) in the country was highlighted, and patients were advised to stay informed about their blood pressure readings to better assess and manage their risks.

The meeting was attended by more than 30 patients. Pamphlets containing information about 'Hypertension - the Silent Killer' were distributed, spreading the message for improved diagnosis and treatment. Media personnel were briefed about the initiative, and the event was covered by regional dailies.

Mobile Number scams increase, TRAI issues alert

Recently an increase in the number of cybercrimes caused Telecom Regulatory Authority of India (TRAI) to issue alerts to the public regarding safety measures and awareness of such fraudulent calls. The offenders pose as government officials and call the victims informing them that their number has been deactivated. Following this they ask them to join Skype calls or ask for personal details, in what is essentially a phishing scam. TRAI has advised the public to be on alert and not to answer such calls or join any video meetings Source – [India Today](#)

Guidelines For Prevention and Regulation of Dark Patterns – CCPA

The Central Consumer Protection Authority (CCPA) issued the Guidelines for Prevention and Regulation of Dark Patterns, 2023. Dark Patterns in general mean any practice or deceptive design pattern that creates a user interface with the intent of misleading the consumer, amounting to misleading advertisement, unfair trade practices and / or violation of consumer rights. The guidelines can be seen on the official page of the Department of Consumer Affairs. Source - [Verdictum](#)

Banks to pay an everyday fine of Rs.5000 for delay in returning documents – RBI

Taking loans to fulfil our dream of having a home of our own or a car for the family is nothing new. Placing movable or immovable property as collateral is also not surprising. But what is most worrying is that, very often, banks, after the repayment of loans, keep delaying the process of returning the collateral papers. This has been an issue of great concern and after many requests and pleas from the public, the RBI has issued a notification which can be seen posted on the official page of the RBI website. It says that the banks will have to return the documents within 30 days of the repayment of the loan; failing to do so will result in a fine of Rs.5000 for every day of delay by the bank. Source – [Informal News](#)

Restaurant gets into trouble again and pays a fine of Rs. 1 Lakh

A restaurant on the outskirts of Chennai was convicted for Food Adulteration in 2020 and was again sued by a family as they suffered from dysentery, stomach pain and intestinal inflammation after eating grilled chicken, fried rice, and biryani from the said restaurant. The family had gone to celebrate the birthday of the daughter along with a few close friends. The next day, the daughter, son, and a close family friend fell ill and had to be admitted to the hospital. They sued the restaurant. When the officers from the Kanchipuram district food safety department analyzed the content of the food, they found that the food had Tartrazine and sunset yellow in the chicken which was the reason for the symptoms. Source – [The Times Of India](#)

Delayed projects will result in compensation to the owners says NCDRC

A recent ruling by the National Consumer Disputes Redressal Commission (NCDRC) states that land-owners (who are often joint venture partners together with developer) are also liable to pay compensation in case of stalled projects. This comes as a relief to the homebuyers as they can recover their lost money if there is any delay in the project on the builder's account, for example if the developer absconds mid-project or becomes insolvent. Source – [Money Control](#)

Bengaluru man wins Rs.40,000 compensation against railways

An elderly couple travelling on a train were fined Rs. 22,300 after the ticket examiner checked the PNR number and tagged them as “ticketless travellers”. The elderly couple showed him their confirmed tickets, but the officer did not listen to them. When the son came to know about this, he approached the South Western Railway (SWR) but did not receive any help. He then registered a complaint in the Consumer Court in Bengaluru against SWR officials and IRCTC for the inconvenience and the unwarranted fine charged from his parents. The Court held the railways liable for deficiency in service and awarded a compensation of Rs.40,000. Source – [Money Control](#)

Wrong diagnosis over the phone: case for Medical Negligence – National Commission

A patient admitted in Ranchi hospital for acute abdominal pain was treated by a junior doctor on duty, following instructions from the senior doctor over a phone call. When the pain didn’t reduce, further tests indicated a case of pancreatitis. The senior doctor however ignored the results, which resulted in the patient’s condition worsening. Eventually, the patient was transferred to the ICU where he died. The reason for the death was declared as pancreatitis. The father approached the District Consumer but could not get justice and then appealed to the National Commission. The National Commission ordered compensation along with reimbursement of the legal expenses to the victim’s father, within the specified time. Source - [OnManorama](#)

Two year-long legal battle of a man, with the Indian Railways, ended in his favour

Infrastructural shortcomings at a railway station led a man from Chennai to file a case in the Consumer court and win the battle. He received a claim amount of Rs. 30,000. This case was registered in 2021, when Ramesh, the complainant, was travelling from Chennai to attend a court hearing. The Ankaleshwar station was very small to accommodate all the coaches of the train. Another issue was that the train only stopped for two minutes, and Ramesh had to jump out of the train with his luggage, injuring himself. The railways did not provide any facilities to enable passengers to alight smoothly at the station. He registered a complaint at the Ankaleshwar railway station, which took a while, as the station master delayed in producing the complaint book. Ramesh could not reach the court in time for the hearing. Aggrieved by this, Ramesh filed a case at the District Consumer Disputes Redressal Commission in Chennai. He has fought this battle on his own with the help of books and online resources. He also spoke about a particular railways Act, supporting his argument by submitting all the necessary documents including a copy of the medical aid received at the government hospital, complaint made at the station, train ticket and case slip, etc. The court granted him a compensation of Rs. 25,000 for the deficiency in services and mental agony and a sum of Rs. 5,000 towards the cost of the complaint. Source – [The Hindu](#)

Tour agency asked to repay Rs. 3.40 lakhs, along with compensation

A group of 17 members had approached the travel agency to book a travel package for Malaysia and Indonesia. The per-person expense amounted to Rs. 41,000 and the group agreed. An advance of Rs. 3.40 Lakh was to be paid. The trip was to happen in April 2020 but came to a halt due to the nationwide COVID –19 outbreak. The group asked for a refund but got no response. They were informed that the money was used for the tickets and hotel bookings. However, the agency failed to furnish the related documents, when asked for them. The group members repeatedly called and visited the agency for any update but got none.

When the lockdown ended, the airfares were high, and the agency demanded an extra Rs. 8,000 to Rs. 9,000 per person for the same. The group did not agree and again demanded a refund, which the agency refused. When the case was filed with the District Consumer Disputes Redressal Commission, the Commission ruled in favour of the complainants and ordered a refund of Rs. 3.40 Lakh with a 9% annual interest and an additional sum of Rs. 90,000 as compensation for unfair trade practices, deficiency in services and costs incurred towards the litigation. Source: [Times of India](#)

கழிப்பறையில் கூடுதல் கட்டணம் வசூல்: ரூ.30,000 நஷ்டஈடு வழங்க நுகர்வோர் நீதிமன்றம் உத்தரவு!

விருதுநகர் மாவட்டம் வத்திராயிருப்பை சேர்ந்த சுந்தரம் என்பவர் ஸ்ரீவில்லிபுத்தூர் பேருந்து நிலையத்தில் சிறுநீர் கழிக்க சென்றுள்ளார். இந்த கட்டண கழிப்பறை சிறுநீர் கழிக்க கட்டணமாக ஒரு ரூபாய் வசூலிக்கப்படுகிறது. இந்த நிலையில் ஒரு ரூபாய்க்கு பதிலாக 5 ரூபாய் வாங்கியதாக ஸ்ரீவில்லிபுத்தூர் நுகர்வோர் நீதிமன்றத்தில் சுந்தரம் வழக்கு ஒன்றை தாக்கல் செய்தார்.

இந்த வழக்கை விசாரித்த நீதிபதி 5 ரூபாயில் 4 ரூபாயை திரும்ப தரவும், 20 ஆயிரம் ரூபாய் நஷ்டஈடு வழங்கவும், மேலும் வழக்கு செலவு 10 ஆயிரம் வழங்க வேண்டுமெனவும் உத்தரவிட்டுள்ளார். மேலும் இதை நகராட்சி ஆணையாளர் மற்றும் குத்தகைதாரர் இருவரும் சேர்ந்தோ அல்லது தனித்தனியாகவோ வழங்கவும் ஸ்ரீவில்லிபுத்தூர் மாவட்ட குறைநீர் ஆணைய நீதிபதி சக்கரவர்த்தி உத்தரவிட்டுள்ளார். [Source: News 7 Tamil](#)



CAG

Citizen consumer and civic Action Group

CAG is a 38 year old non profit, non political, professional organization working towards protecting citizen's rights in consumer and environmental issues and promoting good governance including transparency, accountability and participatory decision making.

The complaints cell at CAG addresses specific problems of consumers. Also CAG regularly conducts consumer awareness programmes for schools, colleges and special target groups.

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