



CONSUMER UPDATE

CAG demands simple, effective, Front of Pack Labelling on Food Products

The Food Safety and Standards Authority of India introduced the draft Front of Package Labels for packed food under the Food Safety and Standards (Labelling and Display) Regulations, 2018 which is yet to see the light of day.

CAG calls upon the government to ensure early notification of the regulations that will go a long way in saving lives. CAG reiterates the need for information on the Front of Package to be straightforward and effective so that it is easy for a lay person to understand. While the back of the package already has complete nutritional information about the product, the purpose of the Front of Package labeling is to alert consumers on the high sugar, salt and fat content the product may contain so consumers can make informed choices. These three elements are strongly associated with the Non Communicable Diseases (NCD) burden in India. Therefore, CAG demands a simple, clear and effective Front of Pack Labeling on packaged food products to contain India's NCD crisis.

Media workshop on trans fats



On 26th March 2021, CAG conducted an online media workshop on trans fats in collaboration with the Press Institute of India (PII), to inform media about the seriousness of the trans fats issue, the regulations in place, the need for effective implementation of regulations, and a change in cooking/eating habits. The workshop saw speakers from the medical profession (Dr Sumitra Shanmugham) and media (Ms. Rina Mukherji and Mr. Dhakshanamoorthy). Participants also had an opportunity to hear from Dr Somasundaram, Designated Officer - Chennai, Tamil Nadu Food Safety Department. The session was attended by around 55 media persons and consumer activists from seven districts of Tamil Nadu - Nilgiris, Tiruvarur, Cuddalore, Tirupur, Tirunelveli, Salem, and Tiruvannamalai. Mr Sashi Nair, Director of PII, welcomed the participants. The workshop was well received.

CAG's social media campaign on World Health Day

On the occasion of World Health Day 2021, which fell on April 7th, CAG carried out a social media campaign, through posters, to raise public awareness on coronary (heart) disease and the progress towards a ban on trans fats in the food supply chain.



Guest Lecture on World Consumer Rights Day 2021

Savitha from CAG, was a resource person in a webinar organised by Kaamadhenu Arts and Science College, Erode on the occasion of World Consumer Rights Day 2021. The theme of the webinar was 'Sustainable Consumption'. The aim of the session was to introduce the concept of consumer rights and responsibilities to students. Savitha also shared various simple, easily adoptable lifestyle changes that would be more sustainable and low carbon, helping earth renew itself.



Woman sues Airtel for losing 200 GB mobile data and wins the case

A Bengaluru resident, Ms. Vidhya took the mobile service provider, Airtel to consumer court for suddenly suspending her web data plan which had 200 GB unused data. The court found no merit in the service provider's argument that the petitioner had changed service plans (from company to individual) which did not allow for data to be carried over. The court slammed the service provider for abruptly discontinuing the plan without any notification and ordered it to restore the 200 GB mobile data, pay the petitioner Rs 2000 as compensation and Rs 1000 towards court expenses in 30 days time. Source : [Bangalore News Today](#)

Puja Garg vs M/S Manohar Infrastructure & Construction Private Ltd on 31 March, 2021

Ms Puja Garg filed a complaint seeking refund of Rs.16,20,000 paid by her towards the purchase of a 300 sq yard plot on 28.02.2011. The amount was paid favouring Manohar Infrastructure & Construction Private Ltd's towards their 'Palm Springs' project in Punjab. She said that till date neither plot allocation nor a buyer's agreement had been executed by the company. The builder stated that the project had run into delays due to labour shortage and the Covid-19 pandemic. He also asserted that the project had been exempted by the state government from the provisions of the Punjab Apartment and Property Regulation Act, 1995, (PAPR Act). This, therefore, meant that any irregularities by the company could not be looked into by the court. The court found no merit in the company's arguments noting that any exemption from the law cannot be retrospective and since the exemption mentioned was given in 2017, it did not apply in this case that dated back to 2011. The court directed that the Rs.16,20,000/- be refunded to Ms Garg, along with an interest of 12% p.a without deducting any TDS, within a period of 30 days. Failing this, a penalty of 3% on the Rs 16,20,000 shall be added from the date of passing of the order. The court also directed payment of a compensation of Rs. 50,000 with a 9% p.a interest from the date of passing of the order, for causing mental agony and physical harassment. This was also to be paid within 30 days. Source : [Indian Kanoon](#)

Government launched a mobile application - 'Mera Ration' App

In order to facilitate the 'One Nation One Ration Card' system in the country, the Ministry of Consumer Affairs, Food and Public Distribution launched the 'Mera Ration' mobile app to benefit citizens in identifying the nearest Fair Price Shop (FPS). This app will especially benefit those ration card holders who move to new areas for livelihood. The app is currently available in Hindi and English though the government aims to expand to other languages soon. Source : [Hindustan Times](#)

Policy holders can file complaints online

The Union government has amended the Insurance Ombudsman Rules, 2017, bringing insurance brokers within the ambit of the Insurance Ombudsman. The scope of complaints to the Ombudsman has been widened from disputes to deficiencies in service on the part of insurers, agents, brokers and other intermediaries. The amended Rules also allowed policy holders to file online complaints. Policy holders can track the status of their complaints online and the hearings are done via video-conferencing. These amendments will strengthen the timeliness and cost-effectiveness of the mechanisms. Source : [ANI](#)

TRAI suspends SMS scrubbing norms

As per Telecom Commercial Communication Customer Preference Regulation, 2018 which deals with the nuisance of spam, the content of all text messages (SMS) will now be verified before it is allowed to be delivered on the users' device. This process is known as scrubbing. In March 2021, TRAI suspended the New SMS Scrubbing Norms for seven days as many companies had not registered with the Telecom Service Providers (TSPs) as required in spite of them sending multiple communications to do so. Without registration, companies would not be able to send SMSes to users. TSPs followed TRAI regulations and activated the due process of content scrubbing to address the issue of unsolicited commercial communication. This led to many text messages getting dropped and transaction failures. As a result TRAI suspended the scrubbing norms for a week, giving time for companies to register.

Source : [The Indian Express](#)

Telecom Subscription Data as on 28th February 2021

Highlights of Telecom Subscription Data as on 28th February, 2021

Particulars	Wireless	Wireline	Total (Wireless+ Wireline)
Total Telephone Subscribers (Million)	1167.71	20.19	1187.90
Net Addition in February, 2021 (Million)	8.29	0.11	8.40
Monthly Growth Rate	0.72%	0.54%	0.71%
Urban Telephone Subscribers (Million)	639.24	18.47	657.72
Net Addition in February, 2021 (Million)	5.98	0.15	6.13
Monthly Growth Rate	0.94%	0.82%	0.94%
Rural Telephone Subscribers (Million)	528.47	1.71	530.18
Net Addition in February, 2021 (Million)	2.32	-0.04	2.28
Monthly Growth Rate	0.44%	-2.36%	0.43%
Overall Tele-density*(%)	85.78%	1.48%	87.26%
Urban Tele-density*(%)	136.03%	3.93%	139.96%
Rural Tele-density*(%)	59.28%	0.19%	59.48%
Share of Urban Subscribers	54.74%	91.52%	55.37%
Share of Rural Subscribers	45.26%	8.48%	44.63%
Broadband Subscribers (Million)	742.84	22.26	765.09

Source : TRAI

தனியார் உணவு நிறுவனம் தயிருக்கு ஜி.எஸ்.டி வரி வசூலித்ததால் நுகர்வோருக்கு ரூ.10,000/- இழப்பீடு வழங்க நுகர்வோர் நீதிமன்றம் உத்தரவு

நெல்லை பாளையம்கோட்டையில் அன்னபூர்ணா என்கின்ற தனியார் உணவு நிறுவனம் செயல்பட்டு வருகிறது. இங்கு வாடிக்கையாளர் திரு. மகாராஜன் என்பவர் பார்சலாக தயிர் வாங்கினார். அப்போது தயிருக்கு ரூ.40/-, ஜி.எஸ்.டி வரி ரூ.2/-, பார்சலுக்கு ரூ.2/- என மொத்தம் ரூ.44/-யினை உணவகம் வசூலித்தது.

தயிர், பால், காய்கறிகளுக்கு ஜி.எஸ்.டி வரி கிடையாது என்று வாடிக்கையாளர் கூறியும் உணவகம் அதனை ஏற்காமல் அவரிடமிருந்து தொகையை கட்டாயப்படுத்தி வசூலித்தது. இதனால் மனம் நொந்த திரு. மகாராஜன் இதுபற்றி நெல்லை நுகர்வோர் நீதிமன்றத்தில் வழக்கு தாக்கல் செய்தார்.

இந்த வழக்கினை விசாரித்த நுகர்வோர் நீதிமன்றம் தயிருக்கு ஜி.எஸ்.டி வரி வசூலித்ததால் ஏற்பட்ட மன உளைச்சலுக்காக உணவகமானது நுகர்வோருக்கு ரூ.10,000/- இழப்பீடு வழங்கவும், வழக்கு செலவுக்கு ரூ.5,000/- மற்றும் தயிருக்காக வசூலித்த ரூ.44/- சேர்த்து ரூ.15,044/- யினை ஒரு மாத காலத்திற்குள் வழங்க வேண்டும் என்று உத்தரவிட்டது. தவறும்பட்சத்தில், 6 சதவிகித வட்டியுடன் வழங்க வேண்டும் என்றும் உத்தரவிட்டது. Source : Polimer News



CAG

Citizen consumer and civic Action Group

CAG is a 35 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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