

CONSUMER UPDATE





CAG conducts a study on online food prices in Chennai

CAG conducted a small study to compare the food prices of food items sold both offline and online through swiggy and zomato platforms. It is observed that the prices of food sold online are higher by as much as 50% in most of the cases. In addition to the food cost difference, there is a cost towards delivery charge and delivery partner fee. Thus, consumers are being fleeced by these exorbitant charges, especially in the times of the pandemic when they are compelled to rely more on these online platforms.

CAG represented the study to the Ministry of Consumer Affairs and the Food Safety and Standards Authority of India and suggested regulating this sector. It also suggested the government consider including this to the draft E-commerce Amendment Rules.

Webinar on Front of Pack Labels- Consumer Perspective

Citizen consumer and civic Action Group (CAG), Chennai B.M.S College of Law, Bangalore Consumer Rights Education and Awareness Trust (CREAT), Bangalore	
invite you to our webinar on FRONT OF PACK LABELLING - CONSUMER PERSPECTIVE On FB Live, CAG Chennai	SATURDAY 31ST JULY 2021 11 AM
  	

Non-communicable diseases (NCDs) like cardio-vascular diseases, respiratory diseases, cancer, diabetes, hypertension, etc are a cause of concern today as several thousands of people die every year due to these illnesses. One of the major reasons for these NCDs is the transition happening with our diets. We are increasingly consuming processed/packed food, which are often high on nutrients of concern such as salt, sugar and/or fat. Thus, there is an urgent need for simple, effective warning labels on front of packs of food products that have high levels of salt, sugar and/or fat. This will help consumers make informed choices. The Food Safety and Standards Authority of India is in the process of issuing the Front of Pack Labelling Regulations and CAG is part of the consultations. With this

background, CAG, along with BMS college of Law and Consumer Rights Education and Awareness Trust, Bangalore organized a webinar on Front of Pack Labelling - Consumer Perspective on 31st July. The guest speakers included Dr.Sudeep, Consultant Endocrinologist, Apollo Bangalore, Ms. Ramya Mahesh, Nutritionist & Dietitian Centre Manager in Apollo Sugar Clinic & Dr Swati Bharadwaj, Vital Strategies. The session covered the need and ways to reduce consumption of salt, sugar and fat. Participants included students, consumer organization representatives, consumers, etc.

Karnataka Insurance Ombudsman rules in favour of the complainant

In the case of Mrs. Saroja Gudalayya Mallurmath Vs. Life Insurance Corporation (LIC) of India, the complainant approached the Karnataka Insurance Ombudsman regarding a wrongful repudiation of death claim by the LIC (Respondent Insurer - RI) on a policy held by the complainant's mother. The complainant's mother availed the policy by submitting AADHAR card, without suppressing any material facts. However, when the complainant approached the RI upon the policy holder's death, the claim was rejected without even assigning any particular reason. The RI acted arbitrarily and negligently in dealing with the claim. They also failed to reply to the legal notice issued by the complainant's advocates. The RI claimed that the rejection was due to the deceased insured's age proof being tampered with, to reflect an age that was 10 years less than her actual age, which was significant, as her actual age at the time of issue of the policy would have made her un-insurable. However, it was found that while the number on the age proof stated that the DOB was 1967, the written age clearly stated that the DOB was Nineteen Fifty Seven. In light of discovering such discrepancy, the RI's underwriter must have called for an explanation, which he failed to do. This was a flagrant violation on the part of the RI. Taking into account the facts and circumstances of the case, the Ombudsman directed the RI to settle the death claim for full sum assured of ₹.3,00,000/-, together with bonus if any (Less amount already paid by the RI) and interest @ 8.25% (6.25% at bank rate + 2%).

RBI alerts consumers not to fall prey to bogus offers

Reserve Bank of India (RBI) alerts the consumers not to fall prey to fake offers of selling or buying of old notes and coins. It says that it will never seek charges or commissions of any sort. RBI received information that some fraudsters were using the name/ logo of Reserve Bank of India, and seeking charges/ commission/ tax from the consumers in selling and buying of old notes or coins. Hence, it alerts consumers to remain cautious and not to get trapped by such frauds.

RBI has also not authorised any firms/institution/person to collect charges or commissions on its behalf for this purpose.

Source : RBI

District Consumer Forum of Kapartula orders insurance firm to pay Rs. 8 lakh compensation to bus owner

The complainant, Jaskirat Singh Chahal, said that his bus caught fire due to a short circuit in 2010. The insurance company did not settle his claim and instead, closed the case in 2013. The complainant continued to fight the case in the District Forum which directed the insurance firm to pay Rs.8 lakhs compensation to the owner of the burnt bus.

Source : Hindustan Times

Supreme court has given eight weeks time to fill Consumer Dispute Redressal Commissions vacancies

The Supreme Court has given eight weeks time to fill the vacancies in the Consumer Disputes Redressal Commissions at the Centre and the States. In addition, the Court has also asked the Centre to conduct a comprehensive “legislative impact study” on the Consumer Protection Act, 2019. The Court addressed that the laws are made to benefit people and questioned if governments, both Centre and State, had deliberately not filled the vacancies to deter people from filing complaints, thus ignoring the purpose of CP laws.

Source: The Hindu

Webinars on trans fat

CAG organised webinars on Elimination of trans fat in the food supply in association with Social Consumer Rights Movement, Namakkal on 27th July and Cuddalore on 17th August. The speakers Dr KC Arun, Designated Officer, Food Safety Department, Namakkal, Dr M Ramakrishnan from Namakkal and Dr Kailash Kumar, Designated Officer, Food Safety Department, Cuddalore spoke about the need for trans fat regulations, the current activities undertaken as part of the regulations and the dietary practices that consumers should follow. Participants included college students and consumer group representatives. The event saw coverage in Nav Indiar Times, Dina Bhoomi, Kalai Thamizhagam, Dinamani and in Maatv, Mayuriv.



Citizen consumer and civic Action Group (CAG) & Consumer Federation Tamil Nadu (CONFET)

Invite you to a webinar on

Elimination of trans fat from the food supply chain

Speaker : Dr. K. Kailash Kumar, Designated Officer, Tamil Nadu Food Safety Department, Cuddalore

Venue	Date	Time
Cuddalore	17.08.2021	11 am

TRAI releases Telecom Subscription Data

Highlights of Telecom Subscription Data as on 30th June, 2021

Particulars	Wireless	Wireline	Total (Wireless+ Wireline)
Total Telephone Subscribers (Million)	1180.83	21.74	1202.57
Net Addition in June, 2021 (Million)	3.99	0.07	4.06
Monthly Growth Rate	0.34%	0.33%	0.34%
Urban Telephone Subscribers (Million)	646.29	19.80	666.10
Net Addition in June, 2021 (Million)	4.81	0.10	4.91
Monthly Growth Rate	0.75%	0.52%	0.74%
Rural Telephone Subscribers (Million)	534.54	1.93	536.47
Net Addition in June, 2021 (Million)	-0.82	-0.03	-0.85
Monthly Growth Rate	-0.15%	-1.59%	-0.16%
Overall Tele-density*(%)	86.48%	1.59%	88.07%
Urban Tele-density*(%)	136.67%	4.19%	140.86%
Rural Tele-density*(%)	59.89%	0.22%	60.10%
Share of Urban Subscribers	54.73%	91.11%	55.39%
Share of Rural Subscribers	45.27%	8.89%	44.61%
Broadband Subscribers (Million)	769.26	23.52	792.78

Source: TRAI

காஸ் மானியம் : மை எல். பி. ஜி. யில் புகார் அளிக்கலாம்

வீட்டு உபயோக காஸ் விலையில் குறிப்பிட்ட தொகையை மானியமாக நுகர்வோர் வாங்கி கணக்கில் மத்திய அரசு செலுத்துகிறது. மானிய தொகை வரவில்லை எனில் வங்கியில் செலுத்தியதை அறியவும், புகார் அளிக்கவும் myLPG.in இணையதளம் உதவுகிறது.

பொது விநியோகத் திட்டம்

நியாய விலைக் கடையின் விவரங்களை அறிந்து கொள்ள 9773904050 என்ற எண்ணுக்கு குறுஞ்செய்தியாக தங்களது பதிவு செய்யப்பட்ட கைபேசி எண்ணிலிருந்து கீழ்க்கண்டக் குறியீடுகளை அனுப்பவும்:

குறுஞ்செய்தி குறியீடு விளக்கம்

PDS <இடைவெளி> 101 - நியாய விலைக் கடையில் உள்ள பொருள் விவரங்கள்

PDS <இடைவெளி>102 - நியாய விலைக் கடையின் நிலை
(திறந்துள்ளது/மூடப்பட்டுள்ளது)

PDS <இடைவெளி> 107 - கட்டண தொகை பற்றிய புகாருக்கு

Source: பொது விநியோகத் திட்டம்



CAG

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CAG is a 36 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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