



CONSUMER UPDATE

Consumer Awareness Programmes on Telecom Services

Citizen consumer and civic Action Group (CAG) in association with the Telecom Regulatory Authority of India (TRAI) organised 5 consumer awareness programmes on telecom services in 5 cities/ districts (Perambur Taluk, Sembakkam Taluk, Kancheepuram district, Vellore district and Avadi Municipality) of Tamil Nadu over January and February 2023. The programmes were conducted to educate consumers on TRAI's various



consumer-friendly regulations and the support available for consumers in grievance redressal. These programs saw a total of 537 participants including telecom consumers, representatives from consumer organisations and executives from BSNL, Vodafone, Airtel and Jio who actively took part in the meeting. Telecom consumers raised queries on issues around Mobile Number Portability (MNP), poor call connection in certain networks, discrepancy in recharge plans, unsolicited commercial communications (UCC) received multiple times in a day, difference in data quality



during different parts of a day, difficulty in connecting with customer care and so on. The service providers addressed the queries, suggested solutions for most complaints and guided the others on grievance redressal processes.

Harnessing Patient Voices on Hypertension



Uncontrolled blood pressure is one of the main risk factors for cardiovascular diseases (CVDs) such as heart attacks and stroke. With recent changes in lifestyle patterns, hypertension has become increasingly common in young people, sometimes as young as 10 year olds. Lack of awareness is said to be the main cause of widespread hypertension. With this in mind, Citizen consumer and civic Action Group (CAG) organised a multi-stakeholder consultation on hypertension care and control, inviting doctors, nutritionists, academics, civil society organisations and media from Tamil Nadu, Karnataka and Telangana. There was a panel discussion on the topic chaired by Dr Rashmi Kundapur from AIIMS Hyderabad. The panelists included Dr Vijay Chakravarti, Dr Anita Kadagad, Dr Maheswari, Dr S Anand, Dr N Preetha and Ms Ramya.



NCDRC holds IDBI Bank liable for loss of original documents

Binod Dokania, the complainant filed a case against IDBI Bank Limited before the National Consumer Dispute Redressal Commission (NCDRC) alleging that the bank had lost his original documents submitted as collateral for availing a loan. The complainant claimed that the loss of original documents had caused considerable financial and mental stress, as they were unable to sell or transfer the property relating to the lost documents. The NCDRC held that the bank had failed to discharge its duty to safeguard the customer's documents and directed the bank to pay the complainant Rs.20 lakhs as compensation, Rs. 1 lakh for mental agony and Rs. 50,000 towards litigation costs.

Source: [Moneylife](#)

Recurring defect in the car; Tamil Nadu SCDRC order to refund

The Tamil Nadu State Consumer Disputes Redressal Commission has directed the refund of Rs. 60,08,000, the price of an Audi Q-7, due to a recurring defect in the car. The complainant had purchased the car in 2017 and had experienced several issues with the vehicle, including problems with the fuel pump, engine oil leakage, and battery failure. Despite multiple attempts to repair the car, the issue persisted, causing inconvenience to the customer. The Commission ordered the manufacturer to refund the full amount, along with the interest and compensation for the inconvenience caused to the customer. Source: [Times of India](#)

NCDRC directs DLF Homes Panchkula to pay a hefty compensation for delay in handing over possession

The National Consumer Disputes Redressal Commission (NCDRC) directed DLF Homes Panchkula to pay a compensation of Rs. 7.5 lakhs to a customer for the delay in handing over possession of the apartment, along with interest and litigation costs. The complainant had booked an apartment in 2013 and was promised possession by 2016. However, the builder failed to complete the construction within the agreed timeline, causing inconvenience to the customer. Source: [Live Law](#)

CCPA issues notice to Amazon, Flipkart, and Snapdeal for alleged sale of toys without BIS quality mark

The Consumer Affairs Ministry's Central Consumer Protection Authority (CCPA) has issued notice to e-commerce giants Amazon, Flipkart and Snapdeal for allegedly selling toys without the mandatory Bureau of Indian Standards (BIS) quality mark. The BIS quality mark is mandatory for all toys sold in India, as it ensures that the toys meet safety and quality standards. The CCPA, after conducting an investigation, found several toys being sold on these platforms did not have the required quality mark. As per the TOYS (Quality Control) Order, 2020, all toys sold in India must bear the BIS quality mark. Besides, toys sold without the BIS quality mark are in violation of the Legal Metrology Act, 2009.

The CCPA has warned e-commerce companies to remove all non-compliant products from their platform. The move is a step towards ensuring consumer safety and promoting the sale of quality products on e-commerce platforms.

Source: [The Economic Times](#)

Product promotions: Endorsement guidelines for Celebs and Social Media Influencers

For celebrities, influencers, and virtual influencers on social media platforms, the Ministry of Consumer Affairs, Food and Public Distribution published a guide called "Endorsements Know-Hows!". The guidance strives to make sure that celebrities/ influencers do not deceive their audiences while recommending goods or services, and comply with the Consumer Protection Act and other related regulations. According to the "Endorsement Know-hows!" guide, disclosures must be prominently and clearly presented in the endorsement, making them very difficult to overlook. Every celebrity, influencer, or virtual influencer who has access to an audience and may sway their thoughts about a good, service, brand, or experience is required to declare any relevant business or personal relationships with the company/advertiser, which includes benefits and incentives as well as any financial or other remuneration, travel or lodging expenses, media coverage and awards, free items with or without restrictions, price breaks, gifts, and any family or work connections. Source: [Press Institute Bureau](#)

Fees and other transactions to be done digitally: NCDRC

The National Consumer Disputes Redressal Commission has mandated that all transactions, including fee payments towards filing complaints, receiving orders via postal services, etc. must be made online only. It follows the directive issued by the Department of Consumer Affairs on November 7, 2022. All fee payments, including the distribution of payments to parties to complaints, must follow the Commission's directive and be made digitally, exclusively. Thus, payments through DD, Cheque, Cash, etc will not be accepted. Consumer Complaint, First Appeal, and Revision Petition Sections are required to obtain the bank details from the parties along with other documents and record the bank details in the proposal for releasing the amount to the parties. The Filing Section will demand for all fees, including those for the institution of consumer complaints, certified copies of orders, record inspection, etc., be paid digitally by the parties/counsel. Source: [Circular - NCDRC](#)

CAG's awareness posters on social media



Consumer Rights



World Cancer Day



Causes of Hypertension



National Safe Food Day

தரமற்ற பொருட்களால் வீடு கட்டிய ஒப்பந்தக்காரருக்கு, ரூ. 3 லட்சத்து 30 ஆயிரம் இழப்பீடு வழங்குமாறு உத்தரவு

நாகர்கோவிலில், தரமற்ற பொருட்களால் வீட்டை கட்டிய ஒப்பந்தக்காரர், பாதிக்கப்பட்ட நுகர்வோருக்கு ரூ. 3 லட்சத்து 30 ஆயிரம் இழப்பீடு வழங்க வேண்டும் என்று கன்னியாகுமரி மாவட்ட நுகர்வோர் குறைதீர் ஆணையம் உத்தரவிட்டுள்ளது. திருமதி. ஆயிஷா பீவி, ரூ. 18 லட்சத்து 65 ஆயிரம் கொடுத்து நாகர்கோவில் அருகே உள்ள கீழராமன்புதூரிலுள்ள ஒரு ஒப்பந்தக்காரரிடம் வீடு கட்ட ஒப்பந்தம் செய்தார்.

ஒப்பந்தக்காரர் இந்த பணத்தில் 1 தளத்தை மட்டும் கட்டிவிட்டு ஒப்பந்தத்தில் கூறியபடி வேறு எந்த வேலையும் செய்யவில்லை. மேலும் கட்டப்பட்ட வீட்டின் எல்லா பகுதிகளிலும் விரிசல் ஏற்பட்டுள்ளது. அதோடு, அவர் தரம் இல்லாத பொருட்களை கொண்டு வீடு கட்டியுள்ளார் என்று ஒரு நிபுணரை கொண்டு ஆய்வு செய்ததன் மூலம் தெரியவந்துள்ளது.

மேலும் ஒப்பந்தக்காரர் திருமதி. ஆயிஷா பீவியிடம் இருந்து கூடுதலாக ரூபாய் 3,97,226/- பெற்றிருக்கிறார். இதனால் பாதிப்படைந்த திருமதி. ஆயிஷா பீவி வக்கீல் நோட்டீஸ் அனுப்பியுள்ளார். ஆனால் இதன் பின்னரும் உரிய பதில் கிடைக்காததால் மன உளைச்சலுக்கு ஆளாகி கன்னியாகுமரி மாவட்ட நுகர்வோர் குறைதீர் ஆணையத்தில் வழக்கு தொடர்ந்தார்.

வழக்கை விசாரித்த கன்னியாகுமரி மாவட்ட நுகர்வோர் குறைதீர் ஆணையத்தின் நீதிபதி, ஒப்பந்தக்காரரின் சேவை குறைபாட்டினை சுட்டிக் காட்டி பாதிக்கப்பட்ட நுகர்வோருக்கு அதிகமாக பெற்ற தொகையான ரூ. 3 லட்சம், நஷ்ட ரூ.25 ஆயிரம் மற்றும் வழக்கு செலவு தொகை ரூ. 5 ஆயிரம் ஆக மொத்தம் ரூபாய் 3,30,000/-யினை ஒரு மாத காலத்திற்குள் வழங்க வேண்டும் என்று உத்தரவிட்டார்.



CAG

Citizen consumer and civic Action Group

CAG is a 37 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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