



CONSUMER UPDATE

Dialogue on hypertension between doctors and patients

Hypertension is a major health risk that is associated with several conditions such as heart attacks, strokes, and kidney failure. Our modern lifestyle patterns have increased the incidence of hypertension. We now know that there is a growing need for consumers to understand the importance of regular medical checks and compliance with medication, along with lifestyle modifications to keep blood pressure within normal limits. Lack of awareness is a primary driver of



hypertension caused illnesses and one that needs to be addressed as priority. Towards this, Citizen consumer and civic Action Group (CAG) organised a Dialogue on Hypertension between doctors and patients, in Tirunelveli. The speakers included cardiologist, Dr. E. Arunachalam, physician, Dr. Sornalatha, Associate Siddha Professor, Dr. G. Subhash Chandran, and Ayurvedic medicine practitioner, Dr. Vijayadurka. The doctors spoke about India's traditional food practices and the lifestyle of our ancestors that kept them active and healthy. The doctors advised patients to eat healthy, exercise regularly and comply with treatment protocols.

Consumer Awareness Programme on Telecom Services



With support from the Telecom Regulatory Authority of India (TRAI), CAG collaborated with the National level Educational & Social services Trust (NEST), to organise a 'Consumer Awareness Programme on Telecom Services' in Rajammal Duraisamy Thirumana Mandapam in Arakkonam on 8th March, 2023.

This program saw 60 participants including telecom consumers, representatives from consumer organisations and executives from telecom service providers like BSNL, Jio, who actively took part in the meeting. The programme was conducted to educate consumers on TRAI's various consumer-friendly regulations and the support available for consumers in grievance redressal.

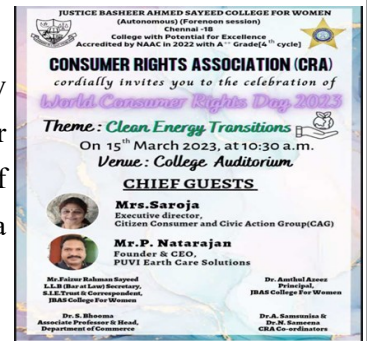


World Health Day 2023

For World Health Day 2023, CAG released a [video](#) to educate consumers on the significance of eating healthy, exercising regularly and leading a stress-free life. Dr. Vijay Chakravarthy emphasised the urgent need of warning labels on front of processed foods that would alert consumers to the presence of high salt, sugar and fat in the food product and thus help consumers make informed purchase decisions.

World Consumer Rights Day 2023 - Clean Energy Transition

Saroja from CAG, was invited as a chief guest for the World Consumer Rights Day (WCRD) 2023 event at the SIET College on the 15th of March, 2023. The theme for WCRD 2023 was Clean Energy Transition with Saroja highlighting the importance of energy conservation and use of energy efficient appliances at home that would go a long way in saving electricity bills and reducing the burden on the environment.



World Consumer Rights Day 2023



On the occasion of World Consumer Rights Day 2023, Citizen consumer and civic Action Group (CAG) in collaboration with the Tamil Nadu Dr Ambedkar Law University organised a seminar titled 'Consumer Protection in India - Today and Tomorrow', on March 21, 2023 at the Tamil Nadu Dr Ambedkar Law University Auditorium. The meeting saw participation from the Ministry of Consumer Affairs - Ms. Nidhi Khare - Additional Secretary; eminent advocates, and students from colleges around Chennai. An inter-collegiate moot court and oratorical competitions on consumer topics were held. The seminar ended with a panel discussion chaired

by Mr. Shirish Deshpande - advocate, and Chairman - Mumbai Grahak Panchayat and panellists like Dr. Pratima Narayan - advocate, TechLawLogi Consulting, Bangalore, Mr. R. Venkatesa Perumal, Hon'ble Member, Tamil Nadu State Consumer Commission and Mr Vinobha, Hon'ble President, North Chennai District Consumer Commission and Dr. Haritha Devi - Professor, School of Excellence in Law.

Onam Sadya Delivery Failure

A consumer court in Kerala recently ruled that a restaurant must pay Rs. 40,000/- as compensation for failing to deliver Onam Sadya on Thiruvonam day. The complainant had invited guests and pre-ordered sadya for 5 people from Maze Restaurant, a multi-cuisine eatery. The restaurant failed to deliver the order, did not respond until 6 pm that day, and even then provided no explanations. The complainant was left with no food for her guests. The court directed the restaurant to refund the amount of Rs. 1295/- paid by the complainant. Additionally, the court directed the restaurant to pay Rs. 40,000/- as compensation for the deficiency in service, which caused "mental agony and physical hardship" to the complainant. The restaurant was also ordered to pay Rs. 5,000/- as the cost of proceedings. It stated that every Malayali has an emotional attachment to Thiruvona Sadya and the failure to receive the ordered "Special Onam Sadya " caused frustration. The restaurant was held liable for the deficiency in service, physical harassment, and mental agony experienced by the complainant due to their callous attitude and negligence.

Source: [LiveLaw](https://www.livelaw.in)



Dated: 27.3.2023

To

Ms. S. Saroja,
Director-Consumer Advisory & Outreach,
Citizen Consumer & Civic Action Group,
Chennai-600018.

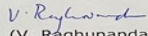
Subject: Letter of appreciation.

Madam,

Consumer Advocacy Groups registered with TRAI play important role in educating consumers, participating in consultative process and other roles in the area on telecommunication and broadcasting services.

2. I am happy to learn that your organisation has been contributing in the field of consumer education/awareness especially among the telecom and broadcasting sector in your state to attain the aim of TRAI to reach the work for the consumer.

3. TRAI acknowledge and appreciate your efforts. I am sure your organisation will enhance the efforts in future. Your work is an inspiration for other consumer organisations.


(V. Raghunandan)
Secretary, TRAI

Saroja, from CAG attended the workshop on Capacity Building of Consumer Advocacy Groups, organised by the Telecom Regulatory Authority of India (TRAI), on March 29, in Goa. TRAI issued a letter of appreciation to CAG for the years of continued contribution to consumer education/ awareness on telecommunication and broadcasting services.

CCPA on misleading advertisement

The Consumer Protection Authority has issued a warning to gaming business Lotus 365 and three celebrities for promoting the company's "misleading" commercial. The gaming business claimed to be "*India's most trusted sports exchange since 2015*", which was advertised in print media and on the internet. The company was asked to provide proof of its claims, and the celebrities promoting it were asked to explain how they determined the company's claims were true before endorsing it. The authority noted that the disclaimers in advertising like "element of financial risk and may be addictive" were too small to capture the attention of customers. The Ministry of Consumer Affairs had already instructed endorsers and influencers to perform "due diligence" before promoting items or services. The regulations clearly mention that any endorsement is to be made only upon acquiring adequate information about it, or after gaining experience with the product, or service and that if offences are repeated, the regulations add that the authority has the power to levy fines up to Rs 10 lakh, and up to Rs 50 lakh. Advertising regulations also deem that endorsers/ influencers who continue to participate in deceptive ads shall be banned from future engagements.

Source: [Times of India](#)

FSSAI needs an energy shot to regulate processed food

On April 1, a social media influencer took to social media by circulating a video stating that the Cadbury Bournvita drink label made tall claims about the product, claiming it to be a health drink, that the nutrients present in the drink support active brain, strong bones, immune system, etc while the nutritional information on the pack reveals that around 50% of the content is only sugars. The manufacturers of Bournvita threatened to sue the influencer, following which he apologised and took down the video stating that he did not have the wherewithal to fight a multinational company.

This issue gained support from the Nutrition Advocacy in Public Interest - India (NAPi), a nutrition policy think tank

from India. NAPI had previously criticised Bournvita's advertisement and packaging as misleading consumers about its sugar content. They had filed a complaint with the Department of Consumers Affairs, alleging violation of the Consumer Protection Act, 2019.

The issue also highlights the slow progress of FSSAI in implementing its guidelines for regulating packaged and processed food.

FSSAI issued the draft regulation "India Nutrition Rating" in September 2022, where all packaged foods will get a rating from ½ star to 5 star depending on the ingredients and the processing. The positive nutrients in the food will also be considered for the rating. This is opposed by several doctors and health institutions as processed foods are often made to look healthy by adding some minerals and vitamins and will therefore mislead the consumers.

NAPI convenor Dr. Arun Kumar said that "Stars are a method to reward, and they should not be used. An upfront warning that a product is high in sugar content is required". Clear front-of-pack warning labels are best suited for a country like India and FSSAI should come out with regulations on this. Source: [The Hindu](#)

மருந்து கட்டுப்பாட்டுத் துறை தொடர்பான புகார்களை தெரிவிக்க 'வாட்ஸ்-அப்' எண்

பொதுமக்கள் மருந்து கட்டுப்பாட்டுத் துறை தொடர்பான தங்கள் புகார்களை நேரடியாகவும், கடிதம் அல்லது தொலைபேசி வாயிலாகவும் தெரிவித்து வந்தனர். தற்போது, மருந்து கட்டுப்பாட்டுத் துறை, புகார்கள் மற்றும் குறைகளை தெரிவிக்க 'வாட்ஸ்-அப்' எண் 9445865400-ஐ அறிவித்துள்ளது. புகாரின் விவரங்கள் உரிய அதிகாரிகளுக்கு அனுப்பப்பட்டு உடன் நடவடிக்கை எடுக்கப்படும் என்று தெரிவித்துள்ளது. Source: [The Hindu Tamil](#)



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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