

# The Public Newsense

## QUARTERLY NEWSLETTER OF CITIZEN CONSUMER AND CIVIC ACTION GROUP

JULY - SEPTEMBER 2023

Dear friends

We are happy to report another successful quarter with new ventures and accomplishments. We have conducted a series of consumer awareness programmes on telecom services. Conducted in various towns across Tamil Nadu, these events have been a great opportunity for consumers to hear from representatives of various telecom services. (Jio, BSNL, Vodafone and BSNL were represented). Consumers could have their queries cleared and concerns addressed. The main aim of the event was to keep consumers abreast of TRAI's consumer-friendly regulations.

Our latest project in the area of electricity governance has seen the initiation of Energy, Law and Policy Study Circles for law students, focussing on energy laws. Having identified that energy laws were not taught within the mainstream curricular framework, the study circles were planned to fill this gap. Each session includes engaging ways to help students think about the energy sector and the laws around it. The aim is to develop a generation of professionals who will understand the intricacies of the subject, and how to ensure consumer protection and energy efficiency within the work sector.

Our work on climate change and climate literacy continues post-Climate Action Month. We have just finished and submitted a report of a baseline study on climate literacy in the State at the request of the Tamil Nadu Climate Change Mission. On the heels of the Intergovernmental Negotiation Committee 2 (INC-2) towards the Global Plastics Treaty comes the Economist's Global Plastics Summit in Bangkok, and the INC-3 in Nairobi. We will be attending these and will keep you updated on the outcomes of each. As the connection between plastics and the climate crisis becomes clearer, it is hoped that governments and corporates will be able to take a long term view of our responsibilities towards earth and humanity, and not a short sighted view in terms of profits and GDPs.

Our work on sustainable mobility continues to look at diverse topics including pedestrian friendly spaces, cycling, smart bikes and the public bus network. We are currently studying the impact of the Tamil Nadu free bus scheme on women, families and communities.

As always, all of our latest work and initiatives are up on our website. Our social media pages also carry timely messages about our projects and work areas. I take this opportunity to thank you for your interest in our work. And should you have any questions, please do not hesitate to reach out to us.

Regards  
S.Saroja  
Executive Director



## Energy standards and labelling in India (Part 2) - recommendations based on learnings from other countries

This article analyses standards and labelling programs implemented around the world and suggests effective measures that can be adopted by India.

🕒 5 minutes read



## Ensuring safe school journeys for all children

India has the highest adolescent population in the world. Yet when designing our cities, we often tend to overlook the needs of children. The majority of a child's travel involves their commute to school. Hence, to ensure their safety during the commute, prioritizing school zones and implementing road safety measures is imperative.

🕒 5 minute read



## I fell prey to greenwashing and probably, you did too!

The market is filled with consumer goods advertised with various green adjectives. Bioplastics are the latest and the most popular so-called 'eco-friendly' alternative and supposedly the solution to the plastic pollution we're drowning in. But is it that simple and easy?

🕒 5 minute read



## When do purchases for commercial purposes come under the Consumer Protection Act, 2019 ?

The Consumer Protection Act, 2019 which is the primary document of reference for any and all cases concerning consumer disputes, does not explicitly define 'consumer' especially against the context of commercial purposes. This blog examines the nuances surrounding the term 'commercial purpose'.

🕒 3 minute read



## Handling monsoon hazards while driving

The monsoon season in Chennai brings relief from heat but also poses significant challenges for motorists. Slippery roads, poor visibility, waterlogging, and delays in civic work turn driving into a risky task. As we approach the monsoon season, it's crucial for us to stay aware and take necessary precautions for safe driving.

🕒 4 minute read

## Resources for you



### Impact assessment report on climate change curriculum

This Impact Assessment Report highlights how the pilot phase of 'FOCUS' - the climate change curriculum textbook developed by CAG - was introduced in select schools in Chennai. It measures project outcomes, analysing positive shifts in both students and teachers. The report provides concrete evidence of heightened student awareness, engagement, and empowerment, as well as innovative teaching methods and renewed enthusiasm among educators.

#### IMPACT ASSESSMENT REPORT

Pilot phase of introducing climate change as a curriculum in select schools in Chennai



🕒 20 minutes read

## Podcasts



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## Our latest videos



Single-use plastic not only harms the environment but also us humans! Little sustainable swaps matter a lot! Don't you agree? Check out the Avatar of Pankaj. This video was created to mark Green Action Week.



Citizen consumer and civic Action Group (CAG)

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Our address is:

No.103 (First Floor), Eldams Road, Teynampet, Chennai 600 018

Ph: +91-44-2435 4458 / 2435 0387

Email [helpdesk@cag.org.in](mailto:helpdesk@cag.org.in)