

JULY - AUGUST 2024. Volume IX, Issue 4

CONSUMER UPDATE

Educating. Empowering.

Awareness Programmes on Telecom Services

Citizen consumer and civic Action Group (CAG), in collaboration with the Telecom Regulatory Authority of India (TRAI), organized two consumer awareness programmes on telecom services. These events took place at Agurchand Manmull Jain College in Tirusulam Block, Chengalppet, on July 30, 2024, and at Dr. Ambedkar Government Law College in Pattaraiperumpudhur village, Tiruvallur, on August 30, 2024. Approximately 300 participants attended, including telecom consumers, students, and executives from BSNL, Jio, and Vodafone. During the meetings, CAG provided insights into TRAI's initiatives for addressing consumer issues and the grievance redressal process. Subramani, Researcher at CAG spoke about ongoing concerns affecting general consumers: digital financial frauds, fraudulent calls, phishing, and other online crimes. Guidance was provided on how to stay safe, and report such crimes. The event was well-received by the audience.



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CAG

Citizen consumer and civic Action Group

Consumer Protection is one of **Citizen consumer and civic Action Group's** core areas of work. This newsletter brings you the news on various consumer issues and related happenings, including our own activities.

If you have specific questions on your rights and responsibilities as a consumer, write to us on helpdesk@cag.org.in



To know more, follow our pages!



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The rising tide of e-waste



An article by CAG outlining the serious problem of e-waste, and the need for immediate action. Currently, improper disposal of e-waste poses significant environmental and health risks. India has e-waste regulations, but in a sector marked by informal workers, enforcement of regulations remains a challenge. The article suggests that conscious consumer choices, such as embracing the reduce, reuse, and repair mindset, are crucial to addressing our grave e-waste scenario.

[Read full article here.](#)

Consumer court orders restaurant to pay ₹35k for failing to deliver pickle with meals

A customer residing in Villupuram purchased 25 meals from a local hotel at a total cost of ₹2,000. Despite the customer's request, the hotel provided a handwritten receipt instead of a printed one. Subsequently, the customer discovered that the pickle, which was part of the ordered meals, was missing from the delivery. Upon contacting the hotel management, it was confirmed that the omission occurred due to a staff's oversight. Subsequently, the customer filed a complaint with the District Consumer Disputes Redressal Commission. As a result of the complaint, the Commission mandated the hotel to pay the consumer a sum of ₹35,025 as compensation for the mental agony caused, in addition to an amount of ₹5,000 to cover litigation costs. Furthermore, a nominal sum of ₹25 was allocated for the missing pickle packets, culminating in a total compensation of ₹35,025. **Source :** [The New Indian Express](#)



61 products, including medicine, cosmetics and ayurvedic products, fail to meet standards



In a recent evaluation, the Central Drugs Standard Control Organization (CDSCO) identified 61 medicines, cosmetics, and Ayurveda products as "not of standard quality." India's drug and cosmetic product quality regulation falls under the Drugs and Cosmetic Act 1940. Medications that did not meet the standards set by the Indian regulator encompassed a range of formulations used in gastrointestinal diseases, bacterial infections, diabetes, bleeding, worm infections, cardiovascular diseases, respiratory infections, and neurological disorders. CDSCO issued a drug alert concerning these substandard medications, all of which were analyzed at both Central and State laboratories. Furthermore, a variety of soaps containing ingredients such as aloe vera, vitamin E, and jojoba oil, alongside Ayurveda products, were also deemed substandard, having been classified under the cosmetics category. **Source:** [Live mint](#)

Karnataka consumer court orders Zomato to pay ₹60,000 for failing to deliver the order



A consumer court in Karnataka has ordered Zomato to pay a woman ₹60,000 for failing to deliver her order of momos. The court found that despite the woman's efforts to address the issue, Zomato's response was inadequate until legal action was pursued. As a result, the court ordered Zomato to pay the woman ₹50,000 for the inconvenience and mental distress caused, in addition to ₹10,000 to cover her litigation expenses. **Source:** [CNBC TV](#)

CCPA issues a fine of rupees 10 lakhs for misleading ads



The Consumer Affairs Ministry has penalised India Distribution Network LLP, a direct-selling firm, with a fine of ₹10 lakh due to misleading advertising practices, promoting their joint-pain-relieving product 'Dhuandhar Oil.' The Company, in one of its ads, claimed that using the oil “makes you fit even without any surgery or physiotherapy”. The Central Consumer Protection Authority (CCPA) conducted an investigation and found that the company's assertions were not backed by supporting documents or scientific evidence and were deemed to be overstated and deceptive. The company's inability to validate its claims during the inquiry and adjudication led to the imposition of the fine. This enforcement action is part of a broader initiative aimed at addressing purportedly unethical conduct within the direct selling industry. **Source:** [Live Mint](#)

RBI's new circular to prevent banking fraud

The Reserve Bank of India (RBI) has recently issued a comprehensive directive aimed at preventing banking fraud within Indian banks and enhancing safety mechanisms. The directive encompasses significant revisions, including the identification of accounts engaged in fraudulent activities, the establishment of dedicated committees within each bank to oversee and track instances of fraud, and the implementation of a robust system for the detection and flagging of accounts associated with fraudulent activities. The integration of early warning signals is expected to facilitate the monitoring and identification of mule accounts, while any accounts flagged for credit or loan-related concerns are mandated to be reported to the RBI within a seven-day timeframe.

Source: [Informal News](#)



Consumer court imposes a penalty on Airtel



A consumer who availed internet and landline services from Airtel lodged a complaint with the Delhi District Consumer Disputes Redressal Commission alleging the disconnection of services and harassment through multiple phone calls by the company. The dispute originated in 2013 when the consumer issued a cheque amounting to ₹4,995, which Airtel claimed was dishonoured due to insufficient funds. Despite the consumer providing evidence of payment, including bank statements, the company declined to acknowledge the receipt and persisted in demanding payment. Moreover, the company had sent a legal notice requesting payment of ₹7,549.

Subsequently, the consumer initiated proceedings with the District Consumer Forum. Following a comprehensive evaluation of the case, the District Consumer Commission, in its impartial ruling, determined that the company's behaviour constituted deliberate malpractice and directed it to remunerate the customer with ₹5 lakhs as punitive compensation. **Source :** [CNBC TV](#)

Do you know your risk of hypertension?



Sriram Coaching Centre under CCPA's radar for misleading ads



Sriram's IAS, an institute catering to UPSC aspirants, has been issued a fine of ₹3 lakh by the Central Consumer Protection Authority (CCPA) for disseminating deceptive advertisements related to its 'success rate' in the Civil Services examination of 2022. Upon investigation, CCPA discovered that the institute had made misleading declarations concerning its number of selections and ranking. Notably, Sriram's IAS primarily offers assistance during the interview stage, accounting for only 13.5 per cent of the total combined marks for the Mains and Interview stages. CCPA emphasised that a majority of UPSC coaching establishments do not divulge the specific courses chosen by successful candidates. Furthermore, coaching centres tend to prioritise providing guidance over the interview stage, by which stage a substantial number of candidates are likely to attain final selection by UPSC. **Source :** [The Print](#)

Consumer Commission mandates the Indian Oil Corporation to compensate ₹26,000

In a consumer rights case involving an Indian Oil Corporation fuel station in Warangal, Telangana, a substantial financial settlement was reached for a consumer whose petrol vehicle had been mistakenly fueled with diesel. This error resulted in significant mechanical issues, leading to an extended legal dispute. Following a two-year litigation process, the Commission ruled in favour of the consumer, mandating that Indian Oil Corporation compensate ₹26,000 for the damages. **Source :** [Law Trend](#)



சேவை குறைபாடு; ரூ.60 ஆயிரம் நஷ்ட ஈடு வழங்க ஓலா நிறுவனத்திற்கு உத்தரவு!



பெரம்பலூர் நகராட்சி முத்து நகர் கிழக்கு முதல் தெருவைச் சேர்ந்த திரு. ராஜன் குருராஜ் கடந்த ஜனவரி மாதம் ஓலா நிறுவனத்தின் இணையதளத்தில் ரூ.1,34,270/- ஆன்லைன் முறையில் செலுத்தி இரு சக்கர மின் வாகனத்தை (இ-ஸ்கூட்டர்) புக் செய்துள்ளார்.

இரண்டு மாதங்களுக்கு பின்னர், ஒரு வருட காலம் பயன்பாட்டில் இருந்த ஸ்கூட்டரில் இருக்கிற சாப்ட்வேரை 4.0 வெர்சனாக அப்டேட் செய்த இரு சக்கர மின் வாகனத்தை ஓலா நிறுவனம் அவரது வீட்டிற்கு டோர் டெலிவரி செய்துள்ளது.

இதனால், திரு. ராஜன் குருராஜின் ஓலா ஸ்கூட்டரில் பழுது ஏற்பட்டு அதனை இயக்க முடியாத நிலை ஏற்பட்டுள்ளது. அதிர்ச்சியடைந்த திரு. ராஜன் குருராஜ், ஸ்கூட்டரில் ஏற்பட்ட பழுது குறித்த தகவலை ஓலா நிறுவனத்தினரிடம் மின் அஞ்சல் மற்றும் வாட்ஸ்ஆப் மூலம் புகாராக பதிவு செய்து பழுது நீக்கி தருமாறு கேட்டுள்ளார்.

புகார் பதிவு செய்து 15 நாட்கள் கடந்த நிலையில், ஓலா நிறுவனத்தின் தொழில் நுட்ப பணியாளர் ஒருவர் திரு. ராஜன் குருராஜின் வீட்டிற்கு நேரில் வந்து பழுதான மின் வாகனத்தை ஆய்வு செய்து, பேட்டரியில் பழுது ஏற்பட்டதை கண்டறிந்து, 2 வார காலத்திற்குள் சரி செய்து தருவதாக கூறிவிட்டு சென்று விட்டார்.

வாகனம் பழுதாகி 45 தினங்களுக்கு மேலாகியும் ஓலா நிறுவனம் அந்த இரு சக்கர வாகனத்தை சரி செய்து கொடுக்காததால் வாகனத்தை இயக்க முடியாமல் வீட்டிலேயே நிறுத்தி வைத்திருந்த திரு. ராஜன் குருராஜ் மன உளைச்சலுக்கு ஆளாகியுள்ளார்.

இதனையடுத்து, பெரம்பலூர் மாவட்ட நுகர்வோர் குறைதீர்க்கும் ஆணையத்தில் இதுகுறித்து ஓலா நிறுவனத்தின் மீது திரு. ராஜன் குருராஜ் வழக்கு தொடர்ந்துள்ளார். இதனிடையே ஓலா நிறுவனத்தினர், மனுதாரரின் பழுதான மின்வாகனத்தின் பேட்டரியை புதிதாக மாற்றித் தந்துள்ளனர்.

அதனைத்தொடர்ந்து, இந்த வழக்கை விசாரித்த பெரம்பலூர் மாவட்ட நுகர்வோர் குறைதீர்க்கும் ஆணைய நீதிபதி மற்றும் உறுப்பினர்கள் வாடிக்கையாளருக்கு சேவை குறைபாடு மற்றும் மன உளைச்சலை ஏற்படுத்திய ஓலா நிறுவனம் ரூ.50 ஆயிரம் நிவாரணத்தொகையும், வழக்கு செலவுத்தொகை ரூ. 10 ஆயிரம் சேர்த்து மொத்தம் ரூ. 60 ஆயிரத்தை தீர்ப்பு வெளியான 45 நாட்களுக்குள் வழங்க வேண்டும். அவ்வாறு, 45 நாட்களுக்குள் வழங்காவிட்டால் அதற்குரிய வட்டி 8 சதவீத தொகையையும் சேர்த்து வழங்க வேண்டும் என்றும் உத்தரவிட்டுள்ளனர்.

Source : [Etv Bharat](http://EtvBharat.com)

Air India's non-compliance with the regulations has led to a backlash from DGCA



The Directorate General of Civil Aviation (DGCA) has imposed a Rs 10 lakh penalty on Air India Express for failing to provide compensation to passengers affected by cancelled flights. The penalty was issued following a June inspection that revealed the airline's non-compliance with passenger facilities and compensation regulations, as outlined in Civil Aviation Requirements (CAR) Section 3. The DGCA issued a show-cause notice to the airline, and Air India Express confirmed its failure to adhere to compensation provisions, resulting in the imposed fine. The DGCA remains committed to monitoring and enforcing aviation regulations to ensure compliance with prescribed guidelines. **Source:** [Financial Express](#)

UGC imposes a ban on the sale of pizzas, burgers, samosas in colleges

The University Grants Commission has banned the sale of high-calorie, low-nutrient foods, including pizzas, burgers, and samosas, within college canteens. The prohibition comes in response to a report issued by the Indian Council of Medical Research, which has underscored the elevated fat content present in highly processed foods and their correlation to obesity, premature ageing, and elevated susceptibility to cardiovascular diseases.

Source: [Tribune India](#)



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