

SEPTEMBER - OCTOBER 2024. Volume IX, Issue 5

# CONSUMER UPDATE

Educating. Empowering.

## Sustainability Mela

A day-long sustainability fair was organised at Justice Basheer Ahmed College for Women, Chennai, as part of Green Action Week, to educate the public about eco-friendly practices. The exhibition featured various refill, reuse options available in the city such as Goonj's old clothes collection centre, Wasted 360's thrift shop, an e-waste recyclers' collection drive and more stalls promoting sustainable living. Visitors had the opportunity to interact with vendors offering eco-friendly products, including eco-friendly stationery, household items and organic food. More than 3000 students, faculty members and consumers visited the stalls. The goal was to inspire individuals and communities to adopt greener habits and support sustainable initiatives, fostering a commitment to environmental stewardship. To further instill the values of repair, recycling, and reuse, college students were provided with a booklet on e-waste management.



A PUBLICATION BY



# 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](mailto:helpdesk@cag.org.in)



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## Expert talk on E-waste Management

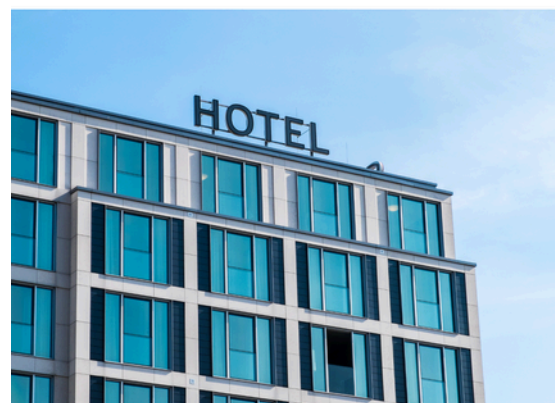


Green Action Week is an annual global campaign, supported by Consumers International and the Swedish Society for Nature Conservation, that aims to promote sustainable consumption. As part of the 2024 campaign, CAG conducted an awareness program for students of SIET College, Chennai. Divya Senthil, Senior Researcher at CAG, spoke on efficiently reducing, managing, and disposing off electronic waste, which would help mitigate its environmental impact. A documentary on e-waste management in India was also screened. The presentation was well received by the 150 students who participated in the session.

## Ernakulam District Commission orders OYO Hotels to compensate customer for refusing to provide room

The Ernakulam District Consumer Disputes Redressal Commission has ordered OYO Hotels to compensate a customer who was refused use of rooms he had booked. The customer had booked rooms online in advance at the Mangalat Hotels, Kollam, for a family of ten members. However, when the family reached the hotel, they were denied it, despite the booking, leaving the family to find another hotel overnight. The Consumer Court not only found this a violation of consumer rights but also held that the hotel had engaged in a lack of service and unethical business practices.

Source: [Timesbull](#)





## Report holds high consumption as the cause for environmental and climate crises



The Lancet Planetary Health journal was published as a 'thought experiment' of 65 scientists around the world. The paper highlights how unsustainable practices have led to the concentration of consumption to a minority and how it has led to serious ecological crises that threaten humanity, especially the poor and underprivileged. While governments have crossed many planetary boundaries, the paper published by members of the Earth Commission holds that it is possible to combat the ecological and climate crises if actions that prioritize sustainable development are undertaken within 2050 to limit ultra-consumption.

**Source:** [The Guardian](#)

## IRDAI issues circular to enhance rights of insurance policyholders



The Insurance Regulatory and Development Authority of India (IRDAI) has issued a master circular to enhance consumer rights of life and health insurance policy holders. The circular lists customized insurance benefits, efficient communication of acceptance or rejection of proposal forms, electronic policy issuance, a customer information sheet containing key features of the policy for the information of policyholders, the provision of grievance redressal mechanisms, and so on, as regulations for insurers. **Source:** [IRDAI](#)

## 'Best Before Date' requirement removed by FSSAI



The Food Safety and Standards Authority of India (FSSAI) has removed the legal requirement of 'Best Before Date' for non-packed (loose) sweets. Food business operators (FBOs) are no longer legally bound to mention the best before date on such food items and may continue on a voluntary basis. The best before was introduced under the 2011 regulations. However, these regulations have since been superseded by the Food Safety and Standards (Labelling and Display) Regulations, 2020. Food Authority officials have determined that the guidelines in the 2020 regulations require further review by the scientific panel regarding date markings on non-packaged and loose food products. As a result, the FSSAI (Food Safety and Standards Authority of India) has decided to suspend the directives issued on September 25, 2020, concerning non-packaged sweets, loose sweet containers, and trays. **Source:** [Free Press Journal](#)

## NCDRC holds Johnson & Johnson liable for medical negligence towards hip implant victims

The National Consumer Disputes Redressal Commission (NCDRC) held the local unit of Johnson & Johnson (J&J) liable for violating the rights of hip implant patients. The petitioner's late mother had undergone a hip implant surgery a decade ago and had to undergo further surgeries due to a faulty hip implant from Johnson & Johnson. The apex consumer court's verdict has recognised this as a case of medical negligence and found J&J to have violated the rights of consumers by providing faulty hip implants and ordered them to pay a compensation of Rs. 35 lakhs to each of its hip implant customers, with interest.

**Source:** [The Economic Times](#)





## SBI ordered by NCDRC to compensate senior citizen defrauded by driver



A senior couple from Hyderabad had their savings of over Rs 60 lakh in a State Bank of India (SBI) account, which was drained by their driver, who gained unauthorized access to their internet banking. They had given the driver 'view-only' access, but he stole their credentials and activated 'transaction facility' to transfer the funds before fleeing. After reporting the incident to SBI and filing a police complaint, the couple escalated the issue to the RBI Ombudsman and then sued SBI in the Telangana State Consumer Commission. This case ultimately went to the National Consumer Disputes Redressal Commission (NCDRC), which ruled that SBI had provided deficient service by allowing the conversion of access without proper verification, leading to the fraud. The verdict of the six-year long case has held the bank liable for easily allowing the senior citizens to be defrauded and made the bank to pay Rs. 97 lakhs as compensation.

**Source:** [The Economic Times](#)

## District Consumer Commission orders Tata Motors to compensate customer for manufacturing defect which resulted in accident

The Hyderabad District Consumer Disputes Redressal Commission ordered Tata Motors Ltd to compensate a customer for a manufacturing defect in the Nexon EV car. The electric vehicle had caught fire due to the defect in the goods. The customer had approached the district consumer commission which held that Tata Motors had to compensate almost Rs. 17 lakhs to the customer.

**Source:** [Bar and Bench](#)



## Insurance firm fined for rejecting consumer's hospital bills



The Consumer Disputes Redressal Commission of Kasaragod has fined Bajaj Allianz General Insurance Ltd for refusing to provide insurance for the medical costs covered by a Joseph Daniel for his son's treatment on the claim that the expenses were only for diagnosis. The insurance firm did not possess adequate testimony in court and therefore, the District Consumer Commission held them liable and they had to pay a compensation of Rs. 25,000 along with the reimbursement of medical expenses and litigation costs. **Source:** [Onmanorama](#)

## CCPA fines UPSC coaching centre Shankar IAS Academy for misleading advertisement

The Central Consumer Protection Authority (CCPA) has fined UPSC coaching centre Shankar IAS Academy Rs. 5 lakhs for misleading advertisement and deliberate concealment of information relating to courses successful candidates had taken up. The coaching centre had advertised that it had trained 336 successful candidates in the 2022 UPSC civil services exam, however, CCPA's investigation revealed that 221 of the 336 candidates had only volunteered for the coaching centre's free interview guidance programme. Considering UPSC aspirants as consumers, the CCPA's decision highlighted the vulnerability of such aspirants. **Source:** [Mint](#)





திரையரங்கில் கெட்டுப் போன காபியை விற்பனை செய்ததற்காக, 10 ஆயிரம் ரூபாய் நஷ்ட ஈடு வழங்க உத்தரவு



திருநெல்வேலியைச் சேர்ந்த திரு. சிவசுப்பிரமணியன் என்பவர், கடந்த 05.06.2023 அன்று சென்னை வடபழனியில் உள்ள ஃபோரம் விஜயா மாலில் (Forum Vijaya Mall) இருக்கும் பிவிஆர் பலசோ (PVR Palazzo) திரையரங்கிற்கு திரைப்படம் பார்க்கச் சென்றுள்ளார். அப்போது இடைவேளையில் திரையரங்கு கேண்டினில் ரூ.160 ரூபாய் செலுத்தி காபி வாங்கியிருக்கிறார். ஆனால், காபி குடிக்கத் தகுதியற்ற வகையில் கெட்டுப்போன நிலையில் இருந்ததால் அதனை மாற்றித் தருமாறு திரையரங்கு நிர்வாகத்திடம் முறையிட்டுள்ளார். ஆனால் ஊழியர்கள் இதற்கு மறுப்பு தெரிவித்தனர்.

இதனால் மிகுந்த மன உளைச்சலுக்கு ஆளான திரு. சிவசுப்பிரமணியன் ரூ.160 வாங்கிவிட்டு கெட்டுப்போன காபியை கொடுத்ததற்கும், மற்றும் காபியின் அளவு குறித்து பில்லில் தெரிவிக்கப்படவில்லை என்றும், திருநெல்வேலி மாவட்ட நுகர்வோர் குறைதீர் ஆணையத்தில் வழக்கு தொடுத்தார்.

வழக்கை விசாரித்த ஆணைய நீதிபதி மற்றும் உறுப்பினர், திரு. சிவசுப்பிரமணியனுக்கு ஏற்பட்ட மன உளைச்சலுக்கு நஷ்ட ஈடாக ரூ.7000ம் மற்றும் வழக்கு செலவு ரூ.3000ம் சேர்த்து மொத்தம் 10 ஆயிரம் ரூபாய் ஒரு மாத காலத்திற்குள் வழங்க வேண்டும் என்றும், தவறினால் 9 சதவீத வட்டியுடன் சேர்த்து வழங்க வேண்டும் என்றும் உத்தரவு பிறப்பித்துள்ளனர்.

Source: [ABP Tamil](#)

Thoothukudi DCDRC orders OYO and guest house to compensate complainant for resulting in loss of law career

The District Consumer Disputes Redressal Commission in Thoothukudi, Tamil Nadu has ordered OYO founder Ritesh Agarwal and a guest house in Chennai to pay a compensation of Rs. 16 lakhs for unfair trade practices. The complainant and his sister had travelled from Kovilpatti to Chennai for the latter to write the All-India Law Entrance Test (AILET). Despite booking a hotel online, OYO Hotels declined the online booking, forcing the complainant to seek a guest house where he faced several issues. The two were held jointly and severally liable for not facilitating the complainant's sister to perform well in the exam and thereby, dashing her hopes for securing a seat in a National Law University.

Source: [Bar and Bench](#)



## Supreme Court holds landowners and builders jointly and severally liable for service deficiency



A two-judge Division Bench of the Supreme Court has held that landowners are jointly and severally liable along with flat builders for any construction defects or service deficiencies in advancement of the consumer rights of homebuyers. Previously, homebuyers had to go to consumer courts. Overruling the decision made by the National Consumer Disputes Redressal Commission (NCDRC) in 2017, the Bench held that the Joint Venture Agreement between landowners and builders remain operative even after the revocation of the power of attorney between them, thus holding landowners liable for violating the rights of homebuyers.

**Source:** [Live Law](#)

## TRAI takes strict action and introduces regulations to protect phone users from spam calls

The Telecom Regulatory Authority of India (TRAI) has reported a rise in the number of spam calls based on 7.9 lakh complaints against unregulated telemarketers from January to June, 2024. In August, the body issued directives to access providers to stop promotional voice calls from unregistered marketers using telecom resources. It also issued a statement that violations shall lead to blacklisting which has led to 2.75 lakh mobile numbers being disconnected and 50 entities being blacklisted. **Source:** [Mint](#)



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

### TRUSTEES

Sriram Panchu  
Suchitra Ramakumar  
R. Hema

George S. Thomas  
C. Rammanohar Reddy  
K. Ashok Vardhan Shetty  
Sandeep Murali

### ADVISORS

Tara Murali  
N. L. Rajah