

MARCH - APRIL 2025. Volume X, Issue 2

CONSUMER UPDATE

Educating. Empowering.

Celebrating World Consumer Rights Day through Promoting Sustainable Practices

In observance of World Consumer Rights Day, CAG organised an intercollege event on March 18, 2025, in collaboration with Prince Shri Venkateshwara College of Arts and Science, to engage participants and promote sustainable practices. The program featured two competitions. The first, an Adzap contest presented teams with misleading ads and instances of greenwashing. Teams were asked to prepare and present their analyses in an advertisement format, showcasing their creativity and analytical skills.



The second competition centered on documenting sustainable practices within college campuses. Participants were encouraged to capture photographs of various sustainable initiatives in the college premises, along with the corresponding date and geolocation data, and submit their documentation via email. The top three entries, highlighting outstanding sustainable efforts, were recognized and awarded trophies during the event. Additionally, a brief session on eco-conscious consumerism was conducted for the students.

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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!



@CAGChennai

CAG at the 6th World Hypertension Congress 2025

CAG participated in the 6th World Hypertension Congress, held on 7 March, 2025 at the Chennai Trade Centre. Subramani Muthukumar, a Researcher at CAG, participated in a panel discussion on the WHO's HEARTS programme, alongside speakers from the USA, Nigeria, and Bangladesh. CAG participated as a patient advocate, sharing field experiences from Tiruvannamalai, where patient stories on hypertension treatment at government healthcare facilities had been collected. CAG was also represented by Mr. Anwar Bhasha, a hypertension patient receiving treatment at the Naravarikuppam Primary Health Centre (PHC) in Redhills, Tiruvallur district.

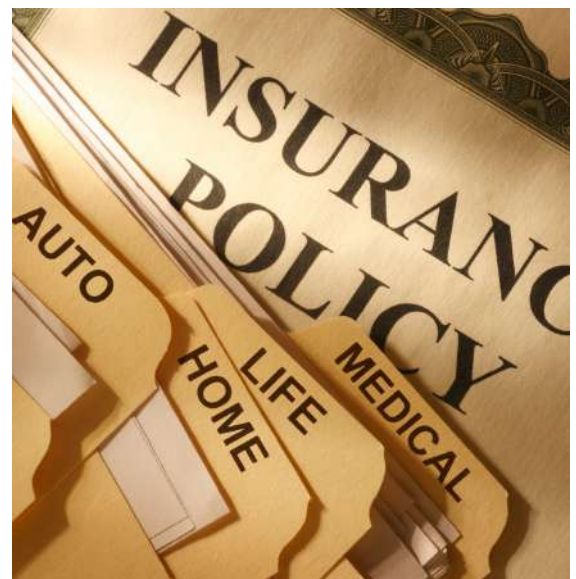


He shared his experience of being diagnosed and treated through the public health system. His story echoed the positive impact of the Tamil Nadu government's Makkalai Thedi Maruthuvam scheme. Under this initiative, Women Health Volunteers visit patients at their homes for blood pressure monitoring, follow-up care, and distribution of 60-day medication supplies. This scheme has been widely appreciated by low-income and rural communities who depend on government healthcare services. The panelists also acknowledged Tamil Nadu's proactive approach to managing non-communicable diseases and were impressed by it.

Addressing the Claim Rejection Crisis: Insights from Insurance Samadhan's New Report

Insurance Samadhan, a grievance redressal platform, reports that claim rejections account for 88% of complaints from policyholders. The complaint statistics show a gender disparity, with more males filing complaints. 62% of complainants are professionals, with 67% holding graduate degrees. The data emphasizes the need for greater transparency in the insurance sector to achieve 'Insurance for All by 2047' amid rising medical inflation. Despite IRDAI's directives for timely settlements, this seems to be far from true.

Source : [Business Today](#)



IRDAI Revamps Health Insurance Regulations for Enhanced Claim Processing and Consumer Protection



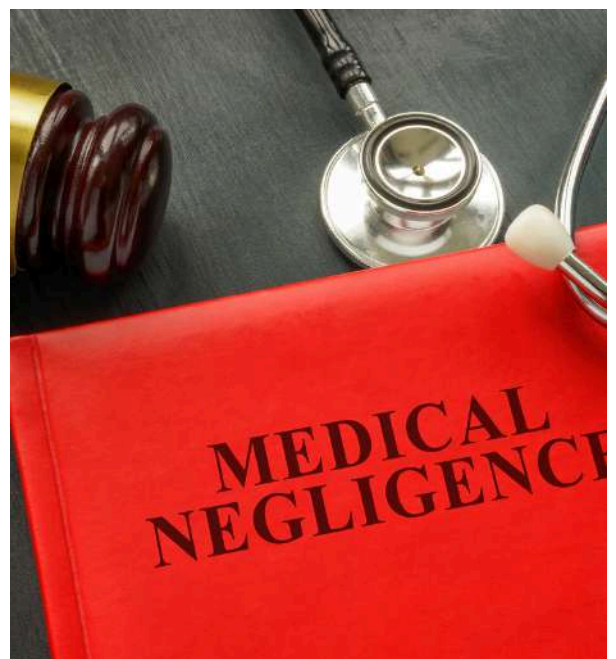
The Insurance Regulatory and Development Authority of India (IRDAI) has introduced significant modifications to the regulatory framework governing health insurance policies, encapsulated in a comprehensive master circular that supersedes 55 previous circulars. A key enhancement mandated by the IRDAI is facilitating expedited claims processing for health insurance policyholders. According to the master circular, insurers must provide final authorisation within three hours of receiving a discharge request from a hospital. The IRDAI underscores the necessity of achieving 100% cashless claim settlements on time and has urged insurers to establish dedicated help desks within hospitals to support this initiative effectively.

Furthermore, the IRDAI instructs insurance providers to broaden their range of health insurance products and add-ons to meet the diverse needs of various age groups, geographical regions, occupations, and medical requirements. Policyholders now have the flexibility to choose which policy to claim from when presented with multiple options. Additionally, insurers are mandated to supply a Customer Information Sheet with each policy to enhance transparency. Policyholders are also entitled to receive a No Claim Bonus if there are no claims during the policy term. Refunding the unexpired premium is required if a policy is cancelled before its term concludes. **Source:** [Business Today](#)

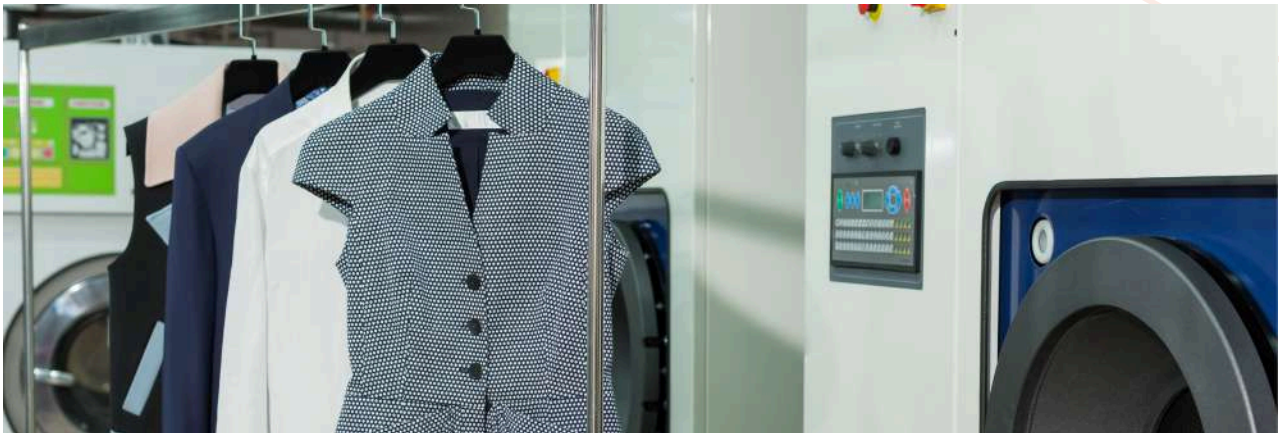
Landmark NCDRC Ruling: ₹75 Lakhs Compensation Awarded for Medical Negligence Leading to Amputation

The National Consumer Disputes Redressal Commission (NCDRC) ordered a Kolkata physician and the associated hospital to pay ₹75 lakhs in compensation to a young patient who underwent amputation of her right leg due to medical negligence during a 2015 surgery to remove a lump in the right gluteal region. The surgical mishap occurred when N-Butyl Cyanoacrylate glue accidentally entered her primary artery, causing blood circulation blockage and gangrene. After being transferred to Ganga Ram Hospital, her disability was assessed at 90%. Given the patient's pre-existing condition, the NCDRC noted the surgery's complexity and emphasised the physician's failure to obtain informed consent regarding the risks. Citing Supreme Court precedents, the NCDRC deemed the negligence as significantly impacting the patient's health and quality of life. Dr. Anirban Chatterjee and Nightingale Diagnostic & Medicare Centre were jointly held responsible for the compensation.

Source: [Desi Kanoon](#)



Mumbai Commission Awards Rs 24,800 for Damaged Saree in Dry Cleaning Negligence Case

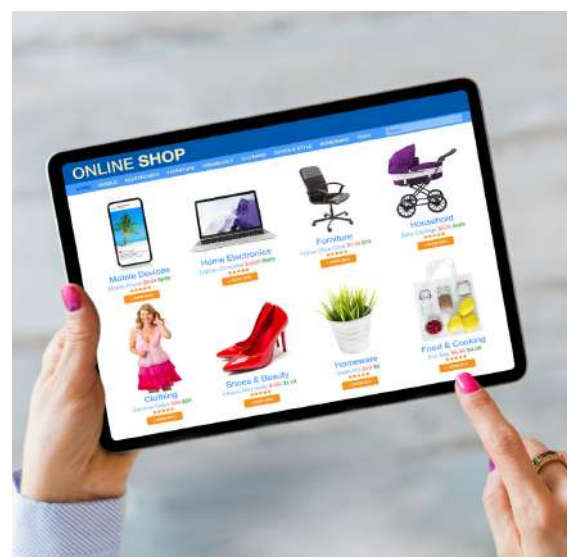


A resident of Ghatkopar East, Mumbai, has lodged a formal complaint with the Mumbai Dispute Redressal Commission regarding damage to one of her sarees caused during a dry cleaning service provided by Tumbledry Solutions Private Limited. Despite her multiple efforts to seek resolution through various channels—including chats, emails, and consumer grievance platforms—the service provider failed to address her concerns adequately. The Commission reiterated that, as a structured business entity, Tumbledry Solutions has a duty to respond promptly and effectively to client needs. Upon reviewing the evidence, which included dry cleaning invoices, photographs of the damaged saree, purchase receipts, and records of grievance communications, the Commission concluded that there was negligence evident on the part of the laundry company. As a result, the Commission awarded a total compensation of Rs 12,800 to account for the depreciated value of the damaged saree. Additionally, it granted Rs 10,000 for mental anguish and service deficiencies, along with Rs 2,000 to cover litigation expenses. The Commission held the opposing party jointly and severally liable and mandated compliance with the order within a 45-day timeframe. **Source:** [India Today](#)

Crackdown on Non-Compliant Goods: BIS Raids E-Commerce Giants to Ensure Consumer Safety

India's Bureau of Indian Standards (BIS) has conducted search and seizure operations at warehouses of major e-commerce platforms, including Amazon and Flipkart, to combat the circulation of non-compliant goods. Confiscated items included toys, stainless steel bottles, and speakers from brands like Digimart and Butterfly. BIS has filed legal cases against offenders, which could lead to penalties, including imprisonment for up to two years. They encourage consumers to use the BIS Care app to verify products and report non-compliant goods.

Source: [Times of India](#)



Uttar Pradesh Commission Enables Consumer Complaints Against WhatsApp: A Significant Ruling



The Uttar Pradesh State Consumer Disputes Redressal Commission overturned the District Consumer Commission's decision, asserting that WhatsApp, by providing services to users in India, cannot be classified solely as a foreign entity. Consequently, consumer complaints regarding the platform can be addressed by consumer courts in the country. The Commission, led by President Sushil Kumar and Member Sudha Upadhyay, was reviewing two appeals initiated by Amitabh Thakur, a former IPS officer and National President of the Azad Adhikar Sena. Thakur sought compensation from WhatsApp due to an alleged disruption of services for approximately six hours, which affected his professional activities. The Lucknow District Consumer Commission had previously dismissed his complaints on the basis that WhatsApp is an international entity and Thakur had not paid any consideration for the use of its services. This prompted Thakur to seek relief from the State Commission, which noted that WhatsApp, as a service facilitating the exchange of personal information among users, falls under the purview of consumer law in India. **Source :** [Moneylife](#)

Consumer Victory: A consumer from Chennai wins case against Zomato and Havmor Over the price discrepancy

In Chennai, a consumer recently experienced a significant pricing discrepancy when he ordered an Italian cassata ice cream cake from Havmor through Zomato. He paid Rs 1,182.36 for the cake, which was a staggering 294% above its marked retail price of Rs 300. Upon bringing this matter to Zomato, he was informed that the pricing error was beyond their control. Concurrently, Havmor maintained that their pricing was correct.

Despite his attempts to secure a refund, he encountered substantial difficulties, leading him to issue a legal notice to both companies. The case was brought before the Chennai North District Consumer Disputes Redressal Commission, which ultimately ruled in favour of the consumer. The Commission ordered Zomato and Havmor to compensate him with Rs 7,000 for engaging in unfair trade practices and to cover his litigation costs. **Source:** [DT Next](#)



Kakinada Consumer Commission Imposes ₹27.27 Lakh Penalty on Hyderabad Hotel for selling water bottles at higher price

The Kakinada Consumer Commission imposed a penalty of Rs. 27.27 lakh on a Hyderabad hotel owner for overcharging a customer. The Commission, led by Chairman Raghupathi and Member Susi, found that the hotel charged Rs. 87 for three water bottles, whereas the correct amount should have been Rs. 60, calculated at Rs. 20 per bottle.

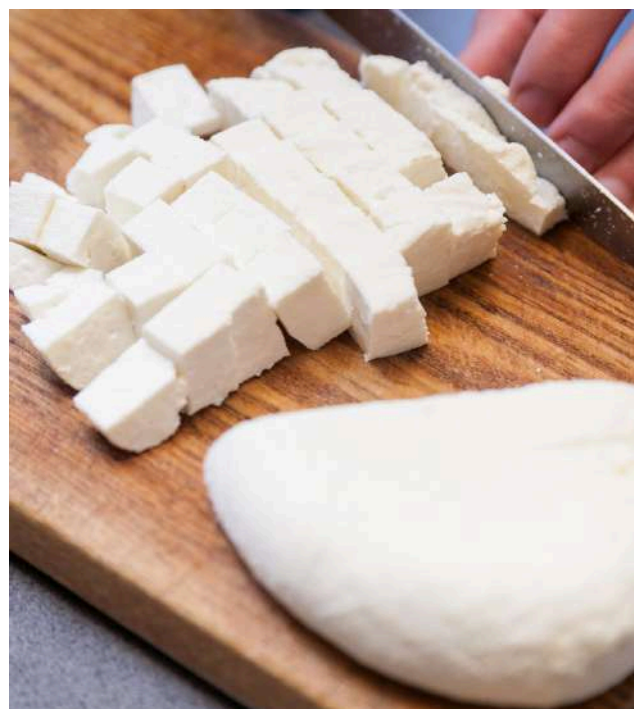
The decision to impose this penalty was taken after the hotel management failed to respond to notices issued by the Commission. As part of the ruling, Rs. 25 lakh of the penalty is to be directed to the Telangana Chief Minister's Relief Fund, Rs. 25,000 is awarded to the complainant, Kusuma Kalyan, and Rs. 2,000 is allocated to the Consumer Commission.

Source: [Dailyexcelsior](#)



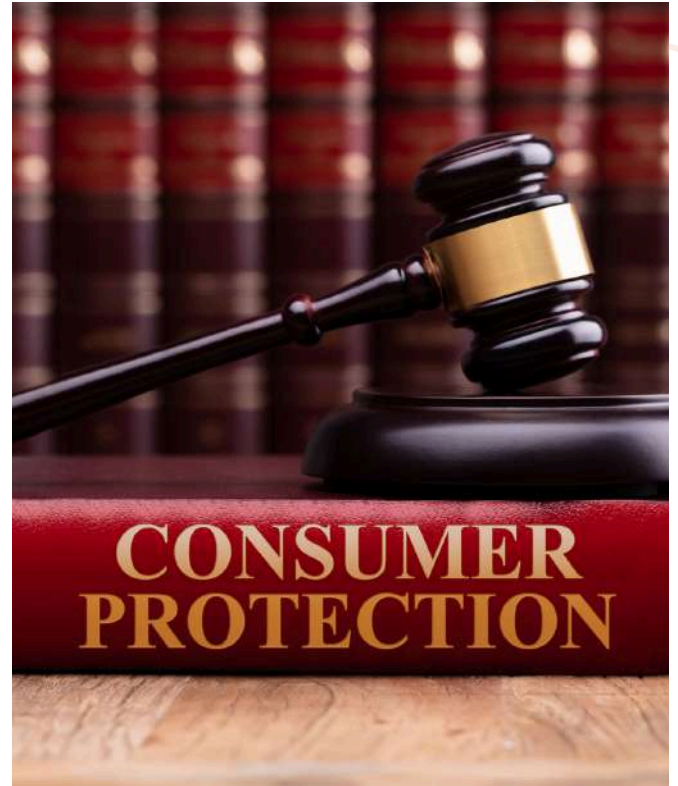
Urgent Call for Action: The Alarming Crisis of Adulterated Paneer in India

Paneer, a popular dairy product in India, has recently been identified as the most adulterated food item by safety agencies, raising considerable alarm among health professionals and consumers alike. Recent inspections have indicated that 83% of paneer samples do not comply with safety standards, with 40% classified as unsafe for consumption. This trend has prompted calls for more stringent regulations and enhanced transparency within the dairy industry, especially concerning products offered by unlicensed vendors. While the focus remains primarily on paneer, food safety authorities are also extending their investigations to other grain-based products that may be similarly compromised by adulteration. The potential health risks linked to the consumption of adulterated paneer include digestive complications and long-term damage to organs. **Source:** [Onlymyhealth](#)



Supreme Court Upholds Consumer Protection Act's Pecuniary Jurisdiction Provisions

The Supreme Court upheld the constitutional validity of specific provisions of the Consumer Protection Act of 2019, establishing pecuniary jurisdiction for District, State, and National Consumer Commissions based on the monetary value of goods and services purchased. A Bench led by Justices PS Narasimha and Manoj Misra dismissed challenges to Sections 34, 47, and 58 of the Act, stating they are not in violation of Article 14 of the Constitution. The Court emphasised that Parliament has the authority to define jurisdiction and that the classification based on the value of consideration paid for goods or services is valid and relevant to the efficient functioning of consumer dispute resolution. The Court clarified that consumers do not have an unrestricted right to claim compensation, and access to various forums remains intact. Overall, the decision affirmed the law's framework for redressal mechanisms. **Source:** [The Economic Times](#)



Tamil Nadu Government Bans Raw Egg-Based Mayonnaise to Enhance Public Health Safety

The Government of Tamil Nadu has enacted a prohibition on producing, storing, distributing, and selling mayonnaise containing raw eggs, citing public health concerns. This regulation, effective from April 8 and lasting for one year, is grounded in the provisions of the Food Safety and Standards Act. This decision addresses the health risks associated with pathogens such as Salmonella and E. coli, which can lead to severe illnesses if raw eggs are mishandled. Food businesses are mandated to cease using mayonnaise made with raw eggs immediately, with strict penalties imposed for non-compliance. Comprehensive inspections will be conducted nationwide to ensure compliance with this directive. Consumers are encouraged to check the ingredients in mayonnaise products diligently. **Source:** [Dtnext](#)



Commission Ruling Highlights Public Facilities Mandate at Fuel Stations



In a noteworthy incident in Ezhamkulam, a consumer visited a local fuel station around 11 PM to refuel her vehicle. After refuelling, she sought to utilise the restroom but encountered a locked restroom. When she inquired with the staff, their responses were inconsistent; they initially claimed the facility was non-operational, later suggesting the key was with the manager.

Frustrated by the unavailability of restroom access, she contacted the Payyoli police for assistance. The police intervened and successfully unlocked the restroom. Following this, a formal complaint was lodged with the District Consumer Commission, prompting an inquiry chaired by Babychan Vechoochira and Member, Noushad Thankachan, who sought clarification from the fuel station's owner regarding the incident.

Ultimately, the Commission sided with the consumer, reaffirming that, in accordance with the Swachh Bharat Mission and its guidelines, all petroleum pumps are mandated to provide essential restroom and drinking water facilities for public use. This ruling highlights the critical importance of adhering to public health and sanitation standards for service stations.

Source: [New Indian Express](#)

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