

Citizen consumer and civic Action Group

PUBLIC NEWSSENSE

40 years of action



YOUR QUARTERLY UPDATE FROM CAG

QUARTER 3, 2025

Dear friends

I write to you with great joy and immense pride as CAG marks 40 years of action! As we look ahead to the decades to come, we remain ready to meet new challenges while upholding CAG's enduring reputation for integrity and commitment.

Our anniversary event to celebrate this milestone was as introspective as it was celebratory, offering a moment to reflect on our journey while showcasing each of our current areas of work. The event was graced by Justice K.P. Sivasubramaniam (Retd., Madras High Court), Mr. K. Phanindra Reddy, IAS (Retd.), Mr. Girish, IFS – Assistant Mission Director, Tamil Nadu Climate Change Mission, Mr. N. Murali, Director of The Hindu Group, and several of our Board Members.

To commemorate the occasion, we also released a souvenir—attached to this newsletter—which captures highlights from CAG's work and impact over the years.

Our work reflecting our commitment to a sustainable future continues through events, research, reports, and social media initiatives. Our recent report on enhancing sustainable mobility around school zones examines the vicious cycle of unsafe roads, which often leads parents to rely on motorised transport for their children. The event marking the report's release also provided a platform for students to share their perspectives on what a safe school journey

means to them. Meanwhile, our efforts to make roads safer are ongoing, as we engage with policymakers on planning and protocol measures. If implemented, these measures have the potential to significantly improve road safety standards across the State.

Green Action Week 2025 was celebrated with the usual energy and enthusiasm as we encouraged young people to adopt sustainable lifestyles through several events in city schools and colleges.

Our work in electricity governance now aligns perfectly with our efforts to promote sustainable energy use. Over the past few months, we have conducted a series of workshops across the city to encourage rooftop solar adoption. In parallel, we have been carrying out energy audits in both private and government buildings across the state. Each audit—if its recommendations are fully implemented—has the potential to reduce greenhouse gas emissions and lower energy costs for communities.

As we have for the last 40 years, we remain committed to consumer protection as we work to improve consumer awareness and ensure our collective voices are heard, both through policy advocacy, and more practically, through our grievance redressal help desk services.

We hope you enjoy this edition of our newsletter. As always, we would love to hear from you - so please don't hesitate to get in touch with us.

With regards,

S.Saroja

Executive Director



Geneva and the future of the plastics treaty

INC-5.2 adjourned in silence, but that silence speaks volumes. The Chair's weak text was refused because the world deserves more real production limits, chemical disclosure, and health at the heart of the treaty. Geneva drew the line for ambition.

[Read more](#)

The urgency of policy reform in Road Safety



Tamil Nadu reported 67,213 road accidents in 2023, accounting for 14% of all such incidents in India — the highest among all states. The data indicates an urgent need for road safety reforms and policy action.

[Read more](#)

The road to happiness

Does our bad mood when we reach home after a long day at work have anything to do with wading through a chaotic mess of loud and smoky traffic? This article explores how the congestion on our roads might well cause a physical and mental health crisis.

[Read more](#)

Double standards - Does rupee 1 matter more to the shopkeeper than customers?

How many times have you stood up for your rights as a consumer? Sometimes, it's not about the cost — it's about claiming the dignity and fairness you, as a consumer, deserve.

[Read more](#)

Battery energy storage systems

The Battery Energy Storage System (BESS) offers a game-changing solution to maintaining grid-stability, reliability and resilience by storing excess electricity and releasing it when needed. This article



examines BESS and its technology, components and application.

[Read more](#)



Tamil Nadu's journey towards sustainability: Linking climate action and SDGs

#SDG integration is already underway in Tamil Nadu, placing the state on a strong path of sustainable growth. However, with escalating climate risks, urgent and accelerated action is needed to protect people, ecosystems, and livelihoods while driving resilience.

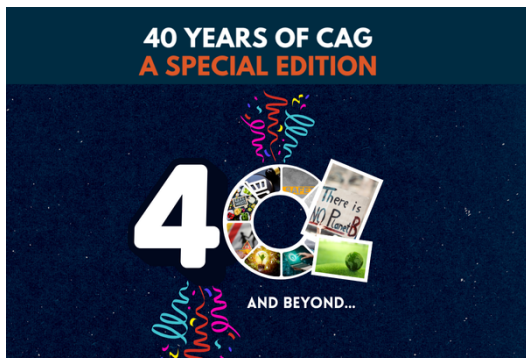
[Read more](#)



Podcast: Buy Less, Share More - A Green Consumer Day Special!

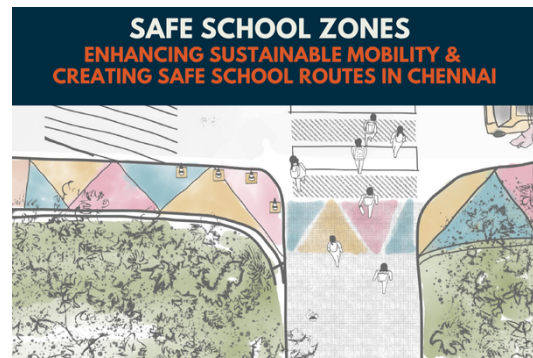
What we buy matters. How we share matters even more. This Green Consumer Day, join Studio CAG as we explore simple, powerful ways to be a greener consumer. Small choices today = a healthier planet tomorrow.

[Listen now](#)



40 and Beyond : Souvenir

40 and Beyond: This souvenir was released to mark 40 years of CAG's work in protecting consumer rights, promoting environmental sustainability, and strengthening civic accountability. It captures key moments, stories, and milestones from our journey since 1985 — highlighting the impact of collective action and community engagement.

[Read more](#)

Safe School Zones : Report

CAG conducted a study (July–Sept 2024) across three Chennai schools from

different neighbourhoods to identify challenges in school-zone safety.

Methods included parent surveys, road audits, focus groups with children, and observational studies.

The report proposes actionable measures for developing safer, sustainable transport solutions around schools.

[Read more](#)

YOUR SUPPORT POWERS CHANGE!

With your donation, we work to protect citizens' rights and the environment by engaging with communities, policymakers, and businesses. Your contribution helps us promote clean energy and zero-waste, safeguard vulnerable communities, make cities safer, defend consumer and digital rights, and encourage active citizenship. Every step we take is grounded in research, data, and public engagement - and none of it possible without you.

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Citizen consumer and civic Action Group (CAG) is a non-profit, non-political and professional organisation that works towards protecting citizens' rights in consumer and environmental issues and promoting good governance processes including transparency, accountability and participatory decision-making.



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