

SEPTEMBER - OCTOBER 2025. Volume X, Issue 5

CONSUMER UPDATE

Educating. Empowering.

Consumer Awareness Program on Telecom Services



CAG, in association with the Telecom Regulatory Authority of India, organised a 'Consumer Awareness Programme on Telecom Services and Cyber Hygiene' at Voorhees College, Vellore North Taluk, Vellore District. This program saw 111 participants, including telecom consumers, students, and executives from BSNL, Vodafone, and JIO who actively took part in the meeting.

M. Subramani, from CAG, highlighted TRAI's initiatives and explained how to handle unsolicited commercial calls using TRAI's DND app. Additionally, the features and benefits of TRAI's MySpeed application, mobile number portability, and the grievance redressal process were highlighted. Consumers were also introduced to the Sanchar Saathi portal, an initiative by the Department of Telecommunications. Various citizen-centric services like CHAKSHU, CEIR, TAF COP, KYM, RICWIN, and KYI were explained, along with the procedures to access and benefit from them. This was followed by an interactive Q&A session, where the representatives from the telecom service providers responded to queries raised by the participants.

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



To know more, follow our pages!



@CAGChennai

Awareness programs on sustainable consumption and waste management

In order to promote the concepts of reuse and sharing, a thrift shop was organized in collaboration with the DG Vaishnav College, Chennai in the college premises. Students actively participated and used items like clothes, footwear, bags and other accessories that were displayed for sale. Both faculty members and students visited the stalls and purchased these items.

A puppet show, in collaboration with Kalaivanan Kalai Kuzhu, was organised at Ethiraj College to create awareness on waste management. The problems around waste, dumping in the landfills, and the importance of effective segregation of waste and composting of wet waste at home were highlighted during the show. More than 100 students participated, and it was well-received.



Guest Lecture

Meenakshisushma, Researcher at CAG, participated as a resource person in a guest lecture series on Environmental Studies organized by the M.O.P. Vaishnav College for Women and spoke on “Sustainable Development and Circular Economy in India”. She spoke about the need for sustainable development, the different dimensions of sustainability, the 5 R’s, linear economy Vs. circular economy, present-day challenges, and the way forward.

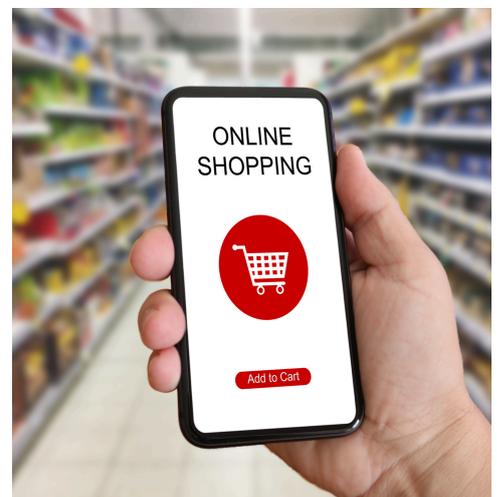




The Food Safety and Standards Authority of India (FSSAI) has issued fresh instructions to state food safety authorities to place a high priority on resolving consumer complaints related to food safety. As part of its strengthened compliance framework, the regulator has mandated fortnightly reviews by states of complaint-resolution status, and daily reporting on enforcement actions. Specifically, the FSSAI CEO Rajit Punhani has instructed that consumer complaints must be treated as a key metric for public trust building in food safety regulation. This includes requiring states to submit daily data on regulatory actions taken against non-compliant food businesses, as well as ensuring that state-run food testing laboratories secure accreditation from the National Accreditation Board for Testing and Calibration Laboratories (NABL). The directive comes amid increased scrutiny of food adulteration and regulatory laxity, particularly during festive seasons. Officials noted that over 26 samples of adulterated paneer and khoya were seized in one surprise inspection, highlighting the urgency of enhanced monitoring and enforcement. States are also expected to streamline licensing and registration processes, adopt data-driven decision-making, and collaborate with FSSAI and research bodies to build a centralized surveillance mechanism for food safety oversight. **Source:** [LiveMint](#)

Dept of Consumer Affairs Proposes Mandatory 'Country of Origin' Filter for Imported Goods on E-commerce

The Ministry of Consumer Affairs, Food, and Public Distribution has released the Draft Legal Metrology (Packaged Commodities) (Second) Amendment Rules, 2025, seeking stakeholder feedback by November 22, 2025, on a key proposal to enhance consumer transparency. The amendment mandates all e-commerce entities selling imported products to provide a searchable and sortable filter displaying the country of origin alongside product listings, enabling consumers to make informed buying decisions. At present, country of origin details appear only within product descriptions, limiting accessibility. The draft seeks to amend Rule 6(10) of the Legal Metrology (Packaged Commodities) Rules, 2011, issued under the Legal Metrology Act, 2009. The proposed rule will take effect upon publication in the official gazette and aligns with government efforts to standardize disclosures and strengthen consumer rights in digital commerce. While there is broad support from platforms and industry stakeholders, some have highlighted technical challenges related to existing algorithms and mobile interfaces, particularly for companies holding inventory. The Ministry encourages written feedback to facilitate the resolution of such issues. **Source:** [Storyboard18](#)



India's New GST Reform Brings Mixed Impact for Consumers: Essentials Cheaper, Premium Goods Costlier

India's recent overhaul of the Goods and Services Tax (GST) could have real benefits—and some drawbacks—for everyday shoppers and households. Starting 22 September 2025, the GST slab system will be simplified from four main rates to just 5% and 18%, with a 40% rate applied to luxury goods.

For you and me, that means essentials like toothpaste, shampoo, milk products, and medicines are moving to a 5% rate, and high-demand items like TVs, cars, and appliances are getting a tax break too—potentially making many items cheaper just before the festive season.

On the flip side, some goods will see tax increases—like apparel costing over ₹2,500 moving to 18% from 12%—so it's not all savings. The government estimates a revenue loss of about ₹48,000 crore, which shows they're betting on increased consumer spending to offset it. **Source:** [Reuters](#)



Consumer Rights at Risk: GST Rate Cuts Not Reaching Buyers, Says Department

The Department of Consumer Affairs has highlighted a surge in consumer grievances related to companies failing to pass on the benefits of recent GST rate cuts, with a total of 3,487 complaints and enquiries documented to date. Nidhi Khare, Secretary of the Department, informed that nearly 68% of these are formal complaints, with around 1,700 already forwarded to the Central Board of Indirect Taxes and Customs (CBIC) for corrective action. The complaints predominantly concern sectors like e-commerce, consumer durables, and processed food products, where consumers reported incorrect GST rates and failure to implement the notified tax reductions. To streamline grievance redressal, the Ministry has introduced a dedicated GST complaint category on the National Consumer Helpline (NCH) and warned companies of potential class action suits under unfair trade practices legislation should they continue to withhold GST cut benefits from consumers. This proactive approach aims to protect consumer rights and ensure compliance with tax regulations. **Source:** [Business Today](#)



Dealer Ordered to Refund Customer for Unused Car Warranty After Maruti Denies Responsibility



A Ghaziabad District Consumer Disputes Redressal Commission (DCDRC) recently ruled in favour of a car buyer who was wrongly charged for an extended warranty that was never activated. The complainant, Sushil Kumar Rathor, had purchased a Maruti WagonR LXI from Fair Deal Car Pvt. Ltd. in 2020 for ₹5.49 lakh. Along with the car, the dealer charged him ₹8,176 for an “extended accident warranty.” However, when Rathor later approached Maruti Suzuki to avail the warranty, the company denied the request, stating it had never received the amount from the dealer.

After repeated follow-ups went unanswered, Rathor filed a complaint in April 2024. The Commission found that the dealer had collected the money but failed to forward it to the car company, amounting to a deficiency in service. While Maruti Suzuki was cleared of liability—since the transaction occurred directly between the dealer and the customer—the Commission held the dealer solely responsible. In its final order, the DCDRC directed Fair Deal Car Pvt. Ltd. to refund ₹8,176 along with a ₹5,000 compensation for mental harassment within 45 days, failing which a 6% annual interest would apply until payment. **Source:** [Times of India](#)

ICICI Bank Held to Compensate Consumer for Service Deficiency

The Salem Consumer Grievance Redressal Commission has directed ICICI Bank to compensate a Salem resident, Keerthana, following a complaint over the bank’s failure to assist in recovering ₹68,000 mistakenly transferred via Google Pay. Keerthana, a resident of Annathanapatti New Kandappa Colony, filed the case after ICICI Bank did not take adequate steps to return the amount to the intended recipient. Upon review, the Commission found ICICI Bank guilty of service deficiency and ordered it to recover and transfer ₹68,000 to the complainant’s account. Additionally, the bank must pay ₹30,000 as compensation for mental distress and ₹5,000 towards litigation costs. **Source:** [JustNowSalem](#)



School Management Held Liable for Denying Leaving Certificates, Ordered to Pay Compensation

The District Consumer Disputes Redressal Commission, Kupwara, held Sky Touch Educational Institute liable for deficiency in service and unfair trade practice for withholding school leaving certificates and mark sheets of Pranav B Prem, thereby obstructing his admission to another school. The complainant's parents alleged that the institute delayed handing over the certificates despite repeated requests, causing undue mental agony and educational hindrance to the student. The Commission found the withholding of essential academic documents a clear violation of consumer rights and ordered the institute to pay Rs 2 lakh as compensation to the complainant. The ruling also said that educational institutions must ensure the timely issuance of certificates and academic records, which are critical for students' academic progression. **Source:** [24Law](#)



Biryani Shop Ordered to Pay for Several Food Poisoning Incidents

The SS Hyderabad Biryani – Kodungaiyur outlet in Chennai was directed by the Chennai North District Consumer Disputes Redressal Commission to compensate two customers after they suffered food poisoning following a purchase on 16 September 2024. Customer C Nagarajan experienced severe stomach pain and diarrhoea after consuming the food, leading to hospitalisation and a week of lost wages; he was awarded ₹25,000. Another customer, Radhika, along with three minors, fell ill after eating at the same outlet and incurred over ₹1 lakh in medical and related expenses; she was awarded ₹50,000. The Commission found evidence that nearly 40 people were affected by the incident, rejected the restaurant's claim that the report of the incident was false, and held that there was "a deficiency in service." The restaurant was ordered to pay the compensation within two months; failing which the amount will attract interest at 9 % per annum until payment is made. **Source:** [DT Next](#)



IRCTC Ordered to Refund and Compensate Passenger for Poor Pilgrimage Tour Services



The Ernakulam District Consumer Disputes Redressal Commission ruled in favour of a complainant, K.B. Suresh Babu, who had alleged poor service and unfair trade practices by the Indian Railway Catering and Tourism Corporation (IRCTC) during its “Aastha Punya Theerth Yatra.” Suresh Babu had booked the 11-day pilgrimage tour for ₹20,500, but faced multiple issues — including a 24-hour delay, unclean coaches, poor food quality, lack of medical support, and a shortened trip of only nine days instead of the promised duration. He and other passengers were also forced to wait for hours without proper arrangements at several destinations. In its defence, IRCTC blamed the delay on a cyclone near Chennai and claimed that all services were provided as per the tour brochure. However, the Commission found that IRCTC failed to provide proof of timely communication or alternate arrangements for passengers affected by the delay. It also noted that the company’s own admissions about the train’s unclean state supported the complainant’s allegations.

The Commission held IRCTC and the Southern Railway jointly and severally liable for deficiency in service and unfair trade practice. It ordered them to:

- Refund ₹20,500 (the tour cost)
- Pay ₹50,000 as compensation for mental agony and hardship
- Pay ₹3,000 as litigation costs

Source: [24Law](#)

Supreme Court Seeks Uniform Pay for Consumer Commission Members to Strengthen Fair Redressal System

Recently, the Supreme Court of India took up a suo-motu case concerning the pay and allowances of members of state and district consumer commissions across India. The issue, brought before the court under In Re Pay and Allowance of the Members of the U.P. State Consumer Disputes Redressal Commission, W.P.(C) No. 1144/2021, points out that different states had adopted widely varying pay structures, which had an adverse effect on the independence and effectiveness of consumer forums.

During the hearing on September 22, 2025, the Supreme Court reiterated its earlier direction that presidents and members of consumer commissions must be paid uniform salaries and benefits in line with the Consumer Protection (Model) Rules, 2020. The court emphasised that while states have the right to frame their own rules, fairness, equality, and the proper functioning of consumer redressal bodies cannot be compromised. **Source:** [Law Chakra](#)



கழிவறையை பயன்படுத்த அனுமதி மறுத்த ஆம்னி பஸ்; டிராவல்ஸ் நிறுவனத்திற்கு அபராதம் விதித்த நுகர்வோர் குறைதீர் ஆணையம்



சென்னை செம்பியம் பகுதியைச் சேர்ந்த திரு. சதீஷ்குமார் என்பவர், சென்னையில் இருந்து கோவைக்கு பிரபல தனியார் பஸ் டிராவல்ஸ் மூலம் பயணம் செய்வதற்காக கடந்த மே மாதம் டிக்கெட் முன்பதிவு செய்தார். இந்த பஸ்சில் கழிப்பறை வசதி இருப்பதாக டிராவல்ஸ் நிறுவனம் அறிவித்து இருந்தது. ஆனால், பயணத்தின் போது கழிப்பறையை சிறுநீர் கழிக்க மட்டுமே பயன்படுத்த வேண்டும்; மலம் கழிக்க பயன்படுத்தக்கூடாது என தெரிவித்தனர். கழிப்பறை வசதி இருப்பதாக கூறி விட்டு கழிப்பறையை மலம் கழிக்க பயன்படுத்த அனுமதிக்க மறுப்பது நியாயமற்ற வர்த்தகம் ஆகும். எனவே, உரிய இழப்பீடு வழங்க உத்தரவிட வேண்டும் என சென்னை வடக்கு நுகர்வோர் குறைதீர் ஆணையத்தில் திரு. சஷ்குமார் மனு அளித்தார்.

இந்த மனுவை ஆணையத்தின் தலைவர் கோபிநாத், உறுப்பினர்கள் கவிதா கண்ணன், ராமமூர்த்தி ஆகியோர் விசாரித்தனர். டிராவல்ஸ் நிறுவனம் தரப்பில் ஆஜராகி பதில் ஏதும் அளிக்கவில்லை.

இதைத்தொடர்ந்து ஆணையம் பிறப்பித்த உத்தரவில், 'தவறான அறிவிப்பை வெளியிட்டு, நியாயமற்ற வர்த்தகம் மேற்கொள்வதை அனுமதிக்க முடியாது. டிராவல்ஸ் நிறுவனம் வெளியிட்ட அறிவிப்பின் படி, எந்தவொரு நிபந்தனையும் இன்றி கழிப்பறை வசதியை பயன்படுத்த அனுமதிக்க வேண்டும். இல்லையெனில், அந்த அறிவிப்பை இணையதளத்தில் இருந்து நீக்க வேண்டும். மனுதாரருக்கு ஏற்பட்ட மன உளைச்சலுக்கு டிராவல்ஸ் நிறுவனம் இழப்பீடாக ரூ.10 ஆயிரம் ரூபாய் வழங்க வேண்டும்' என உத்தரவிட்டது. **Source: தினத்தந்தி**

HELP US CONTINUE ADVOCATING FOR CONSUMER RIGHTS

DONATE NOW



+91(44) 2435 4458 |
2435 0387



helpdesk@cag.org.in



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

TRUSTEES

Sriram Panchu
Suchitra Ramakumar
R. Hema

George S. Thomas
C. Rammanohar Reddy
K. Phanindra Reddy
Sandeep Murali

ADVISORS

N. L. Rajah