

May - June 2026. Volume XI, Issue 3

CONSUMER UPDATE

Educating. Empowering.

CONSUMER AWARENESS PROGRAM ON TELECOM SERVICES



The meeting was attended by representatives from the telecom regulatory services

A consumer awareness programme on Tariff and Billing in Telecom and Broadcasting was organised at Christian College of Engineering and Technology, Oddanchatram, Dindigul District. The programme was attended by around 110 participants. The session covered consumer grievance redressal mechanisms, Unsolicited Commercial Communications (UCC), Telecom Consumer Protection Regulations, and tariff and billing practices in telecom and broadcasting. Representatives from BSNL, Vi, and Jio were also present and engaged with the participants.

A PUBLICATION BY



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!



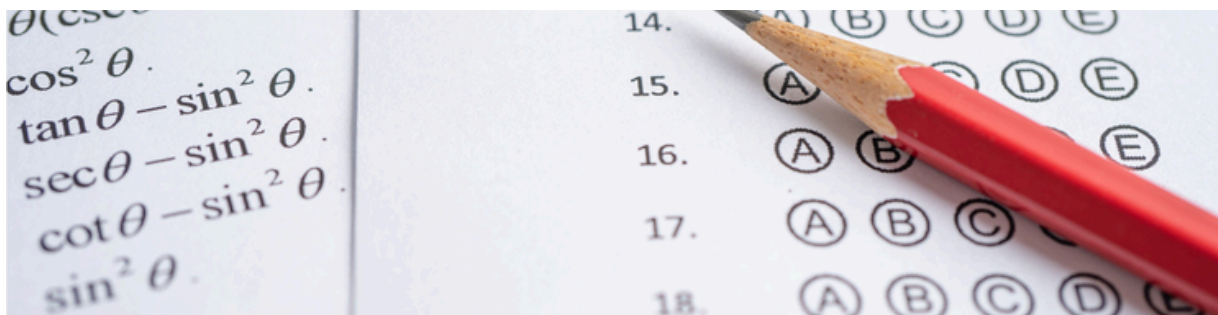
@CAGChennai

CCPA ACTS AGAINST ONLINE SALES OF HAZARDOUS CHEMICALS

The Central Consumer Protection Authority (CCPA) has initiated regulatory action against the unauthorised online sale and advertisement of hazardous chemicals and explosives on various digital platforms. Notices have been issued to platforms like Justdial, IndiaMART, Sigma-Aldrich India, Dial4Trade, and ExportersIndia. The substances under scrutiny include Ammonium Nitrate, Gun Powder, Picric Acid, and Pentaerythritol Tetranitrate, which are regulated due to potential risks to public safety and security. The CCPA has sought details on seller licensing, buyer verification processes, quantities sold, import details, and regulatory approvals. The authority has also coordinated with the Petroleum and Explosives Safety Organisation (PESO) and shared information on sellers for further examination. Following CCPA's intervention, many platforms removed or restricted their listings of such substances. This move aims to promote consumer safety, public security, and responsible e-commerce practices. **Source:** [PIB](#)



CCPA IMPOSES PENALTY ON COACHING INSTITUTES FOR MISLEADING ADVERTISEMENTS



The CCPA has imposed penalties on two coaching institutes for misleading advertisements and unfair trade practices. Motion Education Pvt. Ltd. was fined Rs 10 lakh, while Career Line Coaching, Sikar, was fined Rs 5 lakh under the Consumer Protection Act, 2019. The CCPA found that both institutes prominently advertised the success of IIT-JEE and NEET candidates without disclosing the specific courses those students had attended. Investigations revealed that many featured students were enrolled only in special rankers' batches or test series programmes, information that was concealed in advertisements. In some cases, student achievements were allegedly attributed to the institutes without proper justification or consent. As part of a nationwide crackdown, the CCPA has issued over 60 notices to coaching institutes and imposed penalties exceeding ₹1.39 crore on 31 institutes to promote transparency and protect students from deceptive advertising. **SOURCE:** [PIB](#)

MINISTRY ISSUES ADVISORY ON STANDARD PACK SIZES FOR EDIBLE OILS



The Department of Consumer Affairs, under the Ministry of Consumer Affairs, Food and Public Distribution, has issued an advisory regarding amendments to the Standard Operating Procedure (SoP) for determining net quantity and standard pack sizes of edible oils and fats under the Legal Metrology framework. The advisory aims to improve clarity, transparency, and ease of price comparison for consumers by standardising pack sizes for major edible oils such as palm oil, soybean oil, sunflower oil, mustard oil, groundnut oil, sesame oil, rice bran oil, cottonseed oil, corn oil, and their blends. Recommended pack sizes include 200 g/ml, 500 g/ml, 1 kg/litre, 2 kg/litre, 3 kg/litre, 4 kg/litre, 5 kg/litre, 15 kg/litre, and 20 kg/litre. The guidelines also require that when the quantity of edible oil is declared in volume (litres or millilitres), the equivalent weight must be displayed on the package. The provisions will apply to both domestically manufactured and imported edible oils. Manufacturers, packers, and importers may adopt the new pack sizes immediately, while a transition period of three months has been provided to ensure compliance. The measure is intended to promote uniformity in packaging and help consumers make informed purchasing decisions. **SOURCE: MINISTRY OF CONSUMER AFFAIRS**

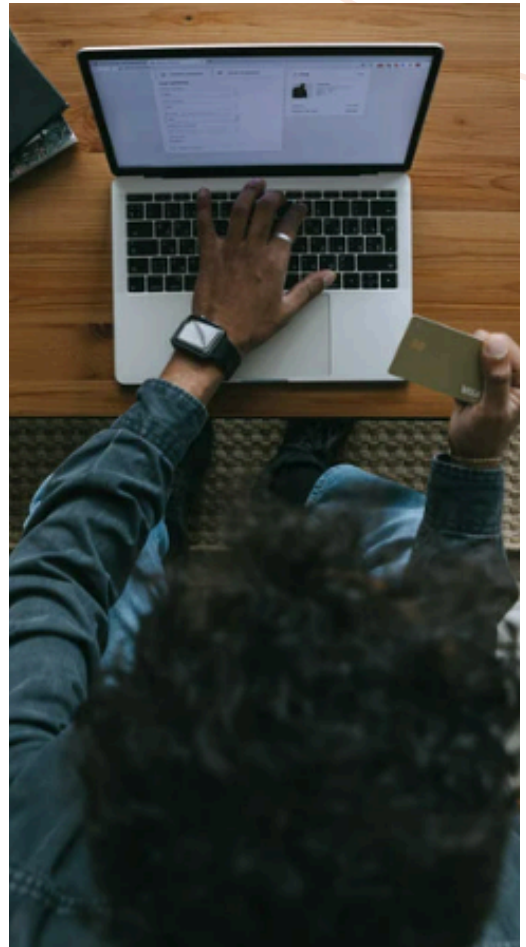
KSRTC ORDERED TO PAY ₹35,000 FOR MISSING RESERVED PASSENGER

The Consumer Disputes Redressal Commission, Pathanamthitta, has directed KSRTC to pay ₹35,000 to a woman who missed a reserved bus and a hospital appointment, after the bus allegedly passed her boarding point before the scheduled time. The woman had booked a seat on a KSRTC bus and arrived at the Thiruvalla bus stop before the scheduled 8:00 a.m. departure. When the bus did not arrive, she contacted the crew and was reportedly informed that it had already crossed the station. As a result, she missed her medical consultation and incurred financial loss. KSRTC denied responsibility but acknowledged the possibility of a lapse by the conductor. The Commission held that departing before the scheduled time and causing a reserved passenger to miss the service amounted to a deficiency in service under the Consumer Protection Act. It awarded ₹25,000 as compensation and ₹10,000 as litigation costs. **SOURCE: Indian Express**



CCPA FINES PHYSICSWALLAH AND MCAFEE FOR DARK PATTERN PRACTICES

The Central Consumer Protection Authority (CCPA) has imposed penalties on edtech company PhysicsWallah and cybersecurity firm McAfee Software India for using "dark patterns"- deceptive design practices that influence consumers into making unintended decisions. PhysicsWallah was fined ₹5 lakh, while McAfee received a penalty of ₹1 lakh. The regulator has also directed both companies to remove such practices from their platforms. According to the CCPA, PhysicsWallah automatically added a ₹10 donation to users' payments and used persuasive messages to discourage removal of the donation. The authority also objected to the mandatory collection of personal information for courses advertised as free. In McAfee's case, the subscription renewal interface allegedly presented users with biased choices, encouraging renewal while portraying non-renewal as a risky option. The action has been taken under the Consumer Protection Act, 2019, and the Guidelines for Prevention and Regulation of Dark Patterns, 2023. The CCPA stated that consumer consent must be explicit, informed, and free from manipulative design practices. **SOURCE:** [Economic Times](#)



AIRASIA ORDERED TO PAY ₹90,000 COMPENSATION BY CONSUMER FORUM FOR DAMAGE TO A HYBRID SAPLING DUE TO FLIGHT DELAY



The District Consumer Disputes Redressal Commission, Palakkad has directed AirAsia to pay Rs.90,750 in compensation to a farmer after a delayed flight and missed connection resulted in the damage of a hybrid jackfruit sapling he was carrying from Indonesia. The farmer had requested an alternative flight on the same day, explaining that the sapling was sensitive and could not withstand a prolonged delay. He was allegedly informed that the next available flight was three days later. The Commission found this claim misleading, noting that the complainant was able to independently book another AirAsia flight and return to Kochi the following day. By then, however, the sapling had become unusable. AirAsia did not send a response or appear before the Commission despite receiving notice. Holding the airline liable for a deficiency in service for causing the delay and the missed connecting flight, the Commission ordered it to refund ₹30,750 towards the ticket fare, reimburse ₹25,000 for travel and accommodation expenses, pay ₹25,000 as compensation for deficiency in service, and ₹10,000 towards litigation costs. **SOURCE:** [Economic Times](#)

KWALITY WALL'S SHIFT TO 100% MILK BASED PRODUCTS HIGHLIGHTS THE IMPORTANCE OF INGREDIENT TRANSPARENCY



Kwality Wall's decision to transition its entire product range to a 100% milk-based dairy formulation by 2027 has reignited concerns about consumer awareness and food labelling in India. The move follows growing demand for greater ingredient transparency and a simultaneous pushback against a geographic double standard. The company uses genuine milk solids in western markets in compliance with strict local standards, whereas heavily processed palm oil is used instead of dairy fat in the Indian market. The Food Safety and Standards Authority of India (FSSAI) mandates the labelling of products made with vegetable oils to be "frozen desserts" and not "ice cream." The overhaul reflects the company's effort to align its Indian portfolio with its global brand identity, stating that it is an ice cream company worldwide and not a frozen dessert company. The shift highlights the need for consumers to read food labels carefully and make informed choices. **SOURCE:** [The Federal](#)

TRAI CLARIFIES THAT CALLER MANAGEMENT APPLICATIONS ARE NOT PERMITTED TO BLOCK OR FILTER CALLS

The Telecom Regulatory Authority of India (TRAI) has clarified that under the Telecom Commercial Communications Customer Preference Regulation (TCCCPR) tagging, blocking or filtering of calls originating from 1600 series by caller management applications is not permitted. The usage of 1600 series numbers are reserved for transactional and service communication by regulated entities and government agencies. It also stated that calls from the 140 series, which is used for promotional communications, cannot be tagged or filtered by such apps, although customers have a right to choose whether to block them by registering their preference on the Do Not Disturb (DND) registry. The clarification follows reports that the TRAI sought powers from the Ministry of Electronics and Information Technology (MeitY) to take action against call management applications who have in turn criticised the move as a form of censorship and suppression, highlighting the number of spam calls in the 1600 and 140 series that applications have assisted in identifying to go unanswered. **SOURCE:** [ET](#)



CCPA ISSUES ORDERS AGAINST COMPANIES UTILISING '100%' CLAIMS



The Central Consumer Protection Authority (CCPA) has imposed a penalty of ₹1 lakh each on Storia Foods and Beverages and Mrs. Bectors Food Specialities for allegedly misleading consumers through "100%" claims on their food products. The regulator directed both companies to immediately withdraw the disputed claims from product packaging, websites, and digital platforms, holding that such representations falsely conveyed complete purity or composition. The authority held that "the term 100% must correspond exactly with the actual composition of the product and cannot be used approximately or metaphorically. Further, the CCPA also observed that "advertisements must be evaluated" from the perspective of a reasonable consumer and not through technical explanations offered after the fact."

The action, taken under the Consumer Protection Act, 2019, has revived the debate on whether existing civil penalties are sufficient to deter deceptive advertising or if criminal liability should be introduced. While legal experts have called for stronger enforcement that must be reserved for serious cases of deliberate consumer deception to strengthen deterrence, others have cautioned that criminal sanctions may not be the most effective solution in all cases. They contend that multiple instances of misleading advertisements arise due to oversight and not intentional misconduct. Self-regulation is similarly posed as a possible solution by industry experts. Regulators however, are currently focused on insisting compliance with existing provisions, making it clear that when using the term 100%, it should mean exactly that.

SOURCE: [EXCHANGE4MEDIA](#)

PILOT PROGRAMME TO DISTRIBUTE META AI GLASSES TO VISUALLY IMPAIRED CITIZENS IGNITES CONCERNS REGARDING PRIVACY AND DATA PROTECTION



Meta's proposed pilot programme with the Gujarat government to provide Ray-Ban Meta AI glasses to visually impaired citizens has come under scrutiny over concerns about privacy and data protection. Privacy law experts have warned that the glasses' cameras and AI-powered features could inadvertently capture homes, documents and other personal information of both users and bystanders. Third party integrations have also been flagged as a serious issue as experts highlight that third parties can deal with personal data in their own right. This technology, it is stated, poses challenges under India's Digital Personal Data Protection (DPDP) Act, which contains no specific rules for "ambient, first person AI capture." Other stakeholders, including disability rights groups have stated that safeguards around data storage and third-party access should evolve along with upcoming changes in technology instead of treating privacy and accessibility as competing goals. In response to these concerns, Meta contends that clear consent is received for humans to review AI content to improve product performance. This backlash comes amid increasing international regulatory scrutiny of Meta's Ray Ban glasses over data sharing practices and misleading privacy claims. Experts have thus called for stronger legal safeguards, transparency around data handling, and clear accountability measures before such technologies are deployed in public programmes.

SOURCE: [Economic Times](#)

சேவைக் குறைபாடு காரணமாக இழப்பீடு வழங்க ராமேஸ்வரம் நகராட்சிக்கு நுகர்வோர் ஆணையம் உத்தரவு



நெல்லையைச் சேர்ந்த வழக்கறிஞர் திரு. பிரபாகர், கடந்த 2022-ம் ஆண்டு குடும்பத்தினருடன் ராமேஸ்வரம் கோயிலுக்குச் சென்றபோது, நகராட்சி சார்பில் அவரது காருக்கு ரூ.100 நுழைவுக் கட்டணம் வசூலிக்கப்பட்டது. ஆனால் வழங்கப்பட்ட ரசீதில் ஆணையர் அல்லது வசூலிப்பவரின் கையொப்பமும், ஜி.எஸ்.டி எண்ணும் இடம்பெறவில்லை. மேலும், அவர் சென்ற காருக்கு வாகன நிறுத்துமிடம் அல்லது பாதுகாப்பு வசதி எதுவும் செய்து கொடுக்கப்படவில்லை. இது குறித்து கேட்டபோது முறையான பதில் அளிக்கப்படாததுடன், அநாகரிகமான வார்த்தைகளில் பேசி அவரை அங்கிருந்து அனுப்பியுள்ளனர்.

இந்தச் சம்பவத்தால் மிகுந்த மனஉளைச்சலுக்கு ஆளானதாகத் தெரிவித்து திரு. பிரபாகர், ராமேஸ்வரம் நகராட்சி ஆணையருக்கு நோட்டீஸ் அனுப்பியுள்ளார். அதில் தனக்கு ஏற்பட்ட மன உளைச்சலுக்காக நஷ்டஈடு மற்றும் தனக்கு கொடுக்கப்பட்ட நுழைவுக் கட்டண ரசீதை பெற்றுக் கொண்டு ரூ.100-ஐ திருப்பிக் கொடுக்க வேண்டும் எனக் குறிப்பிட்டிருந்தார். மனுவை பெற்றுக் கொண்ட நகராட்சி நிர்வாகம் அவருக்கு எந்த பதிலையும் அனுப்பவில்லை. இதனால், திரு. பிரபாகர் நுகர்வோர் ஆணையத்தில் வழக்குத் தொடர்ந்தார்.

வழக்கை விசாரித்த நெல்லை மாவட்டக் கூடுதல் நுகர்வோர் ஆணையம், சேவைக் குறைபாடு ஏற்பட்டதை கண்டறிந்து அவரின் மனஉளைச்சலுக்கு நஷ்ட ஈடாக ரூ.20,000 மற்றும் வழக்குச் செலவுக்காக ரூ.10,000 என மொத்தம் ரூ.30,000 ராமேஸ்வரம் நகராட்சி வழங்க வேண்டும் என்று உத்தரவிட்டது. ராமேஸ்வரம் நகராட்சி 45 நாட்களுக்குள் இழப்பீட்டை வழங்காததால், திரு. பிரபாகர் செயலாக்க மனு தாக்கல் செய்தார். இதையடுத்து, வழக்கை விசாரித்த நெல்லை மாவட்ட நுகர்வோர் குறைதீர்க்கும் ஆணையம், ராமேஸ்வரம் நகராட்சி ஆணையருக்கு எதிராக பிடிவாரண்ட் பிறப்பித்து உத்தரவிட்டது. **SOURCE: VIKATAN**

GET IN TOUCH



+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
Sandeep Murali
Phanindra Reddy

ADVISOR

N. L. Rajah