



SPONSORED BY DEPARTMENT OF CONSUMER AFFAIRS, GOVT. OF INDIA

# CONSUMER BULLETIN



**4th Training programme** for the coordinators and advisors of State Consumer Helpline was organized at IIPA during April 23 –27, 2012. The consumer advisors and coordinators from nine (9) States namely Assam, Chattisgarh, Haryana, HP, Jharkhand, Karnataka, Puducherry, Tamilnadu, and Tripura attended the training programme. The 5th training programme is scheduled for September 03-07,2012 for those States who would be able to set up consumer helpline by July/ August 2012.

**Just a complaint by email:** Md. Jasim, a consumer of SBI escalated a complaint that SBI is neither returning a cheque of Rs. 88,150/- which has been said to be dishonored nor crediting his account since 16/10/2011. Bank was also not entertaining his calls for the past 7 months. He was advised to escalate his complaint to the head office for which we provided him the email id. Surprisingly he started receiving calls from senior officials of SBI who ensured that the dishonored cheque was returned to him immediately.



**Unethical Business Practices by Telecom Companies:** There is increasing tendency of telecom companies for activation of certain value added services on its own without taking consent of the subscribers. After all it is their business games and we have to safe guard our own interest. The telecom companies are required to refund the money deducted on receiving the complaint within 24 hrs. of activation of such value added services

**Pre-existing ailments needs to be established by Insurance Company before rejecting claim:** In a medi claim policy where the insurance company failed to establish that the insured was suffering from ailment at the time of taking the policy, the District Consumer Forum, Delhi concluded that the company has caused deficiency in service and ordered to pay Rs. 84,828 with interest, Rs. 10,000/- for causing pains, harassment and mental agony and Rs. 5,000/- as cost of litigation. **Complaint case No. 134 of 2010 of Smt. Narinder Kaur Sokhi and Othrs vs.National Insurance Company.**

**Owner should be in legal possession of the vehicle for any claim from Insurance Company:** In case if you have sold off your vehicle to another person and the buyer has not got vehicle transferred in his name, and if the vehicle is stolen in between, the insurance company can reject the claim as per award of district Consumer Forum in a **complaint case No. 282/2009 of Shri Dinesh Kumar vs. National Insurance Company.**

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## STATE CONSUMER HELPLINES

**GUJARAT**  
1800-233-0222,079-27489945 / 46

**MADHYA PRADESH**  
155343, 0755-2559788

**ORISSA**  
1800-345-6724,  
1800-345-6760,  
0674-2351990,  
0674-2350209

**TAMIL NADU**  
044-28592828

**BIHAR**  
1800 -345- 6188

**RAJASTHAN**  
1800 -180- 6030

**FSSAI**  
1800 -11- 2100

**MAHARASHTRA**  
1800 -22- 22 62

## OTHER HELPLINES NUMBERS

**POLICE CONTROL ROOM :** 100  
**FIRE SERVICES :**101  
**WOMEN :**1091  
**CHILDREN :** 1098

**LIFE INSURANCE CORPORATION**  
1800-22-4077

**MINISTRY OF OVERSEAS INDIAN AFFAIRS**  
1800-11-3090

**SPEED POST**  
1800-11-9888  
1800-233-7999

**EMPLOYEES STATE INSURANCE CORPORATION (ESIC)**  
1800-11-2526

**UTI MUTUAL FUND**  
1800-11-3555

**INDIA METEOROLOGICAL DEPARTMENT**  
1800-180-1717

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