



State Consumer Helpline Knowledge Resource Management Portal
(SCHKRMP)



Consumer Bulletin



Monthly E-Bulletin of State Consumer Helpline Knowledge Resource Management Portal (SCHKRMP), Center of Consumer Studies, Indian Institute of Public Administration (IIPA), New Delhi

Workshop on consumer education held on 12th and 13th February 2015 at VIT University, Tamil Nadu

A Two day National Workshop on Consumer Protection and Empowerment in India was organized on Feb 12th-13th, 2015 by Commerce Department, School of Sciences and Languages (SSL) VIT University at Vellore campus in collaboration with Center for Consumer Studies (CCS) IIPA New Delhi, sponsored by Department of Consumer Affairs, Ministry of Consumer Affairs, Food and Public Distribution Govt. of India. Ms. Sapna Chadah, Assistant Professor CCS and Shri. S. K. Virmani, Project Manager SCHKRMP coordinated and participated in the above workshop. Shri. S.K. Virmani from IIPA spoke on **Consumer Protection & Empowerment- An overview and Insurance & Consumer**. The main objectives of this workshop are-

1. To elicit the need and importance of Consumer Protection in Market Economy.
2. To enhance the consumer's knowledge and skill related to products and services.



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Citation of Real Estate

| FACT OF THE CASE | CITATION | FORUM | CASE NO. | DATE OF JUDGMENT | JUDGMENT WITH THEME |
|--|---|--|---|---|---|
| <p>Brief facts of the case are that complainant No. 2/Respondent No. 2 was allotted industrial plot No. F-389 at SAS Nagar vide allotment letter dated 7.6.2001 and possession was given vide letter dated 3.8.2002. He made payment of Rs. 1,74,840/-. On site inspection, he found that there was no provision of electricity and development work in the area as in pitiable condition and basic amenities were also not provided. Complainant approached opposite party/petitioner who promised to provide basic amenities in the area. In the absence of amenities pertaining to electricity connection, complainant could not start industry in spite of construction of factory on the plot. It was, further, alleged that opposite party charged excess Rs. 13,000/- and did not grant 10% rebate on making lumpsum payment and also charged extension money of Rs. 31,720/- Alleging deficiency on the part of opposite party, complainant filed complaint before District Forum. Opposite party No. 1/Petitioner contested complaint and admitted allotment of plot and further submitted that vide letter dated 27.12.2001, complainant was intimated that process of development work was in progress and allotment would be made effective from the date of providing basic amenities in the area which was completed in middle of 2002 and allotment was made effective from 1.7.2002 and entire payment of interest on due instalments from 7.6.2001 to 1.7.2002 was waived. It was, further, submitted that interest was charged for the period from 1.7.2002 to 19.9.2002 and 10% rebate was not allowed as payment was not made within 60 days. It was, further, submitted that there was no provision in the project cost for providing HD/LD (high tension/ low distribution) network and no amount was charged from allottee for providing said facility and extension fee was rightly charged and prayed for dismissal of complaint.</p> | <p>Gurjeet Singh & Ors. Versus Punjab Small Industries & Export Corpn. Ltd.</p> <p>Punjab Small Industries & Export Corpn. Ltd. Versus Gurjeet Singh & Ors.</p> <p>Punjab Small Industries & Export Corpn. Ltd. Versus Gurjeet Singh & Ors.</p> | <p>DIS-TRICT FO-RUM</p> <p>SCDR C Chandigarh</p> <p>NCDR C NEW DELHI</p> | <p>Com-plaint case no.</p> <p>First appeal no.426 /2007 & 605 / 2007</p> <p>Revi-sion peti-tion no. 4194/2007 & 4270/2007</p> | <p></p> <p>12.9.2007</p> <p>14.1.2015</p> | <p>District Forum allowed complaint and directed opposite party to pay lumpsum compensation of Rs. 1.00 lakh as electricity connection was not provided within reasonable time and further allowed Rs. 1,100/- as litigation cost.</p> <p>State Commission vide impugned order dismissed appeal of opposite party/petitioner but allowed appeal of respondent/complainant and enhanced compensation to Rs. 6.00 lakhs from Rs. 1.00 lakhs and further quashed expenses fee of Rs. 31,720/- with cost of Rs. 10,000/- against which these revision petitions have been filed.</p> <p>Revision Petition No. 4194 of 2007 is liable to be dismissed as limited notice regarding enhancement of compensation was given and Revision Petition No. 4270 of 2007 is to be allowed. Consequently, Revision Petition No. 4194 of 2007 filed by the petitioner is dismissed. Revision Petition No. 4270 of 2007 filed by the petitioner is allowed and impugned order dated 12.9.2007 passed by Learned State Commission in appeal No. 605 of 2007-Gurjeet Singh & Anr. VS. Punjab Small Industries & Export Corpn. Ltd. & Ors., is partly set aside and enhancement of compensation from Rs. 1.00 lakh to Rs. 6.00 lakhs is quashed, but, rest of the order is upheld. Parties to bear their own cost.</p> |

News from Media

What to do when your bags go missing at airports

[Business Line: 11th February 2015]

One of the realities of air travel is that sometimes your bags do not arrive at your destination with you. This is more likely to happen when you are on a hopping flight. So, while you get off from one plane to board another, your bags could be left behind.

Of course, this can lead to a lot of inconvenience and even anger, but there are a number of things you can do to make the experience less stressful. For starters, as soon as you discover that your bags are missing, do not leave the airport without making out a report. This will ensure that the airline knows that your bags are missing and try to find them for you or provide some compensation.

For instance, Jet Airways says that in case a bag is not recovered within 14 days, the airline will settle the passenger's claim up to a maximum liability of Rs.450 per kg of checked-in baggage for flights within the country.

For international travel, including domestic portions on the ticket, the liability limit for delay, damage or loss is \$9.07 per pound (\$20 per kg) for checked baggage. However, different airlines offer different compensation.

According to Spice Jet, its liability for loss or damage to baggage is limited to Rs.200 per kg; with a maximum of Rs.3,000. Further, the airline does not assume any liability for fragile or perishable articles.

On Air India, if a lost bag cannot be found within 24 hours of a flyer reaching an international destination, then the airline gives a one-time interim expense of 50 British pounds, or equivalent in local currency. In India, this amount is Rs.3,000. On domestic flights, if the baggage is delivered the following day or later, the maximum amount that the airline reimburses is Rs.2,000. International carriers too offer compensation. For example, Lufthansa pays passengers for interim purchase, transportation and phone calls. However, if the bag is not found, the passenger gets compensation within the maximum liability. The passenger has to give proof of the financial damage caused due to the missing baggage.

Decreasing incidence

Pointing out that occurrence of mishandled baggage has dropped in the past few years, the International Air Transport Association (IATA) says that lost baggage is generally a consequence of the baggage label getting detached.

"To allow identification of your bag in all situations make sure to have your name and telephone number appear outside of your bag along with your travel itinerary," IATA says, adding that when there is no clear way to identify a bag, an airline may be forced to break it open.

Airlines advise passengers not to carry valuables such as jewelry and currency in their checked-in bags. Airlines are also not liable for loss, damage or delay in the delivery of fragile and perishable items.

Railway police launch WhatsApp helpline

[Deccan Herald: 21st February 2015]

Bengaluru: The Railway police launched a WhatsApp helpline on Friday to get feeds from the public on security issues at railway stations and trains.



Home Minister K J George inaugurated the newly created control room and requested the public to send valuable information about railway safety on the WhatsApp number 9480802140.

Besides the WhatsApp helpline, the railway police have also set up a toll-free helpline 18004251363, voice analog system and CCTV monitoring room. The public may alert the railway police on any information about defective tracks, unattended objects or suspicious persons on the WhatsApp number or toll-free number.



The minister further said recruitment to railway police would take place soon. "More than 24 crore passengers use trains every year in Karnataka.

Though the number of passengers are increasing every year, the railway police recruitment has not taken place since 1977. With the inauguration of a control room and modern security facilities, 300 staff have also been appointed to monitor the railway stations," George said.

A senior official said that the railway police had a jurisdiction of 3,089 kms across the State with 362 railway stations and 620 platforms. "Providing security at all these stations and platforms has been a challenge.

The control room was established with a view to enhance the security system at railway stations. Around 300 trained guards will be on security duty round the clock to monitor CCTV footages," Railway SP Sidramappa said. State DGP and IGP Lalrokhuma Pachuau, Home Minister's adviser Kempaiah and ADGP (Railways) R P Sharma were present.

NDMC launches 'PleaseFix' app to register grievances

[The Hindu: 24th February 2014]

Registering grievances regarding basic services with the New Delhi Municipal Council will no longer be a tedious procedure, with the civic agency launching a mobile application — 'NDMC PleaseFix' — to simplify the task.

"'NDMC PleaseFix' is a smart city application developed by EarlySail for us, where citizens can instantly report any complaints/issues to the civic authorities from their smartphones minimising the need to visit the office for doing the same," said O.P. Mishra, Director Projects, NDMC.

"The app provides a platform where a user can use their smartphone to provide a real-time report from the grievance location on an issue that they would like to bring to the authorities attention," he added.

The users can upload pictures of broken roads, dysfunctional streetlights, overflowing dustbins among others and register their complaint.

The application, which was launched last week, will also provide updates to citizens whenever a complaint is addressed.

"The smartphone automatically captures the time of reporting and the exact location of the issue using built in location capture such as via GPS. The application supports adding comments and closing reported issues," he said.

Register water complaints online

[The Hindu: 24th February 2014]

Water and sewer-related complaints can now be registered online on the Delhi Jal Board's website delhijal-board.nic.in.



The Delhi Jal Board said in a statement on Monday that this step was taken to improve its public grievance redressal system, which already includes a mobile app and central helpline.

Consumers can register any complaints about water and wastewater, and they will receive an acknowledgement through an SMS, email or phone call once it is registered. The complaints can be tracked through the website as well.

DJB's junior engineers will attend to the complaints, which will get passed on to seniors if left unaddressed.



No artificial flavors in chocolates for Nestle

[Times of India: 21st February 2014]

New Delhi: Health-conscious consumers in India are not even sparing junk food, with Nestlé India saying it is working on removing artificial flavours from its chocolates here. Nestlé said it has already stopped using artificial colours in its chocolate and confectionery portfolio in India. "Though there are different constraints in replacing flavours, our application teams are working on it and already some of the premium products including Nestlé Extra Smooth Chocolate do not contain artificial flavours," said a Nestlé India spokesperson.

Nestlé India, a unit of Switzerland-based Nestlé with around \$10 billion in sales, sells chocolates such as, Munch, Milkybar and Kit Kat here, apart from beverages and snacks like Nescafe and Maggi.

India's chocolate sales crossed Rs 10,000 crore in 2014, up 24% a year earlier, according to market research firm Euromonitor. While Mondelez India (formerly Cadbury) dominated the market with around 56% share, Nestle took the second spot with 17% share. Given that India's per capita chocolate consumption is lowest among emerging markets, it offers a huge potential for growth to chocolate makers.

However, Mondelez, the maker of Oreo and Cadbury Dairy Milk, made no commitment regarding artificial ingredients in some of its products. Though its bestsellers such as, Dairy Milk (India's number one chocolate brand) and Bournville carry no artificial colours, when asked about others, a Mondelez India spokesperson said, "All food colours we use are approved by appropriate regulatory agencies. Our foods are clearly labeled for consumers to refer to it."

On the other hand, the world's biggest chocolate and candy maker Mars, which sells brands such as, Snickers, Bounty and Twix here, said it uses no artificial colours and flavours in its chocolates.

The clamour among Indian consumers for healthy products has been steadily increasing with burger chain McDonald's announcing earlier this month that it has cut salts and calories from its burgers and fries here. Many top FMCG players such as, PepsiCo have also tried to gain traction in the healthy-alternative category with their range of baked crackers and chips.

पांच लाख से ऊपर आय वालों को नहीं मिलेगी एलपीजी सब्सिडी

[Rashtriya sahara: 21st February 2015]

नई दिल्ली। आगामी बजट में केंद्र सरकार एलपीजी गैस पर दी जाने वाली सब्सिडी सीमित कर देगी। सरकार की योजना है कि पांच लाख रुपए की आमदनी वाले या 20 प्रतिशत के कर दायरे में आने वालों को सब्सिडी वाले सिलेंडर नहीं दिए जाएंगे। सरकार धीरे-धीरे सब्सिडी के बोझ से मुक्त होने की तरफ बढ़ रही है। पेट्रोल, डीजल के बाद अब एलपीजी की बारी है। सरकार इन तीनों ही पेट्रोलियम पदार्थों को बाजार पर छोड़ रही है। पेट्रोल पूरी तरह से बाजार के भरोसे छोड़ दिया गया है जबकि डीजल का बड़ा हिस्सा बाजार के हिसाब से तय हो रहा है। एलपीजी व्यवस्था में सुधार करना है। अभी सरकार ने तय किया है कि हरेक नागरिक को साल में सब्सिडी वाले 12 सिलेंडर दिए जाएंगे चाहे वह गरीब हो या अमीर। गैस सब्सिडी को पारदर्शी बनाने के लिए सरकार ने डीबीटीएल यानी सीधे लाभ हस्तांतरण की योजना शुरू की थी जिसका नाम बदल कर अब पहल कर दिया है। इस योजना के अनुसार लाभार्थी को अपने गैस कनेक्शन को बैंक खाते और आधार नम्बर से जोड़ना होगा। गैस एजेंसी से



बाजार भाव से सिलेंडर खरीदने के बाद सरकार पहल के जरिये लाभार्थी के खाते में सब्सिडी का 536 रु जमा कर देगी। अभी तक देशभर के करीब 12 करोड़ उपभोक्ताओं ने अपने को पहल से जोड़ा है। सूत्रों का कहना है कि आगामी 28 फरवरी को पेश होने वाले बजट में केंद्र सरकार एलपीजी सिलेंडर पर सब्सिडी 5 लाख रु तक की आय वालों को देगी। जिनकी आय पांच लाख रु से अधिक होगी उन्हें बाजार भाव से गैस लेना होगा। पांच लाख रु तक आय वालों को 10 प्रतिशत आयकर देना होता है और छह लाख से अधिक को 20 प्रतिशत। सरकार 20 प्रतिशत आयकर देने वालों को सब्सिडी नहीं देगी। पहल योजना से गरीबी रेखा के नीचे रहने वाली आबादी की वास्तविक पहचान हो पाएगी और अमीर लोग खुद ही छंट जाएंगे। अभी केंद्र सरकार को पेट्रोलियम पर 51 हजार करोड़ रु की सब्सिडी देनी होती है जिसमें से 23 हजार करोड़ केवल एलपीजी पर है। वर्ष 2014-15 के लिए विविध मदों पर सब्सिडी खर्च के लिए आवंटन 2.51 लाख करोड़ रु किया गया था जो साल पूरा होने से पहले ही बढ़ गया है।

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The *Department of Consumer Affairs, Government of India* in partnership with the *Centre for Consumer Studies, Indian Institute of Public Administration, New Delhi* has set up a National Nodal Agency known as the **State Consumer Helpline Knowledge Resource Management Portal (SCHKRMP)**.

The Knowledge Resource Management Portal will coordinate and monitor the activities of State Consume Helpline's, (SCH) provide solutions and advisory services to these help-lines, maintain knowledge and database, build capacity of the SCH's personnel and provide for integration and convergence.

WE'RE ON THE WEB !

<http://consumereducation.in/>

<http://consumeradvice.in/>

STATE CONSUMER HELPLINES

| | | | |
|---|--|---|---|
| ANDHRA PRADESH 1800-425-0082 1800-425-2977 | HARYANA 1800 -180- 2087 | NAGALAND 1800-345-3701 | RAJASTHAN 1800 -180- 6030 |
| ARUNACHAL PRADESH 1800-345-3601 | HIMACHAL PRADESH 1800 -180- 8026 | ODISHA 1800-345-6724 1800-345-6760 | SIKKIM 1800-345-3209 1800-345-3236 |
| ASSAM 1800-345-3611 | KARNATAKA 1800-425-9339 | TAMIL NADU 0674-2351990 / 2350209 | TAMIL NADU 044-28592828 |
| BIHAR 1800 -345- 6188 | KERALA 1800-425-1550 | PUDUCHERRY 1800-425-1082 1800-425-1083 | UTTAR PRADESH 1800-1800-300 |
| CHHATTISGARH 1800 -233 -3663 | MADHYA PRADESH 0755-2559778 / 155343 | 1800-425-1084 1800-425-1085 | WEST BANGAL 1800-345-2808 |
| GUJARAT 1800-233-0222 079-27489945 / 46 | MAHARASHTRA 1800-2222-62 | | |
| | MIZORAM 1800 -231 -1792 | | |