



STATE CONSUMER HELPLINE KNOWLEDGE RESOURCE MANAGEMENT PORTAL

Centre for Consumer Studies, Indian Institute of Public Administration, New Delhi



Sponsored by Department of Consumer Affairs, Govt. of India

CONSUMER BULLETIN

5th Training programme for the coordinators and advisors of State Consumer helpline was organized at IIPA during Feb 26-28, 2013. The consumer advisors and coordinators numbering twenty four (24) from ten States namely Andaman & Nicobar, Andhra Pradesh, Chhattisgarh, Daman, Goa, Jharkhand, Karnataka, Manipur, Punjab and Uttar Pradesh attended the training programme.



Workshop on "Consumer Protection and Consumer Welfare" at DDU State Institute of Rural Development, Lucknow (Feb 21-23, 2013). Prof. Suresh Misra, Mr. S.K. Virmani, Mr. Amit Singh, Mr. V.N. Misra from IIPA spoke on Consumer Protection, Empowerment, Education and Awareness, Redressal of consumer problems and role of State Consumer Helplines.



IRCTC penalized for charging more than MRP

In a Case No. CC/621/12 of Mr. Sachin Dhiman Vs. IRCTC, Consumer Disputes Redressal Forum-VI (Dist. New Delhi) ordered punitive compensation of Rs.5.00 Lakhs to be deposited by IRCTC with Delhi State Legal Services Authority and compensation of Rs.10, 000/- to complainant inclusive of litigation charges and harassment to him.

IRCTC, a catering service of Indian Railways sold from its retail outlet a bottle of 'Maaza' drink at Rs.15/- while its MRP was Rs.12/- on date of sale. The forum further stated that the IRCTC being a Govt. Corporation is not expected to be deficient in such matters and can not come down to level of private dealers.



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Editor-in-Chief
Prof. Suresh Misra
(Project Director)

Editor
Shri S. K. Virmani
(Project Manager)

STATE CONSUMER
HELPLINES

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

MADHYA PRADESH
155343, 0755-2559778

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

TAMIL NADU
044-28592828

BIHAR
1800 -345- 6188

RAJASTHAN
1800 -180- 6030

MAHARASHTRA
1800 -22- 22 62

PROJECT MANAGER

Room No-7 Indian Institute of Public Administration , I.P. Estate , Ring Road , New Delhi- 110002

Phone - (011) 23705055 , 23705054 , FAX - (011) 23705054

Email - schkrmp.iipa@gmail.com , Website - www.consumereducation.in, www.consumeradvice.in

State Commission penalised school to pay Rs. 75,000/- to the students for not issuing admit card and asked Directorate of Education for cancellation of recognition/affiliation.

Akash Agarwal and 12 other students of Bal Mandir Sr. Secondary School, Vikas Marg Delhi approached Principal for issue of Admit Cards/ Roll numbers and were told that the CBSE refused to issue the admit card/roll number. On hearing the same, Akash Agarwal became unconscious and also his mother also got confined to bed. The student was compelled to initiate legal proceedings in the Karkardooma Court and a suit was filed in the court. The counsel for CBSE made a statement before the Court that no admit card/roll No. Was withheld and they have been sent to the School 20 days before. On the order of the Court, the Vice Principal of the School delivered admit card/roll number.



On account of the sheer negligence of the school in not issuing the admit card/roll number has caused mental agony, sheer suffering and harassment to the student and on account of this effect, the student secured lesser marks than expected. There was sheer and gross deficiency in service on the part of the school and the complainant claimed Rs. 19.50 lakhs as compensation.

It was observed that the complainant was suffering from Dengue and his attendance during the academic year was 68.6% as against CBSE byelaws of a requirement of minimum 75%. Shortage upto 15% of the attendance can be condoned by CBSE under clause 14(ii) of the examination byelaws only in exceptional circumstances. The complainant has filed the various documents with regard to fulfilment of all the requirement of all the byelaws of the CBSE but it was incumbent on the part of the school to take steps for the issue of admit card/roll numbers to all the students.

The student sought information under RTI and it emerged that CBSE has asked the school with regard to the condonation of shortage of attendance and asked why no recommendations have been made for the condonation of shortage of attendance. The Commission observed that there was sheer negligence and deficiency on the part of the school in withholding the admit card/roll number. Not sending the medical certificates to the CBSE at the right time. It is not expected from a school to adopt such malpractices.

State Commission, Delhi in First Appeal 730/2011 (arising out of the order dtd. 11/11/2011 of District Forum in complaint case no 519/2010) set aside the decision of District Forum and ordered School to pay Rs. 75,000/- as compensation for mental agony, harassment and sheer suffering, inclusive of all the litigation charges. State Commission further asked Directorate of Education, Govt. of NCT of Delhi to initiate proceedings for cancellation of recognition/ affiliation of the school.

As per TRAI regulations on Unsolicited Commercial Communication, the telemarketers are required to be registered with TRAI and the telemarketing call can only be originated from a number series **140xx xxx xx** and the telemarketing messages should have identifier code as **XY-RZZZZ** where X is the code of telecom access provider, Y is the code of service area of the access provider, R having numeric digit from 0-7 indicating preferential category of commercial communication and ZZZZ is the code allotted to the telemarketer. The telemarketers are not allowed to make any commercial communication to any of the telecom subscriber registered with DND. Complaints pertaining to violation of telemarketing regulations can be made at **1909** (toll free number)

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1800 -22- 22 62

FSSAI

1800 -11- 2100



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