



# STATE CONSUMER HELPLINE KNOWLEDGE RESOURCE MANAGEMENT PORTAL



SPONSORED BY DEPARTMENT OF CONSUMER AFFAIRS, GOVT. OF INDIA

## CONSUMER BULLETIN

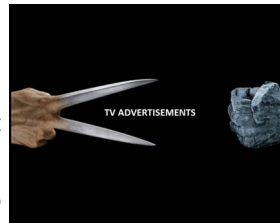
VOLUME 1, NO. 2, MAY 2012

### Now the duration of TV advertisement regulated .....

“TRAI has issued Regulations on Standards of Quality of services (Duration of Advertisements in Television Channels Regulation 2012)

Salient Features:

- 1) The duration of advertisements in the TV channels to be limited to 12 minutes per clock hour. Any shortfall of advertisement duration in any clock hour not to be carried over.
- 2) The advertisements during live broadcast of a sporting event to be only during the breaks in the sporting action.
- 3) The minimum time gap between any two consecutive advertisement breaks not to be less than 15 minutes; in case of movies, this gap should be minimum 30 minutes. However, this condition not to apply in case of live broadcast of a sporting event.
- 4) The advertisements to be only full screen. Part-screen and drop-down advertisements not to be permitted.
- 5) The audio level of the advertisements carried in TV channels not to be higher than the audio level of the programs being broadcast in the channel.



### No pre-payment penalty on home loans .....

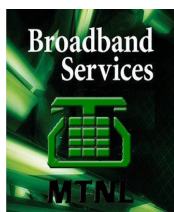
RBI directed bank to immediately stop charging penalty on pre-payment of home loans taken on floating interest rates.

### Cable TV through Set Top Box in 4 metros from 1st July 2012.....

The cable Television Network (Regulation) Amendment Bill ,2011 mandates that all cable TV operators will have to transmit TV signals in an encrypted format through a digital addressable system through the installation of a set top box in every cable TV home. The Bill mandates digitization of cable television mandatory in India starting with 4 metros (Delhi ,Mumbai ,Chennai and Kolkata) on or before 30th June 2012 and pan-India by 2014. Viewers would be able to choose and pay for only those channel that as per their desire rather than having to pick packages with fixed prices.



**MTNL** could not provide a broadband connection to Mr. Manoj Tiwari for almost two weeks, the payment for which was deposited on 5th May 2012. the connection was provided to the customer on 24th May 2012 after our taking up of his case at a senior level.



**The customer write backs** “ We are very thankful to you for helping us for solution of our complaint about installation of MTNL Broadband Connection.”  
Problem has been resolved on 24<sup>th</sup> may 12.

### 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

**FSSAI**  
1800 -11- 2100

**MAHARASHTRA**  
1800 -22- 22 62

**UIDAI**  
1800-180-1947

### OTHER HELPLINE NUMBERS

**POLICE CONTROL ROOM : 100**  
**RAILWAY ENQUIRY :139**  
**FIRE SERVICES :101**  
**WOMEN :1091**  
**CHILDREN : 1098**

**LIFE INSURANCE COOPERATION**  
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

### PROJECT MANAGER

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

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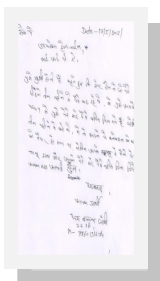
Mr. Siva Sankaran from Madipakkam Chennai has brought a IFB washing machine, within a month it was continuously getting a repeated problem. The consumer contacted IFB customer care, the service person attended the complaint for name sake, but the fault remains the same. After servicing within two or three days again the machine got the same problem. He has sent a mail to the company with a copy to Tamil Nadu State Consumer Helpline giving details of warranty card and attaching scanned copy of invoice. The company replaced the washing IFB washing machine within couple of days.

A UCO bank Customer Mr. Rakesh Joshi having SB account deposited Rs. 1,00,000.00 on 16-4-2012 He was surprised when he visited bank to withdraw the amount. He found that the bank credited only Rs. 10,000/- instead of Rs. 1,00,000/- He met Assistant manager of the bank. The Asst. Manager checked his voucher and found correct. More surprisingly, customer asked as to when his balance amount will be credited, she replied very rudely and told that we are not responsible for the same and we will look the matter later on when we have time. Then he came to us and we took up his case with their head office at Kolkata. On our intervention with the zonal officer, the problem got resolved by 4.00 PM and send us a scanned copy of account statement duly rectifying their mistake on the same day.

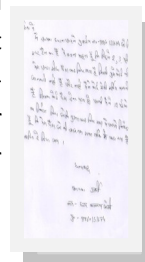


The complainant namely Mr. Samarendra Samal of Cuttack, Odisha has purchased a pukhraj IOCT ORIGINAL stone as certified by the dealer to be original by paying a sum of Rs. 10,000/- on 7<sup>th</sup> Nov 2010. In due course of time, the colour of the gem started diminishing and fading, as such he got suspicious, contacted the dealer namely M/s AAA teleshopping Pvt. Ltd. Bhubaneswar and head office at New Delhi, along with the receipt . the dealer expressed his unwillingness to look into the matter, as he is not competent enough to solve the complaint, rather he advised him to contact the head office. Subsequently he contacted the head office AAA Teleshopping Pvt. Ltd, New Delhi, apprised him the nature of the complaint but refused to act on the complaint on the ground and said that the said pukhraj is original, cannot be exchanged. Based on advise of our Consumer Advice Centre, Bhubaneswar, he got tested the item from Gem Testing Laboratory, Govt. of Odisha and found it duplicate. The company refunded his entire money within 48 hrs of taking further steps in the matter.

**Customer write back:** We are very surprise and never expected that we will receive the amount. The members of the family thanked CAC, Bhubaneswar for the guidance and help



Dhara B. Joshi not so educated complained to us that his money is being deducted by Airtel from his prepaid mobile balance. It surprised to us that without his knowledge and consent, a caller tune was activated and money was being deducted from his prepaid balance for the past two/three months. As per TRAI regulations, no VAS can be activated without explicit consent of the customer. The company on our approach refunded his total amount which was being deducted for past three months.



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