

**Case Study on
Consumer India**



Consumers' Association

"An NGO in Special Consultative Status
with the Economic and Social Council of the
United Nations"

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About Consumer India

They are a registered organization (NGO) with its registered office in several parts of India and are unique and different with its unselfish service. It is recognized locally, nationally and now internationally for its exceptional performance and social activities.

Realizing the pivotal role that an NGO can play in eradicating social evils and injustice, a group of friends came together and formed an association named 'Consumers Association' on 25th May 1991, registered under Societies Registration Act of India.

As an NGO functioning in the consumers' interest, they interact with statutory and recommendatory committees & forums constituted by the government and raise the problems of aggrieved consumers and uphold the rights of the civil society. They raise youth awareness and their active participation in issues of controlling corruption and improving transparency at the local government level through public awareness campaign and a series of meetings with youth in schools and Colleges. They also engage in promoting transparent, incorrupt and effective management of public finances by local governments in municipalities.

Government decision making capacity should be improved through involvement of all relevant stakeholders in national and local public policy formulation and the implementation of policies should become more efficient. As a part of educating the civil society, the Consumers' Association conducts seminars, debate, discussion and symposiums on various subjects and started celebrating World Consumers' day every year. To raise awareness in the civil society, various competitions they're conducted and prizes distributed to the winners.

Such seminars, symposiums, group discussions and celebrations have saved the civil society from the exploitation and unfair trades and services to some extent. The expenses for such programmers are met from the membership fees of new members who join each year.

Given below is a list of the most important statutory as They as recommendatory committees nominated by the state and central governments that they have been nominated to.

Vision:

To protect the Interest & the welfare of the Consumers all over India.

Mission

Try their level best to organize the Unorganized

Mode of Activities:-

- Make aware the consumers by conducting Seminars , Debate and discussions on important Consumer issues
- Help the government to take suitable policy level decisions to protect the interest of the consumers.
- Make their own / Joint / supporting endeavors & projects for protect the interest and welfare of the consumers.

Activities

- Conducting seminars and discussions on important consumer issues throughout the state
- Conducting consumer empowerment seminars
- Against unfair service of doctors, hospitals & medical treatments: Doctors often treat patients carelessly,
- Against unfair service of Indian Railways: Majority of the trains run late. Day time sleeper class passengers are not given seats. Total tickets are also not assured.
- Against inefficient service of Legal Metrology: Auto meter calibration is one of the most important functions of the department for which they are unable to meet the demand, resulting in the mistreatment of consumers throughout the state.
- Against unfair trade of domestic appliances: MRP exploitation, useless warranties, after-sale services are very poor. Guarantees are required, not warranties.
- Against unfair trade in the sale of food & beverages: Pesticide contamination above the permitted level in all soft drinks. Coca Cola, Pepsi and other multinational soft drink companies are to be prohibited. The govt. should fix the permitted level of pesticide contamination.

- Against unfair service of water supply: Polluted water, meters requiring frequent repairs, charging excessive bills without regular reading are all prevalent problems.
- Against unfair service of insurance on delay in claims settlement and trivial reasons like spelling mistakes, signature variations, nominee not being mentioned etc. and
- Against unfair service of credit card providers

Some Other Activities Involved in

Celebration of World Consumers Day with 'Sathyagraha' on 15-03-2007. They celebrated the World Consumers Day on 15th March 2007 with a "Sathyagraha" in front of the Fifth lamp corner, Fort Maidan to invite the attention of the Government to the following facts:

- **To protect the CDRF and CDRC which are in its sinking stages.**
- **To reorganize the DCPC and SCPC for their faultless functioning.**
- **To include the vehicle owners who pay road tax in the jurisdiction of Consumer Protection.**
- **Take stern action to ensure flawless performance of the Telecom Department.**
- **To restrict deceitful business tactics in the Insurance and Banking fields**
- **To ensure strict action against food adulteration**
- **To suspend license of Petrol Bunks which do not supply correct volume of Petrol, by making adjustment in the measuring mechanisms.**
- **To suspend License of LPG distributors who levy extra charges for delivery of gas cylinders.**
- **To eliminate middle man policy in the agricultural field.**

International Conferences Conducted:

1) International Conference on Financial and Development & Doha Global Civil Society Forum which will be held in Doha- Qatar from 28-11-2008 to 02-12-2008.

2) Consumers International Regional Members Meeting for Asia Pacific and their Middle East at Kuala Lumpur , Malaysia on 5th to 7th March , 2012.

3) The Thirteenth Session of the United Nations Conference on Trade and Development (UNCTAD-13) and Civil Society Forum Conference from 17th to 25th April , 2012 at Doha – Qatar .

4) International Conference of the Committee on Consumer Policies one of the important bodies of ISO having 104 Member countries (COPOLCO) on 26th May to 30th May 2012 at New Delhi.

Landmark Cases involved in:-

- Abnormal Service Charges levied by STD Booths ... "Service charge is not the Right"
- During 1999 the Organizations of STD Booth owners approached the High Court of Kerala to levy service charge at the rate of Rs.2/- per call. But They rose to the occasion and fought the case in High Their Single Bench, Division Bench, Full Bench and the Supreme Their from 1999 to 2002 and obtained the verdict in which the theirs had undoubtedly stated that the service charge is not the right of the STD Booth Owners. The beneficiaries of this verdict are millions of common people who daily make use of the STD Booths.
- Service Charge for SB Account Holders levied by Catholic Syrian Bank.
- Service charges at the rate of Rs.25/- They're collected from Smt. Hema Venugopal and Sri. V A Menon by the Catholic Syrian Bank at their Chandranagar Branch. The authorities kept mum while questioned by the account holders so they lodged a complaint with us... They took up the matter and contacted the corporate office of the bank. In the discussions and arguments that follow They did Consumers' Association could convince that the Bank was unlawfully taxing its customers and the Bank issued orders to stop the service tax and also to refund the service charges levied in the past to the complaints. Due to Their intervention thousands of SB account holders benefited throughout the country.

- Action taken against distribution of Synthetic Milk which caused fatal diseases.
- One day fasting at the Civil Station on 03-03-03 to open the eyes of the Government.

Achievements

They are the first in India bag the United Nations " Special Consultative Status " This recognition from the United Nations gave us an opportunity to broaden Their services to the international level and They are now eligible to participate in all the discussions and seminars organized by the United Nations at New York, Geneva, Vienna and other countries for the protection of Civil society all over the world. By participating in such discussions and seminars they shall be able to raise their views for the unorganized consumers in a world forum.

Recognition

Considering Their relentless service towards the society, they have been nominated in the Statutory as They as the recommendatory committees constituted by the Government of India & Government of Kerala.

- Member : Central Consumer Protection Council,(CCPC) Dept. of Consumer Affairs, Krishi Bhavan, Govt of India, New Delhi.
- Member: Consumer Advocacy Group, Telecom Regulatory Authority of India, (TRAI) New Delhi.
- They are an NGO registered under the Bureau of Indian Standards, (BIS) Govt. of India, New Delhi.
- Member: State Food Advisory Council, Govt of Kerala, Dept of Consumer Affairs.
- Member : State Consumer Fund Committee, Govt of Kerala,

- Member: State Consumer Protection Council, Govt of Kerala, -2002. (At present no Council in Kerala)
- Other registrations: Registered under FCRA, Ministry of Home Affairs, Govt. of India, New Delhi, PAN and Section 12AA under Income Tax, Act Govt. of India, New Delhi.
- Awards: 5 state Awards, and 2 National Awards.

Representation

As an NGO having the UN Special Status, They are in their level giving maximum awareness on the role of the UN for keeping peace and harmony at World level and its activities...

Keeping in Their mind to spread the awareness of UN activities among Students and youth community, they wish to open a UN Reading Room in Kerala. They would like to know how you can help and

Accreditations:

- 1) An only NGO in Consumer Protection field with the prestigious United Nations Special Consultative Status accreditation.
2. Their organization, as a national one, has been placed in the past on a Register of national NGOs in accordance with Section III of Board decision 43 (VII) UNCTAD Geneva since 2007.
- 3) Affiliate Membership with the Consumers International, UK.
- 4) Consumer Advocacy Group Member: Telecom Regulatory Authority of India, New Delhi (CAG - Member TRAI)
- 5) Member Central Consumer Protection Council (CCPC), Govt. of India, New Delhi.

6) Registered with the BIS Govt. of India, New Delhi.

7) Registered with the FCRA Govt. of India, (Ministry of Home Affairs) New Delhi.

8) Registered Income Tax Act Section 12 AA, Govt. of India, New Delhi.

Awards Received :

Five (5) State awards from Govt. of Kerala, Two (2) National awards from Govt. of India. (Since 2005 they have not applied for the State Awards & since 2003 the Government of India Ministry of Consumers Affairs, New Delhi has stopped the National Award)

Photo Gallery



Receiving Prestigious Awards



Conducting Seminar



Consumer India Conducting Workshop

CONSUMER VOICE
Consumer Interest Story All

Consumers' Association
An NGO in Special Consultative Status
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United Nations

Google™

**National Training Workshop on
Internet Safety**
17 - 03 - 2016
IMA House, A/C Conference Hall
Near International Stadium, Palarivattam, Cochin / Kerala

Consumer India Conducting Workshop in association Google and Consumer Voice



Consumer India Conducting Seminar



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