

Consumers must be told where they can file complaints



PUSHPA GIRIMAJI

If you travel on the Delhi-Gurgaon Expressway, closer to the end of the expressway in Delhi, you will find deep striations on the road. I do not know if it is part of some surface repair or road relaying work, but it's certainly damaging vehicle tyres.

But what's most worrisome is the fact that a lot of people travel on motorbikes on this stretch and one of them told me that these deep, vertical streaks or ribs running along the road may be life-threatening for two-wheeler riders, because it's very difficult to balance the vehicle on such stretches.

"Complain," I said. "To whom?" he shot back.

That really got me thinking and I realized that consumers (and citizens) in India today feel helpless because they are denied this basic information on where (or whom) to complain. Why can't roads and expressways have neon signs giving the phone number and e-mail addresses of those to whom one can complain about bad roads and unsafe expressways?

In this particular case, the road users also need to know, through a roadside notice, why the road has been mutilated. A warning against two-wheelers using the road is also very much in order.

Today, most petrol dispensing units provide the contact details of the person in the oil company to whom one can complain. Similarly, banks have to display the telephone numbers of the nodal officers as well as the ombudsman. The ATMs too

have to mention the helpline numbers. After all, this is the most basic information that every consumer ought to be given, but routinely denied. In fact, if I analyse the queries that I get from readers, about 80% of them would be seeking information on where to complain.

Last month, for example, I got a mail from a visiting NRI, Mr Kapil Patel, saying that he had bought four times from the only shop near his house, 30 cans of aerated soft drink. And every time he was charged at the rate of ₹25 for a can carrying an MRP of ₹20. To whom should one complain? He wanted to know.

I ran a Google search for the website of the department of legal metrology in Gujarat and sent him the link, with the suggestion that he should first get a receipt for the purchase and then complain.

If, it was mandatory for all shopkeepers to display the contact details of legal metrology officers, I am sure many customers of that shop would have complained. So, by simply mandating that every service provider and retailer, display, at strategic places, the contact details of enforcement agencies to whom consumers can complain, the government can truly empower consumers/citizens.

Grocery shops, educational institutions, hospitals and even cinema halls should display the contact details of government departments that enforce various laws and rules governing them. Such information would not only create consumer awareness, but also force the trade and industry comply with relevant laws.

I really hope that the union ministry of consumer affairs, as the nodal ministry for all matters pertaining to consumer protection, will take the lead and begin the process.

GROCERY SHOPS, EDUCATIONAL INSTITUTIONS, HOSPITALS AND CINEMA HALLS SHOULD DISPLAY CONTACT DETAILS OF GOVERNMENT DEPARTMENTS THAT ENFORCE VARIOUS LAWS AND RULES GOVERNING THEM. THIS WOULD CREATE CONSUMER AWARENESS AND FORCE COMPLIANCE OF LAWS.

NARAINA INCIDENT BJP shielding Tanwar in abuse case: AAP

NEW DELHI: The AAP on Saturday demanded the resignation of BJP leader Karan Singh Tanwar from the post of vice-chairman of the NDMC and his immediate arrest following reports that he allegedly abused a woman.

According to an official statement by the Aam Aadmi Party (AAP), Tanwar "outraged the modesty of a woman in full public view" by assaulting and abusing her November 19 outside Naraina police station in west Delhi.

The party accused the Delhi Police of shielding Tanwar at the behest of the Bharatiya Janata Party (BJP).

"It is shocking that the Delhi Police is evading registration of an FIR against Tanwar under political pressure and is trying to hush up the case...The incident took place on November 19 and even though three days have passed, the police is trying to protect the BJP leader by not booking him," said the statement.

The AAP further said the victim has already submitted a complaint to the Naraina police station SHO, mentioning in detail about Tanwar and his associates, who first threatened her and then abused and slapped her in public view.

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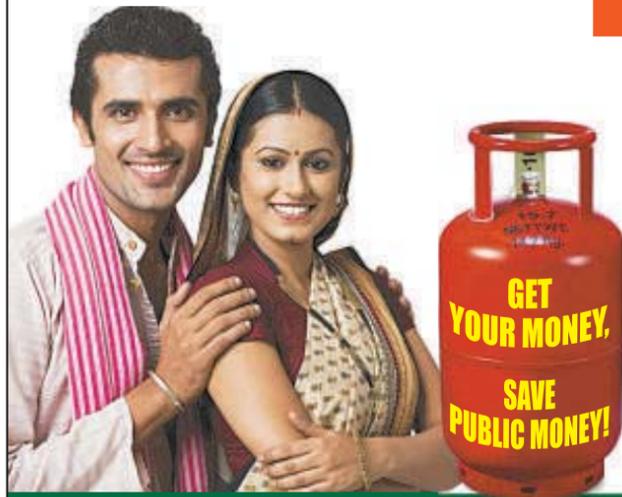
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NATIONAL CADET CORPS

23 November 2014 66th Anniversary

PRESIDENT'S MESSAGE

I am happy to learn that the National Cadet Corps (NCC) is celebrating its 66th Anniversary on November 23, 2014.

The NCC has since its inception contributed immensely to the development of our youth hailing from different parts of our country, including remote and tribal areas. It has helped mould and train them to become responsible, disciplined and motivated citizens. NCC is a shining example of National Integration and Secularism. I am confident the NCC will continue to carry out its task with zeal and commitment.

On this occasion, I extend my greetings and best wishes to the entire NCC fraternity and wish them success in all their endeavours.

Place : New Delhi

(Pranab Mukherjee)

NCC National Games Delhi
The largest sporting event by NCC Cadets

Sports

DG'S MESSAGE

- It gives me immense pleasure to extend my best wishes to all members of the National Cadet Corps, the largest youth organization in the world on its 66th Anniversary.
- This day reminds us of our pledge to live by our motto "Unity and Discipline". This corps, since its inception has carved a niche for itself in all the activities oriented towards the objectives of developing character, discipline and leadership qualities amongst the youth, shaping their destiny to foster a spirit of unity in diversity.
- The year gone by has seen us consolidating our training curriculum by laying special emphasis on personality development, leadership qualities, social service activities and creating awareness to join the Armed Forces. The NCC National Games 2014 were a big success. NCC is also planning to launch a Girls Expedition to Mt Everest in 2016 after the successful summiting by boys in 2013.
- I take this opportunity to re-affirm that NCC will continue to be a pillar of undeterred support to the nation and contribute significantly in carrying out transformational changes in this elite youth organisation. I call upon all personnel to rededicate themselves to our great Nation and work towards our sacred duty of growth and integrity of the Nation.

Jai Hind!

Place : New Delhi

OUR ACHIEVEMENTS

- National Level Shooting Championship:** Mavalankar Shooting Competition Gold -03, Silver -04, Bronze -03
- Mountaineering Expeditions:** Mt Bhagirathi-II (Boys) - May 2014 Mt Rudugaira (Girls) - Sep 2014
- Para Basic Course:** 80 Cadets (40 Boys & 40 Girls)
- Desert Safaris:** 04 Officers, 20 Indian Cadets and 22 Foreign Cadets.
- Tree Plantation Drives**
- Blood Donation Camps.**
- Treks:** 29 per year.

- Swachh Bharat Abhiyaan.**
- Youth Exchange Programme:** With 10 countries.
- National Integration Camps:** 37 camps conducted every year.
- Special National Integration Camps:** Kakinada, Jaisalmer, Kohima, Srinagar, Lakshadweep & Port Blair.
- Career Counselling:** Conducted at Centrally Organised Camps.
- NCC National Games 2014:** Held at New Delhi. Approximately 2000 Cadets from 17 State Directorates participated in eight disciplines.

Tree Plantation

DEFENCE SERVICES

Vacancies reserved for commission in the Defence Forces for NCC 'C' Certificate Holders.

(a) Army - IMA Dehradun. • 25 vacancies per course through UPSC and SSB Interview. OTA Chennai. • 50 vacancies per course for Short Service Commission (Non-Tech). No. UPSC exam, only SSB interview. 20% vacancies reserved for Girl Cadets

(b) Navy - Six vacancies per course. No UPSC exam, only SSB interview. Two years age relaxation for NCC 'C' certificate holders.

(c) IAF - 10% in all courses including flying training courses. No AFCAT/ UPSC exam, only SSB interview.

For Other Ranks : 5 to 10% bonus marks awarded for recruitment. Sailors/Airmen : 2 to 6 marks as additional credit points

OTHERS

(a) Para Military Forces- 2 to 10 bonus marks awarded for recruitment

(b) Department of Telecommunications- Bonus marks awarded for recruitment.

(c) NCC- Girls Cadet Instructors/Whole Time Lady Officers.

(d) State Governments- Preference for State Services in certain states.

(e) Private Sector- Many industries give preference to NCC 'C' certificate holders.

(f) Sports- Cash awards to teams and individuals for excellence.

www.nccindia.nic.in