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(आलोक संजर)

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सन्देश

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सन्देश

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आशा है कि इसमें उपभोक्ताओं को उनके अधिकारों के प्रति जागरुक करने एवं संगठन द्वारा उपभोक्ताओं के हित में किए गए कार्यों का भी समावेश होगा तथा इसमें प्रकाशित सामग्री पाठकों के लिए उपयोगी एवं ज्ञानवर्द्धक सिद्ध होगी।

मेरी ओर से सफल प्रकाशन हेतु हार्दिक बधाई एवं शुभकामनायें।

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अंत में स्मारिका के सफल प्रकाशन के लिए हार्दिक शुभकामनाऐं प्रेषित करता हूँ।

सहृदय आपका ही

(डॉ. सुरजीत सिंह चौहान)

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15 मार्च विश्व उपभोक्ता अधिका दिवस पर कंज्यूमर राइट्स ऑर्गेनाइजेशन द्वारा पत्रिका का प्रकाशन किया जा रहा है, जो निश्चित रुप से उपभोक्ताओं को उनके अधिकारों और कर्तव्यों के प्रति जागरुक तो करेगी ही साथ ही समाज के सर्वांगीण विकास में उनका योगदान श्रेष्ठ कैसे हो सकता है, इसका भी अनुमापन करेगी।

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शुभकामनाओं सहित.....

(डॉ. सुनील काला)
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उपभोक्ता अपने अधिकारों को जानें

भारत वर्ष एक प्रभुता सम्पन्न देश है यहां उपभोक्ताओं के विवादों के समाधान तथा उपचार के सरल एवं त्वरित उपायों के लिए उपभोक्ता अधिनियम 1986 लागू किया गया। इस अधिनियम का उद्देशय उपभोक्ताओं के हितों का संरक्षण प्रदान करना है, दूसरा महत्तवपूर्ण उद्देशय उपभोक्ताओं के विवादों तथा उनसे सम्बन्धित मामलों के लिए उपभोक्ता परिषद तथा अन्य प्राधिकारियों की स्थापना करना है।

भारत का प्रत्येक व्यक्ति उपभोक्ता है उसे पहले प्रभुता सम्पन्न व्यक्ति माना जाता था परन्तु कालान्तर में निर्माताओं, उत्पादकों तथा विक्रेताओं में स्वार्थ की प्रवृति बढ़ने लगी तब वे उपभोक्ताओं के हितों की उपेक्षा करने लगे, माल की गुणवत्ता पर उन्होने ध्यान देना छोड़ दिया। बाजार में ''क्रेता सावधान'' का नियम लागू कर दिया गया जिसक द्वारा माल की खरीदारी करते समय क्रेता को सावधानी बरतनी पड़ती है, परन्तु कई बार क्रेता (खरीदार) असहाय हो जाता है ऐसे में असहाय उपभोक्ताओं के हितों को संरक्षण प्रदान करने के लिए उपभोक्ता संरक्षण अधिनियम पारित किया गया ताकि उपभोक्ताओं को उनके अधिकार दिलवाए जांए। इसी कड़ी में उपभोक्ता के अधिकारों के लिए कई संगठन सक्रिय हो गए और वे मुस्तेदी से उपभोक्ताओं के लिए कार्य कर रहे हैं ताकि सभी पिड़ित, असहाय, ठगे गए उपभोक्ताओं को न्याय दिला सके।

उपभोक्ताओं को उनके अधिकारों के लिए जागरूक करने के लिए शासन द्वारा व उपभोक्ता अधिकार के लिए गठित संगठनों द्वारा समय-समय पर अनेक जागरूकता कार्यक्रमों का आयोजन किया जाता रहा है। उपभोक्ताओं को अपने अधिकारों की जानकारी होना अत्यन्त आवश्यक है।

उपभोक्ता को हमेशा कोई भी समान लेने पर बिल की मांग जरूर की जानी चाहिये ताकि जो भी सामान/वस्तु ली है उसकी गुणवत्ता पर शंका हो तो संबंधित कंपनी के पास जा सकते है शिकायत कर सकते है। यदि उपभोक्ता कोई खाद्य पदार्थ अपमिश्रित पाता है तो वह चुप ना रहे अपने शहर, जिले के खाद्य अपमिश्रण रोकथाम कार्यालय में शिकायत दर्ज करवाए। उपभोक्ता को हमेशा ऐ्प मार्क वाली पदार्थों का उपयोग करने का प्रयास करें। सामान में कोई खराबी हो तो उसे तुरन्त बदलवांए ना बदलने पर उसके खिलाफ उपभोक्ता अधिकार संगठनों में शिकायत दर्ज करवा कर उन्हें नोटिस भिजवाया जा सकता है एवं उपभोक्ता फोरम में केस दायर किया जा सकता है।

आज के दौर में उपभोक्ताओं के सदैव अपने हितों के प्रति जागरूक रहना होगा ताकि कोई उनके अधिकारों के साथ खिलवाड़ ना कर सके।

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SCENARIOS

WILD WEST CONSUMER PROTECTION MODEL RULES

The owner of a marijuana establishment thinks his products are grown in a safe manner and doesn't want to pay for testing.

The owner doesn't test his products. Due to a poor understanding of what pesticides and chemicals are harmful when used in marijuana production, several batches of marijuana are tainted, and many people become sick. When the state asks the owner to recall the products, he is not prepared to do so and does a poor job of recalling the tainted products.

Because he has to comply with state regulations, the owner sends random batches of marijuana to be tested at a state-certified, independent laboratory. The state devoted resources to studying the issue of pesticides on marijuana, so the labs know which are unsafe. When the tests for contaminants come back positive, the owner relies on a recall plan he was required to file with the state to easily withdraw the tainted marijuana from the market.

सड़क की व्यथा

मैं हूँ सड़क,
पड़ी हूँ बेधड़क,
हूँ तो मै बड़ी कड़क,
फिर भी लोग आये दिन करते रहते है मुझसे झड़प।

कोई आया मुझे खोद गया,
कोई आया मुझे रौंद गया,
कोई आया मुझे तोड़ गया,
मै विस्मित हुई, जब कोई आया और मुझ पर कचरा भी डाल गया।

मै देख रही हूँ यह क्या हो रहा है,
कोई मुझ पर गुमटी बना रहा है,
कोई मुझ पर रेत व ईटों का ढेर लगा रहा है,
बस यह देखकर मुझे अपने आप पर गुस्सा आ रहा है।

यह भी मैंने बरदास्त किया,
पर हद तो तब हुई, जब राहगीरों ने मुझ पर थूक दिया (गुटका वगैरह)
मै अपनी किस्मत पर रोती रही,
और लोगों की वजह से शर्मसार होती रही।

मैं आप सबसे विनती करती हूँ,
मेरा स्वरुप न बिगाड़ो, सिर्फ सदुपयोग करो
मुझे ना तो नष्ट करो,
और ना ही मुझे भ्रष्ट करो।

विभिन्न विभागों से मेरा नम्र निवेदन है,
कि अव्वल तो मुझे तोड़े नहीं, खोदे नहीं,
और अगर जनहित में जरुरी है, तो अवश्य यह काम करें,
परन्तु काम के बाद कृपया पूरी ईमानदारी से मेरी सही मरम्मत करें।

आप वाहनों को यातायात के नियमों के अनुरुप चलायें,
आप गलत दिशा से ना तो आये और ना ही जायें,
आप टैक्स देते है, अतः मेरी सम्पूर्ण रक्षा करें,
और जो उल्लंघन करता है, उसे पुलिस के हवाले करें।

इतना ही नहीं हमें अपने आपको सुधारना होगा,
यातायात के नियमों को पूरी ईमानदारी से पालन करना होगा,
दूसरों को दोष देने के प्रवृत्ति को समाप्त करना होगा,
और सड़कों के प्रति पूरा सम्मान दिखाना होगा।

तब ही सड़क सुरक्षा सप्ताह मनाने का उद्देश्य पूरा होगा।

– लेफ्टिनेंट कर्नल आर.एम. जैन
(सेवा-निवृत्त)

रेल यातायात
सुविधा या दुविधा

आज वैसे तो पूरे भारत वर्ष को एक दूसरे से जोड़ने का काम रेल यातायात बड़े ही शानदार तरीके से कर रहा है परन्तु आज भी हम 1853 में जी रहे हैं। ऐसा रेल यातायात की सुविधा या ट्रेनों की व्यवस्था को देखकर लगता है जहाँ भारत के आलावा कई देशों में रेल यातायात को आधुनिक रूप दिया गया है। वही हमारे भारतवर्ष में अभी भी पुराने समय अनुसार ही व्यवस्था बनी हुई है हम अगर रेलवे टिकिट वितरण प्रणाली या सुरक्षा या रेल के डब्बे आदि को देखते हैं तो ये लगता है की हम अभी 20 वी सदी में ही जी रहे हैं। रेलवे में 1853 से रेल यातायात चालू हुई जो कि मुंबई से ठाणे तक जाती थी। 1951 से यह सुविधा राष्ट्रीय स्तर पर चालू हुई जिसमे निरंतर सुधार होता रहा पर यह सुधार निम्न स्तर का ही रहा जो कि आम उपभोक्ताओं को वो सुविधा प्रदान न कर पाया ,जिसका उनको अधिकार था। हम यहाँ सब से पहले रेलवे प्लेटफार्म की बात करें तो यहाँ भारत के अधिकांश रेलवे प्लेटफार्म पर साफ पीने के पानी की सुविधा नही है जिसकी आम उपभोक्ताओं को सबसे ज्यादा जरूरत होती है। क्या रेलवे प्रशासन हर जगह मिनरल वाटर या साफ पीने के पानी की व्यवस्था नही कर सकता। प्लेटफार्म पर खाने के साफ सुथरे स्टाल नही होते हैं। उनके स्टाल पर कुछ खाने का सामान लेतेहैं तो उन मे ताजगी एवं टेस्ट भी सही नही होता हैं। चाय या काफी में भी स्वाद की गारंटी नही होती। हर प्लेटफार्म पर स्वचालित सीढीयां (escalator) लगी हो जिससे बुजुर्गों असहायों को लगेज लेकर चढ़ने एवं उतरने में आसानी हो। कुलियों के रेट फिक्स हों क्योंकि कभी-कभी तो कुली लगेज का इतना पैसा मांगते हैं जितने यात्री ने 500 कि.मी. की दूरी तय करने में किराया भी नही दिया होता है।

अब अगर ट्रैन के अंदर की बात करें तो एक वउ्ँश बेसिन लगा होता है। उसमे एक नल जिसके पानी को पीना तो क्या हम उस पानी से कुल्ला या ब्रश करना भी पसंद नही कर सकते हैं। क्या एक वाटर फिल्टर नही लगा सकते। अगर आपको ट्रैन में टउ्ँयलेट या लेट्रिन जाना हो तो टॉयलेट के अंदर रेलवे विभाग एक मग या लोटे का इंतजाम नही कर सकता। मैं रेलवे अधिकारीयों से पूछना चाहता हूँ कि बिना मग्गे या लोटे के सफाई कैसे कर सकते हैं। विभाग को टिशू पेपर का भी इंतजाम करना चाहिए। चाहे वह इसका टिकिट में चार्ज जोड़ लेवें। हर बोगी के अंदर डिस्प्ले बोर्ड लगा हो जिसमें गाड़ी कौन से स्टेशन पर खड़ी है और आगे कौन सा स्टेशन कितने देर में आएगा पता हो क्योंकि हम जब रात में सफर करते हैं जैसा कि इंडियन रेलवे हमेशा लेट रहती है पता ही नहीं लगता कि गाड़ी नियत स्टेशन पर कितने बजे पहुंचेगी अगर डिस्प्ले बोर्ड के साथ एनाउंसमेंट भी हो तो सोने में सुहागे वाली बात हो सकती है।

सुरक्षा के हिसाब से यदि हर बोगी में दो -दो गार्ड हर डिब्बे में एक इस गेट पर और एक उस गेट पर हो तो चोरी के अलावा असामाजिक तत्वों की हरकत पर भी लगाम लगाया जा सकता है। सुरक्षा गार्ड होने से अवांछित खोमचे वाले, मांगने वाले के साथ - साथ बिना टिकिट यात्रा करने वालों पर भी लगाम लगाई जा सकती हैं जिससे रेलवे को आय में बढ़ोत्तरी ही होगी। इन सब बातों के अलावा अगर रिजर्वेशन के बारे में बात नही होगी तो आम उपभोक्ताओं के हक के बारे में बईमानी होगी।

अगर रेलवे डिपार्टमेन्ट आम नागरिकों को पैसे लेकर रिजर्वेशन देता है तो ठीक हैअगर वह पूरे पैसे लेकर वेटिंग में टिकिट देता है तो उसे किसी भी हालत में रिजर्व सीट देना चाहिए क्योकि रात्रि में जब सोने का समय होता है तो जिन यात्रियों को वेटिंग में टिकिट होता है उन्हें बाकि नागरिकों द्वारा नफरत का सामना करना होता है जिस कारण से कई बार ऐसे यात्रियों को बाथरूम के पास बैठ कर या खड़े होकर रात्रि में यात्रा करना पड़ती है जो कि आम उपभोक्ताओं के अधिकारों का हनन है। रेलवे विभाग द्वारा प्राथमिकता के आधार पर नई बोगी लगाकर पहले उन्हें व्यवस्थित करना चाहिए। अगर इन छोटी-छोटी बातों का रेलवे ध्यान रखेगी तो आम उपभोक्ताओं की समस्याओं में कमी होगी जिससे हम कह सकेंगे कि रेल यातायात सुविधा जनक है।

सुनील काला
राष्ट्रीय उपाध्यक्ष
(कंज्यूमर राइट्स आर्गेनाईजेशन)

आप की हत्या की साजिश रची गई है और आप स्वयं ही आत्म हत्या के पक्ष में हैं, वो भी परिवार सहित... ?

आप का और आप के परिवार का जीवन बचाना चाहते हैं तो यह पोस्ट जरूर पढे !

सबसे ज्यादा मौतें देने वाला भारत में कोई है तो वह है..... 'रिफाईन्ड तेल'

केरल आयुर्वेदिक युनिवर्सिटी आंफ रिसर्च केन्द्र के अनुसार, हर वर्ष 20 लाख लोगों की मौतों का कारण बन गया है... रिफाईन्ड तेल

आखिर भाई राजीव दीक्षित जी के कहें हुए कथन सत्य हो ही गये !

रिफाईन्ड तेल से DNA डैमेज, RNA नष्ट , हार्ट अटैक, हार्ट ब्लॉकेज, ब्रेन डैमेज, लकवा शुगर(डाईबिटीज), bp नपुंसकता *कैंसर हड्डियों का कमजोर हो जाना, जोड़ों में दर्द, कमर दर्द, किडनी डैमेज, लिवर खराब, कोलेस्ट्रोल, आंखों रोशनी कम होना, प्रदर रोग, बांझपन, पाईलस, स्केन त्वचा रोग आदि ! एक हजार रोगों का प्रमुख कारण है।

रिफाईन्ड तेल बनता कैसे हैं?

बीजों का छिलके सहित तेल निकाला जाता है, इस विधि में जो भी Impurities तेल में आती है, उन्हें साफ करने वह तेल को स्वाद गंध व कलर रहित करने के लिए रिफाइंड किया जाता है

वाशिंग-- वाशिंग करने के लिए पानी, नमक, कास्टिक सोडा, गंधक, पोटेशियम, तेजाब व अन्य खतरनाक एसिड इस्तेमाल किए जाते हैं, ताकि Impurities इस बाहर हो जाएं। इस प्रक्रिया मैं तारकोल की तरह गाड़ा वेस्टेज (Wastage) निकलता है जो कि टायर बनाने में काम आता है। यह तेल ऐसिड के कारण जहर बन गया है।

Neutralisation--तेल के साथ कास्टिक या साबुन को मिक्स करके 180°F पर गर्म किया जाता है। जिससे इस तेल के सभी पोस्टीक तत्व नष्ट हो जाते हैं।

Bleaching--इस विधी में P.O.P. (प्लास्टर ऑफ पेरिस) / पी.ओ.पी. यह मकान बनाने मे काम ली जाती है का उपयोग करके तेल का कलर और मिलाये गये कैमिकल को 130 °F पर गर्म करके साफ किया जाता है !

Hydrogenation-- एक टैंक में तेल के साथ निकोल और हाइड्रोजन को मिक्स करके हिलाया जाता है। इन सारी प्रक्रियाओं में तेल को 7-8 बार गर्म व ठंडा किया जाता है, जिससे तेल में पांलीमर्स बन जाते हैं, उससे पाचन प्रणाली को खतरा होता है और भोजन न पचने से सारी बिमारियां होती हैं।

निकेल एक प्रकार का Catalyst metal (लोहा) होता है जो हमारे शरीर के Respiratory system] Liver] skin] Metabolism] DNA] RNA को

भंयकर नुकसान पहुंचाता है।

रिफाईन्ड तेल के सभी तत्व नष्ट हो जाते हैं और ऐसिड (कैमिकल) मिल जाने से यह भीतरी अंगों को नुकसान पहुंचाता है।

जयपुर के प्रोफेसर श्री राजेश जी गोयल ने बताया कि, गंदी नाली का पानी पी लें, उससे कुछ भी नहीं होगा क्योंकि हमारे शरीर में प्रति रोधक क्षमता उन बैक्टीरिया को लडकर नष्ट कर देता है, लेकिन रिफाईन्ड तेल खाने वाला व्यक्तिकी अकाल मृत्यु होना निश्चित है !

दिलथाम के अब पढ़ें ..

हमारा शरीर करोड़ों ब्मससे (कोशिकाओं) से मिलकर बना है, शरीर को जीवित रखने के लिए पुराने Cells नऐ Cells से Replace होते रहते हैं नये Cells (कोशिकाओं) बनाने के लिए शरीर खुन का उपयोग करता है, यदि हम रिफाईन्ड तेल का उपयोग करते हैं तो खुन मे Toxins की मात्रा बढ़ जाती है व शरीर को नए सेल बनाने में अवरोध आता है, तो कई प्रकार की बीमारियां जैसे -- कैंसर Cancer, Diabetes मधुमेह, Heart Attack हार्ट अटैक, Kidney Problems किडनी खराब, Allergies, Stomach Ulcer, Premature Aging, Impotence, Arthritis, Depression, Blood pressure आदि हजारों बिमारियां होगी।

रिफाईन्ड तेल बनाने की प्रक्रिया से तेल बहुत ही मंहगा हो जाता है, तो इसमे पाम ऑयल मिक्स किया जाता है ! (पाम ऑयल स्वमं एक धीमी मौत है) ।

सरकार का आदेश--हमारे देश की पॉलिसी अमरिकी सरकार के इशारे पर चलती है। अमरीका का पाम खपाने के लिए, मनमोहन सरकार ने एक

अध्यादेश लागू किया कि, प्रत्येक तेल कंपनियों को 40% खाद्य तेलों में पाम ऑयल मिलाना अनिवार्य है, अन्यथा लाईसेंस रद्द कर दिया जाएगा !

इससे अमेरिका को बहुत फायदा हुआ, पाम के कारण लोग अधिक बिमार पड़ने लगे, हार्ट अटैक की संभावना 99% बढ़ गई, तो दवाईयां भी अमेरिका की आने लगी, हार्ट मे लगने वाली स्प्रिंग (पेन की स्प्रिंग से भी छोटा सा छल्ला), दो लाख रुपये की बिकती हैं, यानी कि अमेरिका के दोनो हाथों में लड्डू, पाम भी उनका और दवाईयां भी उनकी !

अब तो कई नामी कंपनियों ने पाम से भी सस्ता, गाड़ी में से निकाला काला ऑयल (जिसे आप गाड़ी सर्विस करने वाले के छोड़ आते हैं) वह भी रिफाईन्ड कर के खाद्य तेल में मिलाया जाता है, अनेक बार अखबारों में पकड़े जाने की खबरे आती है।

सोयाबीन एक दलहन हैं, तिलहन नही...

दलहन में... मुंग, मोठ, चना, सोयाबीन, व सभी प्रकार की दालें आदि होती है।

तिलहन में... तिल, सरसों, मुंगफली, नारियल, बादाम आदि आती है।

अत: सोयाबीन तेल, पेवर पाम ऑयल ही होता है। पाम ऑयल को रिफाईन्ड बनाने के लिए सोयाबीन का उपयोग किया जाता है।

सोयाबीन की एक खासियत होती है कि यह, प्रत्येक तरल पदार्थों को सोख लेता है, पाम ऑयल एक दम काला और गाढ़ा होता है, उसमे साबुत सोयाबीन डाल दिया जाता है जिससे सोयाबीन बीज उस पाम ऑयल की चिकनाई को सोख लेता है और फिर सोयाबीन की पिसाई होती है, जिससे चिकना पदार्थ तेल तथा आटा अलग अलग हो जाता है, आटा से सोया मंगोडी बनाई जाती है !

आप चाहें तो किसी भी तेल निकालने वाले के सोयाबीन ले जा कर, उससे तेल निकालने के लिए कहे ! मेहनताना वह एक लाख रुपये भी देने पर तेल नहीं निकालेगा, क्योंकि सोयाबीन का आटा बनता है, तेल नही !

सूरजमुखी, चावल की भूसी (चारा) आदि के तेल रिफाईन्ड के बिना नहीं निकाला जा सकता है, अत: ये जहरीले ही है !

फॉर्च्यून.. अर्थात.. आप के और आप के परिवार के फ्यूचर का अंत करने वाला.

सफोला... अर्थात.. सांप के बच्चे को सफोला कहते हैं !

5 वर्ष खाने के बाद शरीर जहरीला

10 वर्ष के बाद.. सफोला (सांप का बच्चा अब सांप बन गया है.

15 साल बाद.. मृत्यु... यानी कि सफोला अब अजगर बन गया है और वह अब आप को निगल जायगा. !

पहले के व्यक्ति 90-100 वर्ष की उम्र में मरते थे तो उनको मोक्ष की प्राप्ति होती थी, क्योंकि उनकी सभी इच्छाए पूर्ण हो जाती थी।

और आज... अचानक हार्ट अटैक आया और कुछ ही देर में मर गया.... ?

उसने तो कल के लिए बहुत से सपने देखें है, और अचानक मृत्यु.. ?

अधुरी इच्छाओं से मरने के कारण.. प्रेत योनी मे भटकता है।

राम नही किसी को मारता.... न ही यह राम का काम !

अपने आप ही मर जाते हैं.... कर कर खोटे काम ! !

गलत खान पान के कारण, अकाल मृत्यु हो जाती है !

सकल पदार्थ है जग माही.. ! कर्म हीन नर पावत नाही.. ! !

अच्छी वस्तुओं का भोग, कर्म हीन, व आलसी व्यक्ति संसार की श्रेष्ठ वस्तुओं का सेवन नहीं कर सकता !

तन मन धन और आत्मा की तृप्ति के लिए सिर्फ कच्ची घाणी का तेल, तिल सरसों, मुमफली, नारियल, बादाम आदि का तेल ही इस्तेमाल करना चाहिए ! पोस्टिक वर्धक और शरीर को निरोग रखने वाला सिर्फ कच्ची घाणी का निकाला हुआ तेल ही इस्तेमाल करना चाहिए !

आज कल सभी कम्पनी अपने प्रोडक्ट पर कच्ची घाणी का तेल ही लिखती हैं ! वह बिल्कुल झूठ है.. सरासर धोखा है !

कच्ची घाणी का मतलब है कि,, लकड़ी की बनी हुई, औखली और लकडी का ही मुसल होना चाहिए ! लोहे का घर्षण नहीं होना चाहिए, इसे कहते हैं. ''कच्ची घाणी''

जिसको बैल के द्वारा चलाया जाता हो ! आजकल बैल की जगह मोटर लगा दी गई है ! लेकिन मोटर भी बैल की गती जितनी ही चले !

लोहे की बड़ी बड़ी सपेलर (मशिने) उनका बेलन लाखों की गती से चलता है जिससे तेल के सभी पोस्टीक तत्व नष्ट हो जाते हैं और वे लिखते हैं.. कच्ची घाणी...

इस पोस्ट को शेयर किजिए यह लोगों के प्राण बचाने की मुहिम हैं, लेकिन इस सम्पर्क सूत्र को मिटाये नहीं, क्योंकि यह व्यापार नहीं,, स्वदेशी का बढावा है, विदेशी लुट से छुटकारा है ! स्वास्थ्य की सेवा है, शुद्धता लेने वालों के लिए.. सेवा केन्द्र है !

जानकारी के अभाव के कारण, लोगों को शुद्ध तेल नहीं मिलता है !

रविन्द्र कुमार अग्रवाल
राष्ट्रीय सलाहकार

अगर रेल यात्रा में आपका सामान चोरी हो जाए, तो ... ?

(ध्यान से पढ़ें)

R.T.I. उपयोगी जानकारी

लखनऊ से जबलपुर लौटते वक्त ए.सी. कोच में जबलपुर की एक महिला प्रोफेसर का पर्स चोरी हो गया, जिसमें लाखों के जेवर और रुपए थे। अब तक उस सामान का पता नहीं लग सका है। चोरी गए सामान की कीमत अब रेल्वे को देना होगी।

सुप्रीम कोर्ट के एक आदेश ने रेल यात्रियों को यह सुविधा दिला दी है। इसके लिए पीड़ित यात्री को उपभोक्ता फोरम में रेल्वे की सेवा में कमी का मामला दायर करना होगा।

राष्ट्रीय उपभोक्ता विवाद निवारण आयोग के मुताबिक रिजर्व कोच में अनाधिकृत व्यक्ति का प्रवेश रोकना टी.टी.ई. की जिम्मेदारी है और अगर वह इसमें नाकाम रहता है, तो रेल्वे सेवा में खामी मानी जाएगी।

कैसे मिला अधिकार : फरवरी 2014 में राष्ट्रीय उपभोक्ता विवाद निवारण आयोग ने ट्रेन से चोरी गए महिला डॉक्टर के सामान की राशि का भुगतान रेल्वे को करने का आदेश दिया। रेल्वे ने इस पर दलील दी की 'ये मामला रेल्वे क्लेम टिब्यूनल में ही सुना जा सकता है।' जबकि यात्री के वकील के मुताबिक टिब्यूनल में सिर्फ रेल्वे में बुक पार्सल के मामलों को ही सुना जाता है।

न्यायमूर्ति सी.के. प्रसाद और पिनाकी चंद्र घोष की पीठ ने 1.7 साल पुराने इस मामले में रेल्वे की दलील को खारिज कर दिया और राष्ट्रीय उपभोक्ता विवाद निवारण आयोग के फैसले में दखल देने से इंकार कर दिया।

यह अधिकार यात्रियों के लिए जितना सुविधाजनक है, उतना ही रेल्वे और पुलिस के लिए मुश्किल भरा। इसका दूसरा पक्ष यह भी है कि इसकी जानकारी यात्रियों को नहीं है, और न ही इस जानकारी को उन तक पहुंचाने के लिए कोई कारगर कदम उठाए गए हैं।

ट्रेन में चोरी होने के बाद रिपोर्ट दर्ज कराते वक्त पीड़ित को इस बारे में पुलिस द्वारा जानकारी नहीं दी जाती।

हालांकि जबलपुर जी.आर.पी. का कहना है कि 1 अप्रैल, 2014 के बाद यह आदेश जारी हुआ और 6 माह बाद यानि सितम्बर से अब तक एक भी मामले नहीं आए।

6 माह करना होगा इंतजार चोरी गए सामान को तलाशने के लिए जी.आर.पी. के पास 6 माह का वक्त होगा। इस दरमियान यदि पुलिस पीड़ित का सामान नहीं तलाश पाती तो वह उपभोक्ता फोरम जा सकता है।

इसके लिए एफ.आई.आर. दर्ज कराते समय पुलिस को पीड़ित से उपभोक्ता फोरम फार्म भरवाना होगा।

ओरिजनल कॉपी पीड़ित के पास होगी और पुलिस कार्बन कॉपी अपने पास रखेगी। एफ.आई.आर. और फार्म ही यात्री का मूल दस्तावेज होगा, जिसके आधार वह केस दर्ज कराएगा।

ये हैं आपके अधिकार यह सुविधा सिर्फ स्लीपर या ए.सी. कोच में रिजर्वेशन कराने वाले यात्रियों के लिए है।

उपभोक्ता फोरम के जानकार एडवोकेट बताते हैं कि रिजर्वेशन के दौरान यात्री से 2 रुपए सुरक्षा शुल्क लिया जाता है। इधर ट्रेन में स्लीपर कोच यात्री को दिया जाता है, जिसके बाद यह तय होता है कि आपने उसे ट्रेन में सोने का अधिकार दिया है और इस दौरान जो भी घटना होती है, उसका जिम्मेदार रेल्वे ही होगा। ट्रेन के स्लीपर या एसी कोच में यात्रा करते समय यात्री का सामान चोरी होता है तो शिकायत दर्ज करते वक्त उससे उपभोक्ता फोरम का फार्म भरवाया जाता है। यदि 6 माह तक पुलिस उसका सामान नहीं तलाश पाती तो वह फार्म की कॉपी ले जाकर उपभोक्ता फोरम में मामला दर्ज कर सकता है, जहां पर रेल्वे को पीड़ित का हर्जाना देना होगा।

यह पोस्ट जनहित में काफी लाभप्रद लगी। इसलिए मैं भी पोस्ट कर रहा हूँ।

अगर आप भी ऐसी ही सोच रखते हैं, तो इसे पढ़ कर सिर्फ अपने तक सीमित मत रखिए, बल्कि इसे आगे बढ़ाइए ... और जनसेवा में अपना भी योगदान दीजिए।

धन्यवाद।

निर्मल चौधरी
राष्ट्रीय उपाध्यक्ष
(कंज्यूमर राइट्स आर्गेनाईजेशन)

उपभोक्ता अपने अधिकारों को जानें

विश्व उपभोक्ता दिवस (15 मार्च) पर विशेष

15 मार्च को विश्व उपभोक्ता दिवस के रूप में मनाया जाता है। 1962 को जॉन एफ कैनेडी ने पहली बार उपभोक्ताओं को उनके अधिकारों के बारे में बताया था। फिर इसी दिन 1983 से उपभोक्ताओं के लिए अनुचित व्यापार, व्यवहार को देखते हुए विश्व उपभोक्त दिवस के रूप में मनाया जाने लगा।

इसके बारे में विस्तार से जानना आवश्यक है जिसका उपयोग हम हमारे अधिकार के रूप में प्रयोग कर धोखाधड़ी से बच सकते है। सबसे पहले तो आप अपनी मानसिकता को बदलें कि 'जो हो रहा है उसमे मैं क्या कर सकता हूँ' या 'इस देश की कानून व्यवस्था मुझे न्याय नहीं दिला सकती'।

अगर आम उपभोक्ता जिसमे आप , मैं सभी आते हैं अगर जाग गए तो हमें अपना अधिकार मिलकर ही रहेगा।

विश्व उपभोक्ता दिवस पर हमारा उपभोक्ता अधिकार संगठन विगत पांच वर्षों से आम उपभोक्ताओं के लिए सम्पूर्ण भारत वर्ष में करीब 71 हजार 7 सौ 65 सदस्यों के साथ उपभोक्ताओं को उनके अधिकार दिलाने हेतु प्रयास कर रहा है।

उपभोक्ता संरक्षण अधिनियम 1986 को पारित हुए लगभग तीन दशक बीत चुके जिसमे उपभोक्ताओं को मूलभूत अधिकार दिए गए हैं जिसमें-

1. सुरक्षा का अधिकार
2. सूचना प्राप्त करने का अधिकार
3. वस्तु या सेवा के चुनाव व पसंद का अधिकार
4. सुनवाई का अधिकार
5. शिकायत के निदान का अधिकार
6. उपभोक्ता शिक्षा का अधिकार

आज जब हम टीवी पर जागो ग्राहक जागो का सरकारी विज्ञापन देखते हैं तो हमें लगता है कि हम तो जाग जाएंगे पर सरकार जाग जाए तो अच्छा है क्योकि वहीं दूसरा विज्ञापन आता है कि मोटापा घटाएं ,बाल झड़ने से रोकें, संधिशोध का इलाज, चिटफंड की पैसा बढ़ाओ स्कीम जैसे विज्ञापनों की भी भरमार रहती है जिसका प्रमाणी करण नही होता और हम इनका उपयोग कर ठगे जाते हैं हमें ठगे जाने पर गुस्सा नही आता क्योकि यह आज आम बात हो गई है । लेकिन हमें एक बात समझनी होगी कि हम भी इस सिस्टम का एक हिस्सा हैं ।

अपने उपभोक्ता अधिकारों को जाने -

1. क्रय किया गया सामान एवं सेवा की गुणवत्ता ,मात्रा व मूल्य को जाने ताकि आपके साथ धोखा या छलावा न हो सके।
2. जान माल को नुकसान पहुचाने वाली घटिया, डुप्लीकेट व बिना आई.एस.आई. मार्को की वस्तुएं न खरीदें।
3. क्रय की गई वस्तुओं की रसीद कॅश मेमो की गारंटी/वारंटी कार्ड अवश्य लें।
4. झूठे व भ्रामक विज्ञापनों की शिकायत करने से परहेज न करें।
5. डिब्बा बंद वस्तुओं पर प्रिंट कीमत से अधिक कीमत न दें। साथ ही ऐसे डिब्बा बंद सामान घर ले जाने के बाद भी वस्तु उपयोग योग्य न होने पर उसे वापिस करें।
6. स्टॉक सूची में दर्ज होने के बाद भी वस्तु उपलब्ध न होने पर शिकायत अवश्य करें।

शिकायत कहाँ दर्ज कराएं -

1 किसी पंजीकृत, स्वेच्छिक उपभोक्ता संगठन में।

2 जिला उपभोक्ता फोरम में, 20 लाख से कम हर्जाने के लिए।

3 राज्य आयोग में 20 लाख से अधिक एवं 1 करोड़ तक के हर्जाने के लिये।

4 राष्ट्रीय आयोग में, 1 करोड़ से अधिक हर्जाने के लिये।

शिकायत कौन दर्ज कर सकता है।

उपभोक्ता संरक्षण अधिनियम 1986 के अनुसार निम्न अपनी शिकायत दर्ज करा सकते हैं :-

1 उपभोक्ता स्वयं

2 कोई भी पंजीकृत स्वैछिक उपभोक्ता संगठन

3 राज्य सरकार

4 केंद्र सरकार

5 सामान्य हित वाले अनेक उपभोक्ताओं की ओर से एक या अधिक उपभोक्ता।

हमारा उपभोक्ता अधिकार संगठन विभिन्न कार्यक्रम चलाकर राष्ट्रीय स्तर पर प्रत्येक उपभोक्ताओं को जागरूक कर देश में जारी काला बाजारियों के आतंक को समाप्त कर उपभोक्ताओं के हित के लिए सम्पूर्ण राष्ट्र को आतंक मुक्त माहौल का निर्माण, जन चेतना एवं उपभोक्ता उत्थान का कार्य विस्तार से कर रहा है।

हमारी वेबसाइट : www.croindia.org

सुनील काला
राष्ट्रीय उपाध्यक्ष
(कंज्यूमर राइट्स आर्गेनाईजेशन)

ADDRESSES OF NATIONAL AND STATE CONSUMER DISPUTES REDRESSAL COMMISSIONS

NATIONAL COMMISSION

National Consumer Disputes Redressal Commission
5thFloor, 'A' Wing & 7th Floor, 'B' Wing, Janpath Bhavan,
Janpath, New Delhi - 110001
Fax No: 23712456,
Ph: 23760107; 23712456; 23327666,
PBX No: 23712459, 23712109.

STATE COMMISSION

ANDHRA PRADESH
State Consumer Dispute Redressal Commission,
'Eruvaka Building, Kahairatabad, HYDERABAD - 500004.
Ph: 040 - 23391273, 23318456
Email: ap-sforum@nic.in

ARUNACHAL PRADESH
State Consumer Dispute Redressal Commission,
Near Pawan Hans Office, (Old Secretariat Complex)
Naharlagun, ITANAGAR
Ph: 0360-2247661
E-mail: arp-sforum@nic.in

ANDMAN & NIKOBAR ISLANDS
State Consumer Dispute Redressal Commission,
Dte of Civil Supplies, Civil Supplies Complex,
PORT BLAIR - 744102
Ph: 03192-244585
E-mail: an-sforum@nic.in

ASSAM
State Consumer Dispute Redressal Commission,
Housefed Complex, Central Block, 5th Floor,
Front Portion, Beltola Bashistha Road,
Guwahati - 781 006
Ph: 0361-2229766
E-mail: asm-sforum@nic.in

BIHAR
State Consumer Dispute Redressal Commission,
R - Block, Road No. 2, South of Daroga Prasad
Raj Memorial Trust, PATNA - 800 001
Ph: 0612-2207394
E-mail: scdrc@sancharnet.in & bih-sforum@nic.in

CHANDIGARH
State Consumer Dispute Redressal Commission,
Plot No.5-B, Madhya Marg, Sector - 19 B,
Chandigarh - 160 019
Ph: 0172-2700183; Fax:0172-2784225
E-mail: stcomm@chd.nic.in & cdg-sforum@nic.in

CHHATTISGARH
State Consumer Dispute Redressal Commission,
Behind New Nus Stand, Pandri, Raipur - 492 004
Ph: 0771-2582901, 2582904
E-mail: chg-sforum@nic.in

DADRA & NAGAR HAVELI & DAMAN & DIU
State Consumer Dispute Redressal Commission,
Departemnet of Civil Supplies, Collectorate,
DAMAN - 396220
Ph: 0260-230689
Email: daman@guj.nic.in & dnh-sforum@nic.in

DELHI
State Consumer Dispute Redressal Commission,
'A' Block, First Floor, Vikas Bhawan, I.P. Estate,
NEW DELHI - 110 002
Ph: 011-23370258, 23378644, 23378566
Email: statecommission@vsnl.net & del-sforum@nic.in

GOA
State Consumer Dispute Redressal Commission,
Junta House, 1st Lift, 4th Floor, Vivekanand Road,
PANAJI - 403 001
Ph: 0832-2421792
E-mail: gcdrc@goa.nic.in & goa-sforum@nic.in

GUJARAT
State Consumer Dispute Redressal Commission,
4th Floor, 'A' Block and Ground Floor, 'C' Block,
Multistoried Building, Laldarwaja,
AHMEDABAD - 380009
Ph: 079-25501623, 25501624, Fax: 25501624, 26442875
E-mail: guj-sforum@nic.in

HARYANA
State Consumer Dispute Redressal Commission,
Bays No.3-6, Sector - 4, Panchkula, Haryana.
Ph: 0172-2567601, Fax:0172-2567502
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HIMACHAL PRADESH
State Consumer Dispute Redressal Commission,
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Commercial Building, Kusumpati, SHIMLA - 171 009
Ph: 0172-2567601, Fax : 2567502
E-mail: har-sforum@nic.in

JAMMU & KASHMIR
State Consumer Dispute Redressal Commission,
(i) 3, Manda Hill, Rehari, Jammu Tavi,
Jammu & Kashmir
Ph: 0191-2545232
(ii) Near Municipality Office, Municipality Complex,
SRINAGAR
Ph: 0194-2477195
E-mail: jk-sforum@nic.in

JHARKHAND
State Consumer Dispute Redressal Commission,
Near High Court, Dauranda, RANCHI- 834002
Ph: 0651-2480171
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KARNATAKA
State Consumer Dispute Redressal Commission,
Basava Bhavan, High Grounds Basaveswara Circle,
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Ph: 080-22260509, 22262865
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KERALA
State Consumer Dispute Redressal Commission,
Sisu Vihar Lane, Vazhuthacaud,
THIRUVANATHA-PURAM- 695 010
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E-mail: ker-sforum@nic.in

LAKSHADWEEP
State Consumer Dispute Redressal Commission,
C/o Assistant Controller of Legal Metrology,
Departement of Legal Matrology & Consumer Affairs,
U.T. of Lakshadweep, KAVARATTI - 682555
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State Consumer Dispute Redressal Commission,
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MAHARASHTRA
State Consumer Dispute Redressal Commission,
Old Administrative Staff College Bidg., Opp. C.S.T. Station,
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MANIPUR
State Consumer Dispute Redressal Commission,
Deptt of Food & Civil Supplies,
Sangaiprou, IMPHAL
Ph: 0385-2220032
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MEGHALAYA
State Consumer Dispute Redressal Commission,
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MIZORAM
State Consumer Dispute Redressal Commission,
Zodian Square, AIZWAL - 796 001
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ORISSA
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C.D.A. Bidanasi, CUTTACK - 14
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PONDICHERRY
State Consumer Dispute Redressal Commission,
Plot No.3, D.P. Thottam, Behind Hotel Sarguru,
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PUNJAB
State Consumer Dispute Redressal Commission,
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State Consumer Dispute Redressal Commission,
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statecommission_sikkim@hub.nic.in

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State Consumer Dispute Redressal Commission,
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CONSUMER PROTECTION

- Requires testing for contaminants at independent labs
- Makes establishments prepare a recall plan and file it with the state
- Mandates that packaging has information on THC and other active ingredients

Consumer Protection (Amendment) Bill 2011 : More power to consumers

The Consumer Protection Act, 1986 (CPA) was a landmark in empowerment of consumers. For the first time, consumers were provided with a simple, legal means of seeking redressal of their grievances against manufacturers and providers of services. But CPA was a Central legislation to be implemented by the state governments. Hence, its efficacy depends upon the state authorities. In fact, initially, state governments were lethargic, so the apex court had to be petitioned to make state governments set up redressal forums under CPA and make them operational.

Now, two and half decades later, the Central government is trying to amend the CPA. The amendments can be broadly divided into two categories: one, widen the scope of the law by adding some new definitions and expanding/ widening the scope of some provisions; and two, strengthening the implementation machinery.

Deficiency: The main ground for consumer complaints is ¡¥deficiency¡¦. The scope of deficiency is sought to be enlarged by including acts of omission and commission that result in damage because of negligence or deliberately withholding information from the consumer.

Unfair Trade Practice: Similarly, the scope of the term 'unfair trade practice' is being enlarged by providing three additional clauses in the definition. Failure to provide a bill, cash-memo or a receipt to a consumer will be deemed an unfair trade practice. The consumer will also have a right to return the goods/services within 30 days of purchase and, if the seller fails to do so, it would be taken as an unfair trade practice. While return of goods is understandable, how can a service be returned? It can, at best, be discontinued within 30 days. There is a need for some clarity on this count.

Personal Information: Misuse of personal information by companies/traders is widely prevalent. The amendment proposes to make divulging of personal information to third parties without the permission of the consumer to be an unfair trade practice.

Onerous Contracts: It is not uncommon to find consumers being forced to sign contracts which impose onerous obligations on them. The Bill addresses this issue, to some extent; it is proposed to make contracts requiring a relatively huge security deposit or those which make a consumer pay a huge penalty for any breach that is disproportionate to be treated as an unfair contract.

Online Complaint: Our lives have started revolving around electronic systems; so, the law is being changed to make a provision for online filing of complaints. While, in principle, e-filing should simplify the task of registering complaints by consumers, it is hoped that even redressal would be provided expeditiously.

Most of the other provisions relate to improving the delivery system of justice envisaged under the CPA. The orders passed by the different authorities under CPA will be on par with a decree of the court and will be enforceable by the district collector. In addition, failure to comply with the orders under CPA would result in payment of daily penalty, in addition to the amount payable under the order. Hopefully, such a provision should make the guilty parties to take the orders of the consumer redressal forums more seriously.

Steps are also proposed to improve the quality of members sitting on the Benches of consumer redressal forums, dispensing justice under CPA, by raising their minimum age; this will ensure that only persons of a certain seniority and experience are eligible to occupy the positions. Assistance of experts can be sought by the National Commission to help in cases as it may deem fit.

The Central government intends to keep a tab on the pendency of cases before the different authorities under CPA and each of them will be required to furnish the relevant information periodically.

Taken together, all the proposed amendments should help improve the functioning of the authorities under CPA; yet, much will depend on the seriousness with which the state governments respond to the changing needs over time.

Will our interests be better-protected with a new law?

- The Consumer Protection (Amendment) Bill, 2011 was introduced in the Lok Sabha on December 16, 2011 by Mr. K.V. Thomas. It has been referred to the Standing Committee on Food, Consumer Affairs and Public Distribution.
- The Bill defines unfair contract to include a contract which has one or more of the following clauses (a) excessive security deposit; (b) imposition of disproportionate penalty; (c) refusal to accept early

WITH BEST COMPLIMENTS FROM

CONSUMER RIGHTS ORGANISATION
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Committee Member

Mr. Vidyasagar Gaikwad
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Mr. Udhav Avhad
Committee Member

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ANDHRA PRADESH STATE

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Guntur (A.P.)

Kiranmai Tangellapalli
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Andhra Pradesh

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Brajendra Yadav
Member

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Danish Raj
Office Secretary
of Bhagalpur

Deepak Kumar Bhagat
Block Vice-President
of Sanhola

Gulam Fariduddin
District President of
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Nath Nagar

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Jashpur (C.G.)

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State Vice President
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Jay Pranav Kumar K.P.
General Secretary of
Karnataka

MAHARASHTRA STATE

Dr. FARID A R CHIMAOKAR
State President of Maharashtra

Adv. Leena Uday Mahadik
Roha Taluka President

Abbas Ismail Bensekar
Distt. President
Guntur (A.P.)

Dr. Chitrakoti Sangita Suryakant
President Pen Taluka

Dr. Aqeel Ahmed Sirkhot
Vice President Mhasla Taluka

Dinkar Ramu Sanap
Vice President
Roha Taluka

Ansar Hasanmiya Dandekar
State Vice-President of
Maharashtra

Adv. Prabhakar Krishnakant Bhoir
President Panvel Taluka

Manisha Baban Shelar
District Member

Kishan Gurudal Jadhav
Committee Member Roha Taluka

Kausar A.R. Chimaokar
President
Madangad Taluka

Kamran Shamshad Ansari
Distt. Member of
Raigad (Maharashtra)

Dr. Sagar Vithoba Sanap
Vice President
Raigad District

Miss Arunadevi B. More
State Committee Member
of Maharashtra

Mrs. Vaishali Sanjay Patil
State Secretary of Maharashtra

Mrs. Vidya Balaram Rohekar
Secretary of Roha Taluka

Nadim Usman Pedekar
President of Alibag City

Pinjari Shakir Khan Shakeel Khan
President of Jalgaon City

Adv. Parsuram Jadhav
President Raigad District

Santosh Narayan Ranpise
District Secretary
Raigad

Suresh Govind Waghmare
Member
Roha Taluka

Sushma Sitaram Karkare
District Member

Uddhav Karbhari Avhad
Member
State Committee

Vidyasagar D. Gaikwad
Member
State Committee

MADHYA PRADESH STATE

Vimmal Bhandari
State President
(M.P.)

Dr. Sarvagya Dev Jain
State Vice-President
M.P.

Dinesh Bhargava "Bhanu"
Tehsil Secretary of
Berasia (M.P.)

Arpan Jain
Divisional Legal Advisor
of Bhopal (M.P.)

Amit Sahu
Member

Amit Jain
District President of
Vidisha (M.P.)

Ajay Jain Bhandari
State Gen. Secretary
of M.P.

Nitin Kumar Jain
Joint Treasurer of Bhopal Distt. (M.P.)

Naval Kishore Shastri
Distt. Gen. Secretary
of Vidisha

Nagma Siddiqui
Member

Mohd. Rahman
Media Advisor
of Bhopal (M.P.)

Megh Kala
Member

Manohar Tiwari
Divisional President of Dewas (M.P.)

Manish Lashkari
Distt. Vice President of Vidisha

Madhur Puri
Member

Vivek Jain
Member

Vishal Kumar Jain
Distt. Vice President of Vidisha

Vijay Kumar Khemchandani
State Vice President of M.P.

Siddharth Nandwani
Divisional Vice President
of Bhopal

Shashank Bangad
Divisional Treasurer
of Bhopal (M.P.)

Sharad Kumar Jain
Member

Shakti Saagar
Distt. Dy. Secretary of
Bhopal (M.P.)

Sandeep Soni
Member

Sandeep Jain (Sethi)
Divisional President
of Ujjain (M.P.)

Sandeep Godha
State Joint Secretary
of M.P.

Salman Khan
Media Prabhari of M.P.

Rishi Jalori
Distt. Joint Secretary,
Vidisha

Raju Parashar
Joint Secretary of
Sagar Division

Rajesh Shukla
Distt. Secretary
of Bhopal (M.P.)

Rajesh Goyal
Distt. Dy. Secretary of Bhopal (M.P.)

Rajeev Pitalia
Distt. Vice President of Vidisha

Rajat Jain
Maember

Prateek Jain
Member

Pawan Soni
Memaber

Girjender Kumar Soni
Distt. President of Berasia (M.P.)

Dr. Vijay Singh Rathore
State Dy. Secretary of M.P.

Saurabh Jain
Distt. Treasurer of Vidisha

Santosh Kumar Jain
Distt. Org. Seceretay of Vidisha

Sanjay Chaudhary
Distt. Org. Secretary of BHOPAL

Rajasthan State

Samod Singh
District Org. Secretary of Kota

Vishu N. Agarwal
State Org. Secretary of Rajasthan

Pramod Kumar
Regional President Kota Sambhag

Miss Pooja Choubey
Distt. President - Jaipur

Mahendra Singh
District Treasurer of Kota

Jitendra Jethi
Media Prabhari of Rajasthan

Tamilnadu State

M. Kannan
State President of Tamil Nadu

T. R. Anandhan
State Vice President of Tamil Nadu

Vijaya Kumar P.
State General Secretary of Tamil Nadu

Uttar Pradesh State

Birendra Verma
ɔcial Media Prabhari (Bundelkhand)
Officiating President (Kanpur)

Kaushlendra Pateriya
Distt. Vice-President of Lalitpur (U.P.)

Madhu Verma
Distt. President of Kanpur Nagar

Mahipal Singh
Distt. President of Lalitpur (U.P.)

Yashendra Singh
Regional President of Jhansi (U.P.)

Rakesh Anchalia
State Vice President of West Bengal

repayment of debt and; (d) termination of contract without reasonable cause.

- Under the Bill unfair trade practice includes a (i) a failure to take back the goods or withdraw the services within a period of 30 days after the receipt of the goods by the consumer; and (ii) disclosure of confidential personal information.
- Under the Act, a maximum of two members are to be appointed to the District Forum. The Bill proposes that a minimum of two members should be appointed and the maximum number of members should be prescribed by the state government.
- Under the Act, the state government appoints the members of the District Forum on the recommendation of the Selection Committee. The Bill proposes that the state government may refer back the recommendation to the Selection Committee if in its opinion the nominee is not fit to be appointed.
- The Bill empowers the state government (in consultation with the State Commission) to notify places other than the district headquarters from where the District Forum may perform its functions.
- The Bill permits online filing of complaints. Under the Act, the admissibility of a complaint has to be decided within 21 days from date on which the complaint was received. The Bill proposes to increase it to 28 days.
- The Bill increases the minimum age of members from 35 years to 45 years in the case of State Commission and from 35 years to 55 years in the case of National Commission. It also increases the years of experience required to be appointed as members from 10 years to 20 years in the case of the State Commission and from 10 years to 30 years in case of the National Commission.
- Under the Act, a maximum of 50 per cent of the members of the National Commission are required to be persons having a 'judicial background.' The Bill defines the term 'judicial background' to include present and former judges of a High Court or the Supreme Court of India.
- The State Commission or the National Commission have been empowered to seek assistance from any individual or organisation if it believes that it involves the larger interest of consumers.
- The Bill provides that the orders of the District Forum, State Commission or National Commission shall be enforceable as a court decree. It levies a penalty if the order of the District Forum, State Commission or National Commission is not complied with.
- The penalty imposed shall not be less than Rs 500 or 50 percent of the value of the order whichever is higher. The Bill also gives the District Forum, State Commission or the National Commission the power to attach the property of the defaulting person.
- The District Forum, State Commission and the National Commission shall publish the data regarding the pendency of cases before it on their respective websites.
- Under the Bill the National Commission shall periodically furnish to the Central Government information regarding the cases pending before it. The State Commission shall furnish information to the state government regarding the cases pending before it.

Consumer Protection Act of 1986

Consumer Protection Act of 1986 is an act of Parliament of India enacted in 1986 to protect interests of consumers in India. It makes provision for the establishment of consumer councils and other authorities for the settlement of consumers' disputes and for matters connected therewith.

CONSUMER PROTECTION COUNCIL

Consumer Protection Councils are established at the national, state and district level to increase consumer awareness.

Central Consumer Protection Council

It is established by the Central Government which consists of the following members:

The Minister of Consumer Affairs, - Chairman, and

Such number of other official or non-official members representing such interests as may be prescribed.

State Consumer Protection Council

It is established by the State Government which consists of the following members:

- The Minister in charge of consumer affairs in the State Government - Chairman.
- Such number of other official or non-official members representing such interests as may be prescribed by the State Government.
- Such number of other official or non-official members, not exceeding ten, as may be nominated by the Central Government.

The State Council is required to meet as and when necessary but not less than two meetings every year.

CONSUMER DISPUTES REDRESSAL AGENCIES

Consumer Court

Consumer Court is the special purpose court, mainly in India, that deals with cases regarding consumer disputes and grievances. These are judiciary set ups by the government to protect the consumer rights. Its main function is to maintain the fair practices by the sellers towards consumers. Consumers can file a case against a seller if they are harassed or exploited by sellers. The court will only give a verdict in favor of the consumers/ customers if they have proof of exploitation, i.e, bills or other documents. If a consumer does not have the proper documents required for filing a case then it would be very difficult for the consumer to win or even file a case

Types of Consumer Courts

1. **National Consumer Disputes Redressal Commission (NCDRC) :** A nation level court works for the whole country and deals with amount more than 1 crore (US$182,000).
2. **State Consumer Disputes Redressal Commission (SCDRC) :** A state level court works at the state level with cases valuing less than 1 crore (US$182,000).
3. **District Consumer Disputes Redressal Forum (DCDRF) :** A district level court works at the district level with cases valuing up to 20 lakh (US$36,400).

Consumer movement

The consumer movement as a social force originated with the necessity of protecting and promoting the interests of consumers against unethical and unfair trade practices. Rampant food shortages, hoarding, **black marketing, adulteration of food** and **edible oil** gave birth to the consumer movement in an organized form in the 1960s.

The movement succeeded in bringing pressure. A major step was taken in 1986 by the Indian government with the enactment of the **Consumer Protection Act of 1986** (COPRA).

OBJECTIVES

The main function of consumer court is to provide some extra privilege to the consumers and to maintain fair practice by the seller or the service provider towards the consumer. Submitting complaint is very simple and consumer has no need to hire any lawyer. Approaching a consumer court is very simple and extremely cheap as you can represent yourself without having to hire a lawyer and not required to pay any court fee but just a nominal fee.

Objectives of Central Council

The objectives of the Central Council are to promote and protect the rights of the consumers such as:-

a) The right to be protected against the marketing of goods and services which are hazardous to life and property.

b) The right to be informed about the quality, quantity, potency, purity, standard and price of goods or

services, as the case may be so as to protect the consumer against unfair trade practices.

c) The right to be assured, wherever possible, access to a variety of goods and services at competitive prices.

d) The right to be heard and to be assured that consumer's interests will receive due consideration at appropriate forums.

e) The right to seek redressal against unfair trade practices or restrictive trade practices or unscrupulous exploitation of consumers; and

f) - the right to consumer education.

Objectives of State Council

The objects of every State Council shall be to promote and protect within the State the rights of the consumers laid down in clauses (a) to (f) in central council objectives.

JURISDICTION

Jurisdiction of District Forum

Subject to the other provisions of this Act, the District Forum shall have jurisdiction to entertain complaints where the value of the goods or services and the compensation, if any, claimed does not exceed rupees twenty lakhs.

A complaint shall be instituted in a District Forum within the local limits of whose jurisdiction:-

(a) - the opposite party or each of the opposite parties, where there are more than one, at the time of t he institution of the complaint, actually and voluntarily resides or carries on business or has a branch office or personally works for gain, or

(b) - any of the opposite parties, where there are more than one, at the time of the institution of the complaint, actually and voluntarily resides, or carries on business or has a branch office, or personally works for gain, provided that in such case either the permission of the District Forum is given, or the opposite parties who do not reside, or carry on business or have a branch office, or personally work for gain, as the case may be, acquiesce in such institution; or

(c) - the cause of action, wholly or in part, arises.

Jurisdiction of state council

Subject to the other provisions of this Act, the State Commission shall have jurisdiction:-

(a) - to entertain

i - Complaints where the value of the goods or services and compensation, if any, claimed exceeds rupees twenty lakhs but does not exceed rupees one crore; and

ii - appeals against the orders of any District Forum within the State; and

(b) - to call for the records and pass appropriate orders in any consumer dispute which is pending before or has been decided by any District Forum within the State, where it appears to the State Commission that such District Forum has exercised a jurisdiction not vested in it by law, or has failed to exercise a jurisdiction so vested or has acted in exercise of its jurisdiction illegally or with material irregularity.

Jurisdiction of National Council

Subject to the other provisions of this Act, the National Commission shall have jurisdiction-

(a) - to entertain

i - Complaints where the value of the goods or services and compensation, if any, claimed exceeds rupees one crore; and

ii - appeals against the orders of any State Commission

(b) - to call for the records and pass appropriate orders in any consumer dispute which is pending before or has been decided by any State Commission where it appears to the National Commission that such State Commission has exercised a jurisdiction not vested in it by law, or has failed to exercise a jurisdiction so vested, or has acted in the exercise of its jurisdiction illegally or with material irregularity.

Limitation period

1 - The District Forum, the State Commission or the National Commission shall not admit a complaint unless it is filed within two years from the date on which the cause of action has arisen.

2 - Notwithstanding anything contained in sub-section (1), a complaint may be entertained after the period specified in sub-section (1), if the complainant satisfies the District Forum, the State Commission or the National Commission, as the case may be, that he had sufficient cause for not filing the complaint within such period: Provided that no such complaint shall be entertained unless the National Commission, the State Commission or the District Forum, as the case may be, records its reasons for condoning such delay

ARTICLES ON

CONSUMER AWARENESS IN INDIA

We use a lot many types of goods for a reason. These goods are both tangible (goods) and non-tangible (services). Together goods and services are known as commodities. The reason for their use is what can be called as satisfaction of wants. Wants are satisfied by using goods and services. The process of using various goods and services to satisfy a want is known as consumption. When we pay a price for good or a service and use it for to satisfy a want, we become consumers.

With advertisement in production, consumption becomes more difficult. There is growth in the number and services. Outside pressures become increasingly refined and harder to resist. It is necessary that the present generation keep themselves well aware and active to be able to take the ultimate decision in the market. If this is not so then the consumer is often exploited or cheated by the seller or the producer. So it is important to be aware of how we can be cheated as consumers. We must know our rights and duties as consumers. Even the law provides us protection as consumers.

Consumer is exploited when in any form he/she is cheated or not informed adequately about the product. There are many ways by which consumers can be exploited. They may be exploited by giving incomplete or wrong information. They may be exploited by sellers who may weigh less or measure wrongly. Sometimes a consumer may be given low quality if good. One of the very common and a serious problem by which a consumer may be exploited and cheated by the shop-keeper is by providing impurity or adulteration with harmful substances.

Consumer not only pays more they also suffer bad health and may even risk their like. Sometimes consumers are exploited when they purchase medicines and electronic devices. Inadequate safety measures adopted in making such devices may harm consumers physically. An electric heater may give a shock or a generator may give a high voltage harming the electric wiring or bulbs and tube-lights in the house. To be able to charge a high price a supplier may store the commodity (hoarding) and create an artificial scarcity. The consumer may panic and be forced to pay a high price for the same. Sometimes, some articles are copied and sold in its original brand name such as creams, soaps etc. The quantities of these duplicate materials are much inferior.

Sometimes the producers don't give the harmful effects of using their product for long or they may deliberately conceal information and circumstances in which the product must be used or the accompanying devices to be used with the product are not spelt out. The consumers then feel trapped and helpless.

For some items like a telephone or a gas connection, license or a passport or even for doctor's treatment, the consumer may be made to undergo delays and roughness and rudeness. This harasses and displeases the consumer.

Consumer durables like refrigerator or a sewing machine or scooter etc, need maintenance. The sellers may not give these after sales services or may charge a high amount for them.

There are many factors of causing exploitation of the consumer. Illiteracy is one of the causes. An illiterate consumer can be cheated easily as she can neither read the name of the product nor the instructions. Illiteracy also affects the level of consumer awareness.

Lack of information is another cause. The seller may take advantage of the freedom of the market and keep away, important or correct information from the consumer. Price, composition, quantity, conditions of use, and terms of purchase all must be given to the consumer.

Monopoly is also a cause of consumer exploitation. In market where only one or few producers or sellers operate, the consumer is more vulnerable. This is all the more so in case of essential commodities like life saving drugs and food items. The consumer in such areas is charged with high price; given a low quality and his/her problems are not taken seriously.

In Indian consumer protection was given importance in the past. Kautilya's Arthashastra mentions the protection of consumer's interest against exploitation by producers and sellers. Malpractices such as adulteration, overcharging and underweighting of the goods were considered as punishable offences.

The Indian ethos and culture promotes wise consumption. Consumption which does damage the environment and which generates a spirit of abstinence and sharing is held supreme. It believes in simple living when consumer's purchase irrationally and start responding indiscriminately and play into the hands of the producers and sellers, they make themselves vulnerable to exploitation. Thus, an ideal

consumer is alert, responsible and environment friendly, buys only when there is need, prevents himself/herself from being cheated and knows his/her rights and duties.

An economy, in which consumers are aware, can practice their duties and exercise their rights freely, efficiency of the sellers and producers will be higher and so the economy will be more developed.

Short Paragraph on Consumer Awareness

On May 2, 2015 By Omna Roy Category: ***Essays, Paragraphs and Articles***

Essay on Consumer Awareness

Consumers buy the goods by spending money or receives the service against money. Those who buy things for their cash, or credit or partially cash or credit are known as consumers.

Consumer Awareness empowers the consumer of his rights as a consumer, so that he can get the best deal. It also involves imparting of adequate knowledge and information about the products, so that he makes the best deal.

The consumers should aware themselves of the following matters:

1. Receive proper invoice, bill, cash memo or voucher.
2. The name of things bought or the description of the service should be mentioned in the invoice.
3. The date of the transaction should be mentioned.
4. Taxes should be mentioned on the invoice or bill.
5. Consumers should check if the name of the goods, weight, quantity, manufacturing-date, name of the manufacturer and address are mentioned on the covers of the packaged goods.
6. The government has fixed the rate of indirect taxes on different kinds of goods.
7. Consumer should check for symbol such as ISI mark on industrial goods, Agmark on agricultural products, Hallmark on golden ornament, etc.
8. The good which can be weighed should be bought after checking the product.

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8. How can government control inflation?
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Category : Essays, Paragraphs and Articles

THE RIGHT TO INFORMATION ACT, 2005

Main contents of the Right to Information Act - 2005

1. What is Right to Information

(a) An Act to provide for setting out the practical regime of right to information for citizens to secure access to information under the control of public authorities, in order to promote transparency and accountability in the working of every public authority, the constitution of a Central Information Commission and State Information Commissions and for matters connected therewith or incidental thereto.

(b) It extends to the whole of India except the State ofJammu and Kashmir.

The provisions of sub-section (/) of section 4, sub-sections (/) and (2) of section 5, sections 12, 13, 15,16, 24, 27 and 28 shall come into force at once, and the remaining provisions of this Act shall come into force on the one hundred and twentieth day* of its enactment.

(c) "appropriate Government" means in relation to a public authority which is established, constituted, owned, controlled or substantially financed by funds provided directly or indirectly-

(i) by the Central Government or the Union territory administration, the Central Government;

(ii) by the State Government, the State Government;

"Central Information Commission" means the Central Information Commission constituted under sub- section (/) of section 12;

"Central Public Information Officer" means the Central Public Information Officer designated under subsection (1) and includes a Central Assistant Public Information Officer designated as such under sub-section (2) of section 5;

"Chief Information Commissioner" and "Information Commissioner" mean the Chief Information Commissioner and Information Commissioner appointed under sub-section (3) of section 12;

"competent authority" means-

(i) the Speaker in the case of the House of the People or the Legislative Assembly of a State or a Union territory having such Assembly and the Chairman in the case of the Council of States or Legislative Council of a State;

(ii) the Chief Justice of India in the case of the Supreme Court;

(iii) the Chief Justice of the High Court in the case of a High Court;

(iv) the President or the Governor, as the case may be, in the case of other authorities established or constituted by or under the Constitution;

(v) the administrator appointed under article 239 of the Constitution;

"information" means any material in any form, including records, documents, memos, e-mails, opinions, advices, press releases, circulars, orders, logbooks, contracts, reports, papers, samples, models, data material held in any electronic form and information relating to any private body which can be accessed by a public authority under any other law for the time being in force;

"prescribed" means prescribed by rules made under this Act by the appropriate Government or the competent authority, as the case may be;

"public authority" means any authority or body or institution of self-government established or constituted—

(a) by or under the Constitution;

(b) by any other law made by Parliament;

(c) by any other law made by State Legislature;

(d) by notification issued or order made by the appropriate Government, and includes any—

(i) body owned, controlled or substantially financed;

(ii) non-Government organisation substantially financed, directly or indirectly by funds provided by the appropriate Government;

"record" includes—

(a) any document, manuscript and file;

(b) any microfilm, microfiche and facsimile copy of a document;

(c) any reproduction of image or images embodied in such microfilm (whether enlarged or not); and

(d) any other material produced by a computer or any other device;

2. What is a Power of a Public main in RTI Act

(Chapter I - Preliminary. Chapter II - Right to information and obligations of public authorities.)

"right to information" means the right to information accessible under this Act which is held by or under the control of any public authority and includes the right to -

(i) inspection of work, documents, records;

(ii) taking notes, extracts or certified copies of documents or records;

(iii) taking certified samples of material;

(iv) obtaining information in the thrm of diskettes, floppies, tapes, video cassettes or in any other electronic mode or through printouts where such information is stored in a computer or in any other device;

"State Information Commission" means the State Information Commission constituted under sub-section (I) of section 15;

"State Chief Information Commissioner" and "State Information Commivioner mean the State Chief Information Commissioner and he State Information Commissioner appointed under sub-section 15; (3) of section

"State Public Information Officer" means the State Public Information Officer designated under subsection (I) and includes a State Assistant Public Information Officer designated as such under sub-section (2) of section 5;

"third party" means a person other than the citizen mak ng a request for information and includes a public authority.

3. Who can get the documents and papers

- Right to information.—Subject to the provisions of this Act, all citizens shall have the right to information.

- Obligations of public authorities. —(I) Every public authority shall—

(a) maintain all its records duly catalogued and indexed in a manner and the form which facilitates the right to information under this Act and ensure that all records that are appropriate to be computerised are, within a reasonable time and subject to availability of resources, computerised and connected through a network all over the country on different systems so that access to such records is facilitated;

(b) publish within one hundred and twenty days from the enactment of this Act,—

(i) the particulars of its organisation, functions and duties;

(ii) the powers and duties of its officers and employees;

(iii) the procedure followed in the decision making process, including channels of supervision and accountability;

(iv) the norms set by it for the discharge of its functions;

(v) the rules, regulations, instructions, manuals and records, held by it or under its control or used by its employees for discharging its functions;

(vi) a statement of the categories of documents that are held by it or under its control;

(vii) the particulars of any arrangement that exists for consultation with, or representation by, the members of the public in relation to the formulation of its policy or implementation thereof;

(viii) a statement of the boards, councils, committees and other bodies consisting of two or more persons constituted as its part or for the purpose of its advice, and as to whether meetings of those boards; councils,

committees and other bodies are open to the public, or the minutes of such meetings are accessible for public;

(ix) a directory of its officers and employees;

(x) the monthly remuneration received by each of its officers and employees, including the system of compensation as provided in its regulations;

(xi) the budget allocated to each of its agency, indicating the particulars of all plans, proposed expenditures and reports on disbursements made;

(xii) the manner of execution of subsidy programmes, including the amounts allocated and the details of beneficiaries of such programmes;

(xiii) particulars of recipients of concessions, permits or authorisations granted by it;

(xiv) details in respect of the information, available to or held by it, reduced in an electronic form;

(xv) the particulars of facilities available to citizens for obtaining information, including the working hours of a library or reading room, if maintained for public use;

(xvi) the names, designations and other particulars of the Public Information Officers;

(xvii) such other information as may be prescribed;

4. Procedure for obtaining the information

Request for obtaining information.—(/) A person, who desires to obtain any information under this Act, shall make a request in writing or through electronic means in English or Hindi or in the official language of the area in which the application is being made, accompanying such fee as may be prescribed, to -

(a) the Central Public Information Officer or State Public Information Officer, as the case may be, of the concerned public authority;

(b) the Central Assistant Public Information Officer or State Assistant Public Information Officer, as the case may be,

specifying the particulars of the information sought by him or her:

Provided that where such request cannot be made in writing, the Central Public Information Officer or State Public Information Officer, as the case may be, shall render all reasonable assistance to the person making the request orally to reduce the same in writing.

(2) An applicant making request for information shall not be required to give any reason for requesting the information or any other personal details except those that may be necessary for contacting him.

(3) Where an application is made to a public authority requesting for an information, -

(i) which is held by another public authority; or

(ii) the subject matter of which is more closely connected with the functions of another public authority

the public authority, to which such application is made. shall transfer the application or such part of it as may be appropriate to that other public authority and inform the applicant immediately about such transfer:

Provided that the tiansfer of an application pursuant to this sub-section shall be made as soon as practicable but in no case later than five days from the date of receipt of the application.

5. Main definitions of RTI Act 2015

This is very powerful act which gives the strength to a public main secondary all the Govt. department are found for work on tranceperency. But on public ma we should not misuse the power as a good citizen of India.

CHAPTER-I

PRELIMINARY

SECTIONS

1. Short title, extent and commencement.
2. Definitions.

CHAPTER II

RIGHT TO INFORMATION AND OBLIGATIONS OF PUBLIC AUTHORITIES

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4. Obligations of public authorities.
5. Designation of Public Information Officers.
6. Request for obtaining information.
7. Disposal of request.
8. Exemption from disclosure of information.
9. Grounds for rejection to access in certain cases.
10. Severability.
11. Third party information.

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THE CENTRAL INFORMATION COMMISSION

12. Constitution of Central Information Commission.
13. Term of office and conditions of service.
14. Removal of Chicf Infiommtion Commissioner or Information Commissioner.

CHAPTER-IV

TIIE STATE INFORMATION COMMISSION

15. Constitution of State InFonnation Commission.
16. Term of office and conditions of service.
17. Removal of State Chief Information Commissioner or State Information Commissioner.

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POWERS AND FUNCTIONS OF THE INFORMATION COMMISSIONS, APPEA L AND PENALTIES

18. Powers and functions of Information Commissions.
19. Appeal.
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MISCELLANEOUS

21. Protection of action taken in good faith.
22. Act to have overriding effect.
23. Bar ofjudisdiction of courts.
24. Act not to apply in certain organizations.
25. Monitoring and reporting.
26. Appropriate Government to prepare programmes.
27. Power to make rules by appropriate Government.
28. Power to make rules by competent authority.
29. Laying of rules.
30. Power to remove difficulties.
31. Repeal.

The contents are collected from the bear act of RTI-2005

Dr. V. K. SAXENA
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"CONSUMER RIGHTS ORGANISATION"

MAIN OBJECTIVES:

- To fight against corruption and to fight for consumer rights of people.
- To fight against corruption among children, Women, farmers and other people of rural areas.
- To advice the Government for making administrative reforms to make corruption free India.
- To help administration and concerned authorities to hold corrupt government employees under prevention of corruption Act and other relevant laws and rules.
- To help administration and the police to stop corruption in private sector also.
- To check corruption on general public places done by the public servants.
- To provide free legal aid to the needy by providing a panel of Advocates.
- To give suggestions to government for making healthy atmosphere in prisons.
- To organize seminars, fairs, Stage drama, dance etc.
- To teach people about latest Laws and consumer laws.
- To work jointly and severally in making India a corrupt free country.
- The CRO will work as Non-political organization in different fields.
- To improve status for various languages like Sanskrit, Hindi, Urdu, Telugu and other local languages by organizing seminars.
- To honor the young journalists, Poets, Writers.
- To work in the field of welfare of masses of people of India.
- To work for the development of minority classes of the society.
- To provide Government healthy solutions to remove corruption in India.
- To protect the life and property of Senior citizens.
- To fight against the Dowry systems.
- To work against the exploitation of women & child.
- To remove Public grievances.
- To provide Scholarships to the needy students.
- To create awareness among the farmers regarding the latest technology of farming.
- To do correspondence with various departments on various matters of public grievances.
- To create awareness about the general rules of public importance among the people.
- To help in getting Justice to the General Masses.
- In the present Scenario the CRO will motivate the common people in various fields like state unity, state population, Law and Justice, Environment, Pollution, art and music, literature, human rights, health and family welfare etc.

OTHER OBJECTIVES

AGRICULTURE

a. Development of agricultural land in hilly area through provision of assistance for bounding, leveling and shaping of land, fencing and reclamation, as well as dissemination of farming technology.

b. Reclamation of land, soil conservation and a forestation.

c. To establish KrishiVigyan Kendra.

d. To enhance seed development activities to prepare new hybrids of different varieties.

e. To facilitate awareness regarding importance of organic farming.

f. To Provide training on sericulture and develop own sericulture forms at grass root, block, district and state level so as to increase the organic farming.

g. To Develop own farms with organic farming and providing awareness to people on the importance of organic farming at present .

h. Watershed area development.

ANIMAL'S WELFARE

a. To investigate and check cruelty against animals to heighten public awareness of the torture perpetrated on animals for the sake research and beauty, glamour and art to discourage and thwart anti-animal activities by taking prompt remedial action.

b. To construct sheds for stay of accidental, week, old and awara/ stray animals and birds i.e. shelter house for animals and birds.

c. To provide necessary treatment to sick animals & birds.

d. To make arrangement for proper fodder/feeds and drinking water to animals& birds.

e. To provide AMBULANCE for accidental animals and birds.

AWARENESS GENERATION

a. To conduct awareness generation program amongst students, tribal youth, adolescents, women & general masses in various aspects & fields like NEAC, legal literacy, literacy, primary health care, cultural programs, sports, music, art, science, road safety, pollution control, population issues, enterprise development, information technology, agriculture, RCH, AIDS, immunization, drug abuse, Indian system of medicine and homeopathy, human rights, national integration, promotion of small family norms etc.

APPROPRIATE TECHNOLOGY

a. To provide appropriate technologies in different aspects of people's daily working and life concerns.

b. To provide technical assistance to people.

c. To work for technology development in various sectors.

d. To facilitate delivery of technology to women and unemployed youth of the rural and urban areas through cooperation from state/central govt. / govt. bodies.

BIO-DIVERSITY

a. To organize bio-diversity conservation initiatives amongst all sections of community.

b. Conducting environmental education and training in the sphere conservation of forests, wildlife etc for rural/urban people, especially through organization of camps and lectures.

c. To work for maintenance and conservation of bio-diversity.

CAMPAIGN

a. To conduct campaigns against social evils such as dowry, suicide, corruption, illiteracy, sex ratio, female feticide, child labor and pollution.

b. To launch cleanliness, sanitation and health education campaign.

c. facilitate organization of cattle/agriculture camps and awareness of the diseases in both.

d. To launch an awareness campaign against infant mortality.

COMMUNITY SERVICES

a. To setup the center for visually handicapped, physically handicapped / disabled, hearing impaired, mentally retarded , multiple handicappedand orphan children and street children.

b. Formation of voluntary organization in rural/urban areas.

c. Assistance of weaker sections and marginal farmers.

d. Establishment of farmers cooperatives and community fund(gram kosh).

e. Development of children(balwaries) and youth clubs and mahila clubs embracing people from all classes.

f. Peaceful resolution of local conflicts and disputes.

g. Encouraging landless labors, field bounded laborers and marginal farmers to get themselves organizes into vocations like dairy, piggery, poultry, fishery, cottage industries, handicrafts etc. to better their standard living.

h. To solve urban/rural housing problem.

i. Enabling the weaker sections of the community to take advantage of the various welfare schemes of the govt.

j. Construction of link road, low cost houses and latrines(sanitation program) for people living below poverty line, like fred bounded labourers, marginal farmers, landless farmer etc.

k. Repair and maintenance of tenements, especially for the weaker sections of the community.

l. Construction of rural and urban building center and community center

m. To help Govt to implement various schemes such as SJSRY and SGSY etc.

n. To establish cultural center for artist in both rural and urban areas.

o. To establish village library to provide an interaction platform to the villagers with current happening in the world.

p. To establish homes(shishugrah) for infants for providing them better care.

q. To establish holiday home at various places to provide local people a homely feeling away from their own home.

r. To arrange better rural water supply system with the help of govt.

s. To encourage discussion among groups on problems affecting rural communities.

t. To enhance micro enterprises in rural and urban areas by providing them guidelines and financial help.

u. To establish student hostel and health gym.

v. To arrange science and technology for rural development.

w. To setup janshikshansansthan.

CONSTRUCTION

a. To solve urban/rural housing problem.

b. Construction of link road, low cost houses and latrines(sanitation programme) for people living below poverty line, like free bonded laborers, marginal farmers, landless farmers etc.

c. Repair and maintenance of tenements builds, especially for the weaker sections of the community.

d. Construction of rural and urban building center and community center.

e. Construction of affordable houses or distribution of plots for under privileged and people below poverty line.

CONSULTANCY

a. To provide consultancy for various projects in different fields of development sector.

CULTURE

a. To preserve, develop, promote and disseminate tribal/folk art and culture.

b. Cultural heritage of different tribes all over india and abroad.

c. To undertake research projects in culture.

d. To set up multipurpose cultural complexes/centres.

e. To conduct cultural program/activity for fund raising of CRO development.

DISASTER MANAGEMENT

a. In the event of natural calamities such as draught, floods and cyclones:

i. To undertake voluntary work for victims of calamities through contribution, shramdan, govt. help Etc.

ii. To arrange financial assistance from central/state govt. and voluntary organization.

iii. To organize and maintain a youth task force for rendering on th spot service during disasters and natural calamities.

iv. To maintain and orient the people of flood and drought prone areas in advance to own preventive measures.

EDUCATION & EMPLOYMENT

a. To establish and provide educational centers/ schools/institutions for non-formal education, school education, higher education, vocational education/ training, computer education, education in engineering, education in business management, education in medical sciences, nursing college etc.

b. To facilitate self employment by delivering technical and financial services to the women and unemployed youth of the rural and urban areas through cooperation from state/central govt. / govt. bodies.

c. To establish child labor schools at grass root level, block level, district and state level.

d. To run courses of different languages.

e. Organizing and running of adult education centers.

f. To set up libraries and reading rooms conduct study classes and organize cultural activities.

g. To encourage the rural/urban/slum people to adopt the latest technology in the field of education.

h. To create employment opportunities for men/women and youth through vocational training facilities to trace out skilled force of women/youth.

i. To establish and maintain youth centers/theaters/ libraries/reading rooms/information centers, hostels, training and educational institutions for job oriented courses.

j. To start Ashram schools and secondary and higher secondary schools for boys and girls from backward classes.

k. To help the govt. in organizing and successfully completion of literacy mission.

l. To conduct various research studies in the field of education.

m. To provide sex education to adolescent girls and boys.

n. To apply for all schemes provided by government in education sector.

o. To work for promotion of Skill Development and other govt. schemes implemented by state or central government in education sector.

ENERGY

a. Encouraging the use of alternative sources of energy, like solar cooker, Bio-gas smokeless chullas etc.

b. To promote non-conventional energy sources.

c. To enhance the use of solar energy.

FOREIGN COLLABORATION AND CONTRIBUTION

a. To obtain foreign collaboration for transfer of rural technology, marketing processes, etc. from donating agencies in foreign lands.

b. To obtain the sanction from Govt. of India (Home Ministry) for receiving foreign contributions.

c. To open a separate bank account for foreign contributions and maintain the accounts properly.

d. To utilize foreign contributions so received for the up-liftment of weaker sections and marginal farmers in the rural sector with a view to ensuring the greatest good of the greatest number.

FORESTRY

a. To implement various programmers of social forestry, tree plantation, community forestry etc.

b. To raise nurseries of various plants for income generating purposes.

GENDER

a. To implement issues related programs.

b. To work for implementation of Pre-Natal Diagnostic Technique (PNDT) Act.

c. To implement projects on Gender Sensitization.

HANDICRAFT

a. To promote Handicrafts by developing artisans.

b. To implement the schemes/programs of various institutions/departments engaged for development of handicraft sector like KVIC, SIDBI, Ministry of Textile, NABARD, WDCA Department of Rural Development etc.

c. To run projects for development of handicraft through participation of Craft persons.

d. To upgrade artisan's skill through appropriate design & technology intervention.

e. To provide necessary market support and service to the product/craft persons.

f. To implement schemes of sericulture sector, wool sector.

g. To run projects, scheme of nation of center for jute diversification.

h. To setup training cum production centers for promotion of jute diversification.

HEALTH AND FAMILY WELFARE

a. To run first aid and primary health center.

b. To provide facilities to people of mobile dispensaries, Medicare unit.

c. To carry out immunization nutrition for health, medical checkup and blood donation programs.

d. To propagate family planning schemes by supporting social programs like marking of condoms etc.

e. To run reproductive and child health programs.

f. To provide free medical aids to the aged men and women, the handicapped, widows, free bounded labors and weaker section of the rural/urban population.

g. To provide portable water and rural/urban people.

h. To setup hospitals, dispensaries and schools in rural/urban areas, where the existing medical care and educational facilities are inadequate/required.

i. To start national health programs for leprosy blindness, TB cancer, RTI/STI/HIV/AIDS and other non-curable diseases.

j. To provide counseling services to people living with anxiety of the unknown in pretest and post test counseling for HIV and to work for prevention of STD/HIV.

k. To fight against drug abuse.

l. To initiate nutrition program for health of women and children.

m. To provide health training.

n. To conduct health training eyes camps for the masses.

o. To help the disabled persons purchase fitting of aids/ appliances.

p. To motivate the people for using the India system of medicine and homeopathy.

HELP TO POOR AGED

a. To provide free medical aid to the aged, men and women.

b. To setup poultry/fishery/dairy units to keep elderly occupied as also to generate income for them.

c. To arrange free feeding of elderly rural poor.

d. To set up an ASHRAM "apnaGhar" for old people with financial assistance from the central govt. and donations from voluntary agencies.

e. To setup DAY CARE Centers for aged.

HUMAN RIGHTS

a. To promote & educate Equality, as well as Equity, International Integration, Brotherhood, Non-Violence, Love, Peace, Justice, Protection & Promotion of Human Rights for all.

b. To suggest action for violation of rights by armed political groups and terrorists.

c. To create an environment as well as an understanding that Human Rights can easily become vulnerable to abuse of various structures and processes of power and to examine the inter-dependence of and linkage between Human Rights and democracy, pluralism, development, ecological balance, peace and harmony at the national and international levels.

d. To make people aware of "Human Rights duties", privileges, conduct training camps & workshops, establish old age homes, residential/vocational schools & colleges, research & medical colleges and Human Rights Camps.

e. To promote art & culture, maintain, encourage, and assist/help setting up Centers for promotion of Human Rights.

f. To promote social progress and better standards of life and activity in cooperation with the Government of India and other countries to promote human rights education.

g. To develop a more distinctive and effective role for the International Court of Justice to fulfill the Human Rights and spread the messages/values of Human Rights by way of Human Rights education.

h. To open training camps and workshops for the development of arts, plays and culture and raise funds through subscriptions, donations, trade to fulfill the aims and objects.

i. To establish and conduct centers of treatment and rehabilitation for the victims of violators of Human Rights.

j. To actively join hands with the Government of India and other countries to promote Human Rights education and help legal, social and economic discrimination against women and their exploitation in different ways.

k. To publish books, encyclopedias, monographs, journals and directories on Human Rights and study and prepare reports on the violation, etc.

l. To effectively work for gender inequalities, exploitations and injustice as also to encourage / assist talented artists, poets, singers, writers, social workers, journalists, doctors, judges, etc.

f. To organize and participate in cultural programmes to foster a spirit of nationalism to achieve co-operation in solving various problems of economic, social, cultural or humanitarian character and in promoting and encouraging respect for human rights

INFORMATION TECHNOLOGY

a. To setup information centers at block/district/state level to help the people about latest developments. If possible these types of centre can be setup at village level also.

LEGAL LITERACY

a. To make rural people conscious of their rights and responsibilities, enabling them to stiff for honest efficient administration, speedier justice and for better education, health and other services.

b. To provide women in destitute legal aid and adequate counseling.

LIVESTOCK MANAGEMENT

a. To establish research center for high milk yielding varieties of buffaloes cows etc.

b. To setup a semen bank for artificial insemination of animals.

c. To establish hospital and mobile Medicare facilities

for livestock.

MARKETING FACILITIES

a. To setup OWN MARKET with the help of center and state govt.

b. To establish retail outlets for the farmers in rural/ urban areas with a minimum of 20-25 outlets at different localities in Delhi for direct sale to consumers.

c. To setup cold storage for the farmers facilitate training, market linkage to the people including unemployed youth and craftsmen engaged in small and cottage industries.

d. To install processing plant for the farmers so that surplus stock could be converted into fast food items.

e. To provide technological and marketing know-how and process to farmers.

MINORITY WELFARE

a. CRO will make best efforts to work on welfare of minority section.

b. CRO will work to promote health awareness, education and all other sectors among the minorities.

NETWORKING

a. To setup network of village, block, district, state and national and international level NGO's involved in development sector for better working and implementation of various schemes, funding sources and to provide more benefit to target groups.

PROCESSING

a. To work for processing of plants, herbs, shrubs etc. for medicines.

b. To implement schemes of food processing sector.

c. To setup foo0d processing units, food parks etc.

d. To carryout manufacturing marketing of low cost building material.

e. To understand research & development projects.

f. To setup demonstration units & pilot projects.

g. To setup food & agro processing units.

PUBLICATIONS

a. To setup press & print literature, magazines & newspaper for social welfare.

b. To prepare brief curriculum for illiterate people and non-financial education.

RESEARCH AND SURVEYS

a. To conduct various research studies in the field of Agriculture, RCH, Pollution Control, Panchayati Raj, AIDS, Bio-Diversity, Education, Environment, Health, Watershed Management etc.

b. To conduct surveys on various topics related to development aspect of community

c. To carry out surveys related to the socio-0economic aspects of rural and urban life

d. To compose herbal garden to enhance methodology of Indian System of Medicine & homeopathy.

SEMINARS / TRAINING / CAMPS / WORKSHOPS

a. To conduct seminars, conferences, lectures at grass root level, District, state and national level on all matters and problems affecting the people.

b. To make arrangements for such caliber farmers as are prepared to go abroad to take part in debates and discussion on transfer to latest technology and marketing processes from labs and research centers to land.

c. To establish training centers for the farmers to impart knowledge about the latest technology to be adopted by them.

d. To organize seminars/camps/workshop/ transportations and rallies on the various activities for betterment of the rural & urban poor irrespective of casts and creed .

e. To organize voluntary blood donation camps.

f. To impart training in horticulture, sericulture, pisci culture, floriculture, poultry, piggery, goatry, mushroom production, computer application production, stenography, knitting & tailoring, beautification trade, readymade garments, leather goods, handlooms, khadi& jute diversification textile, handicraft & traditional occupation to the poor & needy people and take above mentioned programmes for providing themselves a sustainable employment.

g. To setup coaching centers for SC/ST/OBC and others.

h. To conduct various refresher courses and orientation training programmers.

i. To impart training in co-operative marketing, processing and storage.

j. To conduct training for panchayati raj institutions with help of govt.

k. To periodically organize seminars, workshops or camps to enlighten people on the aspects of aging and the problems of the aged: how best to tackle these.

SPORTS

a. To establish stadiums (indoor & outdoor) in both rural & urban areas to promote sports activities for normal and disabled friendly .

b. To establish swimming pools to enhance swimming activities as sports.

c. To organize various sports meets at village, block, district and state level.

d. Conduct sports training and competition for disabled /children with special need.

WASTELAND DEVELOPMENT

a. To develop wasteland through plantation.

b. Regeneration of degraded forest land.

c. Developing a system for surface water management for water harvesting.

d. Leveling, terracing and bonding of agriculture land in basin areas.

e. Demonstration on reclamation of wastelands.

f. Social forestry/tree plantation, community forestry.

g. Development of pastureland for fodder and fuel.

h. To motivate village folk including women to take up wastelands development to raise their own nurseries.

i. Growing of fuel & timber spices on private lands in drought prone areas.

j. Nurseries and tree plantation on private and common land.

WASTE MANAGEMENT

a. To conduct garbage and solid waste management program in rural and urban areas.

b. To setup a recycling plant for waste products to lessen the pollution and harm to the people.

WOMEN EMPOWERMENT:

a. To facilitate formation of groups of women and farmers in rural /urban areas and thereafter bringing them together on a common platform to address issues through federation, clusters and village development committees.

b. To facilitate microfinance in the groups.

c. To facilitate women about their rights and eradication of the differences between girls and boys through trainings and shows.

d. To organize seminars training shows plays at grass root, block, district and state level about the decreasing sex-ratio in India.

YOUTH ACTIVITIES

a. To organize and conduct vocational training courses for youth.

b. To help youth to acquire knowledge skills' to awaken social consciousness' & responsibility.

c. To evolve and develop the concept of methodology of community work among youth.

d. To initiate and organize need-oriented rural/urban development programmes.

e. To organize and implement schemes that would help poor people to increase their income.

f. To plan and execute youth exchange programmes; to organize tour and picnics in and out of the country.

g. To impart education and training of the basis of youth organization methods and practices.

h. To organize national integration camps.

i. To conduct various camps i.e. trekking camps, snow skiing, water sports,flying and eco development caps etc.

j. To organize debates and declamation contest, speech.

AND GENERALLY to do in all public, Interest & charitable purposes for public benefit without any discrimination of Caste, Creed, Color, Gender, Religion, Faith, Race or any Nationality.

SAVE THE GIRL CHILD

BETI BACHAO - BETI PADHAO

LET ME SEE THE WORLD

You hold my hand
and show me the world...

Swachh Bharat Swachh Vidyalaya

स्वच्छ भारत
एक कदम स्वच्छता की ओर

स्वच्छता की आवश्यकता है भारत में आज

स्वच्छ तन, स्वच्छ मन से बनता, स्वच्छ समाज

उत्तरप्रदेश में आयोजित समारोह की चित्रमय झलकियाँ

Best Wishes

CONSUMER RIGHTS ORGANISATION
CRO
INDIA
KNOW YOUR RIGHTS

JAGO GRAHAK JAGO

Mr. Devkaran Makran

State President, Chhattisgarh

Consumer Rights Organisation

मध्यप्रदेश में आयोजित समारोह की चित्रमय झलकियाँ

आंध्रप्रदेश में आयोजित सेवाकार्य की झलकियाँ

मुम्बई में आयोजित समारोह की चित्रमय झलकियाँ

MAKE IN INDIA

Digital India
Power To Empower

SKILL INDIA
Slogan Or Tagline Here

प्रधानमंत्री की प्रमुख योजनाएँ
Prime Minister Schemes

प्रधानमंत्री जन आवास योजना
सरल निवास, सफल विकास

N·S·D·C
National
Skill Development
Corporation

प्रधान मंत्री
आवास योजना-ग्रामीण
Pradhan Mantri Awaas Yojana-Gramin

प्रधानमंत्री
उज्ज्वला
योजना

प्रधानमंत्री
आवास
योजना-ग्रामीण

प्रधानमंत्री जन-धन योजना
मेरा खाता भाग्य विधाता

प्रधानमंत्री
भारतीय
जन औषधि
परियोजना

#GiveItUp
Feel the Joy of Giving

हर महिला को
मिले घर...हो विकास
यही है महिला आवास योजना का प्रयास

तुरंत घर बुक करवाएं, योजना के तहत डिस्काउंट का लाभ उठाएं

प्रधानमंत्री सुरक्षा बीमा योजना