

You pay 20/30 for a gas delivery boy. Are you giving?

Amount you give for gas delivery = 662.50.

This includes 630.95 gas bill + 31.55 delivery charges = 662.50

That means we are also paying the bill for our home delivery.

Gas agency is levying black money in lakhs by giving you 20/30 Rs delivery boys. How?

How do you make 20/30 Rs. So the cost of auto, the cost of diesel, the salary of the delivery boys' salary costs will be enough for the gas agency. How?

$500 * 20 = 10000$ if 500 cylinders are sold per day

$10000 * 30 = 3,00,000$ per month.

Of this Rs 3 lakh, delivery boys share the remaining auto and diesel expenses, while the delivery boys and the agency share.

Now, as a matter of fact, the gas bill is Rs 31.55. The agency eats up the delivery charges we pay, because the 20/30 we pay is Rs. Suitable for delivery costs.

Now let's see how much the gas agency is punishing.

Let's reduce it to 30K instead of 31.55

$500 * 30 = 15000$

$15000 * 30 = 4,50,000$ per month

$4,50,000 * 12 = 54,00,000$ / - per year

Whether you are a retailer for a delivery boy or not, the Rs 20 you give is indirectly contributing over Rs 50 lakh to your gas agency for black money.

According to the rules, gas delivery is Rs 1 per boy. Do not even give. Things I know through the Right to Information Act:-

- 1) No charges will be levied on the delivery boy where the gas is delivered to the gas agency within a radius of 5 km. Charges must be paid for.
- 2) Charges should not be levied even if the delivery is made on the top floor.
- 3) If we go to the agency ourselves and take the gas, the agency will have to give us a rebate of Rs. 20 on delivery charges in the bill.

What a pity! The 20/30 Rs. Gas is bringing millions of black money to the agency.

Similarly, if you do not pay the delivery boy over 20/30, then the gas agencies must use Rs 31.55 (whatever is included in the gas bill we pay) for delivery boys' salaries, auto and diesel expenses.

Then the illicit earnings of the gas agencies will be curtailed.

So from now on do not give more than a rupee to the amount in the bill. If 20/30 Rs. Ask for a receipt if asked. He will not give a receipt.

Go to the petrol banks for Rs 99.51 and the surplus 49 paise will be in crores if you count the whole country. Such is the 20/30 Rs. How many crores will be left for your calculation if you count the whole country!!!!

President, CRO TELANGANA

All the information is in the receipt

Cooking gas is important in the daily necessities of the common man. We have many doubts about gas consumption. But no one tells us about them. Information on how much gas we use for cooking during the year can be found in the Gas Delivery Boy book. Once we forget to write like that we don't know how many cylinders we took in a year.

Now those cats are depositing information on how many cylinders we have used in the bill given by the respective gas companies without the public. Let's see its full details. One company .. one way ..

The gas supplied by the companies supplying the subsidized cylinders is calculated individually by each company. Household cylinders weigh 14.2 kg each. The government is subsidizing a total of 170.4 kg of gas per year on 12 cylinders. These are calculated separately by the respective companies. HP and Bharat Gas companies calculate per cylinder. For example if we use five cylinders the bill will be 5/12. If eight is used, it is 8/12. The Indian Oil Company, however, states the weight of the gas used. If two cylinders are used, the bill will be 28.4 kg / 170.4 kg.

If urgent .. Gas cylinder accidents often occur in homes. Not sure who to contact in case of an emergency. If there is a gas leak, we will see if there are any neighbors. If they do not cooperate, we will be fasting all day waiting for someone to come and fix the stove without lighting it. No need to wait any longer. Behind the gas bills we are given are their phone numbers to whom to contact in case of an emergency. Emergency, customer care center numbers. Representatives of the respective companies will respond immediately if there is a gas leak by calling the respective numbers for help. The problem is solved by sending experts at home.



We charge 4 to 6 paise per liter of petrol or diesel at petrol bunks. Just paying for toilet maintenance!?! Yes. This is true. This is how all the petrol banks charge us under the toilet maintenance cost.

Toilets, fresh water and air should be provided free of cost at each petrol bunk. Most people who travel have access to public toilets when the toilet is urgent. Look for desolate places but do not go to the petrol bunk. From now on, go to the petrol bunks as a class in emergency time. Do your work. Because that is our right.!

On an average, if 10,000 liters of oil is sold in a petrol bunk per day, the amount coming to that bunk under the toilet maintenance cost is 600 per day, that is, 18000 per month.

The Consumer Protection Act, 2019 : Key Features And Highlights

25 June 2020 | by PDS Legal Advocates & Solicitors

Introduction

The Consumer Protection Act, 2019 (the Act) received the President's assent on 9 August 2019 which has replaced the Consumer Protection Act, 1986. The Act aims at protecting and strengthening the rights of the consumers by establishing authorities, imposing strict liabilities and penalties on product manufacturers, electronic service providers, misleading advertisers, and by providing additional settlement of consumer disputes through mediation.

Highlights of the Act

- Under the new Act, "consumer" is defined as a person who "buys any goods" and "hires or avails of any service" for consideration but does not include a person who obtains goods for resale or goods or service for any commercial purpose. The Act seeks to widen the scope of this definition. Thus, a consumer will now mean any person who "buys any goods" and "hires any services" which shall include both online and offline transactions through electronic means, teleshopping, direct selling or multi-level marketing.
- The concept of "product liability" has been newly introduced and is defined as the responsibility of a product manufacturer or product seller of any product or service to compensate for any harm caused to a consumer due to defective product manufactured, sold or deficiency in services relating thereto.
- **Rights of the consumer**
 - be protected against the marketing of goods, products or services which are hazardous to life and property;
 - be informed about the quality, quantity, potency, purity, standard and price of goods, products or services;
 - be assured, wherever possible, access to a variety of goods, products or services at competitive prices;
 - be heard and to be assured that consumers' interests will receive due consideration at appropriate fora;
 - seek redressal against unfair trade practice or restrictive trade practices or unscrupulous exploitation of consumers; and
 - consumer awareness.
- **Introduction of "e-commerce" and "electronic service provider"**

The Act has inserted the definition of "e-commerce" which means buying or selling of goods or services including digital products over digital or electronic network 4. Section 94 of the Act refers to the prevention of unfair trade practices in e-commerce and direct selling and also deals with protection of interest and rights of consumers.

Further, the Act has also introduced a vital concept of "electronic service provider" which is defined as a person who provides technologies or processes to enable a product seller to engage in advertising or selling goods or services to a consumer and includes any online marketplace or online auction sites 5. Further, an electronic service provider is now included under the definition of a product seller 6. These online marketplaces and auction sites can now be held in product liability action under the circumstances as stated in Section 86 of the Act.

Inclusion of the concepts relating to e-commerce along with the prescribed liabilities has broadened the scope of the Act. By including e-commerce within its purview, the Act seeks to protect the rights of the e-consumers and also enables them to proceed against the e-commerce websites in the event of any infringement or violation.

• Central Consumer Protection Authority

The Act introduces the establishment of a Central Consumer Protection Authority (CCPA) by the central government. The CCPA is a regulatory authority and shall be empowered to impose penalties, recall goods, cause withdrawal of services, provide refunds⁷ and investigate into matters. It shall also be responsible for protecting the rights of consumers as a class and shall further ensure that no person engages in unfair trade practices and that no misleading advertisements are made 8. The Act provides for establishing an investigation wing which shall be headed by the director general who shall be appointed by the central government for conducting investigations as per the order of the CCPA. Further, the Act also introduces electronic mode for filing complaint for unfair trade practices or false or misleading advertisements to the district

collector, the commissioner of the regional office or the CCPA 10.

• Strict penalties for false and misleading advertisements

The Act has defined the term "misleading advertisement" in relation to any product or service as, "an advertisement which falsely describes the product or service which gives a false guarantee and is likely to mislead the consumer as to the nature substance, quantity or quality of such product or service and conveys an express or implied representation which, if made by the manufacturer or seller or service provider, would constitute an unfair trade practice and shall also include information which is concealed deliberately" 11. The penalties for false and misleading advertisements are discussed under offences and penalties.

An appeal to an order passed by the CCPA on this issue can be filed under the National Commission within a period of 30 days from the date of receipt of such order 12.

• Consumer Dispute Redressal Commission

The Act provides for setting up of a Consumer Dispute Redressal Commission (CDRC), which shall be set up at the district, state and national level (Commissions). The CDRC is empowered to resolve complaints with respect to unfair and restrictive trade practices, defective goods and services, overcharging and goods which are a hazardous to life and safety.

• Jurisdiction of the CDRC

The pecuniary jurisdiction of the Commissions has been enhanced in comparison with the Consumer Protection Act, 1986. The district commission now has the jurisdiction to entertain complaints where the value of the goods or services paid as consideration (Consideration) does not exceed INR1 crore 13.

The state commission shall have the jurisdiction to entertain complaints where the Consideration exceeds INR1 crore but does not exceed INR10 crores 14; and the national commission shall have the jurisdiction to entertain complaints where the Consideration paid exceeds INR10 crores 15. The jurisdiction in which the complaint is to be filed is now based on the value of the goods or services paid unlike in the earlier Act, where it was on value of the goods or services and the compensation, if any, claimed.

Further, the Act has inserted a crucial aspect with respect to the jurisdiction of the district commission, i.e., Section 34(2)(d). This section categorically states that the complaint can now also be instituted in a district commission within the local limits of whose jurisdiction the complainant resides or personally works for gain, apart from filing in the jurisdiction where the other side actually or voluntarily resides, or carries on business, or has a branch office or personally works for gain.

• Mediation

The Act has introduced a new chapter on mediation as an alternate dispute resolution mechanism, in order to resolve the consumer dispute faster without having to approach the Commissions. The dispute can be resolved either in whole or in parts.

Thus, in the event, the mediation is successful, the terms of such agreement shall be reduced into writing accordingly. Where the consumer dispute is settled only in part, the Commission, shall record the settlement of the issues which have been settled, and shall continue to hear the remaining issues involved in the dispute. In the event the mediation is not successful, the respective commission shall within seven days of the receipt of the settlement report, pass a suitable order and dispose the matter accordingly 16.

• Product liability

A key concept on "product liability" has been introduced by the Act wherein a product liability action may be brought by a complainant against a product manufacturer, product service provider or product seller, for any harm caused to the complainant on account of a defective product. The Act provides a breakup of the liabilities of the product manufacturer, product service provider and product seller and also circumstances under which they are not liable.

• Offences and penalties

The Act has introduced a separate set of penalties with respect to misleading advertisements, ranging from INR10 lakhs with an imprisonment for up to two years to INR50 lakhs) with an imprisonment for up to five years 17. Any failure to comply with the directions of the CCPA for recall of goods, withdrawal of services shall attract an imprisonment for a term which may extend to six months or with a fine which may extend to INR20 lakhs 18.

వినియోగదారులకు నాణ్యమైన సేవలు అందించాలి..

వినియోగదారుల హక్కుల సంస్థ (సి ఆర్ ఓ) రాష్ట్ర అధ్యక్షులు దేవరపల్లి సురేష్ బాబు



మచిలీపట్నం, కోస్తా ప్రభ : రాష్ట్రంలో అన్ని రకాల వ్యాపార సంస్థలు తమ వద్దకు వచ్చే వినియోగదారులకు నాణ్యమైన సేవలు అందించేలా నిబంధనలు...

వినియోగదారులకు నాణ్యమైన సేవలు అందించాలి
 ఉయ్యూరు, ప్రకంపన ప్రతినిధి: వినియోగదారులకు నాణ్యమైన సేవలు అందించాలి వినియోగదారుల హక్కుల సంస్థ (సి ఆర్ ఓ) రాష్ట్ర అధ్యక్షులు దేవరపల్లి సురేష్ బాబు రాష్ట్రంలో అన్ని రకాల వ్యాపార సంస్థలు తమ వద్దకు వచ్చే వినియోగదారులకు నాణ్యమైన సేవలు అందించేలా నిబంధనలు...

వినియోగదారులకు నాణ్యమైన సేవలు అందించాలి - సి ఆర్ ఓ రాష్ట్ర అధ్యక్షులు దేవరపల్లి సురేష్ బాబు

(విన్యూస్, ఉయ్యూరు) : రాష్ట్రంలో అన్ని రకాల వ్యాపార సంస్థలు తమ వద్దకు వచ్చే వినియోగదారులకు నాణ్యమైన సేవలు అందించేలా ప్రభుత్వ నిబంధనలు ప్రకారం చేయాలని వినియోగదారుల హక్కుల సంస్థ (సి ఆర్ ఓ ఇండియా) రాష్ట్ర అధ్యక్షులు దేవరపల్లి సురేష్ బాబు కోరుతున్నారు. ఊర్లు, ప్రకంపన ప్రతినిధి: వినియోగదారులకు నాణ్యమైన సేవలు అందించాలి వినియోగదారుల హక్కుల సంస్థ (సి ఆర్ ఓ) రాష్ట్ర అధ్యక్షులు దేవరపల్లి సురేష్ బాబు రాష్ట్రంలో అన్ని రకాల వ్యాపార సంస్థలు తమ వద్దకు వచ్చే వినియోగదారులకు నాణ్యమైన సేవలు అందించేలా నిబంధనలు...



సంస్థ (సి ఆర్ ఓ ఇండియా) రాష్ట్ర అధ్యక్షులు దేవరపల్లి సురేష్ బాబు కోరుతున్నారు. ఊర్లు, ప్రకంపన ప్రతినిధి: వినియోగదారులకు నాణ్యమైన సేవలు అందించాలి వినియోగదారుల హక్కుల సంస్థ (సి ఆర్ ఓ) రాష్ట్ర అధ్యక్షులు దేవరపల్లి సురేష్ బాబు రాష్ట్రంలో అన్ని రకాల వ్యాపార సంస్థలు తమ వద్దకు వచ్చే వినియోగదారులకు నాణ్యమైన సేవలు అందించేలా నిబంధనలు...

Every LPG consumer has ₹ 40L insurance

Claims are filed rarely due to lack of awareness
Oil companies, govt avoid educating people

हिन्दी मिलाप

उपभोक्ता अधिकार संगठन कालेश्वरम के क्षेत्रीय अध्यक्ष बने माडुपु रामप्रकाश

मंचीरियाल, 18 दिसंबर (के. श्रीनिवास)
 उपभोक्ता अधिकार संगठन कालेश्वरम जौनल क्षेत्रीय अध्यक्ष के रूप में वेल्गु फाउण्डेशन के व्यवस्थापक अध्यक्ष एवं विश्व ब्राह्मण संघम के जिलाध्यक्ष माडुपु रामप्रकाश को नियुक्त किया गया। तेलंगाना राज्य उपभोक्ता अधिकार संगठन के राज्याध्यक्ष कुंठा प्रकाश ने शुक्रवार को वेल्गु फाउण्डेशन कार्यालय में आयोजित समारोह के दौरान माडुपु रामप्रकाश को आधिकारिक तौर पर नियुक्ति-पत्र प्रदान किया। प्रकाश ने अपने संबोधन में कहा कि उपभोक्ता अधिकार संगठन देश के सभी राज्यों में काम करता है। सभी क्षेत्रों में उपभोक्ताओं के लिए केन्द्र बिन्दु विशेष रूप से वित्तीय क्षेत्र है। उपभोक्ताओं के अधिकारों की



रक्षा उपभोक्ता संरक्षण अधिनियम के माध्यम से की जाती है। जागरूकता से समाज में परिवर्तन आता है। संस्थान उपभोक्ताओं में जागरूकता लाने के लिए प्रशिक्षण कार्यक्रम आयोजित करता है। नव नियुक्त अध्यक्ष रामप्रकाश ने जौनल अध्यक्ष के रूप में चुने जाने पर धन्यवाद ज्ञापित करते हुए कहा कि वह उपभोक्ता संगठन की ओर से ग्राहकों को बेहतर सेवाएं प्रदान करने का प्रयास करेंगे। कार्यक्रम में उपभोक्ता संगठन की राज्य समन्वयक विजया एवं अन्य ने हिरसा लिया।

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Newspapers Cuttings

विनिయोगदారుलकु नान्यमैने सैवेलु अदिदिचाली

ఉయ్యూరు, ప్రకంపన ప్రతినిధి: వినియోగదారులకు నాణ్యమైన సేవలు అందించాలి వినియోగదారుల హక్కుల సంస్థ (సి ఆర్ ఓ) రాష్ట్ర అధ్యక్షులు దేవరపల్లి సురేష్ బాబు రాష్ట్రంలో అన్ని రకాల వ్యాపార సంస్థలు తమ వద్దకు వచ్చే వినియోగదారులకు నాణ్యమైన సేవలు అందించేలా ప్రభుత్వ నిబంధనలు ప్రకారం చేయాలని వినియోగదారుల హక్కుల సంస్థ (సి ఆర్ ఓ ఇండియా) రాష్ట్ర అధ్యక్షులు దేవరపల్లి సురేష్ బాబు కోరుతున్నారు. ఉయ్యూరు లోని రిలయన్స్ మార్కెట్ పాపిం గ్ మాల్ మరియు పట్టాభి స్పిట్స్ లను సి ఆర్ ఓ రాష్ట్ర ప్రధాన కార్యదర్శి తోడేటి నాగరాజు తో కలిసి సందర్శించారు. షాపులలో పలురకాల వస్తువుల నాణ్యత మరియు గడువు తీరు తేదీలను పరిశీలించారు. ఈ సందర్భంగా సురేష్ బాబు, తోడేటి నాగరాజు లు మాట్లాడుతూ కూరగాయలు, పండ్లు, ఉల్లిపాయల నాసిరకం వాటిని రేట్లు తగ్గించి వినియోగదారులకు అమ్ముటం సరికాదని షాప్ నిర్వాహకులకు సూచించారు. మిఠాయిల దుకాణంలో తినే పదార్థాల యొక్క వాటిని తయారు చేసిన తేదీ మరియు ఎన్ని రోజులు లోపు వాటిని వినియోగించవచ్చో వినియోగదారులకు దుకాణాలలో ప్రదర్శించాలని పేర్కొన్నారు. ఆఫర్ ల పేరుతో గడువు తీరు తేదీ దగ్గర పడుతున్న శీతల పానీయాలు, ఇతర పదార్థాలు వినియోగదారులకు అమ్ము వద్దని కోరారు. వినియోగదారులకు నాణ్యమైన వస్తువులు సేవలు అందించకుండా మోసాలకు పాల్పడుతూ నిర్లక్ష్యం వహించే వ్యాపార సంస్థల పై అధికారులకు ఫిర్యాదు చేస్తామని హెచ్చరించారు. ఈ కార్యక్రమంలో సిఆర్ఓ మీడియా కన్వీనర్ యర్రం శ్రీధర్ సుబ్బా రావు, కార్యదర్శి తాళ్లూరి హరిప్రసాద్, సంయుక్త కార్యదర్శి మార్కెట్ రాజ శేఖర్ పాల్గొన్నారు.

