



The Mid Towner

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Bulletin of the Rotary Club of Chandigarh Midtown

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DHIAN CHAND

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DR. V.J.S. VOHRA

Secretary
R.K. LUTHER

Editor
ASHISH AHUJA

Programme



Please do attend

FRIDAY - JUNE 15, 2007

Volume : XXXI No. 50; June 13, 2007

Computer Vision Syndrome and its Prevention

Hon'ble Speaker : Rtn. Dr. Jawahar Luthra, Sr. Eye Surgeon, CMC, Chandigarh

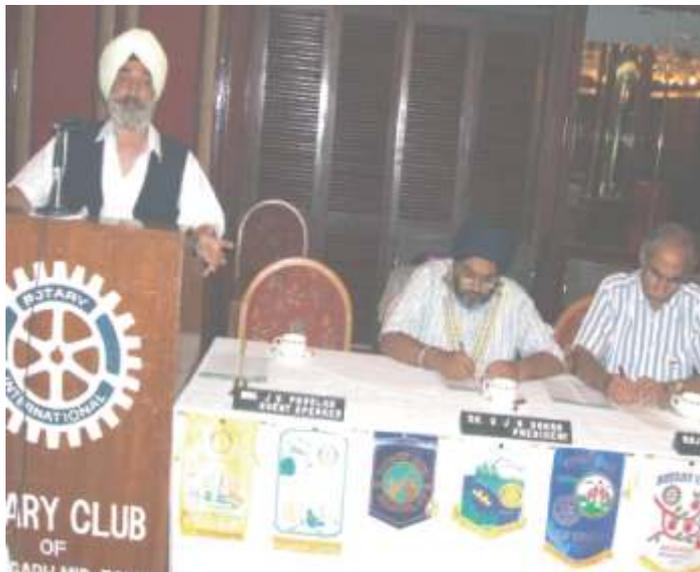
Venue : Hotel President, Sector 26, Chandigarh

Time : 7.00 P.M.

Consumer Protection and Redressal Procedure

In the club meeting on June 8, 2007, Brig. J.S. Phoolka (Retd.), Chairman, Consumer Forum, Chandigarh gave a talk on Consumer Protection & Redressal. The Guest Speaker was introduced by Rtn. Arjan Singh. After passing out from NDA & IMA, Brig. Phoolka was commissioned into the Gunners. He served the army in various Command & Staff assignments, and took part in the 1962, 65 & 71 operations. He took pre-mature retirement from the army in 1992. Having done MSc & Staff College Course, Brig. Phoolka is presently pursuing a doctoral research. He is also associated with number of other NGOs.

Brig. Phoolka was accompanied by other members of Consumer Forum Chandigarh; Mr. R.K. Kaplash, Sr. Vice Chairman, Mrs Amrita Sehgal, Vice Chairman, Mr. H.S. Ahluwalia, Secretary General, Mr. Thakur Singh, Secretary Finance, Mr. B.M. Mittal, Organising Secretary and Mr. H.S. Walia, Legal Adviser, who enlightened us on the Consumer Protection Act.



Brig. JS Phoolka makes a point and President Dr. VJS Vohra & Secy RK Luther take note of it.

Brig. Phoolka said that Consumers Forum Chandigarh (CFC) was founded in the year 1979 by Late Lt. Gen. Sartaj Singh (George Medal, Padma Bhushan). In those days of 'Inspector Raj' consumers were facing difficulties in procurement of even basic ration items. CFC provided relief to the consumers in solving their day to day problems with the help of officials of Chandigarh Administration. 'Apni Mandi' - a novel method of making fresh vegetables & fruits available to the consumers was started in the city where the producer / farmers could sell their produce direct to the consumers

'Apni Mandis' are very popular even today. Consumers Forum Chandigarh mainly promotes the understanding of the rights of the consumers.

The Consumers Protection Act, 1986 is a milestone in the history of socio - economic legislation of the country. It is one of the most progressive and comprehensive pieces of legislation enacted for the protection of the consumers. The new law has been enacted after in-depth study of consumer protection arrangements in the UK, USA, Australia and New Zealand.

The main objective of the Act is to provide for the better protection to the consumers. Unlike existing laws which are punitive or preventive, the provisions of this Act are compensatory in nature. The act intends to provide simple, speedy, & inexpensive redressal to the consumers grievances. For this purpose, the Act envisages a three tier quasi-judicial Redressal Forum at the National, State & District levels.

All of us are consumers of goods and services. In the Consumer Protection Act, the consumer means a person who buys any goods for a consideration. It also includes the service hired for consideration. The Act enshrines the following rights of the consumer:

- ★ The right to be protected against the marketing of goods which are hazardous to life & property.
- ★ The right to be informed about the quality, quantity, potency, purity, standard & price of goods so as to protect the consumer against unfair trade practices.

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Views given by Legal Adviser Mr, HS Walia



PP Pallav Mukherjee presents a memento to Brig. JS Phoolka



Brig. JS Phoolka presents the Punctuality award to Rtn JS Bawa

- ★ The right to be assured, whenever possible, access to a variety of goods at competitive prices.
- ★ The right to be heard and to be assured that consumer's interests will receive due consideration at the appropriate forums.
- ★ The right to seek redressal against unfair trade practices or unscrupulous exploitation of consumers.
- The right to consumer education.

Alternate Dispute Resolution is a method adopted by Consumers Forum Chandigarh for Redressal of complaints by arbitration. The disputes are settled out of the court by negotiations and counseling. Consumers Forum Chandigarh have borrowed this system from America & have so far settled 10000 complaints of the consumers without any charge from the consumer or the opposite party. In this manner consumer's complaints have been settled against Govt. Departments like PUDA, HUDA, DDA, Postal Dept., Telecom Dept., Insurance Companies, University, Banks, traders, doctors, lawyers, booking amount for Vehicles, finance companies etc.

In Alternate Dispute Resolution, the complaints are settled most expeditiously and without any cost burden on the complainant. The requirement of documents is minimum. Whereas for the Redressal Forum a number of copies of complaints, cash memos and correspondence exchanged are required to be attached. The settlement by CFC is immediate, whereas decisions given by the Redressal Forum are implemented within a time frame which in many cases may be delayed.

In Alternate Dispute Resolution the success rate of CFC has been approximately 70%. For the balance 30% where no settlement could be made due to adamant attitude of the parties, CFC guides the consumer to file a complaint with the Consumer Disputes Redressal Forum. CFC is functioning from Karuna Sadan, Sector 11, Chandigarh.

On matters of important consumer issues when CFC fails to get a positive response from the service providing departments, they take the matter to the court. In 2001 a P.I.L. was filed against the Municipal Corporation Chandigarh for unjustly passing on the responsibility for replacement of defective water meters to the consumers who had been regularly paying meter rent to the Corporation for the last 45 years. It was proved in court that the amount received by the Corporation was more than sufficient for the replacement of defective water meters. The court gave the verdict that Municipal Corporation would continue maintaining the water meters and consumers would not be harassed for this service.

PP Ar. Pallav Mukherjee, Nominated Councillor of Municipal Corporation Chandigarh proposed vote of thanks, but only after briefly highlighting the grievances of an ordinary citizen with respect to functioning of MCC!

--- President Dr. V.J.S. Vohra





'Cheeni Kum !', Secy RK Luther Seems to be telling PP Pallav after he & Ann Joginder cut the cake

Ann Joginder & PP Pallav Mukherjee get their wedding anniversary gift from Brig. JS Phoolka

District Assembly 'Assembly of Sharing'

A strong Rotary club requires a strong leadership team. The District Assembly prepares incoming leaders from each club of the district for their year in office. 'Assembly of Sharing', the District Assembly was held on Sunday the 3rd June 2007 at Hotel Peterhoff, Shimla. Dr. Anil Wilson, Vice Chancellor of Himachal Pradesh University was the Chief Guest. PRIP Rtn. Rajendra K. Saboo also graced the occasion. He said in Rotary the change always takes the positive direction and the continuity gets assured with the spirit of friendship and service linking the past to the future.

The District Assembly gave ample opportunity to the incoming club leaders to meet and interact with the incoming District Governor Shaju Peter and his team, who will support club projects and activities during the Rotary year 2007-08. District Trainer PDG Prem Bhalla made the programme purposeful for the benefit of the incoming club leaders to prepare them to Share Rotary with responsibility and dedication.

Over 700 Rotarians of District 3080 from Himachal Pradesh, Chandigarh, Punjab, Haryana, Uttar Pradesh and Uttaranchal attended the Assembly and many spouses too were present. President Elect & Secretary Elect along with other members of our club also participated in the proceedings.

The District Assembly, hosted by Rotary Club Shimla, was a great success being eventful and meaningful with perfect time management.

An Arab & a Gujarati

A rich Arab was admitted to the Lilavati Hospital in Mumbai for a heart transplant. Prior to the surgery, the doctors needed to store his blood type in case need arose. As the Arab had a rare type of blood, it couldn't be found locally. So the call went out to a number of countries. Finally a Gujarati was located who had a similar type of blood. The Gujarati willingly donated his blood for the Arab.

After the surgery, the Arab sent the Gujarati in gratitude a new Toyota Prado, diamonds, Lapiz Lazuri jewellery and US\$100,000.

A year later, the Arab had to undergo corrective surgery. His doctor telephoned the Gujarati, who was more than happy to donate blood again to the Arab.

After the corrective surgery, the Arab sent the Gujarati a Thank You card and a jar of Almond halwa sweets. The Gujarati was shocked to see that the second time the Arab did not reciprocate the Gujarati's kind gesture as he had anticipated.

He phoned the Arab and asked him why this time he had sent him only a Thank You card and Almond sweets.

To this, the Arab replied "Bapu.....now I have Guju blood in my veins."



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Prayas & Shreyas: Distt Awards Ceremony
1st July 2007

AND

Welcome to Rtn. Shaju Peter, District Governor 2007-08

Host Club: Rotary Chandigarh Central

On 1st July 2007 District Governor 2006-07 Rtn. Dhian Chand will recognize the efforts made to 'Lead The Way' during the Rotary year ending 30th June 2007.

The auspicious ceremony of **Change of Collar** shall also take place **when District Governor 2007-08 Rtn. Shaju Peter shall take over to lead Rotary District 3080. ALL the members of our club alongwith our spouses, should be present to share the joy of this proud and most pleasant moment for the Rotarians of Chandigarh Midtown.**

The function is being held in our city at:-

Venue: Hotel Pallavi, Sector 5, Panchkula

Date: 01 July 2007 (Sunday)

Registration:

Upto 20th June

Rs. 475/- (Single)

Rs. 900/- (Couple)

Spot registration

Rs. 525/- (Single)

Rs. 1000/- (Couple)

Registration & Breakfast: 8.30 am to 10 am

Meeting: 10 am

Lunch: 2 pm

Please hand over the registration money to Office Secy Sh. VP Sharma or cheque in favour of the Host Club, Rotary Chandigarh Central (District Award Function).



CONGRATULATIONS TO HUNDRED PERCENTORS MAY 2007

- 1) Rtn. Arjan Singh
- 2) Rtn. B.B. Bahl
- 3) Rtn. J.S. Bawa
- 4) Rtn. Mrs. Deepa Bhar
- 5) Rtn. B.S. Channi
- 6) Rtn. Mr. Davinder K. Singh
- 7) IPP. Rtn. R.K. Goyal
- 8) Rtn. Atul Grover
- 9) Rtn. R.P.S. Gulati
- 10) PP. Rtn. Dr. Balram k. Gupta
- 11) Rtn. Mrs. Saroj Jhawar
- 12) PP. Rtn. Capt. M.S. Kahlon
- 13) Rtn. Dr. Col. V.K. Kapoor
- 14) Rtn. R.K. Luther
- 15) Rtn. Maharaj Bakhs Singh
- 16) Rtn. Om Parkash
- 17) DGE. Rtn. Shaju Peter
- 18) PP. Rtn. B.L. Ramaisaria
- 19) PP. Rtn. Dr. S.K. Sharma
- 20) Rtn. R.T.P.S. Tulsi
- 21) Pres. Rtn. Dr. V.J.S. Vohra



BIRTHDAY GREETINGS:

- PP Rtn. Capt. M.S. Kahlon June 15
Rtn. Vinod Kumar Jawa June 21



WEDDING ANNIVERSARY GREETINGS:

- R'ann Paramjeet & Rtn. R.S. Sihota..... June 19



PUNCTUALITY DRAW: Won by Rtn. J.S. Bawa

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