CONSUMER RIGHTS

- Right to Safety
- Right to Information
- Right to Choice
- Right to Representation
- Right to Redressal
- Right to Consumer Education
- Right to Healthy Environment
- Right to Satisfaction of Basic Needs

5 R's OF CONSUMERISM

- Reduce
- Reuse
- Recycle
- Refuse
- Rethink

HAND BOOK
FOR
CITIZEN CONSUMER CLUBS

Published by
Department of Civil Supplies and Consumer protection
Government of Tamil Nadu

Government of Tamil Nadu
Department of Civil Supplies and Consumer protection
www.consumer.tn.gov.in
MISSION OF CITIZEN CONSUMER CLUB

1. To enable students understand fundamental rights of a Citizen
2. To enable students realise and learn the fundamental duties of a good citizen
3. To inject knowledge and skills relating to consumer rights among youth
4. To impart knowledge on Product standards, product quality and about markets.
5. To learn about laws enacted for protection / welfare of consumers and enforcement authorities concerned
6. To develop a sense of awareness among youth on methods of exploitation of consumers by business concerns and measures to protect them.
7. To learn about sustainable consumption norms and implement them in real life
8. To assist the youth in making informed purchase decision as individual
9. To build a base of enlightened citizen customers as the foundation of future India.

PLEDGE OF CITIZEN CONSUMER CLUB

- As a member of the citizen consumer club, we will collectively involve ourselves whole heartedly to help citizen consumers in up holding their eight rights and fundamental rights.
- We will together be responsible and dutiful citizens and remind citizen consumers of their responsibilities and duties.
- As an enlightened citizen and consumer, I will do my best to protect citizen consumers from exploitation by business concerns.
- We shall buy products of good quality and safety
- We shall together strive hard to follow healthy and sustainable consumption and educate others.
- Awareness, Alertness and Action shall be our motto in creating the enlightened Consumers society necessary to rediscover India’s greatness.
- We shall together strive hard to live as responsible and dutiful citizens.
PREFACE

The basis of any democracy is its people. Children and teenage students constitute the hope and future of every democracy. Investing in children and teenage students to handle life situations will no doubt generate the highest return in the form of enlightened and honest citizens. Teaching and sensiticing children to become responsible citizens who carry out their fundamental duties as citizens without being told and question, if their rights are infringed, will be our common goals.

The scheme on CITIZEN CONSUMER CLUBS will work on the motivational zeal of consumer groups and on the case of creating awareness among students at a very young age and through them the general public. We aim to build in children conscientiousness in doing what is right and boldness to question wrong.

Model Citizen Consumer Club Annual Calendar of Activities provided in Annexure III should be taken only as a model, as suggested. Citizen Consumer Clubs can add more activities and days of activities to model calendar to suit needs of the Citizen Consumer Clubs. Consumer Club Board and Logo may be adopted as such and replicated, in accordance with the prescribed design and colours. The two ‘C’s on the logo stand for: Citizen and Consumers. One may wonder as to why in the logo Citizen first and Consumer next. This because we sincerely believe that only an enlightened and responsible citizen can become a good and discerning consumer.

We shall also be publishing two other books to enhance the learning experience. A training manual for use by teachers / consumer groups during formal sessions in the club to enable minimum exposure to the topics in a structured manner. We shall also be bringing out a work book for the Citizen Consumer for use of students in the classroom and Self Help Groups. We intend to gradually cover all schools, colleges and all other educational institutions
with this workbook to enable structured and joyful learning. For the first time we also intend to reach out to Self Help Groups, Resident Welfare Associations and other community based organisations in a substantive manner.

Motto of Citizen Consumer Club “AWARE, ALERT AND ACT” should be ingrained in students adopting innovative means. We expect the Citizen Consumer Club Teacher to be a friend, philosopher and guide for young children and teenage students in discovering the true worth and the enormous sense of responsibility that a citizen and consumer needs to develop.

Government of Tamil Nadu is very keen to ensure that Citizen Consumer Clubs are vehicles to the creation of enlightened Citizen Consumer of future India. I am very happy to have the privilege of drafting the first edition and editing the second edition of the Citizen Consumer Handbook.

I am indebted to Thiru M.Vijayakumar, former Deputy Commissioner, Civil Supplies and Consumer Protection Department who contributed to the first edition immensely. I am also grateful to Thiru A.K.Venkatasubramaniam, former Secretary, Food & Consumer Affairs Department of Government of India for having suggested inclusion of Citizen Duties as part of this scheme. I am also grateful to Thiru T.Shanmugavelu, Superintendent, Consumer Protection Section in Civil Supplies and Consumer Protection Department for his excellent coordination and commitment.
I. INTRODUCTION

All of us are Citizens from our birth to the very end of our lives. We consume food, medicines, clothes, household equipments etc., besides various services like telephone, Civic Services, etc. Constitution of India, Consumer Protection Act, 1986 and various other laws have conferred number of rights on us: citizens of India. Are we aware of our rights as Citizens and consumers? Are we aware of the laws and regulations that safeguard consumers? Are we vigilant and cautious when we buy a product in a shop? Do we demand that our rights be enforced when a deficient product or a poor quality service is thrust on us after having paid our hard earned money? How many of us are we conscious of our duties as a citizen? As a Consumer? Do we not need to make education a character-building process?

Answer to these questions show that initiatives could be lacking. Let us change ourselves and let us also help in changing the world around us. Let us realise that each time we are inattentive to our duties as citizens / consumers or tolerate violation of our rights, we are endangering or inconveniencing our family, community and society at large. Each time we ignore a bad product or poor service or a crime, we are exposing as well as endangering or putting to loss thousands of citizen- consumers, who may fall prey to such violations, profiting a greedy service provider or an unethical manufacturer. Let us be responsible and duty-conscious citizens. Thereafter let us also learn to be responsible, knowledgeable and bold consumers, who cannot be trifled with. Let us learn how.

Department of Consumer Affairs of Ministry of Consumer Affairs, Food and Public Distribution in Government of India lays down policies at National level. Department of Civil Supplies and Consumer protection in Government of Tamil Nadu is the nodal Department for dealing with protection and welfare of consumers in Tamil Nadu. To promote a strong and broad based Consumer
Protection movement in the country besides programmes and schemes already under implementation, Government of Tamil Nadu has instituted a non-formal system of imparting Consumer Education to School and College students by involving them in various consumer welfare and consumer protection activities by setting up consumer clubs in schools and colleges and also motivating Self Help Group Federations to act as Consumer Group. So, dear Teachers, Consumer Organisations, Non Governmental Organisations promoting Self Help Group Federations, and Student-members of Citizen Consumer Clubs; Let us make the Consumer Club movement a success.

II OBJECTIVES OF CITIZEN CONSUMER CLUBS (CCC)

Our vision of markets in India, where consumers are careful and vigilant while manufacturers are responsible and ethical, guides us. The objectives of our mission would be:

a) Bring awareness and realisation about duties and responsibilities as Citizens of India.

b) Spread awareness about the rights and responsibilities of Citizens and Consumers as provided in the Constitution of India, Consumer Protection Act, 1986 and other Indian Laws.

c) To enable children, students and self help groups to work together as a team with local communities and develop in to caring, responsible and honest citizens.

d) Mobilize and instill right-consciousness, confidence to question violations of citizen and consumer rights and fight for justice.

e) Impart knowledge about real life situations and to enable to development of skills to handle citizen and consumer issues.

f) Instill concern for environment around us as citizens and consumers and sustainable consumption habits.
III FORMATION OF CITIZEN CONSUMER CLUBS

Citizen Consumer Clubs can be formed ‘in any middle / high / higher secondary school affiliated to any Government recognised Board and in any College registered with / recognised by an University. Citizen Consumer Clubs may be formed in any aided or unaided institution, professional or arts or community colleges or polytechnics. They shall be formed in Medical, Engineering, Law, Agriculture, Veterinary and other professional institutions. The idea is to reach out to as many students as possible.

Another key group that we look forward to rope in are Resident welfare Associations, Apartment Owners Associations and Village / Hamlet level associations including the Grama Sabha. This would be our goal for the period 2008-2011.

Self Help Group Federations may function as a Citizen Consumer Club and can play a major role in educating the local community. Women as well as male / farmer / youth Self Help Group Federations at Panchayat and Block Level are to be encouraged to function as Citizen-Consumer Clubs as well. Our goal is to reach out to as wide a youth population as is feasible. Nehru Yuva Kendra / NRC Youth Clubs in villages can also serve as Citizen Consumer Clubs.

Formation of Citizen Consumer Clubs require careful planning through series of steps broadly outlined below:

a) Visit school / college / educational institution / community based organisation / SHG Federation to explain broad objectives of forming a club

b) Identify willing and capable teacher, SHG Federation leaders or Resident Welfare Association representatives as Coordinators and a couple of students as student coordinators and convince them to give leadership support. In case of a Self Help Group, Self Help Group Federation can nominate two good leaders to serve as Citizen Consumer Club Coordinators.
c) Get Coordinators to enroll at least 50 active and willing students / SHG members / Residents to participate in regular activities of the Citizen Consumer Clubs.

d) Organise the first meeting of the club. A proper training on Citizen Duties, Consumer rights, violations in real life, consumer movements, laws, club functions, etc. must be imparted. This could be a 4 hour or 6 hour course. Proper charts, VCDs and other training materials have to be mobilised. The training may be held in the school / college itself and for Self Help Group or Resident Welfare Associations in the village itself. Illustrative and interactive methodologies are critical to enable good awareness and sustained interest amongst members.

e) A Minutes Book is necessary for each club to record a brief of its meetings. A bank account may be jointly operated by the Teacher Coordinator and School Head Master / Principal in case of schools / colleges or other educational institutions.

f) A painted board may be established in the school / educational institution displaying the name of the citizen consumer club etc. in the design in Annexure II.

IV COMPOSITION

* There shall be only one Citizen Consumer Club in a School / College/ Village covering all students in the institution or all Self Help Group / Residents in a village / apartment.

* Students from middle / high / higher secondary school, affiliated to a Government recognized Board (ie. students of Standard 6 and above) and any registered student of any college recognized by an University can be member of the Citizen Consumer Club.

* Self Help Groups or Resident / Village / Resident Welfare Associations or Nehru Yuva Kendra / NRC Youth Clubs can function as Citizen Consumer Clubs.
* Each club shall consist of a minimum of 50 members and there shall be no upper limit on the number of members in a club.

* An active teacher of the concerned school / college shall be incharge of the club and shall be called Teacher Coordinator

* In case of youth clubs / SHG Federations / Resident Welfare Associations, etc. one of the office bearers of such association can be the Citizen Consumer Club Coordinator

V. FUNCTIONING OF CITIZEN CONSUMER CLUBS

Citizen Consumer clubs have to be activated through structured activities. Active clubs may take up innovative activities. Following basic functions are recommended:

a) Monthly meetings and lecture cum demonstrations for one hour after school hours on the First Thursday of each month. In case of SHG Federations / Youth Clubs and Resident Welfare Associations, the monthly meetings can be scheduled on holidays preferably a fixed day / time for effective result or even club bed as a component of the regular meetings. Each month a topic / activity may be scheduled as in the model calendar in Annex -III

b) Days of national and international importance to citizens and consumers may be celebrated in the school / college. Poster / Speech / Essay competitions can be organized at school level by the Club.

c) Field visits to local markets / consumer courts and door to door campaign in the local community etc. may be organized for at least 4 days in a year. It can be done on Saturdays by prior arrangement.

d) Minutes of each activity have to be recorded by the student and teacher coordinator jointly in the minutes book.
e) A Citizen Consumer Club notice board shall be opened to be updated daily by the teacher and students with consumer related news.

f) Special projects / awareness campaigns to build awareness on citizen duties may be given to sub groups of the club.

VI. DUTIES OF MEMBERS

* To learn and follow the traits of a responsible citizen and aware consumer

* To disseminate information gained through the club among fellow students, parents, and other people in the community

* To organize and actively participate citizen building and consumer protection programmes being organized by the club as well as in their locality, mobilizing general public

* To observe all important international and national days especially Republic Day (26th January), National Consumer Day (24th December) and World Consumer Rights Day (15th March)

* To treat all fellow citizens with care, concern and responsibility

VII. COORDINATING AGENCY

A well-established educational institution, a non-governmental voluntary consumer organization or a professional body shall be appointed as the Coordinating Agency for Consumer Clubs by District Collector. The coordinating agency must be reputed, experienced and shall not have any adverse remarks against it.

A group of not less than 20 and not more than 50 Citizen Consumer Clubs in one or more geographically contiguous districts may be serviced by a Coordinating Agency. Only those agencies which have been nominated as Coordinating Agencies by the Collector shall deal with and monitor activities of the Citizen Consumer Clubs. Department of Civil Supplies and Consumer
Protection will ensure that coordinating agencies are selected properly and render proper service.

**VIII ROLE OF COORDINATING AGENCY**

a) Convene meeting of each club, at least once in a calendar month.

b) Facilitate activities to be conducted by each club, assess activities done during the previous month and assist in preparing a schedule of activities for forthcoming months.

c) Organise demonstrations and street plays along with clubs for benefit of local community and all school students / Self Help Groups / Associations of that area.

d) Provide each club with appropriate resource materials like posters, banners, charts, pamphlets and other literature relating to consumer protection through financial resources mobilized from outside as well.

e) Monitor activities of each club and suggest ways and means to make the club active and effective.

f) Liaise with school / college authorities / SHGs to ensure members of each Citizen Consumer Club take active interest in the programmes and activities of the Citizen Consumer Club.

g) Provide excellent and motivating training at district level to all coordinators from each club, before actually starting club level activity. This must be done in June / July of each year.

h) Assist clubs in organizing inter-club and group activities and contests for clusters of neighboring clubs at block / taluk / district level.

i) Assist clubs to prepare every year a detailed report of the activities conducted by the Clubs serviced by it and send it to the Department of Civil Supplies and Consumer Protection.
j) Assist each club in maintaining accounts of expenditure and to submit Utilisation Certificate in the prescribed form (Form D) as well as the audited statement of accounts at the end of the year to Department of Civil Supplies and Consumer Protection (consumer@tn.nic.in) and Collector of respective district / Deputy Commissioner of Civil Supplies and Consumer Protection Officer in respect of Chennai.

k) Assist Collector of respective district / Deputy Commissioner of Civil Supplies and Consumer Protection Officer in respect of Chennai. / District Supply and Consumer Protection Officer in the quarterly review of Clubs at district level to be attended by all club coordinators.

IX   FINANCIAL SUPPORT

Department of Consumer Affairs, Government of India (www.fcamin.nic.in) currently provides financial support of Rs. 10,000/- per annum for two years for each Consumer Club. 20% (Rs.2000) of this amount will be given to the Coordinating Agency for meeting its expenses relating to the Consumer Clubs being serviced by it in a phased manner. 80% (Rs.8000) will be given to each Consumer Club. This assistance will not be available for all schools / colleges due to the limited fund allotment. Hence this funding must not act as a limiting factor for formation of clubs. Each coordinating Agency will regularly monitor expenditure incurred by each club. Financial Support in this scheme will be available only to school and college clubs. Self help group clubs will not be supported financially initially. Later, assistance will be made available through Tamil Nadu State Consumer Welfare fund.

The following guidelines will be adopted by the department for releasing funds:
a) The District Supply and Consumer Protection Officer / Deputy Commissioner of Civil Supplies and Consumer Protection Officer in Chennai shall give an account payee cheque for Rs. 10,000/- in the name of the club. The Coordinating Agency shall submit a Xerox copy of the pass book of the club and its own pass book for record of the account number. The Consumer Club account shall be a joint account of the coordinator teacher and head master of the school. A copy of the first minutes of the meeting signed by teacher coordinator and member students shall also be submitted for this release.

b) The District Supply and Consumer Protection Officer / Deputy Commissioner of Civil Supplies and Consumer Protection Officer in Chennai then shall release these cheques at a function and hand over cheques to the coordinating agency and the school / college teacher coordinator directly on the spot under acknowledgement

c) The coordinating agency shall be paid by the club a total sum not exceeding Rs.2000/- per club per year at the rate of Rs.200/- per visit to the club. The Coordinating Agency shall make at least 10 visits to each club every year and paid not more than Rs.2000/-. Each visit shall be used to conduct lecture, demonstration, prepare charts and other reading material for members of club.

d) The school / college club shall utilize the fund of Rs.8000/- productively as follows:

1. Setting up a college / school consumer club board (painted) not exceeding Rs.500/-
2. Setting up a consumer club notice board not exceeding Rs.500/-
3. Conduct of monthly meeting (not exceeding Rs.100/- per meeting)
4. Prizes for students (not exceeding Rs.2000/-) for essay/drawing / speech competitions on consumer days
5. Field visits and demonstration (not exceeding Rs.500/- per field visit)
6. Preparation of display material (charts, posters, pamphlets) not exceeding Rs.1000/-
7. Contingencies /student badges/stationery/report preparation not exceeding Rs.1000/-
e) Teacher coordinator, the Head Master and the Coordinating Agency shall ensure that the money is spent conscientiously and most productively to result in the desired awareness.
f) The district level training for coordinating agencies and club coordinators shall be conducted annually by the Collector / District Supply & Consumer Protection Officer / Deputy Commissioner of Civil Supplies and Consumer Protection Officer for all clubs in batches not exceeding 50 each. Funds from the allotment under awareness programmes made by Commissioner of Civil Supplies and Consumer Protection shall be used for this exercise.

X. AWARD FOR THE BEST CONSUMER CLUB:
a) District Level Awards:
Best 3 Citizen Consumer Clubs in each cluster of Citizen Consumer Clubs in a district shall be awarded cash prizes amounting to Rs.3,000/- Rs.2,000/- and Rs.1,000/- respectively for First, Second & Third best Clubs. SHG Federation Assessment will be made on basis of reports submitted by the Coordinating Agency and verified through random checks. Three Best Citizen Consumer Clubs will be selected by Committee at the district level as below:

1. Collector Chairman
2. District Supply & Consumer Protection Officer Member Secretary
3. C.E.O. or D.E.O. Member
4. District Coordinator, NSS Member
5. Representatives of Coordinating Agencies Member
Funds for awards (Rs.6000/-) shall be made available under awareness programmes allotted by Commissioner of Civil Supplies and Consumer Protection.

b) **State Level Awards**:

Out of one best Citizen Consumer Club from each district, the State Level Committee chaired by Commissioner of Civil Supplies and Consumer Protection with Additional / Joint Commissioner of Civil Supplies and Consumer Protection, Director of School Education, Director of College Education and Deputy Commissioner - I as members, will select best 3 State Level Clubs. These clubs shall be awarded Rs.5,000/-, Rs.4,000/- and Rs.3,000/-.

These awards will be additional awards and paid from State Consumer Welfare Fund.

c) **National Level Awards**:

The overall best Citizen Consumer Club in the country shall also be awarded a cash prize of Rs.5,000/-. All these prizes shall be given annually.

The best 3 State Level Clubs shall be recommended by the Commissioner of Civil Supplies and Consumer Protection through the State Government to Government of India for National Awards.

**XI GUIDELINES OF SUBMISSION OF PROPOSALS BY COORDINATING AGENCIES (CA)**

a. Voluntary Consumer Organisations or Educational Institution (School/ College) shall form Citizen Consumer Clubs as per guidelines and ensure active functioning before submission of proposals for grants.

b. Proposals for obtaining grants for a cluster of Citizen Consumer Clubs in a geographical region / district shall be submitted by an NGO / VCO, Educational Institution or a professional body to the concerned District Collector or Deputy Commissioner and Consumer Protection Officer of North or South (in case of Chennai City) who fulfils the eligibility criteria as laid down in the Consumer
Welfare Fund Rules and guidelines in Annex - IV. In addition, it should have its own infrastructure and other resources for creating consumer awareness. The Coordinating agency should be willing to put in extra funds for this project, in addition to prior sanction under this scheme.

c. Every proposal shall contain the following information, besides application in the prescribed proforma Annex - I (Form A) and other documents as indicated in the Consumer Welfare Fund Rules and Guidelines.

d. Proposal for grants for Citizen Consumer Clubs, shall, as far as possible, be submitted between January - March every year and proposals for second instalments from existing clubs be submitted between April - June, for better coordination of activities within academic year.

e. Collectors / Deputy Commissioners shall sanction funds based on eligibility and fund availability and release them by June 30th of each year. Preference will be given by Collector / Deputy Commissioner to actively functioning Citizen Consumer Clubs which have not received any grant.

XII GUIDELINES FOR (FUNCTION OF) THE TEACHER-COORDINATOR INCHARGE OF THE CITIZEN CONSUMER CLUB:

a. Brief student-members of the Citizen Consumer Clubs about mission and objectives of a Citizen Consumer Clubs in the school/college and activities to be undertaken by each club.

b. Enroll atleast 50 members and train them on consumer rights and duties

c. Prepare student badges and distribute to members,

d. Open a school / college Citizen Consumer Club notice board and ensure daily display of consumer related news, ideas, articles etc,
e. Inform members of the time and frequency of club meetings and club activities and convene effective meetings, inviting experts on consumer topics,

f. Appoint two student leaders for the club, who will assist the teacher in organizing, coordinating, reporting and maintaining accounts,

g. Get all materials needed for the club like attendance register, papers work books, hand book, paper clippings, other resources etc,

h. Work out a plan for the whole year in tune with the hand book and Model Citizen Consumer Club calendar (Annexure - III) and culminating the club activities on the World Consumer Rights Day on March 15th every year,

i. Send monthly activity reports to the coordinating agency in the prescribed format.(Format - B) and attend quarterly reviews at the District Collector’s Office.

j. Maintain Accounts for grants received properly and submit it for checking by the C.A. (Register in Form - C to be maintained)

k. Cover all modules / exercise given in the Hand book for all student members and adopt innovative and attractive methods including field visits, demonstrations, VCD movies on consumer rights, competitions, community level, door to door campaigns, street plays etc on consumer issues.

l. Active participation of members should be ensured in all activities and questioning attitude of the members encouraged and developed.

m. Follow up activities and home assignments to facilitate transfer of information to parents, relatives, etc. It should be ensured that the home assignments should not overburden members. It should only act as relief/ fun/ practical activity.
n. Carry out activities recommended by Department of Civil Supplies and Consumer Protection, Government of Tamil Nadu as and when communicated, in coordination with the Coordinating Agency.

XIII GUIDELINES FOR COORDINATING AGENCIES:

a. Ensure quality support and guidance for Citizen Consumer Clubs. The number of clubs formed is not as important as the quality and performance of each club. Ensure that there are at least 50 active willing members in each club.

b. Participate in every monthly meeting of Citizen Consumer Club.

c. Interact with teachers / student coordinators and motivate and guide them to conduct the activities of the club in an educative and informative manner.

d. Provide necessary training, testing kits, posters and other material to clubs.

e. Collect information on facts and happenings on Consumerism world over and in our country and convey it to the Citizen Consumer Clubs regularly and ensure it’s display on the club notice board.

f. Suggest innovative ideas to members as awakened consumers and motivate them to interact with family members and local community to create consumer awareness.

g. Assist the clubs in organizing one exhibition and programmes for celebrating the World Consumer Rights Day (15th March of every year).

h. Evaluate performance of each club annually and enable them to perform better.
XIV. ACTIVITIES FOR CITIZEN CONSUMER CLUBS (MODULE FOR TRAINING AND MONTHLY MEETING):

(1) A training manual for use of Teachers / Voluntary Consumer Organisations and a workbook for students is being published and sent separately.

a) Teacher in charge of the club, as facilitator, should present all the key informations on consumer protection to members of each club to introduce and spread consumer awareness among students.

b) Different activities should be planned to attract the attention of different type of student (classified from the different ways of learning naturally suited for them). Field visits, demonstrations, lectures, film shows, competitions, home assignments, internet search, book reading etc are several ways.

c) Children and adults naturally show interest / inclination towards one or more modes of learning. It would be best to give them opportunities to try out as many of these activities as possible. There are different ways in which each of us is intelligent - so there are 8 kinds of smart children. They are

**Self- Smart:**

They like to learn or research on their own and think through things on their own

**People-smart:**

They like to learn from others through discussion and interaction

**Logic-smart:**

They like to learn by approaching the issue logically and reasoning step by step

**Word-smart:**

They like to learn by listening or reading
**Body-smart:**

They like to learn by doing an activity, esp. through their body

**Sound-smart:**

They like to learn through music or rhythm

**Image-smart:**

They like to learn by drawing or imagining it visually or making posters / using the visual media etc.,

**Nature-smart:**

They like to look at patterns in nature and learn from the environment

Though information given about a topic will be addressed to the group of students as a whole, the way it is presented to the children and the way we get them to show individual interest and to think more about the topic being discussed depends on different tools of learning we use to transmit information to the 8 different smart children (Eg. the sound smart child will be motivated more if the message is given through music / rhyme composed on a particular consumer right, the image smart child will understand better through illustrations / cartoons created to convey a consumer right or responsibility)

d) Individual creative talent of a member could be encouraged to present information to the club / public (Eg. a student’s talent in dancing, mimicry, monoacting, singing, miming, caricature, painting, model making, designing, rangoli, etc. can be encouraged to display talents to convey the rights / responsibilities or the issues involved in Consumer Protection)

1. **DETAILS OF ACTIVITIES.**

Details of all activities, items of talent, demonstrations and other acts done in citizen consumer club shall be maintained by teacher co-ordinator incharge of each club and best items could be selected for inclusion in functions like World Consumr Rights Day on 15th March, National Consumer Day on 24th December.
2. TOOLS / METHODS / MEDIUM / MODULES TO BE ADOPTED TO DISSEMINATE INFORMATION TO THE STUDENTS AND TO PROPAGATE TO THE PUBLIC

1. One Act Plays
2. Songs / Rhymes
3. Dance dramas / folk and classical dances
4. Skits
5. Monoacts / Mime / Mimicry
6. Drawing and painting / Posture and Collage creation and competitions.
7. Quiz competition among groups in the club.
8. Elocution / oratory competition on given topics.
9. Demonstration of testing kits on Food Adulteration.
10. Field visits to consumer related places.

3. RESPONSIBLE CITIZENSHIP

Every Indian is a citizen first. Learning to be a good citizen is an important first step before you can be a responsible consumer or a teacher or a public servant. The Constitution of India lays down the rights and duties of citizens.

Teachers need to create understanding among children about fundamental rights enshrined in the constitution. Teachers need to lay greater emphasis on duties and responsibilities of every citizen. Some good tips to students are as below.

* To uphold the Constitution of India at all times
* To abide by all laws, rules and regulations
* To be honest, truthful and totally desist from corrupt or anti-national activities (don’t give or take bribes)
* To have concern for neighbors, especially poor and down-trodden.

* To provide help and assistance to the extent possible to needy and down-trodden, especially in saving lives of fellow citizens.

* To protect and help proper maintenance of public property like buses, trains, roads, parks etc and prevent waste

* To avoid inconveniencing or hurting fellow citizens in any way through road blockades, strikes, violence, inflammatory or derogatory speeches, ragging, eve-teasing etc.

* To treat all fellow citizens with due and equal respect and concern irrespective of sex, caste, creed or religion.

* To respect the environment by proper disposal of garbage, prevent defecation / urination / spitting etc in public places, protecting waterbodies etc.

* To work for the cause of justice, equality, liberty and fraternity in whatever walk of life they belong to.

* All the above principles need to be taught to children with a practical approach and mission mode. Some examples are below.

* Teaching children to form a queue while going to assembly, waiting in a bus-stand, ticket counters etc. and also to educate others to follow queue.

* Disposing rubbish in dust bins at school / college, house and in streets, while travelling in buses / trains / cars without dust-bins, garbage can be collected and kept with us and disposed off in a dust-bin when we reach our destination.

* Sensitize students on need to prevent giving bribes under any circumstances. The ill effects of corruption can be explained
to students. Sensitize students on the ill-effects of violence, hatred, communalism etc. and discuss ways and means to create a united and harmonious society.

* Sensitize students on need to respect the laws and benefits of abiding by laws. eg. traffic laws, tax laws, transport & vehicle laws, human rights laws, consumer laws etc. Teacher Co-ordinator can arrange for group discussions on the ill-effects of violations of various laws.

* Conduct awareness programmes for local youth / villagers on good citizenship.

4. CONSUMER MOVEMENT:

Number of laws to protect consumer were enacted in India from the year 1930 itself. Some of the important enactments are:

- Sale of Goods Act, 1930
- Prevention of Food Adulteration Act, 1955
- Indian Standard Institution (Certification Marks) Act, 1952 (ISI)
- Monopolies and Restrictive Trade Practices Act, 1952
- Standards of weights and measures Act, 1976
- Essential Commodities Act, 1955
- The Indian Contract Act, 1976
- Drugs and Cosmetics Act, 1940
- Drug Control Act, 1950.

Doctrine of “CAVEAT EMPTOR” (it is the buyer’s lookout) which regulated the relationship between buyer and seller was brought into Indian Contract Act, 1976 enabled sellers to exclude their liability even for their own acts, misdeeds, negligence by incorporating suitable clauses in the contract and thus it became ineffective to enforce quality and standard and the consumers could not protect themselves from the oppressive acts of the seller under the guise of freedom of contract clause. This was detrimental to interests of consumers. The need for a separate Act to protect interests of consumers gave rise to the enactment of the Consumer Protection Act of 1986.
5. CONSUMER RIGHT VIOLATIONS:

Consumers in India are largely ignorant of rules, laws and codes. They are also unaware of their rights. A vast majority are also illiterates in many backward districts and states. Hence, dishonest producers and retailers cheat such unsuspecting and ignorant people without difficulty. Hence, consumer welfare is in a state far from desirable. Following are common violations of consumer rights:

a. Under weighing
b. Adulteration
c. Not providing proper bill
d. Poor quality goods/spoilt/damaged goods
e. Poor maintenance
f. Cheating on contract terms / hidden clauses in contract
g. Price higher than Maximum Retail Price on cover (MRP)
h. Forcing / misleading into buying unwanted goods
i. Misleading advertisements, especially aimed at children
j. Selling goods whose expiry date is over
k. Bogus companies, who cannot be contacted after sales
l. Overcharging of interest especially in credit purchase
m. Dangerous, hazardous or unsafe goods.

The list is endless. Now, how do we fight against these violations and get justice? Consumer Beware! We have to be vigilant, cautious and intelligent. The Teacher-Co-ordinator must also use case studies to illustrate each type of violation and ask students to list violations that they or their parents have
experienced or are still faced with. Voluntary Consumer Organizations' representative and Coordinating Agencies can share their experiences with students.

6. **CONSUMER RIGHTS.**

Consumer Rights are many (as laid down in the Art and UN Convention)

i) Right to Safety

ii) Right to Information

iii) Right to choice

iv) Right to representation

v) Right to redressal

vi) Right to Consumer Education

vii) Right to Healthy Environment

viii) Right to satisfaction of Basic Needs

World Consumer Rights Day is celebrated based on former American President John.F.Kennedy’s announcement of March 15th as Consumer Rights Day on March 15th 1962. Subsequently in the year 1973, March 15th was proclaimed as world Consumer Rights Day. Students may be asked to explain what each right means to them. Voluntary Consumer Organizations representatives can highlight with examples.

National Consumer day is celebrated on December 24th every year as the Consumer Protection Act 1986 came into force on 24.12.1986 across India.

7 **CONSUMER RESPONSIBILITIES :**

i) Critical awareness and vigilance

ii) Being involved and active

iii) Social concern (practice sustainable consumption)
iv) Environmental concern (being responsible to the environment)

v) Working together collective action.

All students can suggest 5 points necessary to become a responsible consumer citizen. Students can be asked to discuss how they can become responsible consumers on each of their points.

8. CONSUMER LAWS, CONSUMER RELATED AGENCIES:

All ways available to fight against consumer rights violations should be conveyed to club members and through them to the general public of the community using varied tools in para (1) of this chapter.

This module should also have explanations on the various definitions in the Consumer Protection Act, 1986 and all other relevant terms in consumerism. Students should be able to list various remedies available to them. The trainer should illustrate this module with interesting consumer case laws.

9. FOOD-SAFETY AND STANDARDS:

To ensure safety and to lay down scientific standards for articles of food, Government regulates food manufacture, import, export, storage, distributuion and sale. Food safety and standards Act,2005 is in bill form and is in active consideration of the Government of India and will be a consolidated and integrated Statute, if enacted, the following Acts/Ordres will stand repealed:

i) Prevention of Food Adulteration Act 1954 (Will be replaced by Food Act 2008 shortly)

ii) Fruit Products Order, 1955

iii) Milk and Milk Products Order, 1992

iv) Meat Food Products (Control) Order, 1947

v) Vegetable Oil Products (Control) Order, 1947

vi) Edible Oil Packaging (Regulation) Order, 1998

viii) Infant Milk Substitutes, Feeding Bottles and Infant foods (Regulation of Production, Supply and Distribution) Act, 1992

ix) Any other order issued under Essential Commodities Act, 1955 relating to food.

x) Environmental Protection Act 1986

When consumer buys food products they should check labels for the following details: Ingredients, weight, name and address of manufacturer, date of manufacture-use before/best before, batch no., certification of standard such as AGMARK, FPO, ISI, whether vegetarian (green dot) or non vegetarian (red-dot), instructions for use and storage etc.

Students can be asked to discuss how they can buy good quality food products. Demonstration with the adulteration kit (Model prepared by CONCERT, Chennai) can be effective in raising awareness on adulteration. The local Food Inspector (contact Deputy Director-Preventive Health of your district) can be asked to share his experience and how he / she helps in curbing sale of bad food products.

Demonstration with food products-lables and students could be asked to list out good and healthy food and junk food.

Discussion on harmful food and hazardous additives added in food articles, could be organized.

10. DRUGS-CONTROL AND REGULARIZATION.

Drugs Controller of every state regulates production supply and distribution of Drugs and Cosmetics: Drugs Control Act, 1950 and the Drugs and Cosmetics Act, 1940 were enacted to control and regulate drugs in our country. The following points have to be borne in mind by a consumer of drugs and medicines:
i) Check date of manufacture/expiry and batch number

ii) Check if name and address of manufacturer is printed

iii) Verify name of medicine with prescription.

iv) Check Maximum Retail price (MRP) on the medicines being purchased with bill.

v) Read the directions for use /dosage/storage carefully

vi) The red vertical line on the left side of the medicine strip indicates that the medicine will be available only on prescription

vii) Follow mandatory caution notice on medicines

viii) Bring malpractices to the notice of authorities

ix) Insist on a bill always (you can file a case in court only if you have a bill)

x) Always buy drugs only on doctor's prescription

Students may be asked to discuss how they use medicines. The District Drug Inspector can be instructed to share experience of violations and how consumers should handle them.

11. BUSINESS-COMMERCIAL PERSUASION (ANALYSE PRODUCT AND ADVERTISEMENT)

The code of ethics of the Advertising Standard Committee of India and the Consumer Protection Act, 1986 regulate advertising norms. Analyze various products - new, old and popular and critically review various advertisements on consumer's point of view.

Students can bring list of advertisements which are not truthful or accurate. Skits, one Act plays, mimicry programmes can be organized to explain misleading advertisements, false claims, baits adopted by manufacturers, incomplete description on the quality of the products, the truth behind discounts and free offers etc.
Demonstration with products and real advertisements could be arranged to explain the need for more awareness against exploitation.

Students can be asked to identify and differentiate misleading advertisements and discuss how to enforce law against them. Voluntary Consumer Organisation representative to guide this exercise.

12. SUSTAINABLE CONSUMPTION

Sustainable consumption is ensuring that one’s consumption pattern and levels can be sustained with affecting the consumption by others. Pollution, conservation, recycling, and other environmental issues need to be discussed to enable achieve the goal of sustainable consumption. There is need to create awareness and impress students about seriousness of the sustainable consumption issues.

- Students should list out the reasons as to why we should protect and conserve the natural environment around us like forests, lakes, rivers, wild life and other natural resources. Less use of paper can save forests. Less use of water by each one of us can prevent water scarcity and droughts. Student can be asked to do projects on reducing use of paper, water and electricity

- Functions of the Pollution Control Boards of the State Governments for prevention, control and abatement of Pollution. Different kinds of pollutions could be explained through different tools / mediums

- Hazards to nature could be listed for example:
  i) Deforestation
  ii) Loss of wild life habitants
  iii) Industrial wastes
  iv) Harmful pesticides/insecticides
  v) Increase in air/water/land pollution
  vi) Increase in use of plastic materials
• Students should practice the 5 ‘R’s of Reduce, Reuse, Recycle, Refuse and Rethink. Let each student explain how he/she is going to implement the 5 ‘R’s. 5 ‘R’s contest can be held to promote healthy competition in sustainability.

• Students should be made to understand how consumption affects our environment and why there is the need for sustainable consumption.

• Need to protect natural resources and increase the usage of recyclable products could be demonstrated to the students.

13. CONSUMER COMPLAINTS AND REDRESSAL

A consumer can make a complaint if his rights as a consumer are violated. Consumer Protection Act, 1986 protects rights of consumers.

I) Who can file a complaint?

• A consumer

• A Consumer Organisation

• A representative of a group of consumers

• Central and State Governments

II) When a complaint can be filed?

• If a product bought is defective, spurious, fake, substandard or lesser in quantity.

• If a service paid for is deficient in quality, delayed or not carried out.

• If price paid is excessive and above MRP.

• If any one is misled by an advertisement or by a false representation. Complaint should be filed within 2 years from date of deficiency/damage/loss
III) **Where to Complain?**

a) **District Consumer Disputes Redressal Forum in each district:**
   If total compensation claimed does not exceed Rupees 20 lakhs.

b) **State Consumer Disputes Redressal Commission Chennai:**
   i) If total compensation claimed exceeds Rupees 20 lakhs but less than 1 crore
   ii) Appeals against orders of district forum

c) **National Consumer Disputes Redressal Commission New Delhi**
   (i) If total compensation claim exceed rupees 1 crore
   (ii) Appeals against orders of State Commission.

IV) **How to Complain?**

   Complaints can be presented in person or by authorized agent to District Forum/State Commission or can be sent by Registered post addressed to District Forum/State Commission.

   Complaints should contain following details:

   a) Name, description and address of complainant.
   
   b) Name, description and address of opposite party or parties as far as they can be ascertained.
   
   c) Facts relating to complaint and when and where it arose
   
   d) Documents in support of allegations contained in complaint
   
   e) Relief which complainant claims.

V) **What are remedies that could be provided by Consumer Forum Commission?**

   a) Removal of defects
   
   b) Replacement of goods
c) Refund of excess price

d) Refund in case of deficiency of service

e) Stop Unfair Trade Practice or Restrictive Trade Practice

f) Restrain a trader from offering hazardous goods for sale

g) Payment of compensation for loss suffered

h) Cost of litigation.

VI Where else can the Consumer Complain before filing a case in consumer forums?

Consumers can complain to District Collector. District Collector is Chairman of District Consumer Protection Council (DCPC) and District supply and Consumer Protection Officer, is member-secretary to this council. Consumer can also seek redressal by preferring complaints to the Commissioner of Civil supplies and Consumer Protection, Chennai who is also the member secretary of the State Consumer Protection Council. Through e-mail at consumer@tn.nic.in Collectors can direct district level enforcement agencies / statutory authorities to take action as per relevant law and render justice. If this fails, consumer can approach Consumer Forums Consumer Forums can take a year or two for final disposal. Hence petitioning District Collector and chairman DCPC first can be sometimes faster and effective.

(14) FOOD ADULTERATION-DEMONSTRATION WITH TEST KIT

The Coordinating Agencies (Voluntary Consumer Organizations) can assist the Consumer clubs in procuring a Food Adulteration Test Kit for the club. CONCERT, Chennai (e-mail : consumer association of india@vsnl.net) has designed one such kit.

- Demonstrations with Test kits could be organized to explain to the students on various attempts made and various methods adopted by the traders to adulterate Food Products to cheat the consumers. The school chemistry teacher and lab can be involved in this exercise.
• Students can also be asked to bring the list of adulterants used by traders to cheat consumers.

• Teacher coordinator has to be well-trained to handle Test Kit correctly and to demonstrate to the students as per guidelines provided in the Test Kit Manual. He / she may take help of the Higher Secondary Chemistry Teacher and Lab Assistant.

• Important Provisions of Prevention of Food Adulteration Act, 1954 could be explained.

(15) QUALITY ASSURANCE-STANDARDS

To assure quality in products and service for consumers there are certificates of standards issued to products and institutions. A certified product will assure minimum quality and standards to every consumer so that they can protect themselves from consuming substandard products and from deficiency in service.

• Following Standards Certification could be discussed in each club:
  a) AGMARK (for food Products)
  b) ISI (for most consumer products)
  c) ISO 9000
  d) Hallmark (for gold jewellery)
  e) FPO (food product order) - for processed foods.
  f) Silk Mark (for silk textiles)
  g) ECO Mark (for environmentally friendly products)

• The important provisions of Agriculture produce (Grading and Marketing) Act, 1937. The standards of Weight and Measures Act, 1976 could be discussed in the Club.

• Students can be asked to list various standards / marks of quality and the benefits of buying standard goods.
HOW TO BUY PRODUCTS IN THE MARKET?

Some recommended steps before buying a product are:

a) Before proceeding to market, prepare the list of products to be purchased. If Consumers go to market without the list of what they have intended to buy, the traders succeed in exploiting the Consumers and coercing them to purchase their products. Purchase list is decided as per marketing and diversionary skills of traders than actual need of consumers. This leads to exploitation of consumers.

b) After drawing up a list of products to be purchased, decide on quality of products also to be purchased.

c) Make a comparative analysis of all brands of the product available in market. Discussion with friends and relatives will help in deciding on brands.

d) Decide on shops/place of shopping, if possible, after comparing shops and places of shopping available for shopping.

e) check following details before purchase

(1) Label

(2) M.R.P and Price indicated/demanded

(3) Safety and quality certification, if preferred

(4) Read and follow instructions available on product label

(5) Ask for details on taxes or other charges to be included in the price

(6) Read all instructions and fill up completely. If consumer has to sign in any document (for eg. while buying in instalments, against credit, in exchange offers, in special schemes etc.,). Read carefully, especially method of interest calculations.
(7) Confirm with the shopkeeper that he has to take back products, if found defective. He has to, as per Consumer Protection Act. Clauses like “Goods once sold will not be taken back” are illegal.

(8) Take your own time as per necessity in deciding on a product before purchasing it.

(9) Insist on bills for all purchases made

(10) Use the product as recommended by the manufacturer

(11) Read details of warranties and guarantees

(12) Keep all sale receipts, warranties, guarantee certificates safely

(13) Deficiency, if noticed, should be brought immediately to the notice of the shopowner /manufacturer from whom it was purchased

(14) Keep record of all correspondences details and other documents related to the purchase made/service availed.

Students can be taken to the local market and asked to study products and buy (if possible) using the above steps and report problems / violations. Home Assignments can also be given and experience shared in the next class. Voluntary Consumer Organisation representative can share experience.

(17) **TRAFFIC-RULES AND REGULATIONS - SIGNS AND SIGNALS**

Discovery of wheel has helped man to move faster from one place to another. Man made machines (motorized vehicles) are used to transport man from one place to another on road, faster, in quick time. Motorized vehicles are ply on roads with safeguard normal life of man from fast-moving machines on fast lanes. To regularize movement of motorized vehicles on roadways and to guide road users for safe use of roads, rules and regulations are formulated.

Traffic Rules & Regulations are formed to regulate both men and machines in transport sector. Various Traffic Signs and Signals have been created and put to use to assist road users. Traffic signals are used at road junctions to regulate traffic at road crossing points.
• Details of Traffic Signals are provided in Annex - V

• Various Traffic Signs used to guide the road users are provided in Annex- VI

• Various Information Signs in use are given in Annex- VII

Students can be asked under supervision of teachers / local traffic police to cross roads. The local inspector of police can be asked to give a lecture / demo on traffic rules.

(18) INTERACTION WITH CONSUMER GROUPS

An interactive session with various consumer groups may be organized by the Teacher- Coordinator and the Coordinating Agency. Interactive session can contain presentations from both the citizen consumer club and the consumer groups invited for the session.

XV. SELF-SUSTENANCE OF CITIZEN CONSUMER CLUBS

To make Citizen Consumer Club long lasting, they have to become self sustaining. To make them self sustaining, Citizen Consumer club must take efforts to raise funds on their own. They can adopt any of the following strategies:

i) Extend membership of the club to all students and prescribe nominal fee per student per month (eg: Re.1/-per student per month)

ii) Organize Exhibition cum sale of paintings/posters/cards/crafts made by students during some of competition events of the club.

iii) Organize Consumer Right Exhibition on World Consumer Rights Day (15th March) or on National Consumer Day (24th December) and prescribe a small entry fee for visitors.
vi) Bring out club bulletins / newsletters, which may also include advertisements for raising money.

v) Organize cultural / entertainment programmes to raise fund.

vi) Ask VCO / NGO / Lions / Rotary Clubs for sponsoring events.

Normally Grants from Department of Consumer Affairs, Government of India will not be available after two years. Hence the clubs should take adequate measures for self-sustenance, well in time. However they can keep reporting on their activities to Department of Civil Supplies and Consumer Protection, Government of Tamil Nadu from time to time as the Award Schemes will continue.

As long as Business/Trade exists, there will be need for consumer activism. Hence, Citizen Consumer Clubs can play an active role in protecting the consumer rights and to sustain consumer movement in our Country.
ANNEX-I
FORMS
FORM.A

Application for grant from Consumer Welfare Fund for functioning Citizen Consumer Clubs.

IMPORTANT: Please fill up this form, furnishing correct details sought for based on verifiable true state of affairs without causing suppression of any material information which, if resorted to, shall entail prosecution under the Act.

1. Name and full postal address of the applicant (Co-ordinating Agency):

2. Date of Establishment :

3. (A) Whether Registered under
the Societies Registration Act, 1860
(21) of 1860 or any other relevant Act :

(B) If yes, number and year of registration :

(Enclose latest society renewal receipts and society bylaws copy) :

4. Whether affiliated to a Government recognized Board(applicable to Educational Institutions) :
5. Names and addresses of Managing Committee Members and occupation of Office bearers:

6. Name and designation of the Official(s) authorized to receive the grant:

7. Number of Citizen Consumer Clubs already and not yet received any grant (with details of schools / college affiliated to a Government recognized Board / university where clubs are to be established (Enclose list of clubs with name and address of school / college, date of formation, name of teacher coordinator, number of members and current activities.)):

8. Amount of grant required:

9. Details of previous grant, if any taken from Department of consumer Affairs:
10. **Tick if following documents are enclosed:**

i) Annual Report and Audited Statement of Accounts for the last 3 years

ii) Attested copy of Registration Certificate & Latest Renewal

iii) Copy of letter of affiliation to a Government recognized Board (Applicable to educational Institutions)

iv) Affidavit in the prescribed proforma

v) List of consumer clubs (with details)

**DECLARATION:**

(To be signed by the applicant or his authorized agent)

Particulars heretofore given are true and correct. Nothing material has been suppressed. It is certified that I/We have read the guidelines, terms and conditions governing the scheme and undertake to abide by them on behalf of our organization/Institution. The financial assistance, if provided, shall be put to the declared use, for promotion and protection of rights of consumers or for standard marks. It is also certified that our organization has never been black listed by any agency and has never attracted any adverse comments. I understand that I will be liable under criminal / civil laws for any wrong or misleading information supplied herein.(Strike out whichever is inapplicable)

**APPLICANT**
FORM -B
MONTHLY REPORT ON THE ACTIVITIES OF CITIZEN CONSUMER CLUB
(Tobe sent by email to collector & consumer@tn.nic.in)

MONTH : NAME OF CLUB :

(1) Name of the School / College / Self Help Group:
   a) Address of School / College / SHG
   b) Phone Number
   c) E-mail Address :

(2) Name of the Teacher Coordinator :
   a) Name
   b) Designation in School :

(3) Name of the Coordinating Agency :
   a) Phone Number
   b) Name of Representative :

(4) Number of members of the Club : Boys Girls Total

(5) Grants : Received Utilised Balance available

(6) Details of activities conducted during the month :
   (Indicate date, No. of students participated and brief description of activity)
   a) Lecture / Training :
   b) Field Visits :
   c) Demonstration :
   d) Competitions :
   e) Functions (Important Days) :
   f) Local Community Outreach :
   g) Notice Board :

Signature of Teacher Coordinator
**FORM-C**

**CITIZEN CONSUMER CLUB FUND ACCOUNT**

**MONTHLY ACCOUNTS STATEMENT**

<table>
<thead>
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<th>RECEIPTS</th>
<th>EXPENDITURE</th>
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<tr>
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<td>Cheque No. D.D. No. With date or Cash</td>
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<td>Total</td>
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**ABSTRACT**

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<td>RECEIPT</td>
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<tr>
<td></td>
<td>................................</td>
</tr>
<tr>
<td>CLOSING BALANCE</td>
<td>................................</td>
</tr>
</tbody>
</table>
FORM - D
UTILISATION CERTIFICATE - CONSUMER CLUB

1) Name of the School / College:

2) Name of the Coordinating Agency:

3) Utilisation Certificate for the year:

4) a) Unspent balance from the previous year:

b) Grants received during the year:

c) Amount utilized during the year:

d) Balance unspent at the end of the year:

a) Certified that a sum of Rs..................... Rupees..............................
.................................................................) was received by
..............................................................................as grants for the year from the
Government of India for various activities of the consumer Club.

b) Certified that out of the above mentioned Fund, a sum of Rs..................
(Rupees..........................................................) has been
utilized for the purpose for which it was sanctioned. It is further certified
that there is an unspent balance amount of Rs..................
(Rupees..........................................................) at the end of the year.

c) Certified that I have satisfied myself that the conditions on which the
grant was sanctioned have been duly fulfilled and that I have exercised
the reasonable checks to ensure that the money has been actually utilized
for the purpose for which it was sanctioned.

Date: ..............................................................

Signature

Name

Designation

and Address
ANNEX - II
BOARD

CITIZEN CONSUMER CLUBS

SBOA SCHOOL AND JR. COLLEGE
MOGAPPAIR, CHENNAI - 101

web: www.consumer.tn.gov.in complaints: consumer@tn.nic.in
LOGO AND BADGE

CITIZEN CONSUMER CLUB

AWARE! ALERT!! ACT!!!

complaints: consumer@tn.nic.in
<table>
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<tr>
<th>Month</th>
<th>Date</th>
<th>Activity</th>
<th>Topics</th>
</tr>
</thead>
<tbody>
<tr>
<td>June</td>
<td>First Thursday</td>
<td>Inauguration and first</td>
<td>Addition of new members / election of office bearers and discussion on</td>
</tr>
<tr>
<td></td>
<td></td>
<td>monthly meeting</td>
<td>Citizen Consumer Club resolutions / objectives and duties of office bearers / members</td>
</tr>
<tr>
<td>July</td>
<td>First Thursday</td>
<td>Monthly meeting</td>
<td>Responsible citizen - Fundamental duties</td>
</tr>
<tr>
<td>August</td>
<td>First Thursday</td>
<td>Monthly meeting</td>
<td>6 Consumer Rights / Consumer Protection Act and other Laws</td>
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<tr>
<td>September</td>
<td>5th September</td>
<td>Teachers day</td>
<td></td>
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<td></td>
<td>8th September</td>
<td>World Literacy Day</td>
<td>Each one teach one campaign</td>
</tr>
<tr>
<td></td>
<td>First Thursday</td>
<td>Monthly meeting</td>
<td></td>
</tr>
<tr>
<td>October</td>
<td>First Thursday</td>
<td>Monthly meeting</td>
<td>Field visit - Good Citizen campaign</td>
</tr>
<tr>
<td></td>
<td>14th October</td>
<td>World Standards Day</td>
<td>Quality / product standards (FPO, ISI, AGMARK, Hallmark, Silkmark, etc.)</td>
</tr>
<tr>
<td></td>
<td>16th October</td>
<td>World Food Day</td>
<td>Food Adulteration - Lecture / Demonstration for all students with test kit, food safety and standards</td>
</tr>
<tr>
<td>November</td>
<td>First Thursday</td>
<td>Monthly meeting</td>
<td>District Consumer Protection Council / District Consumer Forum / Other district enforcement agencies and their functions</td>
</tr>
<tr>
<td></td>
<td>14th October</td>
<td>Children’s Day</td>
<td>Market visit to be organized in coordination with consumer group</td>
</tr>
<tr>
<td>Month</td>
<td>Date</td>
<td>Event</td>
<td>Details</td>
</tr>
<tr>
<td>---------</td>
<td>------------</td>
<td>---------------------------------------------</td>
<td>----------------------------------------------</td>
</tr>
<tr>
<td>December</td>
<td>10th</td>
<td>Human Rights Day</td>
<td>General awareness on Human Rights</td>
</tr>
<tr>
<td></td>
<td>23rd</td>
<td>Farmer’s day</td>
<td>General awareness on quality food products, quality of pesticides / seeds / fertilisers</td>
</tr>
<tr>
<td></td>
<td>24th</td>
<td>National Consumer Day</td>
<td>Awareness functions in schools / villages</td>
</tr>
<tr>
<td>January</td>
<td>12th</td>
<td>National Youth Day</td>
<td>Village level campaign on standing in queues, public hygiene and corruption prevention</td>
</tr>
<tr>
<td></td>
<td>26th</td>
<td>Republic Day (Citizens Day)</td>
<td>Take an Oath on fundamental duties of citizens</td>
</tr>
<tr>
<td>February</td>
<td>28th</td>
<td>National Science Day</td>
<td>General awareness on Science and questioning attitude</td>
</tr>
<tr>
<td>March</td>
<td>15th</td>
<td>World Consumer Rights day</td>
<td>Function - Citizen Consumer Awards, Cultural events / a grand function inviting local community to be organized</td>
</tr>
<tr>
<td></td>
<td>First Thursday</td>
<td>Monthly meeting</td>
<td>Consumer complaints and redressal / case laws</td>
</tr>
<tr>
<td></td>
<td>First Thursday</td>
<td>Monthly meeting</td>
<td>Consumer Protection in health services / medicine</td>
</tr>
<tr>
<td></td>
<td>First Thursday</td>
<td>Monthly meeting</td>
<td>Sustainable consumption responsible consumer and citizen</td>
</tr>
</tbody>
</table>
ANNEX - IV

Eligibility conditions for Coordinating Agencies (C.A)

- Should have a minimum experience of 5 years of district level active performance in consumer welfare activities.

- Should be in active cooperation with the District Administration on Consumer activities for the past 3 years.

- Should be non-political and non-communal.

- Registration of the Association should be valid as on date.

- Should not have attracted any adverse comments from Government organizations.

- Should fulfill all the conditions prescribed in Form A (Annexe-I).
ANNEX - V

TRAFFIC LIGHTS AND SIGNALS

RED
Stop at the stop line

AMBER & RED
Stop at the stop line

GREEN
Move quickly

AMBER
Except vehicle that has already crossed the stop line all others should stop

GREEN ARROW
Pass on in the direction which the arrow indicate
TRAFFIC POLICE HAND SIGNALS

- To stop vehicles approaching from behind
- To stop vehicles coming from front
- To stop vehicles approaching simultaneously from front and behind
- To stop vehicles approaching from left and wanting to turn right
- To stop vehicles approaching from the right to allow vehicles from the left to turn right
- To stop vehicles coming from the right and turning by stopping traffic approaching from the left.
- Warning signal closing all vehicles
- Beckoning vehicles approaching from left
- Beckoning vehicles approaching from front
- Beckoning vehicles from front
DRIVING SIGNALS

FOR TURNING RIGHT
Extend right arm and hand with the Palm turned to the front; rigid and horizontally

FOR TURNING LEFT
Extend right arm and rotate it in an anticlockwise direction

FOR SLOWING DOWN
Extend right arm with the Palm turned downwards and move the arm slowly up and down.

FOR STOPPING AT JUNCTION
Extend right arm bending the elbow vertically and turning the Palm to the front.

LETTING VEHICLES OVERTAKE
Extend right arm & hand below the level of shoulder & move backwards & forwards.
ANNEX - VI

THE COMPULSORY TRAFFIC SIGNS

The Two most Important Signs

Stop  Give Way

All the compulsory signs are indicated in a circular form.
The violation of traffic or road regulations indicated by these signs is a legal offence.

Straight prohibited or no entry  One Way signs  Vehicle prohibited in both directions

All motor vehicles prohibited  Truck prohibited  Bullock cart prohibited  Tonga prohibited

Hand cart Prohibited  Cycle Prohibited  Pedestrians Prohibited  Right turn Prohibited

Left turn Prohibited  U-turn Prohibited  Overtaking Prohibited  Horn Prohibited
Bullock cart & cart Prohibited
Length limit
Speed limit
Load limit
Height limit
Width limit
Axle load limit
Restriction ends sign
No parking
No stopping or standing
Compulsory ahead only
Compulsory keep left
Compulsory turn left
Compulsory turn right
Compulsory turn right ahead
Compulsory turn left ahead
Compulsory ahead or turn left
Compulsory ahead or turn right
Compulsory cycle track
Compulsory sound horn
These are signs indicated in a triangular form. They are meant for the safety of the road user.
Cross road  
Gap in median  
Side road right  
Side road left  

Y-intersection  
Y-intersection  
Y-intersection  
T-intersection  

Staged intersection  
Staged intersection  
Major road ahead  
Major road ahead  

Roundabout  
Dangerous dip  
Hump or rough road  
Barrier ahead  

Unguarded Level Crossing  
Guarded Level Crossing  

200 meters ahead  
59-100 meters in plain & rolling terrain and 30-60 meters in hilly terrain  
200 meters ahead  
50-100 meters in plain & rolling terrain and 30-60 meters in hilly terrain
ANNEX - VII

INFORMATION SIGNS

These give you information about such things as highway facilities, parking facilities etc. and you can recognize them by their blue background.

Public Telephone  Petrol pump  Hospital  First aid post

Eating place  Light refreshment  Resting place  No through road

Park this side  No through side road  Parking both sides

Scooter and motorcycle stand  Cycle stand  Taxi stand  Auto rickshaw stand