



COUNCIL FOR FAIR BUSINESS PRACTICES

Our Mission

"We shall promote the highest ethical practices, by business & professionals, In order to provide complete satisfaction to consumers & other stakeholders."



Food Civil Supplies and Consumer Protection Department, Maharashtra

CFBP TIMES

July, 2018

Godrej



Consumer Film Festival



Food Civil Supplies and Consumer Protection Department, Maharashtra



SHRI SHEKHAR BAJAJ



SHRI ADI GODREJ



SMT KALPANA MUNSHI, PRESIDENT, CFBP



SHRI RATAN TATA



SMT RAJASHREE BIRLA

PARTICIPATE IN FESTIVAL OF FIVE COMPETITIONS

All students, young and seniors, NGO's are invited

TOPICS

JAGO GRAHAK JAGO - MERA HAQ MY RIGHT - FAIR BUSINESS PRACTICES



PROF VISHWANATH SABALE

ASHOK MAHAJAN

MAKARAND DESHPANDE

ABHINAV DEO

JURY

HONEY IRANI

BOMAN IRANI

DOLLY THAKORE

PIYUSH PANDEY

JUSTICE B.N. SRIKRISHNA

ROHIT GUPTA

CFBP SHORT FILM COMPETITION

Film Duration: Min - 2 min Max - 7 min
(Entries invited 14 years and above as on 31st August 2018)
1st Prize - Rs. 2,00,000/-
2nd Prize - Rs. 51,000/-

PAINTING COMPETITION (3*2 FT)

Two Categories -
1) Age 12 yrs - 20 years -
1st Prize Rs. 10,000/-
2) Age 21 years and above -
1st Prize Rs. 15,000/-

STREET PLAY COMPETITION

(LIMIT: 5 - 7 MIN)
TWO Categories -
1) Age 12 yrs - 20 years -
1st Prize Rs. 10,000/-
2) Age 21 years and above -
1st Prize Rs. 15,000/-

SHORT STORY WRITING COMPETITION

Length: 400 words (with an apt title)
TWO categories -
1) Age 12 yrs - 20 years -
1st Prize Rs. 10,000/-
2) Age 21 years and above -
1st Prize Rs. 10,000/-

SLOGAN WRITING COMPETITION

TWO categories -
1) - Age 12 yrs - 20 years -
1st Prize Rs. 10,000/-
2) Age 21 years and above -
1st Prize Rs. 10,000/-



Last Date of Entry: 31st August, 2018

For registration forms and any queries please contact
CFBP Office: Tel: 22842590 / 22885249 / Fax: 2284 4783
Email: consumerfilmfestival@gmail.com

Website: www.consumerfilmfestival.com / www.cfbp.org



CFBP

CONSUMER FILM FESTIVAL 2018



Food, Civil Supplies and Consumer Protection Department, Maharashtra



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Last date of entry: 31st August 2018

Topics

Jago Grahak Jago * Mera Haq My Right * Fair Business Practices
Express yourself through your writing, acting and painting skills



CFBP Short Film Competition

Film Duration: Min - 2 min Max - 7 min
(Entries invited 16 years and above as on 31st August 2018)



1st Prize - Rs. 2,00,000/-
2nd Prize - Rs. 51,000/-
Trophy + Certificate

PAINTING COMPETITION (Size 3*2ft)

TWO Categories -

- 1) Age 12 yrs - 20 years -
1st Prize Rs. 10,000/-
- 2) Age 21 years and above -
1st Prize Rs. 15000/-



STREET PLAY COMPETITION (Limit: 5 - 7 min)

TWO Categories -

- 1) Age 12 yrs - 20 years -
1st Prize Rs. 10,000/-
- 2) Age 21 years and above -
1st Prize Rs. 15000/-



SHORT STORY WRITING COMPETITION

Length: 400 words (with an apt title)

TWO categories -

- 1) Age 12 yrs - 20 years -
1st Prize Rs. 10,000/-
- 2) Age 21 years and above -
1st Prize Rs. 10,000/-



BEST SLOGAN/TAGLINE COMPETITION

TWO categories -

- 1) - Age 12 yrs - 20 years -
1st Prize Rs. 10,000/-
- 2) Age 21 years and above -
1st Prize Rs. 10,000/-



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President

From the Desk of President

We are progressing with determination towards the goal we have set, before we set our office. Our shift completions of appointed goals are ensured, if we tackle all abstracts, all hindrances with Vim and Vigo. Permit neither criticism nor the fight that make you stay away from the achievements that should be yours. Let your victories, your achievements your successes be accepted with humility.

Let us not sit relaxing when our duty call is clear

Let us not whine and complain and let the heart know no fear

Let us look around and search for things meriting praise

Let us search for hidden service opportunities that elude our gage

Let us find men and women who are glad to love work and serve – people who give of themselves to five others hope, help and honor as long as the fragrance and the beauty of a simple flower enchants us, there is no need to be disappointed as long as we can give a little love, a little help, a little sky, will always be blue, trees will always be green and CFBP services always be there.

Lend a Hand by Promoting Consumer Awareness; CFBP is at your service.



Kalpana Munshi



IPP Mr. Shekhar Bajaj, Mr. Adi Godrej, Ms. Rajashree Birla with President Ms. Kalpana Munshi

The CFBP Advisory Board Members, CFBP members, Shri Raj Purohitji and all Rotarians and all the members who are present here, very warm welcome. We all heard that the plastic is going to be banned and we are all well aware that plastic is bad for us but I would like to reiterate that because it never enough so I would like to go through few presentation and few slides regarding why plastic is bad and what are the type of plastics which is coming under the ban and what are the good substitute for us which will give us some clarity in this whole plastic ban that we are hearing and we are confused as to what is banned and what is the alternative so let's just begin with why plastic banned?, so in terms of plastic pollution we, India generates 15000 tons of plastic waste every year and 9000 out of that is recycled 6000 is not and it is in very hazardous manner effectual environment in various, it goes to the landfills, it is not recycled it, it effecting our environment in a very bad way in terms of your marine life, animals so all of these things we are all well aware but I think this is good to put it forward with numbers for you, and I am sorry I didn't mentioned as I am Corporator of A ward, but I work with, active participant in my A ward, which is Kuntiji and Hansopardhiwala, who have been actively working with me in the waste management free cuff parade initiative, we done it together, let's talk about the shocking fact that's about plastic over the last ten years, we produce more plastic than during the last whole century, 50% of the plastic we use we use, it's a single use, single time plastic, we use and throw way, enough plastic is thrown away every year which can circle the earth four time, so that much plastic is there in the seas, which are Islands now you are hearing probably in videos, whatsapp videos, where you are seeing, Island of plastics in the oceans, it takes 500 to 1000 years for plastic to degrade or composed what we saw, they don't actually composed they degrade, virtually every piece of plastic that was ever made still exist because it is probably past 100 year that we have produce all of those manufactured all of the plastic, 1 million sea birds and 100 thousand marine mammals have killed annually from plastic ingestion basically in our ocean which are you now just not process and sent to the sea, the production of plastic uses around 8% of the world oil production, bioplastic not a good solution as the require food source, this was an article which was came in the Times of India and it gave us some clarity on what will be banned, what will be banned will be plastic bags, with handles or without handles, and there are one single use plastic like the disposable cutlery that we use, the plate, the spoon, the glasses, all of that and the bottles that we have below 500ml will be completely banned, over 500 will be recycled and in terms of how do you process these bottles because this is plastic waste, BMC is going to install machines, flaking machines all over the city funded by

the plastic bottle manufacturers all over the city and also different associations will be funding and putting their plastic flaking machines which are bulk generator so to say will be having their own pet flaking machines, bottles flaking machines all over Mumbai and luckily for



**Ms. Harshita Narvekar
Corporator (A Ward)**

us we have our Assistant Commissioner from A Ward who is spearheading the plastic ban in all of Mumbai with MCGM. How will it affect the common man is that once 23rd June comes everybody will be fined for it and the fine will be somewhere from 5000 to 10000 rupees for use of plastic, so what are we to do before the 23rd as consumers?, we need to make sure that we are disposing off all of the plastic that we have in the house for that BMC is going to set up plastic collection Centres and plastic collection Centres will be set up in the high port fall areas say in our A ward, it will be cuff parade police station may be Chuchgate, so they will be identifying more location where they can collect your plastic waste, prior to 23rd and even after that, additionally there is a dry waste segregation Centre, I talk about my ward, in Suraksha Garden where there are you know various segregation for cartons all of that there will be a pet flaking machine over there, so the bottles can go there and other plastics also will be collected, why do we want to ban plastic is a question it is a habbit change which is going to be difficult for everybody to do because we have been you know so habituated to using plastic for everything, but the reason why we should push ourselves to change our habits and lifestyle is because it is made from fuels which is limited in nature, it is limited resource in nature, it got high carbon footprint means in terms of, if you burn plastic, it has in terms of pollution it add another level and still we hears 100 years because it is not degrade easily we have only a tiny percentage which is recycled we need to make sure even if we are using plastic which is over 500ml bottles or anything it is going back into the recycle chain that is reduced recycled, toxins into the food chain, whatever plastic that goes into the food into the landfills or some other place it actually goes back into your soil and if you have agriculture on those kind of soil it comes back into your food chain which is very very toxic for you, causes hormone disruption and cancer, even if you are using plastic bottles for drinking, now

there are studies proving that it is carcinogenic which is little late in the day but I think we should jump on this bandwagon now because otherwise we will be really too late few years later, it pollute our ocean as I mention, kills marine life and similar taints our food chain. So we would say no to single use plastics, so bin-liners, bin-liners is every household minimum has 30 bin-liners, like two bin-liners dry and wet per day and probable 60 I would say per month every household, so that is big big item that needs to be eliminated in terms of plastic because that is bag and it is no allowed irrespective of micron it is banned, so what are we offering, what we think should be your alternative be compostable bags which is made out of cornstarch, it is an option, but it is an expensive option, it is a good option if you want to go for it, you cannot put it in compost machine but it goes to the landfill it will compost within 3 to 6 months and other option for bin-liners which is huge item is a gilabel which Haridharti, Hansopardhiwala, Kuntiji are promoting as well which is a very good option for the people who want to completely go off bags, so you can put your wet waste there and when it collect you can give it to the garbage man in the morning through the bin and just kind of clean with the paper towel and put it back, that tea comes you know the liquid you could use it for your plants, planters at home or you can just let it go and clean it out it, is very good multiuse option, the other item which is very high which everybody uses is plastic toothbrushes, which is banned and because we have 150 million plastic toothbrushes being used, being disposed every month which is huge number right there, so other alternative would be a bamboo toothbrush which is probably, four plastic toothbrushes can be use, can be thrown away and one bamboo toothbrush last for four turns, plastic straws which is like everywhere in hotels and clubs, you get plastic straws it is a banned item now and in Kerala more than 3.3 million plastic straws are used every single day and the figure is staggering 500 million a day in US so that

is something we need to eliminate right away and the other options are metal straws or bamboo straws which are available in the market, disposable plates and cutlery, stereophone, I would like to mention that we are very happy that you are using bagasse plates, paper cups, very happy that you are using that already, so we don't have further to go except for the plastic spoon that you are using here probably you can get an alternative for that as well, so alternative for those would be paper plates and cups, betel leaf which is another option, you know you can get lot of those disposable betel leaf cup and bagasse plates and cups, so basically I think this is whole plastic ban will be a major change in the behavior which will require from every individual because we are so accustom although it has not been very long but we are very accustom to use using single use plastic but I think unless we do that we are really not leaving a very habitable environment for our children, we have to make sure we do it now than 10 years later because after it is really really hazardous to the environment. BMC is basically using a regular bin making that as a plastic bin collection Centre which will be placed in various location in A ward, another exciting good thing that that they have mentioned that BMC will be doing rolling out so soon would be a toll free number so for any area you can call up on that toll free number, it will be probably activated in another seven days, they will be giving out, whenever you call that number, a vehicle that will come and pick up your plastic waste and that can be probably on community basis so they do a collection on a community basis prior to the ban getting over or later after that, so they are also looking, it's not all finalized, BMC is just thinking the ways and means of rolling this out and making sure it is the success but more than BMC making it success it is each and every consumer, each and every individual which will make it a success and it is not for us at the moment but it is for our children we have to leave a cleaner and greener environment.





Godrej CFBP



JAGO GRAHAK JAGO



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SMT KALPANA MUNSHI, PRESIDENT, CFBP



SHRI RATAN TATA



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PAINTING COMPETITION

A SHOUT OUT TO ALL THE PAINTERS, SKETCH ARTISTS AND DESIGNERS!



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TOPICS

JAAGO GRAHAK JAAGO (Don't get cheated)
MERA HAQ - MY RIGHTS (Right for education, good health, good food & information)
FAIR BUSINESS PRACTICES (Don't Cheat)

1ST CATEGORY

AGE 12 - 20 YEARS — FIRST PRIZE INR 10,000/-

2ND CATEGORY

AGE 21 YEARS & ABOVE — FIRST PRIZE INR 15,000/-

For Registration, log on to www.consumerfilmfestival.com

E-Mail: consumerfilmfestival@gmail.com | Call 022-22885249 / 22842590

Last Date of Entry: 31st August, 2018

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मे बताता हूँ आपको जबसे ये प्लास्टिक में वैन लगा और उससे पहले मे उससे जुड़ा हुआ हूँ अभी भी सरकार ने प्लास्टिकसे जुड़े रएलतए प्रॉब्लेम और सोल्युशन जौ है उस कमेटी मे मे हूँ पहले हाय पावर कमेटी की कल मिटिंग हुई कल चिफ मिनिस्टर साव प्रॉब्लेम मंत्री श्री रामदासजी कदम All officers and those मंडम आपने कहा ना जो Producers है हर्षिताजी ने बहुत सुंदर शब्दों मे कहा plastic is dangerous, अभी एक व्हेल मछली मिली इधर उसके पेटमें से १२ किलो प्लास्टिक निकला आ Oraverage agaaya cow जो इस देश में घुम रही है उसके पेटमें २० किलो से लेके २२ किलो प्लास्टिक है यहा तक की उससे ज्यादा भी मिला है अभी तो कोकण का जितना किनारा Belt है वहा मछलियोंने वच्चे देना बंद कर दिया है क्योंकि सारे किनारेपर इस की चर्चा जो हुई है सारे किनारे पे प्लास्टिक जमा हो गया है और mangroves और प्लास्टिक मिल के उनका breeding ground खत्म हो गया है अपने मे से बहुत सारे लोग ऐसे है और बहुत सारे व्यापारी लोग भी कई लोगों में एक व्यक्ति को जानता हूँ जो मेरे पिछे पडा हुआ है कुछ ना कुछ रास्ता निकालो तो वो एक नही है ऐसी पुरी असोसिएशन है पांच है प्लास्टिक असोसिएशन है वॉटल जार ये अभी जो आपने बताया ना उनकी असोसिएशन है फिर ये कोका कोला और ये जो प्रॉडक्ट्स तैयार करते है उनकी असोसिएशन है ये लोग भी चाहते है की कुछ ना कुछ निकले वास्तव मे एक आदमी ने तो २०० करोड रूपए का लेके फॅक्टरी लगाई है महाराष्ट्रमें पांच जगह अभी तो बंद हो गया इस महिने वैंक का हफ्ता कैसे भरेगा वैंक का उसकी भी समस्या है तो सरकार balancing act करने के लिए दो बातें है एक तो ऐसा प्लास्टिक है की जो खत्म होना ही चाहिए मतलब वो दिखना भी नही चाहिए होना भी नही चाहिए और एक ऐसा हो जो recyclable हो अव recycle क्या हो? तो हर एक आदमी अपनी अपनी स्टोरी बताता है इन पांच असोसिएशन्स ने इतनी impressive stories बताई इतनी अच्छी फिल्म है की आपको भी बताए ना तो आप भी उनसे agree हो जाओगे पर ultimately वो स्कीम मे अगर जाए मंडम तो एक लाख सायकल चाहिए महाराष्ट्रमे १० हजार टेम्पो चाहिए और उससे बड़े ट्रक कितने चाहिए इतना privately possible नही hO, impracticable है तो Government ने तीन Secretaries की एक कल कमेटी बनाई hO, Pollution Secretary, Principal Secretary, Industry Secretary और जीएसटी के कुछ अधिकारी की they will make ये sustainable कैसे है और उसमें में से क्या रास्ता निकाला जाए की जो प्लास्टिक एकदम खराब है वह बाजार में से विलकुल नष्ट किया जाए हटाया जाए और दुसरा जो प्लास्टिक है उसका Collection कैसे हो recycling कैसे हो? बोलना बहुत easy hO, recycling के लिए बहुत पानी लगता hO, recycling का process भी बहुत difficult है इतना easy process नही है जितना हम भाषण में बोल देंगे की recycle करो naa, is no त तहात easy, tao government ko behalf मे जो क्या होता है ये में आपको बता रहा हूँ की high level पर सब चल रहा है कमेटी बनी है वो बनी है कही ना कही इसका solution निकलेगा पर एक बात निश्चित है की average प्लास्टिक तो खत्म होना चाहिए आपने कहा मिल्क कैसे आया मंडम अभी जो है हर्षिताजी ने बराबर बताया की एक नया प्लास्टिक जैसा material आया है वो ६ महिने उसकी लाईफ है उसमे आप मिल्क save भी कर सकते है उसमे आप कोई दुसरे packing भी कर सकते है वो ६ महिनेमें अपने आप खत्म हो जाएगा उसके लिए भी सरकारने मंगाये है की कौन कौन से प्लास्टिक है who

are the suppliers? और किस तरह से है तो अगर एक तो विषय है की एकाएक बंद किया हमारे उपर भी बहुत आरोप लग रहे है परंतु ना करते तो कभी करते कभी ना कभी तो करना ही है तो इसमे ६ महिने पहले सरकार ने इन advertisement मे लिखा था की हम ६ महिने मे अॅक्शन लेने



Mr. Raj Purohit
Advisory Board Member

वाले है प्लास्टिक बंद करने मे उसके बाद ३ महिने जानेवारी २ को ये बताया था की ३ महिने के बाद हम प्लास्टिक बंद करनेवाले है कोई alternative उसके वारे मे आप सोचिए व्यापारियों को भी और इनको भी पर मैं व्यापारी area का जनप्रतिनिधी हूँ और मे उनकी day ते day फिस कर रहा हूँ की प्लास्टिक मे भी कई categories है और उसके बाद कुछ चिजे ऐसी है अगर की प्लास्टिक के बिना तो वहा हो ही नही सकता तो उसका रास्ता क्या hO? अव इमिटेशन ज्वेलरी बहुत बढ रही है कपडा सारी पॅन्ट आप सब के घर में है शायी का जो कार्ड आता है उसके उपर प्लास्टिक द्वाराप होता है आज तक मेरे दिमाग में why? जरूरी क्या है उसका? कोई जरूरत नही है उसकी उसके पहले नही होता था क्या? ये दो साल से हुआ है और कितना प्लास्टिक उसमे द्वास्तए जा रहा है अपना address लिखा पोस्ट से जाता है आराम से जाता है पर उसमे प्लास्टिक डालेंगे ही डालेंगे हम हर पत्रिका आप प्लास्टिक में डालेंगे तो ये आवश्यक बुराई है उसमे से रास्ता निकालना है और उसमे से कुछ recyle करके भी क्योंकि प्लास्टिक नही होगा विलकुल नही होगा तो अमेरिका मे भी प्लास्टिक use होती है वो भी तो देश है sustain कर रहा है ना? ऐसा कोई ना कोई रास्ता जरूर निकलेगा और इसमें hotted discussion होने की भी सभावना है अगर ये नही हुआ तो वास्तव में ३ लाख लोग unemployed होने वाले है और २२ हजार करोड रूपये ANP वो banking term मे क्या बोलते है वो होनेवाला है जिन्होंने लोन लिया हुआ है उनकी तो उसमे भी क्या रास्ता निकलें और उसके लिए क्या है तो मुझे लगता है की १५ दिन में ये कमेटी अपनी रिपोर्ट देगी और उसमे सरकार फिर उस कमेटी के रिपोर्ट को देखेगी तो consumer का भी ध्यान रखना hO, manufacturer का पे ध्यान नहीं रखना है but alternative क्या हो सकता है ताकि he can also survive और एक नया रास्ता मिले balancing act, government की लेवल पर जितनी हर्षिता ने आप ने चिंता कि है ना उससे ज्यादा चिंता मंत्रालय मे हो रही है क्योंकि पुरे महाराष्ट्रसे more than 5000 businessman, madam more than 500 people are sitting camping in Mumbai to get the solution of plastic issue, तो कभी ना कभी इसका रास्ता जरूर निकलेगा पर स्वयंम मे यह चाहता हूँ की प्लास्टिक in general तो बंद होना ही चाहिए अव उसका रास्ता बहुत difficult है वो रास्ता भी inaklaogaa, or I will be in position, १५ दिन के बाद आपको वो रास्ता बताने की position मे होऊंगा धन्यवाद .



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ADULTERATED CEREALS – A REALITY CHECK!

The author, Ms. Roopa Rao is Assistant Professor, has 23 years of teaching experience in Consumer studies, Hospitality and Ergonomics. She has conducted several related researches in these areas as well. She has won awards for her research studies.



Ms. Roopa Rao

Dishonest elements use all kinds of dubious methods to adulterate food products and other goods of daily use. This menace of bogus goods has become so complicated that it is not possible to judge the quality of a produce by smelling, feeling, tasting or by close examination. We can no longer detect a 'ulterated food with the help of our senses. A few corrupt traders want to increase their sales as well the profits earned by cheating the consumer with cheap substandard goods. The common consumer is impressed by the low-price tag and discount offers, inadvertent!, falling prey to these sales gimmicks.

These traders adulterate for various reasons such as to:

- gain unfair profits by increasing the weight and selling lower quality products at the price of the better-quality ones.
- be able to add value to foods by turning simple ingredients into elaborate products, which can be sold for higher prices than the ingredients or the processing warrant
- process the food and gain greater control over the raw ingredients. E.g. fresh foods have short shelf life; refined ingredients - longer shelf life.
- help manufacturer by increasing its market share relatively to their competitors. E.g. use of colours & flavours gives wider range of products.

Food adulteration is a punishable offence under the Penal Code of India, but that does not seem to be discouraging unscrupulous elements from using unauthorised measures/practices. *Although, several guilty manufacturing units have been locked and slapped with fines for practicing adulterated methods, there is 'not much in place to monitor the practices of the several vendors, who sell food in small shops and kirana stores.*

A study was conducted among 80 residents of Mumbai city and its suburbs with an aim to understand the extent of adulteration of cereals. The convenient (willingness to participate) and purposive sampling method was employed. The participant's background information was obtained through a proforma collecting personal information, such as educational qualifications, marital status, economic status. They were interviewed (self-constructed) so as to obtain a comprehensive representation.

The sample profile is as follows:

- 66 (82.5%) of the participants were females. This is because they shopped for cereals more than their male counterparts.
- 32 (40%) of the interviewed consumers belong to 30 - 39 years of age. The average of the participants was 36.4 years. This gives a comprehensive representation of the young Indian consumer.
- Most participants were gainfully employed (31 service; 2 self-employed and 3 students). 32 women consumers were homemakers.
- The monthly income of 41.3% (3) of the consumers was below ₹10,000 per month and 13.8% (11) was in the range of ₹10,001 - ₹20,001. More commonly, the people targeted were from economically weaker sections, the ones who would prefer to buy inexpensive products and not go for brands in order to restrict their expenditure.

Interestingly, 76(95%) of the participants were aware of food adulteration, and most of these have been victims of adulterated food.

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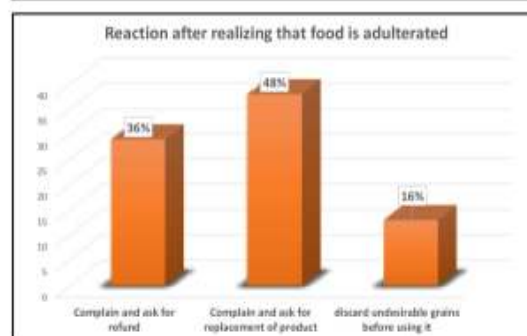
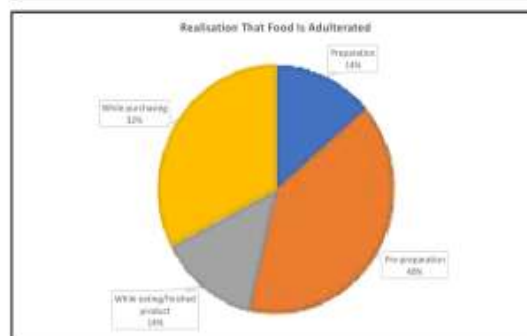
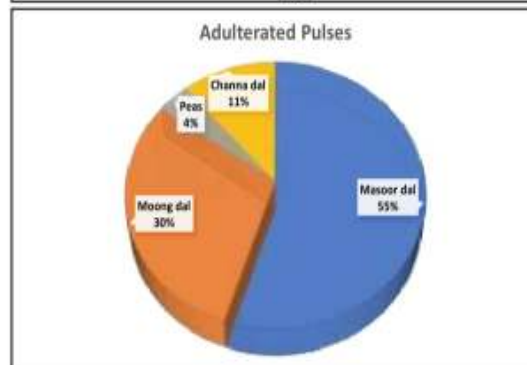
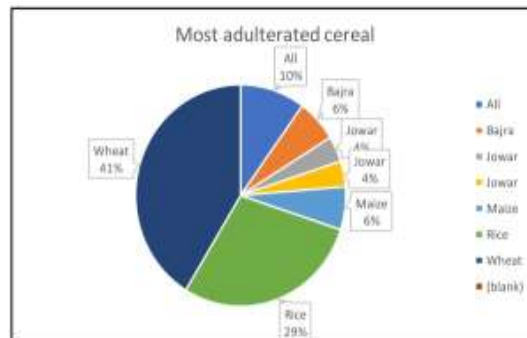
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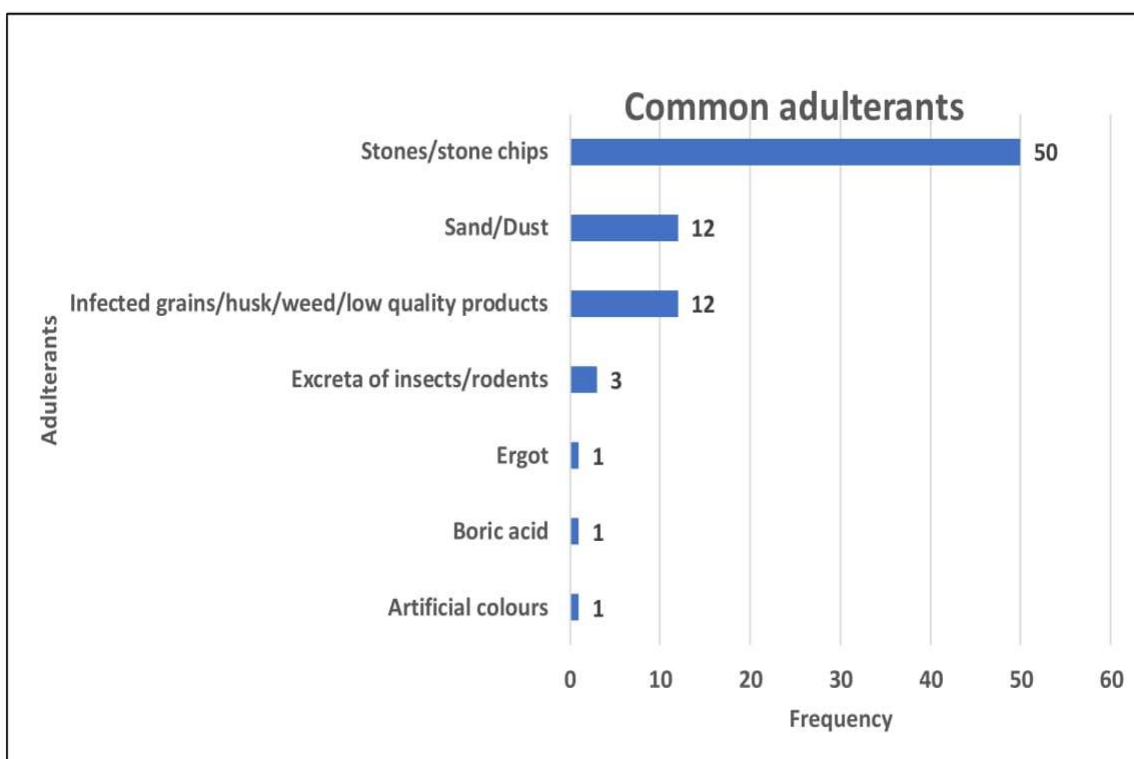
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OBSERVATIONS OF THE SURVEY

1. The consumers felt that **rice and wheat** are the most adulterated cereals. And the consumers felt **masoor dal and moong dal** are the most adulterated pulses.
2. Many (86%) realise that the cereals and pulses are adulterated only while using it, making it **difficult to ask for exchange**.
3. Some homemakers realised that it is **impossible to detect the adulterants during pre-preparation or preparation stage of cooking**. Even the traditional methods of smelling, tasting and visual examination doesn't seem to help detect the adulterants easily.
4. **37.5% did not complain** to anyone. According to them the shopkeeper is either innocent or indifferent to their issues. They felt it was a waste of time
5. **55 (68.8%) complained to the shopkeeper** asking for either replacement of goods or refund of the price paid for the
6. Of this (consumers who complained) only 42% (21 consumers), **were satisfied** with the way their grievance was handled.
7. **6.5% (5) escalated the matter** when the shopkeeper did not respond! They traced the supplier and ensured that their woes were addressed.
8. **77.5% are aware of the existence of consumer courts**..... though not completely aware of the 3-tier redressal system through these courts.
9. **Only 66% of the respondents were aware of the PFA Act**,
 - a. The Prevention of Food Adulteration Act, 1954 (PFA) has been amended several times to safeguard the consumer against the modern-day methods of food adulteration. The FSSAI along with food and drug officials often conducts raids and inspection drives across the country to monitor the quality of food being sold





From the results of this study, it is also evident that the upper and middle-income consumers/educated consumer is adequately aware of its rights and consumer grievance redress mechanisms.... **It is the poorly informed consumers who have to be educated and empowered.**

The common Indian Consumer has to be made more about the laws and legislations enacted to protect them. **For this, we will need to go to him; without really waiting for change to happen on its own.** To this end, the Road Show approach of creating awareness has been found to be effective in creating awareness around socially relevant themes. For eg; Street Plays, Nukkad nataks, talks, demonstrations to detect adulteration easily, distribution of pictorial pamphlets, etc are some of the more effective ways to do so.

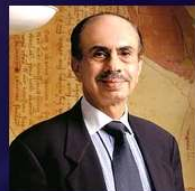
CFBP has initiated its drive of creating awareness against food adulteration by publishing a booklet titled – **“How Safe is your Food – Simple Methods to Detect Food Adulteration”** in collaboration with **Nirmala Niketan, College of Home Science, Mumbai.**

CFBP also plans to organise these nukkad nataks (road shows) to reach the target consumers. Through these continued efforts, it hopes that the menace will be tackled by enhanced awareness.

Let us leverage this opportunity and do what we can to eliminate this nuisance from our daily lives. Let us make this a better place for our future generations.



SHRI SHEKHAR BAJAJ



SHRI ADI GODREJ



SMT KALPANA MUNSHI,
PRESIDENT, CFBP



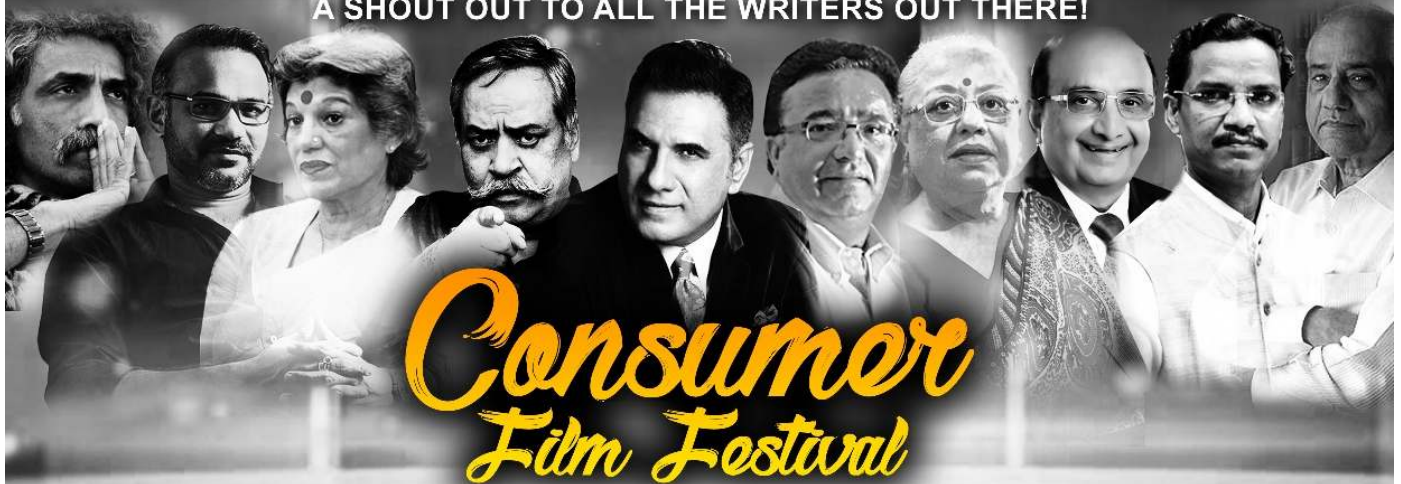
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REDRESSAL OF CONSUMER COMPLAINTS

As a part of its charter, the CFBP seeks to rectify wrong trade conduct which might have displeased a consumer and make sure that such a grievance is redressed in a just manner.

Upon receiving a complaint from a consumer, the Consumer Grievances Redressal Committee, comprising of eminent consumer activists and headed by Ms. Asha Idnani, first screens it to ascertain its merits. Next, a letter is written to the organization against which the complaint has been received, requesting it to redress the grievance promptly. Wherever necessary, a meeting is arranged between both parties to facilitate a mutually acceptable settlement. The complaint is also posted on the CFBP website to give the respective organization an opportunity to respond and it is graded on the speed and nature of its response.

The Consumer Grievances Redressal Panel which includes two former Bombay High Court Judges, Justices D. R. Dhanuka and B. B. Vagyani, periodically reviewed the complaints and the status of their redressal. The Legal Cell, consisting of leading consumer lawyers headed by Mr. Anand Patwardhan, meet on the second and fourth Saturdays of every month to hear complainants in person and advise them suitably in resolving their grievances.

In certain cases, the CFBP might help a consumer fight for a case in a consumer court by providing the necessary counseling, if the matter escalates to that level.

GOTA COMPLAINT?

We're here to help you

Please contact us with all the details and supporting documents. Our Consumer Grievances Redressal Committee, headed by Ms. Asha Idnani and Mr. Anand Patwardhan, will help you in securing redressal of your grievance/complaint.

Our legal cell meets on the 2nd and 4th Saturday of every month. Leading Consumer Lawyer Mr. Anand Patwardhan, heads the Legal Cell.

Send your Complaints to :

Council for Fair Business Practices

Great Western Building, 130/132, Shahid Bhagat Singh Road,
Mumbai 400 023 | Tel : 2288 5249 / 2284 2590 Fax : 2284 4783

Email : cfbpoffice@gmail.com / info@cfbp.org

Website : www.cfbp.org/www.ccr.in



Godrej CFBP



JAGO GRAHAK JAGO

Food Civil Supplies and Consumer Protection Department, Maharashtra



SHRI SHEKHAR BAJAJ



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