



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."



November, 2017

CFBP TIMES



Smt. Rajashree Birla
Chief Guest



Shri Kalyan Banerjee
Rotary International
Past President
Guest of honour



Smt. Kalpana Munshi
President - CFBP



Shri Adi Godrej
Chairman, Godrej Group
Title sponsor



Shri Justice B. N. Shirkishna
Former Judge,
Supreme Court of India
Guest of honour

GODREJ - CFBP CONSUMER

Film Festival Award Nite

On Tuesday 21st November, 2017, at St. Regis Hotel, Imperial Hall, Parel, Mumbai



★ Our Jury ★

MAKARAND
DESPANDE

ABHINAY
DEO

PIYUSH
PANDEY

DOLLY
THAKORE

HONEY
IRANI

SANJAY
F. GUPTA

SUNIL
BUCH

JUSTICE
B. N. SRIKRISHNA

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CFBP

Consumer Film Festival

CHIEF GUEST
SMT. RAJASHREE BIRLA

GUEST OF HONOUR

SHRI KALYAN BANERJEE
ROTARY INTERNATIONAL PAST PRESIDENT

HON'BLE MR. JUSTICE B.N. SRIKRISHNA
FORMER JUDGE, SUPREME COURT OF INDIA



Smt. Rajashree Birla
Chief Guest



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Justice B.N. Srikrishna
Former Judge,
Supreme Court of India
Guest of Honor

KALPANA MUNSHI
President, CFBP

You are Invited

RAJITH MENON
Chairman, Film Festival Committee

Godrej - CFBP Consumer Film Festival Award Night
Tuesday 21st November 2017, at St. Regis Hotel

ROW 1- L to R : Yash Birla, Adi Godrej, Madhav Apte, President Kalpana Munshi, Vishnubhai Haribhakti, Swarn Kohli, Radhika Nath.
ROW 2- L to R: Shrikant Soman, Swapnil Kothari, IPP Shekhar Bajaj, Piyush Goyal-Hon.minister, Rahul Bajaj, Rajiv Poddar, Habil Khorakiwala, Nirmal Bhogilal, Mukund



GODREJ - CFBP CONSUMER FILM FESTIVAL WINNERS 2017

SHORT FILM COMPETITION

1ST PRIZE:
Abbas Ahmed Syed,
Faraz Ali

2ND PRIZE:
Mohammed Hatim
Sadriwala

SHORT STORY COMPETITION

UNDER 20
1ST PRIZE:
Ananya Mohan Tawakley

2ND PRIZE:
Alekhya Malhotra

ABOVE 20
1ST PRIZE:
Kaushtubh Joshi

2ND PRIZE:
Ashish Joshi

SCRIPT WRITING COMPETITION

1ST PRIZE:
Vivek Agrawal,
Alka Agrawal Sigtis

2ND PRIZE:
(Tie)
Aron Mitr
Mamta Punjabi

SLOGAN WRITING COMPETITION

UNDER 20
1ST PRIZE:
Zahaan Thakore

2ND PRIZE:
Hitarth Vora

ABOVE 20
1ST PRIZE:
Ashish Anand

2ND PRIZE:
Atul Kumar Singh

STREET PLAY COMPETITION

1ST PRIZE:
Gokuldham High School

2ND PRIZE:
Gopal Sharma
Memorial School

SPECIAL AWARDS:
Rotary Sanskar School
(Special Children)

POSTER COMPETITION

UNDER 20
1ST PRIZE:
Kinshuk Apoorv Agrawal

2ND PRIZE:
Manushi Mahesh

ABOVE 20
1ST PRIZE:
Komal Patil

2ND PRIZE:
Hiral Vinod Bambhaniya

FROM THE DESK OF

We sow the seeds of consumer service as we carry out our work, although we never know when the seeds will germinate. In the meantime nonetheless I am sure CFBP will establish as a national leader in consumer service and spreading the mission of Fair Business Practices only if we consciously grasp that the best time to act is now. Together we can bring change all over now, and if we consolidate our efforts we can make a real difference. Please understand - "Tomorrow is always too late" said and director general of UNESCO

Future generations will inherit a better world if CFBP members understand that the work that needs going will not just happen. We must make things Happen!

Let's work Together and Build the Future with Action and Vision

Our scriptures proclaim again and again that doing good to someone who needs this good is in itself recognition of your kindness. We don't have to look for recognition from others. Yes, recognition may come, awards may accrue, awards may be presented, but the real award is the smile on the face of the recipient of your service or the gratefulness expressed by the needy or merely an expression on the face which speaks more than all the words of thankfulness put together.

Do CFBP members consider service as a burden which needs to be paid back in terms of rewards? Don't you consider it as your duty? The answer will clearly demonstrate the mind frame of the CFBP member.

Let us all follow the mission of CFBP and share the glory, the satisfaction and the happiness that comes out of our services rendered with no strings attached.



President Kalpana Munshi

Advisory Board Members



Mr. Arvind Sawant, IPP Mr. Shekhar Bajaj, President Kalpana Munshi, Shri Kalyan Banerjee Rotary International Past President, Mr. Raj Purohit and Mr. Shikant Soman, Ms. Salome Roy Kapur, Ms. Dolly Thakore, Ms. Aruna Raje, Mr. Jagdeep Kapoor, Mr. Supran Sen, Mr. V. Ranganathan and Mr. C. Chavan



Applications are Invited for

CFBP - JAMNALAL BAJAJ AWARDS FOR FAIR BUSINESS PRACTICES

The Awards are conferred every year on business and associations, which display an outstanding commitment to Fair Business Practices. It comprises the prestigious CFBP Trophy and a laudatory Citation.

The Awards are open to all Public/Private Sector, Co-operative Ventures, Service Industries, Partnership and Proprietary business, Federations/ Chambers of Commerce, Trade Association and Charitable organizations from all over India.

The Council for Fair Business Practices (CFBP) is a unique, self regulatory body of business and industry dedicated to upholding the voluntary Code of Fair Business Practices. Formed in 1966, CFBP instituted these Awards in 1988 in memory of the Shri Jamnalal Bajaj to honour those who adhere to Fair Business Practices in the interest of the consumer and the community at large.

**All nominations should be received at
CFBP office by 31st December, 2017**



COUNCIL FOR FAIR BUSINESS PRACTICES

Great Western Building, 130/132, Shahid Bhagat Singh Road,

Opp. Lion gate, Mumbai - 400 023. Tel.: 22885249/22842590, Fax: 22844783,

Email: info@cfbp.org | cfbpoffice@gmail.com | website: www.cfbp.org | www.ccrcc.in

QUOTES FROM DIGNITARIES



Shri Kalyan Banerjee

Because normally what we find MRP is different and when we go higher, like Malls prices that they will charge is really different, so what did you give consumer general advice?

I would say that look there are items which are charged according to MRP and there are items which are charge less but I guess today the practice has become that you pay according to MRP, this is a good symptom I am comfortable with because MRP does include regular or margin that they got. Practice of MRP also need to be reviewed.

And your views on CFBP.

I think it is something that I would like to support, the role of Rotary is also very important Kalpanaji aap vishwas kare ke Rotary ke sadhe panch hajar Rotarians aapke saath hai, mai unke aur se aapko ashwasan dena chahata hu ki hum aap ke kaam me aapke saath hai. And now onwards friends whenever is possible

I will make sure that I will participate in the programmes, shayad ye sunkar aapki narajagi dur huvi hogi, And let me congratulate once again on behalf of all the Rotarian I you all the best, Dhanyawad.



Prafull Sharma

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'Education And Industry - Developing A Symbiotic Relationship'

Distinguished Speaker :
Ms. Deepa Shetty



Namaste and very good evening to all of you gathered here. It's an honour to be amongst you all,

My topic for today is discussing about education and industry or symbiotic relationships and why it is important. Every year when May vacations arrives, we Principals do not get holidays. Vacations contrary to whatever anybody believes we are the only ones working in the School. We are happy in May. The other nine months or the other eleven months we are not smiling but in twelfth month we are smiling and that's because that is the time when the results are declared. Our tenth standard, as well as our twelve standard students achieve great results or accolades for themselves and we share their success because we are part of the growth, so the entire month of May and the entire month of June we are felicitating them, we are congratulating them. We are congratulating ourselves, our teachers and the school as a whole and the relationship as a whole. But come July, we are forgotten!

I am saying we are forgotten but not the children. But we somewhere lose track of these students, we don't know what happens to them after they go to college, what happens to them when they come out of the college and what happens when they go to the world of work, and that is where there is a gap and that's why I think we are having a dialogue like this today. There was never a need to have dialogue like this between educationist and business or corporate houses or industry, but today there is a need, and why is there a need? The need is because there is a gap.

When I bring out my kids at tenth standard, twelve standard or out of college you are getting them to work for you and what are you getting is a result of a process that's what we have been going through or a journey we have been going through and because of this gap we need to understand what more can be done between the educationist as well as the industry to make it more synergetic or making it more meaningful.

Historically, if you look at education we come from a Guru Shishya parampara, the Gurukul system was there, it is largely a residential schooling. The Guru was the embodiment of knowledge, education is basically for retainment of knowledge, of transfer of knowledge or attainment of Moksha or enlightenment and the Guru was considered to be at par with God.

This went on for centuries and one of the reasons was because of the system or the Society was prevalent during that time.

We had the kings and the queens, so what did education need and what did society need from education? They needed young Princesses, they needed young warriors, they needed young traders,

they needed people who could trade, who could pass wisdom, who could be Ministers, they needed people and the Gurukul system provided them with that.

Then came the British, with industrialisation in 17th and 18th Century. It was industry, it was family life, it was education. It was a very, very different structure of education which nobody has seen before. All of us have been in school and we have children, they are in school right now.

We might have been in schools in another generation, we have studied in another generation and look at the generation gap right now. Close your eyes and think about a child going after school to his home he or she gets up in the morning, picks up his/ her school bag, goes to school and the bell rings, they all assemble for assembly and then in the class they have designated places where they go and sit.

In walks the teacher and the teacher instructs them what to do and they are doing that, they are following instructions. Then the bell rings again, and the teacher walks out and another teacher comes in and the saga continues.

So what are they not supposed to do? They are not supposed to talk to each other, they are not supposed to engage with anybody else, they are supposed to listen to the teacher, they are not supposed to move from their places, they can't get out of their places unless it's lunch time, or there is small break. They are expected to do their work diligently and sincerely, this is what happens till the last bell rings, and they are liberated. They are free from the school.

Similar is the case with a worker in an industry. He too is guided by a bell which tells him when his shift has ended. If these two images are superimposed we see from where our education system came from.

The Britishers have left us, but we are still following their system. Of course it served us very well and it continues to serve us, because we believe in mass education and that's what it does, but yet we need to break through some of these barriers.

We have been living in a very volatile world, where the educationist are preparing the children for a world which we are uncertain about.

The seventeen years of schooling that they had they have to unlearn everything in order to survive in the work place.

They have to relearn new skills. How do we as educationist even know what is expected in the work place?

Business houses or Corporates should engage in a dialogue with educationists and educational institutes. They should tell the children what is expected out of them when they are working in an office or on the field.

So that the children are able to face the world and survive when they are coming to a work place.

Thank you very much



All faculty members host Rotary Clubs : Rotary Club of Bombay Bandra , Rotary Club of Mumbai Malabar Hill & Rotary Club of Bombay Central, CFBP President Kalpana Munshi & School Principals Gopi Birla Memorial School, Gopal Sharma International School, Cathedral and John Connon School & Bombay Scottish School, Powai

'Teaching as a Profession - A Teacher's Perspective'

Distinguished Speaker :
Ms. Shilpa Gandhi



Ms. Shilpa Gandhi receiving token of gift from Mrs. Meera Isaacs

Good evening ladies and gentlemen, my name is Shilpa Gandhi. Thank you Kalpana Madam, thank you Mrs. Isaacs, of course my mentor Mrs. Deepa Shetty and members of the audience.

I am a Teacher, for me teaching is 24 hours, seven days a week job, because when you invest in kids you never stop thinking about them. To teach is to touch a life forever. The benefit of teaching dawned upon me when I actually went to the classroom, it was creative, it was fun, it was definitely very rewarding because I was making a life, a change in the life, I could actually see it in front of me. Everyday in class I learn something new, mostly it actually made me a true professional, and expert at what I do, constantly innovating, constantly questioning current practices, constantly changing to the demands of the new world, so when you are a teacher you are always a learner,

Recently I came across an International Survey, which says that 70% of the Teachers experience very high level of job satisfaction, their job satisfaction is almost comparable to that of a surgeon, they both feel that we change the world to make it a better place.

We teachers face or the profession faces that there are very limited opportunities in terms of professional development and training, could be because of a management limitation, could be because of intentions of the management, could be because of low resources that the management has, so the training opportunities are very low. The growth opportunities are also limited, there are many teachers and only one Principal in the School, I like services like curriculum design, a book design, they are still limited, but the most important thing, is that teaching is not respected in the society. If you are teacher they will

tell you, you took up teaching because you could not do anything else, it is believed so.

We as teachers, we are open to constructive feed back, we are open to complaints. This has caused the degeneration of the quality of the education. We have irregular teachers, absentee teachers, demotivated teachers basically, the students feel that if the parents are criticising the school they stop taking responsibility of their own learning because they feel that the system that they belong to is flawed, malpractices like capitation fees or the clout of tuition teachers or coaching classes which undermine the value of the teachers in the class or the social learning, social quotient, emotional quotient that develop in school environment,

We need to reinstate the value of the teacher, and that is an important call that I would like to make today. Whatever the problem that we are facing, we need to rethink, we need to realign, and we need to take a call on that, I would like to end my address by saying that of course the only attitude that matters is that of gratitude, I stand here and dearly thank all my teachers including my father and uncle who had made difference in my life, I request each and everyone of you to close your eyes and think of that one teacher who has make that difference in your life, and I am sure you will have more than one.

I would conclude with an anonymous person who read which is so true "teaching or as a teacher you laugh you cry, you work harder than you ever thought you could. Someday you are trying to change the world, and someday you really just make it through the day. Your heart is full and your mind is packed with memories of the kids who have changed your life and the kids whose lives you have changed. Thank you so much.



Mrs. Molly Paul, Principal, Bombay Scottish School, Mahim receiving token of gift from CFBP President Ms. Kalpana Munshi



Mrs. Molly Paul, Ms. Shilpa Gandhi, Mrs. Meera Isaacs, CFBP President Ms. Kalpana Munshi, Mrs. Gool Ghadiali, Ms. Deepa Shetty and Mrs. Sunita George

Education Seminar - 13 November 2017

Chief Guest :
Mrs Meera Isaacs



Audience

Good evening everybody and thank you so much for inviting me.

I think teachers in general are doing a wonderful job, I do believe that even though, I am a teacher, but the fact remains that, I think we are always working against certain odds. There are two things that society cannot do without, one of course doctors and hospitals because people are definitely going to fall ill or they are going to have babies and second thing are teachers to look after those babies when they grow up.

We are human beings trying to do the best that we can with other human beings. I love to go for my children's concerts, specially the little ones, the ones who are five and six, the amount I learn from them. It is a growing wonderful experience really to be a teacher and to be constantly dealing with children all the time, but society definitely needs to help us, we need your help and we definitely need the help of parents.

We can't be wrong all the time and every single thing that is wrong cannot be put at our door step or the door step of the school. You look at all the things that are happening in Society and how everything is being said that the school didn't do enough. Right now I think all of us every single one of us who is in the teaching profession and who are looking after children are obsessed with CCTV cameras. I know we have got 68 in our senior school and now we are putting in 100 because everything has to be seen to. We are obsessed with higher walls because nobody should come in, we are obsessed with locking people out whom we do not trust, it is a whole new world out there. Parents jump down our throats for everything and it's again very very

frightening.

We have these wonderful young lives to bring up and often we wonder are we doing the right thing for them. If you look at an average child now, you will find them very well informed, they can teach us a thing or two, very knowledgeable. Take your grandchildren and your children they are able to take something and see how it can be used differently, they are creative, innovative with tremendous imagination. When I think about kids I think of them with the great deal of hope because they have got tremendous aspirations.

I was reading over here that we should promote the Council For Fair Business Practices, we should promote the highest ethical practices. I think that's need to be underlined in our world today by business and professionals in order to provide complete satisfaction to consumers and other stakeholder. When we look at our country what do we see, somehow ethics seem to be have been given the "bye"! The last thing that anybody thinks about and that is the huge responsibility that all of us as parents, grand parents and teachers have to bring up our children to do the right things. When a child has the courage to say that this is the right thing and this is what I am going to do, very often this doesn't happen and

then you really wonder what I have done as a Teacher, what I have really done as a parent, where have I have made my mistake, because finally it comes back to you.

So on that sobering note I will leave you to think about what we have to do as teachers and parents.

Thank you.



Audience



Mr. Niranjana Jhunjhunwala, Ms. Shilpa Gandhi, Mrs. Meera Isaacs, President Ms. Kalpana Munshi, Ms. Deepa Shetty, Ms. Niki Hingad with All Rotary Clubs Members



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Kalpana Munshi
President

CFBP – NHAF HUMAN CHAIN FESTIVAL "STAND WITH US"

CFBP was established in 1966 by stalwarts of business & industry like Mr. J.R.D. Tata, Mr. Ramkrishna Bajaj , Mr. Arvind Mafatlal, Mr. F. T. Khorakiwala, Mr. Naval Tata, Mr. S. P. Godrej, Mr. J. N. Guzder and Mr. Keshub Mahindra & others who recognized the imperative need of business & industry to regulate itself.

CFBP strives to spread its message and create awareness about Fair Business Practices amongst Businessmen & Associations through talks, workshops, seminars, publications, audio visual presentations and media in order to maintain the highest ethical standards in business professions.

Rotary clubs, Film division, FFI (Film Federation of India), Pocket Films, Rotaract District 3141, NHAF (Niki Hingad Art Foundation), SMDT (Shrimati Malati Dahanukar Trust), ISME (Indian School of Management & Entrepreneurship), Dignity foundation, Mumbai fest and Food, Civil supplies and Consumer protection dept., Maharashtra will be supporting us through their participation.

CFBP - NHAF is organising "STAND WITH US" – Consumer right to voice human chain to spread awareness towards our Rights to voice to raise the concern towards "Rights on Consumer Awareness and Swachh Bharat – our PM Mr. Modi's revolutionary task for all.

All NGO's, schools and college students, young and senior men & women will have right to express their views on consumerism under CFBP consumer flag through dancing, singing, painting, street play etc.

The Human Chain will be formed on Worli Sea Face on Saturday, 10th February 2018 at 4pm participated by eminent people from all walks of life – the corporate, the professionals, the Rotary Dignitaries, the Rotaractors, Interactors, young men & women and NGO's and Rotary Clubs.

Various activities - singing, dancing, street plays, human chain, group painting will be performed by all consumers young & seniors during this human chain festival – 'STAND WITH US'

All students from schools and colleges are welcome to participate along with the professors/ teachers and their family members to participate in any activity of their choice.

Students may perform group singing, choir singing, group dancing, street plays in the human chain festival on any consumer topics -

Jago Grahak Jago	Mera haq – my right
Be a wise consumer	Swachh Bharat
Water is precious – save it now	Bringing in Fair Business Practices
Right to voice	Right to act

ALL ARE WELCOME

Kindly register on - humanchainfestival@gmail.com

For Human Chain Festival please visit our website – www.cfbp.org

Thanks & Regards,

Yours Sincerely,

Kalpana Munshi
President - CFBP
Rotary District Counselor
Vocational Service 3
Consumer Awareness Programmes
Rotary District 3141

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Board Meeting Photo - 31st October, 2017



IPP Mr. Shekhar Bajaj, President Ms Kalpana Munshi, Vice-President Shri Shrikant Soman
& Hon. Treasurer Shri Anand Patwardhan

YOU ARE CORDIALLY INVITED FOR A SEMINAR ON BETTER POLICING FOR BETTER MUMBAI

"POLICE AND U"



Distinguished Speaker
Mr. Kamlakar Shenoy

"ABUSE OF AUTHORITY BY POLICE"



Distinguished Speaker
Mr. Sudhakar Suradkar

"CHIEF GUEST"



Distinguished Speaker
Mr. Datta Padsalgikar
Commissioner of
Police Mumbai

PROGRAMME

Day & Date: Thursday, 21st December, 2017 | Time: 5:45 pm – Registration

Venue: Kamalnayan Bajaj Hall, Bajaj Bhavan, Ground fl, 226 Nariman Point, Mumbai 400021.

SHELLY GUPTA

Chairperson, Programmes committee

DR. ANITA SHANTARAM

Co-Chairperson, Programmes committee

COME ONE COME ALL

Together with our collective vision & mission we shall follow the moral of four way test
in the service of consumersoint, Mumbai 400021.

Hosts: Roman Group and Rotary Clubs



D.O. No. Mis-2017/C.R. 115/CP-2
Food, Civil Supplies & Consumer Protection Deptt.
Madam Cama Road, Hutatma Rajguru Chowk
Government of Maharashtra, Mantralaya.
Mumbai - 400 032
17 October, 2017

Sub - To support all the activities organized by CFBP for Consumer Awareness..

I am directed to acknowledge with thanks the receipt of your letter dated 28th August, 2017 addressed to Hon. Shri Girish Bapat, Minister of Food, Civil Supplies and Consumer Protection inviting him to join hands & in promoting Consumerism.

I would like to inform you that, Hon. Minister for Food, Civil Supplies and Consumer Protection has kindly agreed to support all the activities organized by your esteem Organization for Consumer Awareness as like Consumer Film Festival, Short Film Competition. Poster Competition etc.

Please send the details of your Program.

With regards,

Yours sincerely,

(Bhaskar Patil)

Smt. Kalpana Munshi
President CFBP
Consumer awareness Programme,
Council for fair Business practices,
Fort, Mumbai



**Food Civil Supplies and
Consumer Protection
Department, Maharashtra**



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Food Civil Supplies and
Consumer Protection
Department, Maharashtra



MUMBAI FESTIVAL

The Mumbai Fest celebrates the undying spirit of Mumbai, its humanity, its unity in diversity, a sense that prevails in every situation. A festival that celebrates Mumbai's infinite dreams, its art, its heritage, its food, its achievements and its happiness.

Mumbai Festival will be organized from 28th Dec – 30th Dec. at MMRDA Grounds.

CFBP is participating in the grand event by promoting consumer awareness activities through the distribution of various informative pamphlets and audio visuals from CFBP stalls Jago Grahak Jago.

CFBP- NHAF has also organized a painting workshop by young consumers on consumer Topics. Jago Grahak Jago, Be a wise Consumer Right to Act, Right to Voice. Handling / crooked salesman, Swach Bharat and bringing in fair Business Practices.

Mumbai Fest Board has offered two stalls to CFBP for the promotion of Consumerism and fair business practices by displaying their painting skills. All the material for participation shall be provided.

Mumbai Fest Board has also offered the main stage for various performances between 5p.m. to 6 p.m. on the first inaugural day on 28th Dec., 2017 of CFBP consumer promotion through presentations, Music and dance performances and painting skills on one single canvas by CFBP dignitaries.

The Event is spread in 3 lakhs sq.ft of massive expanse of MMRDA Grounds with 5000 artists and 2000 participants. The whole ground is transformed in 7 unique islands. About one million visitors, from all over Mumbai and Suburbs along with neighbouring districts shall be visiting.

Central island is the signature island of Mumbai Fest, that would host performances and shows by legendary musicians, dancers, vocalists and fashion icons. The world peace charter singing ceremony, world emissary conference, talk shows, felicitations of dignitaries and unsung heroes of Mumbai making the world record will be hosted in the central arena.

Art island will display works of talented artists

Bollywool island – Live, learn and experience the kaleidoscopic world of Mumbai's famous film industry with props, movie posters, cut outs, light and cameras movie scene recreations and more.

Street food island offers a unique pot pourri of flavours that is set to be jam packed enjoying the favourite snacks, sweets in look alike khaugallis and the narrow by lanes. Food from various countries from experimental to authentic, ethnic to contemporary will be served at the Fine dining Lounge.

Heritage island – The Historic Treasure – A walk in the heritage island with best capture the intangible heritage and cultural diversity and also will offer the ample shopping opportunity.

Mumbaikars island – The enjoyment Quotient

25000 sq ft space, elevated platforms for live shows and contests with 50 designated stalls showcasing paramparik karigari and wearable art shall be displaying talent.

Mad Island – A pulsating and zesty island of music and dance will perform to live up the audience over 3 days of the fest.

The Mumbai fest is organized by 'The Mumbai Fest Charitable Trust' for the promotion and celebration of Mumbai's culture and art.

Let's come Together to Enliven the spirit of Festival

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