

## **CITIZEN CONSUMER CLUB COMMITTEE**

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The 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. The Citizen Consumer Club of MEASI Institute of Management is an affiliated club to the Department of Civil Supplies and Consumer Protection, Government of Tamil Nadu, which was established at the beginning of the academic year 2015 – 2016. The club has evolved its own objectives in aligning to achieve the common goal of the Department of Civil Supplies and

*Consumer Protection, Government of Tamil Nadu.*

**Motto: "AWARE! ALERT!! And ACT!!!"**

## **RIGHTS OF CONSUMER**

*Rights of Consumers as enumerated under the Consumer Protection Act,*

*1986*

- *Right to safety*
- *Right to information*
- *Right to choose*
- *Right to assured*
- *Right to heard*
- *Right to redressal*
- *Right to consumer education*
- *Right to Healthy Environment*
- *Right to basic need*

## **CONSUMER RESPONSIBILITIES**

- *Critical Awareness*
- *Action*
- *Social concern*
- *Environmental concern*

- Sustainable Consumption
- Social Networking

### REMEDIES AVAILABLE TO CONSUMER

- To remove the defect pointed out by the appropriate laboratory from the goods
- To replace the goods with the new goods of similar description, which are free from similar defects
- To return the price of the charges paid by the complainant
- To pay such amount as compensation to the consumer for any loss or injury suffered by the consumer due to the negligence of the opposite party
- To remove the defects of deficiencies in the services in question
- To discontinue the unfair trade practice or the restrictive trade practice or not to repeat
- To withdraw the hazardous goods from being offered for sale
- To provide for adequate costs to parties.

### 3 R'S OF A DUTIFUL CONSUMER

- **Reduce:** Consume only what you need, if possible reduce consumption of water, electricity, fuel and other non-renewable resources.
- **Reuse:** If a product can serve you for a longer period, use it instead of

buying a new one.

- **Recycle:** Don't litter the environment, please recycle degradable or recyclable materials through scrap dealers.

### Objectives:

- ❖ To enable students understand fundamental rights of a citizen.
- ❖ To enable students realize and learn the fundamental duties of a good citizen.
- ❖ To inject Knowledge on product standards, product quality and about markets.
- ❖ To learn about laws enacted for protection/Welfare of consumers and enforcement authorities concerned.
- ❖ To develop a sense of awareness among youth and methods of exploitation of consumers by business concerns and measures to protect them.
- ❖ To impart knowledge on product standards, product quality and about markets.
- ❖ To learn about sustainable consumption norms and implement them in real life.
- ❖ To assist the youth in making informed purchase decision as individual.
- ❖ To build a base of enlightened citizen customers as the foundation of future India.

### Procedure:

- ❖ Any Student who has to learn and follow the traits of a responsible citizen and aware about consumer rights protected in the constitution should be preferred as Members. To spread information gained through

the club among fellow students, parents, and other people in the community. Active CCC members can be selected as leaders and representatives for planning and implementing out-reach activities in their surroundings.

- ❖ Membership form should be filled in by all the Volunteers and Each CCC should have minimum 20 - 30 volunteers. A CCC member can be become a volunteer.
- ❖ A volunteer should have appropriate training to be able to undertake the agreed tasks or role; and accept or refuse any task or role in accordance with code of ethics or fundamentals of voluntary service.
- ❖ On becoming member in any grade of membership, the individual helps in rendering a noble cause to serve the most vulnerable and thereby reaching to the needy, through Citizen Consumer Club.

### **Responsibilities:**

- ❖ CCC Advisory Committee should consist of Chief Patron, Patron, Convener, co-convener, Members will monitoring the development of various programme and review the activities.
- ❖ CCC Advisory committee should meet at least twice in a year to plan and schedule the activities and to review the activities carried out.
- ❖ The Nodal officer/ Senior Faculty Member/Field Officer and Programme Officer are responsible for planning and implementing the CCC activities under the supervision and direction of the Principal/Director of the college.
- ❖ The Nodal officer/ Senior Faculty Member /Field Officer and Programme Officer are expected to motivate student youth to understand the values of CCC. The overall function of is to help the students, to plan, implement, and evaluate the activities of CCC under his/her charge and give proper guidance and directions to the volunteers.

- ❖ The Nodal officer/ Senior Faculty Member /Field Officer and Programme Officer will ensure that CCC volunteers complete the prescribed hours of training.
- ❖ The Committee will maintain the Records and Registers:
  1. Cash Book & Pass book – Separate CCC Cashbook & Pass book for each unit should be maintained. Saving Bank account should be opened in any Bank in favour of Director & Nodal/ Programme Officer jointly to run CCC fund.
  2. Enrollment Register – Enrollment register should have information of the students enrolled in CCC in a Unit such as name, sex and class.
  3. Activity Register – This register will be maintained with the help of students by the PO. A list of project undertaken during the year with complete information of each activity such as dates, places, areas, institutions, target group, no. of students involved (their name, roll no. and signature).
  4. Attendance Register – Attendance of student volunteers at the various sessions/ exposure visit of CCC must be recorded with their signature.
  5. Minutes Book – PO should record the minutes of the meeting of the Advisory Committee and other meetings held periodically.
  6. Press clipping guardfile.
  7. Photo / CD Album.
- ❖ Each CCC should submit activities report in the prescribed format.
- ❖ Quarterly report has to be sent to the Deputy Commissioner (City) South, Deputy Commissioner (City) South, Ezhilagam 4th Floor Chepauk, Ch-5.
- ❖ Periodical report to be submitted to Deputy Commissioner (City) South, Deputy Commissioner (City) South, Ezhilagam 4th Floor Chepauk, Ch-5. & Directorate about the activities and achievements of the programme.

❖ After Completion of all the CCC activities - utilization certificate has to be sent to the CCC Coordinator, University & Directorate

### Frequency of Meetings:

3<sup>rd</sup> Monday of Every month @ 5:00 pm

### Committee membership details:

Committee Role	Designation
Chairperson	Director
Convener	Director / Professor / Associate Professor (Academics/Administration)
Members	2 Associate Professors 2 Assistant Professor 1 Non teaching clerical staff

### Committee Members:

Name	Designation	Role
Dr. D.Nisar Ahmed	Director	Chairperson
Dr.Major Zahid Hussain	Additional Director (Admin)	Convenor
Mr.A.Appu	Assistant Professor	Programme Officer
Dr.B.Latha Lavanya	Associate Professor	Member

<i>Mrs.D. Charumathi</i>	<i>Assistant Professor</i>	<i>Member</i>
<i>Mr.S. Vinoth</i>	<i>Assistant Professor</i>	<i>Member</i>
<i>Mr.P.Mohammed Ismail</i>	<i>Senior Assistant</i>	<i>Member</i>