

March 2024

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GRAHAK SATHI

Consumer Victory

CERC Resolves Consumer Grievances
(January-December 2023)



CONSUMER EDUCATION AND RESEARCH CENTRE
AHMEDABAD

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Grievance Redressal at CERC

Consumer Education Research Centre (CERC) in Ahmedabad has been dedicated to consumer education, empowerment, and protection since 1978, offering a 360° approach including counselling, mediation, and litigation for resolution of grievances. The Grahak Suvidha Kendra provides a multistep mechanism to help consumers get justice and resolution for their consumer grievances.

Grahak Suvidha Kendra

- **Toll-free Consumer Helpline (1800 233 0222)** - Our counsellors offer clear guidance on telephone for resolving consumer complaints or referring them to the best resolution forum.
- **Consumer Advice Centre** - Here the consumers are given pre-purchase advice on goods/services and also helped with post-purchase complaints.
- **Complaints and Mediation Department**- Once we receive a complaint, we approach the respective dealer/manufacturer/service provider for solving the problem. If required, mediation is taken up for better understanding to resolve the grievance. This helps to avoid lengthy court proceedings.
- **Legal Department**- If mediation fails, our legal team can file a complaint in consumer court, pursuing litigation to resolve the issue

In this e-book, we present a compilation of cases where consumers have found resolution and justice with the dedicated assistance of CERC's Mediation Department. These are for the period of January-December 2023. From E-commerce to healthcare, banking to travel, and across various other sectors, these cases exemplify the unwavering commitment of CERC to advocate for consumer rights and ensure fair outcomes.

E-commerce

Refund for damaged desktop processor from Flipkart

Viral Radadiya bought an 'Intel Desktop Processor' from Flipkart. However, upon receiving the package, he discovered the product was damaged and the bill torn. Despite requesting a replacement and the delivery person visiting twice, they claimed no communication from Flipkart. Later on, Viral sought assistance from CERC.

Resolution: CERC's mediation department contacted relevant authorities regarding the issue faced by Viral. They also held a telephone discussion with Flipkart customer support. Consequently, Viral received a complete refund of Rs. 53,199 for damaged desktop processor.

Refund obtained for undelivered AC from Amazon

Jayantilal Shah purchased a Voltas 1.5-ton 5-star rating AC from Amazon on 22 September 2022. Despite being notified of its delivery on 25 September 2022, Jayantilal never received the item. Having paid Rs. 31,749 via his SBI Credit Card, he promptly raised the issue with Customer Care but received no satisfactory resolution. Despite persistent follow-ups, he was left without any payment. Frustrated by the lack of progress, Jayantilal sought assistance from CERC.

Resolution: CERC's mediation department engaged with the relevant authorities, highlighting the issue and the demands of Jayantilal. Through subsequent telephonic discussions with Amazon's customer support team, Jayantilal finally received a full refund of Rs. 31,749 for the undelivered AC.

Faulty laptop replaced by Amazon

Dr. Parth Maheta had purchased a laptop from Amazon. However he received a defective piece from the company, and he immediately called for a replacement of the defective piece. He did not receive a satisfactory answer. Seeking justice, he contacted CERC.

Resolution: The mediation department of CERC emailed to Amazon about the issue faced by Parth and as a result, he got a replacement for defective laptop.

Refund obtained from Make My Trip

Vimal Rawal, booked an air ticket through Make My Trip for a flight with Akasha Airlines. Due to an error in the surname entered, Vimal promptly cancelled the ticket. Although

Akasha Airlines confirmed initiating the refund, Vimal did not receive it. Seeking resolution, he approached CERC for assistance.

Resolution: Due to CERC's intervention Vimal received a full refund of Rs.3,738.

Flight cancellation refund obtained by Make My Trip

Dipika's travel plans were disrupted when the air tickets she booked through Make My Trip for her journey from Ahmedabad to Srinagar via New Delhi on Go First airlines, were automatically cancelled. Additionally, her return flight from Srinagar to New Delhi on SpiceJet was delayed by 5 hours and eventually cancelled. Her connecting flight was scheduled from New Delhi to Ahmedabad, so Dipika had to promptly arrange an alternative flight from Srinagar to New Delhi. Despite reaching out to Make My Trip multiple times for a refund for the cancelled flights, she received no response. Feeling helpless, she sought assistance from CERC.

Resolution: Due to CERC's intervention, Dipikaben got a partial refund of Rs.18,968 from Make My Trip India Pvt. Ltd.

Refund obtained for receiving wrong parcel from Flipkart

Umeshraj Baraiya of Porbandar ordered a U.S. POLO ASSN. full sleeve jacket from Flipkart, but received a completely different product upon delivery. Despite filing a return request that was cancelled by the seller, he submitted another request with photographic evidence. However, he received fake responses from Flipkart's help centre when inquiring about the status. Seeking a refund for the incorrect product, Umeshraj approached CERC for assistance.

Resolution: Owing to CERC's relentless efforts, Umeshraj got a refund of Rs. 9,999.

Refund obtained for receiving wrong product by Jio Mart

Vaibhav Joshi ordered Wagh Bakri Tea from Jio Mart, but instead received hair oil. Vaibhav promptly notified Jio Mart of the mistake and requested a refund, but no response was received. Subsequently, he turned to CERC to address his grievance.

Resolution: Due to CERC's intervention, Vaibhav's demand was fulfilled, and he got a refund of Rs. 486.

Refund obtained for overpaid amount by OLX

Mehul Nagar mistakenly paid double the amount of Rs. 149, while uploading an advertisement for sale of Electronic Bike on OLX mobile app. He made the first payment

through his IDBI online internet banking and another through his ICICI credit card. Despite informing OLX customer care twice and receiving a ticket number promising a refund within 2 days, Mehul did not receive the refund. Consequently, he sought assistance from CERC.

Resolution: CERC's mediation department communicated the issue faced by Mehul to OLX. As a result, Mr. Mehul received a refund of Rs. 149.

Refund received from Myntra

Vaidehi purchased a Fastrack watch from Myntra and the money was deducted twice from her account. Myntra refunded her the extra amount. Then she returned the watch and asked for a refund but she didn't receive the amount. She tried to contact the company through calls but didn't receive any response from them. Later on, Vaidehi complained about her grievance to CERC and demanded a refund for the same.

Resolution: CERC helped Vaidehi get a refund of Rs. 1,185 from Myntra.

Damaged chair repaired by Flipkart

Mitesh bought a chair from Flipkart, however it bent within three months of use. Despite attempts to contact customer care, he received no response. Seeking redress, he filed a complaint with CERC.

Resolution: Due to CERC's intervention the damaged chair was successfully repaired.

Refund for cancelled order from Amazon

Sumi Bhadra had placed an order of groceries from Amazon and had paid the amount while placing the order. However, due to some issues Amazon cancelled her order automatically. Her demands for reimbursement were met with inadequate responses from Amazon's customer service. Eventually, Sumi reached out to CERC.

Resolution: CERC continuously followed up with the customer support team of Amazon and finally Sumi received a full refund of Rs. 8,640 for the cancelled order.

Myntra resolves T-shirt refund dispute

Manthan purchased a t-shirt from Myntra but encountered a fitting issue, prompting him to return the item and request a refund. Despite numerous calls and emails, Myntra did not respond to his refund request. Later, Manthan complained to CERC about his grievance demanding an immediate refund for the returned t-shirt.

Resolution: Myntra refunded of Rs. 389 to Manthan resolving the dispute satisfactorily.

Electronic/Electrical Appliances

Refund for faulty TV by Acer from Amazon

In the case of Pratik Raval, he purchased a 58-inch Acer LED TV from Amazon. After a while, the TV developed lines at the bottom of the screen. Pratik contacted Acer's helpline, and their engineer determined an internal panel issue, offering the options of a new panel or TV replacement. Acer later informed Pratik that they no longer produced the 58-inch model, giving him the choice of a refund or a 55-inch TV. Opting for a refund, Pratik submitted all required documents but did not receive the refund. Seeking assistance, he turned to CERC.

Resolution: CERC's mediation department communicated the issue faced by Pratik to Acer. Consequently, Pratik received a full refund of Rs. 40,999 for the faulty TV.

Replacement obtained for faulty mobile phone from Flipkart

Bhavik encountered an issue with a One Plus mobile phone purchased from Flipkart. Upon receiving the phone, he discovered that it was not functioning properly. After taking the phone to the service centre, he learned that it had been activated prior to his purchase date, indicating it may have been used or refurbished. Despite his attempts to contact the company through calls, Bhavik did not receive any response. Consequently, he escalated the matter by filing a complaint with CERC, seeking redress for his grievance.

Resolution: With CERC's intervention, Bhavik's demand for a resolution was met. He received a replacement for the faulty phone.

AC repaired by Vijay Sales

Dhavalsinh Chavda purchased a Panasonic AC from Vijay Sales India Pvt Ltd. Soon, he found that the AC had cooling issues. Despite reaching out to the service centre, he did not receive any assistance. Dhavalsinh then approached CERC.

Resolution: CERC contacted the officials at Vijay Sales India Pvt Ltd. And apprised them of Dhavalsinh's grievance. The efforts resulted in Vijay Sales India Pvt Ltd. repairing the AC to Dhavalsinh's satisfaction.

Earbuds replaced by Cocoblu Retail Limited

Vishal Chauhan purchased Ptron Earbuds through online shopping from Cocoblu Retail Limited which was not properly working since the start. He tried to contact the service centre

to either replace the product or provide a refund of the same, but his pleas went unheard. Thus, he complained to CERC about his grievance.

Resolution: CERC helped Vishal in the faulty earbuds replaced from the company.

TV repaired by Krishna Agency

Ramesh purchased a TV from Krishna Agency. After experiencing technical issues in TV, he complained to the agency, but they were unable to repair the TV. Despite waiting for a month, Ramesh did not receive any solution from the seller. He wrote to CERC for help.

Resolution: CERC successfully persuaded the seller to repair the TV.

Refund obtained for faulty AC from Shreeji Electronics

Amrut purchased a Llyod AC from Shreeji Electronics. The AC did not provide adequate cooling and consumed high power resulting in increase of electricity bills. When Amrut's requests to Shreeji Electronics to resolve the issue were met with the unprofessional and rude behaviour of the staff, he approached CERC.

Resolution: CERC convinced Shreeji Electronics to take the defective AC and refund the complete amount of Rs 44,000 to Amrut.

Refund received for non-working AC from Consulting Rooms Pvt. Ltd.

Pintu Patel purchased an AC from Consulting Rooms Pvt. Ltd. After three months of usage, the AC stopped working. Pintu tried to contact the company to replace the AC or refund the amount but he did not receive any response from them, he asked CERC for help

Resolution: The AC was promptly removed after CERC's intervention and Pintu was refunded.

Faulty TV replaced by D.G. Electronics

Vishal purchased a TV from D.G. Electronics. Unfortunately, the TV was faulty from the beginning, prompting him to reach out to customer service. He tried contacting the company through phone calls, but he did not receive any response. Frustrated with the lack of support, he decided to file a complaint with CERC, seeking either a replacement or refund for the defective TV.

Resolution: Due to CERC's intervention, Vishal's demand was fulfilled and he got his faulty TV replaced with new TV from D.G. Electronics.

Refund received for faulty washing machine from IFB Industrial Ltd.

Siddharth purchased an IFB Washing Machine from Croma. Unfortunately, the washing machine had been malfunctioning since the beginning. Despite reaching out to customer care, the issue remained unresolved. Siddharth then decided to approach CERC to get justice.

Resolution: IFB responded to CERC's appeal and fully refunded Rs. 35,525 for providing faulty washing machine.

Replacement obtained for faulty AC from Infiniti Retail Ltd.

Mitesh Patel purchased a Voltas AC. The AC was not working properly since the start. Even the service person was not able to solve the problem. Therefore, Mitesh tried to contact customer service through calls but did not receive any response from them. Later on, Mitesh complained about his grievance to CERC and demanded either a refund or replacement for the same.

Resolution: CERC contacted the officials at Infiniti Retail Ltd. as well as Voltas and urged them to look into the matter of Mitesh. The intervention by CERC resulted in Mitesh getting a replacement for the faulty AC.

Replacement obtained for defective monitor from Lenovo INDIA Pvt. Ltd.

Rajesh Bhansali purchased a Lenovo Monitor in August 2023. However, the monitor stopped working after two weeks. He immediately contacted customer service to get his defective monitor replaced. Despite his repeated attempts to reach out to customer service through phone calls, he did not receive any response. As a result, Rajesh decided to escalate his complaint to CERC and requested a refund for his inconvenience.

Resolution: CERC mediation department reached out to the company and conveyed the complainant's demands. Subsequently, the company replaced the defective monitor.

Refund received for cancelled mobile order from One Plus Mobile

Mr. Mulla purchased a mobile from One Plus mobile store. Unfortunately, the order was cancelled, leading him to request a refund. The customer care of One Plus informed him that his refund has been processed but the same was not reflected in his account. All calls and reminders to One Plus remained unanswered. Later, Mulla filed a complaint to CERC.

Resolution: Persistent efforts by CERC resulted in Mr. Mulla getting a full refund of Rs. 39,999 for the One Plus mobile phone that was not delivered to him.

Refund received for defective mobile phone from Xiaomi Technology India Pvt. Ltd.

Dr. Chaitanya Bhatt purchased a Xiaomi mobile phone from the website of MI store. Right from the time of purchase the name of the caller was not being displayed even though the names were saved in the phone's memory. When the service centre could not solve the problem Chaintanya complained about his grievance to CERC.

Resolution: Due to CERC's intervention, Chaitanya got a full refund of Rs. 32,999 from Xiaomi Technology India Pvt. Ltd.

Refund obtained for faulty TV from Samsung India Electronics

Dr. Neelam Makwana purchased a high-end model Samsung TV. After 6 years she faced a problem with the display of the TV. After consulting Samsung's service team, she agreed to change the display on a chargeable basis. However, the display panel was unavailable due to the model's discontinuation in the market. Despite multiple attempts, she did not receive any response from Samsung. Later, she contacted CERC for help.

Resolution: Timely intervention by CERC and relentless persuasion ensured that Neelam received a refund equivalent to 29% of the TV's original price. A very elated Neelam thanked CERC for all the efforts taken to help her get a resolution.

Refund received for a faulty mobile phone from Panasonic

The customer bought a mobile phone from Panasonic Smart Factory Solutions for a price of Rs. 5,489. However, after 8 months the display of the mobile stopped functioning. The customer reached out to the company, requesting either a replacement or a refund, but unfortunately, did not receive any response from them.

Resolution: CERC contacted Panasonic and informed about the complainant's demands. As a result, the company repaired the faulty mobile phone.

Faulty Dishwasher got repaired by IFB Industries

Dr. Bhavin Kapadia had purchased a dishwasher from IFB Industries. However, soon the dishwasher developed some problems. Bhavin made numerous calls and sent reminders to IFB Industries requesting prompt resolution of the issue, either through repair or replacement of the defective appliance. Upon receiving unsatisfactory responses from IFB Industries, Bhavin sought help from CERC.

Resolution: Due to CERC's intervention, IFB Industries acknowledged the issue and expressed their willingness to rectify the situation. IFB repaired the faulty dishwasher to Bhavin's satisfaction.

Delayed AMC details provided by Daikin Air Conditioning India Pvt. Ltd.

Mitesh Shah purchased a Daikin AC from Daikin Air Conditioning India Pvt Ltd. and subsequently sought to purchase an Annual Maintenance Contract (AMC) for the AC's Variable Refrigerant Volume (VRV) system. Despite the visit of a technician the company failed to provide the AMC details for the VRV system. Numerous calls and reminders went unanswered, prompting Mitesh to sought help from CERC

Resolution: Due to CERC's intervention, Daikin Air Conditioning India Pvt Ltd. expedited the process and provided the necessary AMC details for the VRV system. This timely action resolved the delay in receiving the AMC, ensuring continued maintenance and service for Mitesh's AC unit.

Automobiles

Engine noise issue resolved by Supernova Kia

Karan Malavat encountered persistent engine noise issues with his newly purchased Kia Carens from Supernova Kia. Despite numerous visits to the service centre and facing rude behaviour, his concerns were ignored. Frustrated by the lack of resolution, he sought assistance from CERC.

Resolution: CERC successfully persuaded the service centre to repair the car to Karan's satisfaction.

Replacement of EV rickshaw charger by Nafe Motors

Ashik Mahammad Saiyed purchased an Electrical Rickshaw (TREO SFT) from Nafe Motors. However, he faced persistent charging-related issues. Ashik contacted the company and demanded a new charger but there was no response from them. Seeking resolution, Ashik lodged a complaint with CERC.

Resolution: CERC wrote to company about the issue, asking for a satisfactory resolution. As a result, the complainant got a charger for his Rickshaw.

Refund received for defective bike by Deepkamal Autolink

Mohamad Zeeshan purchased a New Suzuki Burgman125 from Deepkamal Autolink. The bike then developed significant issues with steering alignment. Despite multiple visits to the showroom and workshop, the problem persisted. Dissatisfied with the lack of resolution from the company, Zeeshan approached CERC to address his grievance.

Resolution: The defective bike was taken back by the seller and Zeeshan received refund for the bike due to CERC's intervention.

Replacement obtained for faulty geyser from Akash Fan O Light

Shailesh Vaidya had purchased a geyser from Akash Fan and Light which was covered by a warranty of 2 years. However, after some time, the geyser started malfunctioning, prompting him to lodge a complaint with the company. Despite multiple visits from a technician, the geyser remained unrepaired. Frustrated with the lack of resolution, Shailesh contacted CERC for assistance.

Resolution: Several follow ups and telephonic discussions resulted in Shailesh getting a replacement of the geyser.

Refund for delayed car delivery by Kataria Automobile Ltd

Dhavalsinh booked a new car in Kataria Automobile and paid the booking amount. But, he didn't receive the car within the prescribed time period. Hence he purchased the car from another place. Dhavalsinh requested for refund but didn't receive any response from the company. Thus, Dhavalsinh complained to CERC about his grievance and CERC helped the complainant to get justice.

Resolution: Due to CERC's intervention, Dhavalsinh got a refund of Rs. 9,000.

Banking and Finance

Hinduja Leyland Finance Ltd issues NOC

Ravi Varma, who purchased a new bike from Honda Showroom Naroda, paid a down payment of Rs. 23,500 and obtained a loan of Rs. 56,319 from Hinduja Leyland Finance Ltd for the remaining amount. Over a couple of months, he repaid the complete loan amount, but still he faced difficulty obtaining a No Objection Certificate (NOC) from the finance company. Despite multiple requests, the company did not provide the NOC, citing various unreasonable clauses. Seeking assistance, Ravi approached CERC.

Resolution: The mediation department of CERC contacted the relevant authorities regarding the issue, as a result of which Ravi received the NOC from the finance company.

Refund obtained from Canara Bank for property advance

Kavitha Sukumar, residing in Chennai, encountered a significant issue with Canara Bank. Having paid an advance of Rs. 36.75 lakhs for an immovable property under e-auction, she later discovered that the property lacked valid government approval. Kavitha promptly sought a refund of the advance amount. With no resolution in sight, she approached CERC for help.

Resolution: CERC took the matter immediately and contacted the authorities. Consequently, Canara Bank refunded the entire advance amount of Rs. 36.75 lakhs to Kavitha, who was very grateful for efforts taken by the team at CERC.

Refund received from Highway Delite application

Vinod Kashyap experienced an issue when his Fastag account failed to reflect a recharge of Rs. 5,000 made through the Highway Delite application. Despite numerous attempts to resolve the issue by contacting customer care, the balance was not updated. Vinod approached CERC, requesting help in getting an immediate refund or transfer of the amount to his Fastag account.

Resolution: CERC's intervention helped Vinod get the amount in his Fastag account.

Home loan interest rate reduction issue resolved

Hardik Barot encountered challenges with IIFL Securities Pvt Ltd. regarding the reduction of his home loan interest rate. Despite paying the required amount for a reduction from 11% to 8%, the interest rate remained unchanged at 9%. After multiple attempts and reminders, Hardik visited the IIFL office seeking a refund for the amount paid for the interest rate

reduction. However, no resolution was achieved even after 45 days, and instead, the interest rate was increased to 9.35%. Hardik then lodged a complaint with CERC seeking justice.

Resolution: With CERC's intervention, Mr. Barot's grievance was addressed, and he received the reduced interest rate as per the agreed norms.

NOC and Refund obtained from Financepeer

Kiran Patel faced difficulties with Financepeer after taking a loan of Rs.53,100 with an EMI of Rs. 4,425. In spite of paying off the complete amount along with the interest amount, Mr. Patel did not receive the No Objection Certificate (NOC). When his appeals fell on deaf ears, Kiran approached CERC for assistance.

Resolution: Through CERC's intervention, Kiran obtained the NOC and received a refund of Rs. 2,000 for an extra installment paid towards the loan.

Credit card cancellation issue resolved

Harshvardhan Kapasi, a credit card holder of RBL Bank was charged Rs. 3,503 on his credit card statement, despite not using the card. Concerned about this, he decided to cancel the card. However, he was worried about potential cancellation charges associated with the process. Seeking assistance, Harshvardhan approached CERC for help.

Resolution: With CERC's intervention, Harshvardhan successfully had his credit card cancelled without incurring any extra charges.

Interest rate dispute settled with Aditya Birla Housing Finance Ltd.

Chirag faced an unexpected increase in his housing loan interest rate from Aditya Birla Housing Finance Ltd. Despite the initial promise of a 9.5% interest rate, the company raised it to 11.60% without providing any explanation. Despite repeated attempts to resolve the issue directly with the company, no resolution was achieved. Chirag then lodged a complaint with CERC, demanding an immediate settlement.

Resolution: Due to CERC's intervention, Chirag received the promised interest rate of 9.5%.

Full refund secured from Kotak Mahindra Bank

Wind Bridge Concepts Pvt. Ltd. encountered a significant issue with Kotak Mahindra Bank after mistakenly transferring funds to a different account held by the bank. Despite their attempts to retrieve the transferred amount, the bank refused to refund it. Faced with no other recourse, Wind Bridge Concepts Pvt. Ltd. approached CERC for assistance.

Resolution: Due to CERC's intervention, Wind Bridge's demand was fulfilled and they got full refund of Rs. 2,45,301.

Refund received by Paytm

Moin experienced an issue with a transaction on Paytm where his money was debited from his Paytm Postpaid Account but not credited to the Paytm Merchant Account. Despite his attempts to contact Paytm through calls, he did not receive any response. Consequently, he lodged a complaint with CERC seeking a refund.

Resolution: CERC intervened and helped Mr. Moin with his grievance. As a result, Mr. Moin received a full refund of Rs. 39,100 from Paytm.

Claim approval by Star Health Insurance

Mrs. Mittal, a policyholder of Star Health & Allied Insurance Co. Ltd, sought medical treatment at Vikas Medical & Heart Hospital for Dengue Fever. Despite the severity of her condition, with temperatures ranging from 102°F to 104°F, Star Health Insurance Co. rejected her claim, asserting that Dengue Fever could be managed through self-treatment. Disappointed by this decision, Mrs. Mittal sought assistance from CERC to address the issue.

Resolution: CERC intervened and communicated with the relevant authorities at Star Health Insurance Co emphasizing Mrs. Mittal's urgent need for medical treatment and the legitimacy of her claim. As a result of CERC's intervention, Star Health Insurance Co. re-evaluated Mrs. Mittal's claim and she received Rs. 27,800.

Oriental Insurance Company releases sanctioned amount

Dinkar Bhatt had filed a complaint against Oriental Insurance Company for not releasing the sanctioned amount for his right eye surgery, despite the claim being approved. After numerous unsuccessful attempts to get a response, Dinkar sought assistance from CERC.

Resolution: CERC successfully advocated with the insurance company to release the sanctioned amount for Dinkar's surgery. Soon Dinkar received Rs.19000 as the claim amount.

Refund obtained from Care Health Insurance

Maharshi Gandhi underwent a heart operation at Star Hospital and settled the hospital bill using his Mediclaim policy with Care Health Insurance. However, Maharshi noticed a deduction of Rs. 40,000 labelled for non-payable items, which was not disclosed during the policy sale. Dissatisfied with this discrepancy, Maharshi contacted Care Health Insurance,

highlighting the lack of information provided at the time of policy purchase. When no resolution was reached, Maharshi sought assistance from CERC.

Resolution: CERC communicated with Care Health Insurance who acknowledged the oversight and agreed to pay the deducted amount of Rs. 40,000 to Maharshi.

Resolution of claim dispute with Care Health Insurance Company

Palasi Seth purchased a policy from Care Health Insurance. Her claim with Care Health Insurance was initially rejected without proper justification. Despite direct attempts to resolve the issue with the insurance company, the claim faced repeated rejection without explanation. Seeking assistance, she approached CERC.

Resolution: Through CERC's intervention, the insurance company re-evaluated the claim, resulting in its approval and Palasi received the amount of Rs. 13,404.

Star Union Dai-ichi Life Insurance grants full death claim under PMJJY

Gita Joshi filed a complaint against Star Union Dai-ichi Life Insurance regarding the rejection of a death claim under the Pradhan Mantri Jeevan Jyoti Bima Yojana (PMJJY). Despite regular premium deductions, the insurance company had arbitrarily rejected the death claim following the demise of her husband. Gita did not receive any response from the company despite making numerous calls. At last, she approached CERC for help.

Resolution: Due to CERC's intervention, the insurance company acknowledged the validity of the claim and sanctioned the full death claim under PMJJY. Gita was granted Rs. 2 lakhs as compensation for her husband's demise. This resolution ensured that she received the rightful benefits entitled to her under the insurance scheme.

Duplicate shares issued by KFin Technologies

Dipti Vora lodged a complaint against KFin Technologies Limited, the Share Transfer Agent, regarding the non-issuance of duplicate shares of JSW Steel Ltd in the name of Dipti Hitesh Shah (her maiden name). Despite repeated attempts and reminders, KFin Technologies Limited failed to provide Dipti with the required documents over the last two year. At last, she approached CERC for help and demanded immediate resolution of the matter due to the lack of response from the company.

Resolution: Due to CERC's intervention, KFin Technologies processed the documents, including the name change, and issued duplicate shares to Dipti.

Travel

Refund obtained by Air India

Varinder Kaur Thind, a retired college principal from Ludhiana, Punjab, booked a ticket through the Air India website for a flight from Delhi to Washington DC on 10 June 2022. Being a senior citizen, she paid an extra Rs. 4,000 for a seat with more leg space but was denied this seat at the airport due to her age. Despite repeated requests, she was allocated a seat with less leg space. Upon reaching Washington DC, she demanded a refund of the money paid for seat selection. Additionally, her return ticket from Washington DC to Delhi on 14 August 2022, was automatically cancelled by Air India without prior notice. Despite multiple attempts to contact customer support, the full refund was not credited. After receiving only a partial refund, she approached CERC to demand the remaining amount.

Resolution: CERC's mediation department communicated with relevant authorities and engaged in telephonic discussions with DGCA officials. As a result, Varinder received a total refund of Rs. 43,550 for the cancelled ticket.

Refund obtained from Indigo Airlines

Arpit Nair sought a refund from Indigo Airlines after his flight from Surat to Bangalore was rescheduled. Despite the airline's assurance of initiating the refund process, he did not receive it within the stipulated time. With no response from customer care, he turned to CERC for assistance.

Resolution: The mediation department of CERC had mailed the authorities at Indigo about the demands of Arpit and as a result, he got a full refund of the re-scheduled flight.

Refund obtained from Ixigo

Madhav Sharma booked a railway ticket online through the Ixigo portal, but the ticket was neither confirmed nor refunded upon cancellation. Despite numerous attempts to contact the company for a refund, no action was taken. Frustrated with the lack of response, Madhav lodged a complaint to CERC.

Resolution: CERC helped Madhav get a refund of Rs. 850.

Refund received from OLA cabs

Mohan Kamath hired an Ola rental cab but faced discrepancies in the fare charged. Despite paying the estimated amount upfront, he was charged additional fees upon reaching his

destination. His attempts to resolve the issue directly with the company did not yield a satisfactory response. Subsequently, he lodged a complaint with CERC seeking justice.

Resolution: Due to CERC's intervention, Mohan's grievance was addressed, and he received a refund of Rs. 1,322.

Trip cancellation refund received by Travel Plaza

Alan D'souza booked a group tour package to Bhutan for five individuals, paying Rs. 2,55,080. However, due to the pandemic, the tour was cancelled by Travel Plaza. While the company refunded Rs. 1,64,331, they withheld the remaining amount, citing service charges. Following this Alan complained about his grievance to CERC.

Resolution: Due to CERC's intervention, Alan obtained a further refund of Rs. 67,802.

Health Sector

Refund received from Skinlab

Jolly Sharma sought treatment from Skinlab and made an advance payment. However, due to personal issues, she opted not to proceed with the treatment and requested a refund. Despite her attempts to contact Skinlab's customer support via email, she received no response. Frustrated, Jolly approached CERC for help.

Resolution: Due to CERC's intervention, Jolly received a refund of Rs. 3,721 after deduction of processing charges.

Refund obtained from Toothsi

Aarti Neharsh underwent a video consultation with Toothsi's manager and doctor, who proposed a treatment plan and provided a quotation. Aarti paid an advance of Rs. 11,000 but later decided against proceeding due to budget constraints and dissatisfaction with the proposed plan. Despite her clear request for a refund, Toothsi's sales representative attempted to dissuade her and insisted on an alternative treatment plan. Frustrated by Toothsi's lack of cooperation, Aarti sought assistance from CERC.

Resolution: Aarti got a partial refund of Rs. 6,000 due to CERC's persuasion.

Received maternity allowance documents from Krishna Gynec and General Hospital

Hiral Parekh encountered difficulties obtaining maternity allowance documents from Krishna Gynec and General Hospital. Despite repeated requests, the hospital failed to provide the necessary paperwork. Thus, Hiral approached CERC for help.

Resolution: With CERC's intervention, Hiral she received the required documents.

Refund received from Apollo Hospital

Dinesh Prajapati experienced delays in receiving a refund from Apollo Hospital for a cancelled biopsy report. Despite assurances of a swift refund, the hospital failed to follow through. Dinesh thus complained about his grievance to CERC and demanded a refund for the same.

Resolution: CERC was able to help Dinesh get a refund of Rs. 1,4380 from Apollo Hospital.

Apparel and Footwear

Shoes repaired by Red Chief Shoes

Mukesh Vekariya purchased a pair of shoes from Red Chief Shoes. After 20 days, the shoes developed a problem, and despite sending them for repair, they returned with a different color print. However, after two months, the same issue occurred again and the company refused to replace the shoes with a new one. Mukesh then filed a complaint with CERC, which assisted him in obtaining justice.

Resolution: CERC reached out to the appropriate authorities through telephone communication, and the company agreed to repair the shoes as needed.

Refund for wrong dress from Insta Fashion Bazaar

Yukti Agarwal from Himatnagar had ordered a dress from Instagram account @insta_fashion_bazar but when she received it, it was not according to her requirements. The seller mentioned that their return and refund policy is for 15 days. Thus, Yukti was demanding for refund. But as they were not responding she approached CERC for help.

Resolution: CERC contacted Insta Fashion Bazaar telephonically to resolve the problem, and as a result, Yukti got a full refund of Rs.2,250 within 2 to 3 days.

Shoe replacement by Xperia Campus

Balvantpuri Bava bought shoes from Xperia Campus, Gandhinagar, which were found damaged within 13 days. Despite contacting the showroom and mailing pictures of the damaged shoes, he received no response. At last he approached CERC for help.

Resolution: CERC persuaded the seller to replace the damaged shoes.

Saree received by Kamkho Patola

Aishwarya Pagar purchased sarees from Kamkho Patola, but one saree went missing from the shipment. Despite continuous follow-ups, there was no response from the seller.

Resolution: The mediation department of CERC had mailed the authorities about the issue and as a result, Aishwarya got another saree.

Refund received for wrong parcel by Tata Cliq

Atul Mody faced dissatisfaction when he received swimming trunks of the wrong size, smaller than advertised, after purchasing them from the Tata Cliq app. Despite multiple

attempts to reach out to customer support and initiate a return pickup, Atul received no response. When he contacted customer service, they claimed the product had no issues and cancelled the return pickup. Frustrated, Atul filed a complaint with the CERC seeking justice.

Resolution: With CERC's intervention, Atul's demand was met, and he received a refund of Rs. 1,530 from Tata Cliq.

Undelivered garments received from Vinayaka Enterprise

Dr. Richa purchased 14 Garments from Vinayaka Enterprise but she did not receive all the garments. She tried to contact the enterprise through numerous calls which went unanswered. Later, Richa complained to CERC about her grievance.

Resolution: Due to CERC's intervention, Richa got a refund of Rs. 1,800 for undelivered garments.

Refund for damaged shoes from ASICS India

Johnmark Kant purchased ASICS shoes, which quickly deteriorated in quality. Despite attempts to contact customer service, there was no response. John then complained about his grievance to CERC and demanded either a refund or replacement for the same.

Resolution: With CERC's intervention, John received a full refund of Rs. 6,000 from ASICS.

Furniture

Sofa replaced by Pepperfry

Dr. Prabodh Halde purchased a sofa set from Pepperfry in Thane, but it was not available in store. They purchased the sofa online from their website. However, they received a smaller sofa than the order. Prabodh drafted an online complaint, but no response was provided by the consumer cell. Prabodh then approached CERC for help.

Resolution: CERC intervened in the matter and corresponded with the team of Pepperfry. Continuous and effective persuasion from CERC resulted in Prabodh getting a replacement for the furniture.

Completion of interior work by contractor

Abhishek Kesarwani had entrusted an interior work project to Laval Bhatt, but he was dissatisfied with the quality of work and materials used. Despite several attempts to seek a resolution, Abhishek did not receive a satisfactory response thus he approached CERC.

Resolution: CERC effectively advocated for Abhishek's case and the work was completely to his satisfaction.

Mattress replacement by Sanskriti Furniture & Decorators

Vipul Desai encountered dissatisfaction with his purchase of Sleepwell double bed mattress Revital 2.0 from Sanskriti Furniture & Decorators. Within a year of purchase, one side of the mattress became deformed, prompting Vipul to raise his concerns with the dealer. Despite the product being covered under a 10-year warranty, the dealer's response was unsatisfactory, requiring Vipul to provide evidence in the form of pictures and videos. The complaint was dismissed without a physical inspection, leading Vipul to seek assistance from CERC.

Resolution: CERC contacted the office of Sanskriti Furniture and Decorators and persuaded them for a meeting to discuss the issue. After the meeting the company agreed to replace the defective mattress.

Refund received for incomplete furniture work from Jay Khodiyar Wooden Work

Harsh had hired a carpenter from Jay Khodiyar Wooden Work to repair the furniture of his house. However, the carpenter failed to complete the work satisfactorily, leaving several repairs faulty and incomplete. Despite Harsh's requests for a refund of the payment made for

the unfinished work, the carpenter did not respond. Subsequently, Harsh lodged a complaint to CERC, seeking resolution.

Resolution: With the help of CERC's intervention, Harsh's demand for a refund was met, and the carpenter refunded Rs. 50,000.

Telecommunication

Resolution of billing dispute by Airtel

Jayesh Mor received a bill of Rs. 2,654 from Airtel, which was significantly higher than his regular charges. Despite his attempts to resolve the issue through customer service, including two calls to 121 and mobile complaint registration, he received no response. The bill indicated charges for international calls, which Jayesh claimed he never made. Frustrated by the lack of resolution, he sought assistance from CERC.

Resolution: The mediation department of CERC had a telephonic communication with Airtel. As a result, the excess amount was adjusted in the next month's bill.

Refund for extra activation charges from Airtel

Chetan Thakor's Airtel number was deactivated due to infrequent use. When he tried to activate a postpaid connection for the same number, he was charged Rs. 500 as an activation fee upfront, instead of it being included in the first bill as per Airtel's usual procedure. Despite requesting a refund later on, Chetan received no response, leading him to seek assistance from CERC for resolution.

Resolution: The mediation department had a telephonic communication with Airtel's Customer Support and as a result Chetan got a full refund.

Refund obtained from BSNL for landline connection

Mohinder Sharma faced challenges in obtaining a refund from BSNL for his surrendered landline connection. After surrendering his landline phone connection and following the necessary procedures, he was entitled to a refund of Rs. 2,616. Despite his efforts to request the refund, he faced obstacles and received no response. Seeking assistance, Mohinder approached CERC.

Resolution: The mediation department promptly contacted BSNL and engaged in telephonic communication with their team. Consequently, Mohinder received a full refund of his final settled amount.

Internet issue resolved by GTPL Broadband Pvt Ltd

Deep Brahmabhatt, a consumer of GTPL Broadband Pvt Ltd, encountered significant issues with the internet service provided by the company. Deep experienced poor internet connectivity, prompting him to file a complaint with GTPL. However, despite his efforts, the

internet service remained non-functional for five consecutive days. Furthermore, when he attempted to contact the technical team for assistance, he faced unresponsiveness and encountered rude behaviour from the staff. Frustrated by the lack of communication and resolution from GTPL, Deep approached CERC for help.

Resolution: Due to CERC's intervention, GTPL acknowledged and rectified the internet service issues experienced by Deep, ensuring the restoration of reliable internet connectivity.

Telecom service resolved by Bharti Airtel Ltd

Maharshi Gandhi, a subscriber of telecom services from Bharti Airtel Ltd, encountered persistent issues including call drops and network problems. Despite lodging a complaint with the company, Maharshi did not receive any satisfactory resolution. Frustrated with the lack of response, he turned to CERC to seek justice for his grievances.

Resolution: CERC intervened in response to Maharshi's complaint and facilitated the resolution of the telecom service issues with Bharti Airtel Ltd. Through effective mediation and communication, CERC ensured that Maharshi's concerns were addressed, leading to the successful resolution.

Bill dispute resolution by Bharti Airtel Ltd

Chirag Dixit received a bill from Bharti Airtel Ltd which included a penalty for late payment even though the due date had not passed. Despite numerous attempts to rectify the situation, including contacting customer care and awaiting a revised bill, Chirag received neither a refund nor a corrected bill. Later on, Chirag complained to CERC about his grievance.

Resolution: Due to CERC's intervention, Chirag's demand was fulfilled and the company refunded the penalty.

Refund obtained by GTPL Hathway Ltd

Sunil subscribed to the GTPL Genie Magnum Plus plan. However, he could not access certain OTT Platforms despite paying for the service. Despite attempts to resolve the issue with the company, there was no satisfactory response for nearly three weeks. Frustrated, Sunil sought help from CERC.

Resolution: CERC immediately contacted GTPL authorities and were able to successfully convince them to either resolve the issue or refund the amount paid by Sunil. Finally, Sunil got a refund of Rs. 581.

Resolution of internet connectivity issue by GTPL

Nayan Sitapara encountered dissatisfaction with the performance of his GTPL internet connection, which consistently failed to operate correctly. Despite reaching out to customer care multiple times for assistance, Nayan received no response. Consequently, Mr. Nayan lodged a complaint with CERC regarding this issue.

Resolution: Due to CERC's intervention, Nayan's demand was met, and GTPL Broadband Pvt. Ltd. resolved his internet connectivity issue.

Refund obtained for unsuccessful recharge by GTPL Broadband

Rushi Patel faced an issue with his GTPL Account recharge as the money was deducted but the recharge didn't go through. Despite numerous attempts to contact customer service, he received no response. Consequently, Rushi lodged a complaint with CERC, urging immediate resolution.

Resolution: Due to CERC's intervention, Rushi's demand for resolution was met, and GTPL Broadband Pvt. Ltd. refunded the full amount of Rs. 913 for the failed recharge.

Education Sector

Refund of fees by Aakash Institute

Hitarth Chauhan enrolled at Akash Institute for a two-year JEE course but faced difficulties with teaching and felt neglected by faculty. After four months, he decided to leave and requested a refund of the down payment and EMIs. Despite his request, the institute denied him a refund. Consequently, Hitarth sought assistance from CERC to address the issue.

Resolution: The mediation department of CERC had mailed the approaching authorities about the issue and the complainant's demands. As a result, the complainant got a refund of Rs. 88,878.

Partial refund granted by Byju's

Dilipkumar Mishra's son Shikhar had initially enrolled in Aakash Byju's classroom program for the years 2022-24 but decided to discontinue due to various issues such as incomplete syllabus and inadequate guidance. Despite requesting cancellation and being informed that their EMI payments would be paused, the branch failed to do so, and Dilip did not receive the refund. Subsequently, Dilip lodged a complaint with CERC to address his grievance.

Resolution: Through CERC's intervention, Dilip's complaint was partially resolved, leading to a partial refund.

Token fee refunded by Aakash Educational Services Ltd

Hardik Shah encountered a dispute regarding the fee promised by the branch manager of Aakash Educational Services Ltd for his daughter's admission. Despite being committed to a total fee of Rs. 55,000 for two two-year Integrated Classroom Courses, Hardik was unexpectedly asked to pay Rs. 60,000 during the payment process. Dissatisfied with the discrepancy, he decided to withdraw his daughter's admission and requested a refund of the token charge of Rs. 8,000. However, there was no response from the institution. Seeking assistance, Hardik approached CERC.

Resolution: CERC had a telephonic communication with Akash Education Services. As a result, Hardik received a full refund of the token charge of Rs. 8,000.

Household Energy Bills

Discrepancy in bill resolved by Sabarmati Gas Ltd

Jayantilal Dangi, has gas connection of Sabarmati Gas Ltd. He received an exorbitant bill for the periods of November 2022 and January 2023, despite no gas consumption during those months. Despite multiple attempts to rectify the issue, Jayantilal did not receive a revised bill. Subsequently, he sought assistance from CERC to address his grievance.

Resolution: With CERC's intervention, Jayantilal complaint was promptly resolved. Sabarmati Gas Ltd issued a revised bill, correcting the billing discrepancy.

Refund for inflated bill from Sabarmati Gas Ltd

Ghanshyamji Kanji Chavda, a consumer of Sabarmati Gas Ltd, received an inflated bill despite non-usage of gas in his property. Despite his request for meter removal and payment for only 4 units, he was erroneously billed for 44 units. Recognizing the error, Ghanshyamji sought a refund of the excess amount paid and escalated the issue to CERC.

Resolution: Through CERC's intervention, Ghanshyamji complaint was resolved, and he received a full refund of the falsely paid amount. Sabarmati Gas Ltd rectified the billing error, ensuring justice for the consumer.

Resolution of gas meter misplacement by Gujarat Gas

Ashish encountered an issue when Gujarat Gas incorrectly installed his gas pipeline meter at a location other than his home. Despite his attempts to contact customer service via calls, he received no response. Ashish then filed a complaint with CERC, demanding the immediate replacement and installation of the meter at his residence.

Resolution: CERC contacted the officials at Gujarat Gas and explained the concerns of Ashish and requested them to promptly do the needful to resolve his problem. Soon, Ashish's demand was fulfilled and Gujarat Gas installed the meter at his residence.

Refund obtained for exorbitant bill from Gujarat Gas Ltd.

Anil Chavda received an exorbitant bill from Gujarat Gas despite his house being closed for a significant duration. He tried to contact customer service through calls but he did not receive any response from customer care. Anil then complained about his grievance to CERC

Resolution: CERC explained the billing discrepancy to the Gujarat Gas officials and persuaded them to review Anil's bill. The efforts resulted in Anil receiving a full refund of Rs. 2,484 from Gujarat Gas Ltd, resolving the billing discrepancy.

Electricity bill resolved from Torrent Power Ltd.

Kanaiyalal Budhaji Thakor repeatedly received bills from Torrent Power for already paid amounts. Despite notifying Torrent Power in writing, he received no response. Subsequently, Kanaiyalal sought CERC's intervention.

Resolution: Due to CERC's intervention, Kanaiyalal's complaint against Torrent Power was resolved.

Others

Refund obtained from CSC

Dipak Parmar, who obtained an ID form from the Common Suvidha Center (CSC) was asked to pay Rs.3000 for an online business service. However, after making the payment, CSC demanded an additional Rs. 10,000. Refusing to proceed under these conditions, he requested a refund. Although CSC assured him of a refund within three months, Dipak faced delays and unresponsiveness. Later on he approached CERC for assistance.

Resolution: The mediation department of CERC had communicated with the opposite party, and as a result, Dipak got a full refund.

Studio refunds booking amount

A pre-wedding studio of LaFabuloso was booked by Rajan Patel for a shoot, but due to unavoidable circumstances, the shoot was cancelled. Rajan demanded a refund of the unutilized booking amount of Rs. 5,900, but the studio refused to refund the money. After multiple reminders, Rajan approached CERC for help, emphasizing the need for better refund policies.

Resolution: CERC's mediation department intervened by communicating Rajan's issue and demands to the relevant authorities. As a result, he received Rs. 5,000 as refund. The complaint was resolved within a week.

Courier delivery issue resolved by Shiprocket

Narotam Patel encountered a situation where a courier sent through Shiprocket failed to be delivered. Despite reaching out to the courier service, further inquiry was denied, with the case labelled as beyond the Turnaround Time (TAT). Consequently, Narotam sought legal action by approaching CERC.

Resolution: CERC's mediation department intervened, initiating telephonic communication. As a result, the courier was successfully delivered within a week.

Refund obtained from Dwarkesh Petrol pump

Amit Patel experienced a fraudulent incident while filling petrol in his bike when he intended to pay Rs. 90 for 1 litre of petrol but was mistakenly charged Rs. 9,773 instead. After noticing the discrepancy, he approached SBI Bank for solution. But the bank refused to solve the issue. When no resolution was reached, Amit sought assistance from CERC.

Resolution: The mediation department of CERC communicated with the responsible party. As a result, Amit received a refund of Rs. 9,773.

Refund obtained from Star Shop Kitchen & Home Appliances

Jignesh reported an incident where a salesman from Star Shop Kitchen & Home Appliances visited his home for a promotional offer of 3-in-1 Non-Stick Utensils. After purchasing a set of utensils worth Rs. 2,500 through online payment, Jignesh felt deceived by the salesman's actions. Despite seeking redress from the shop owner, he received no satisfactory response. At last he approached CERC for assistance.

Resolution: The mediation department of CERC promptly contacted the relevant authorities. Within four days, Jignesh received a full refund of Rs. 2,500.

Refund received for undelivered products from Sant Ashish Traders

Kanchan Jhunjhunwala had ordered personal care and home textile products from Sant Ashish Traders under the condition of timely delivery or cancellation. Despite full advance payment made through two cheques totalling Rs. 6,200 to the company, the order was not delivered on time and was eventually returned by the courier. Despite repeated attempts to obtain a refund, promises made by the company were unfulfilled. Dejected, Kanchan approached CERC for help.

Resolution: The mediation department of CERC had a telephonic communication with the company. As a result, refund of Rs. 5,000 was received by Kanchan for the undelivered products.

Refund received for faulty trimmer charger from Alap Service Center

Ashvin Dabhi ordered a trimmer charger from Alap Service Center online, but upon receiving the parcel, he found it to be faulty. Desiring a refund, he attempted to contact the provided Whatsapp number but received no response. Seeking assistance, Ashvin approached CERC.

Resolution: CERC's mediation department intervened by communicating Ashvin's issue and demands to the relevant authorities. Following telephonic communication, Ashvin received a refund of Rs. 550, resolving the complaint within a day.

Refund received by Arth Petroleum

Virendra was travelling from Rajkot to Ahmedabad, where he stopped at Arth Petroleum for a refill. He made a payment of Rs. 1,500 by swiping the Bank of Baroda card but the

transaction failed. Hence, Virendra paid Rs. 1,500 in cash, but after few days, he received a notification of deduction of the amount from his bank account. He reached out to the petroleum owner for a refund, but the owner claimed he did not receive it. Later on, he complained to CERC about his grievance.

Resolution: Due to CERC's intervention, Virendra's demand was fulfilled and the petrol pump refunded the amount.

Refund obtained for unattended swimming classes by Shreyas Foundation

Myra Shaikh paid the fees to Shreyas foundation for swimming classes for 2 months but due to medical problems, she couldn't attend the classes. She also submitted her medical certificate for the same to the foundation. So she requested either to extend her 26 days or to refund her the amount paid. But they neither allowed her extension nor refunded the amount, and they behaved very rudely with her. Later on, Myra complained to CERC about her grievance.

Resolution: Due to CERC's intervention, Myra got a refund of fees of Rs. 3,500.

Refund obtained by Prestige

Manish Trivedi encountered issues with his purchase of a kitchen chimney and stove from Prestige. The items were not delivered on time, and despite delivery, no installation service was provided. Despite numerous attempts to contact the company via calls, Manish received no response. Consequently, he filed a complaint with CERC, seeking a refund.

Resolution: CERC intervened in the matter, resulting in a refund of Rs. 21,110 due to the non-functioning of the stove and chimney.

Refund for undelivered courier by Discovery Travels

Dr. Parth Mehta was expecting a couriered parcel from Mehsana to Jamnagar, but it never arrived. Despite attempting to contact the courier company, he received no response. Parth then lodged a complaint with CERC, seeking an immediate refund.

Resolution: With CERC's assistance, Parth's demand was met, and he received a full refund of Rs. 200 for the undelivered courier.

Refund obtained from Arved Ajwa Theme Park Pvt. Ltd.

Despite wearing appropriate swimming costume, Vipul Barot and his family were denied entry to Arved Ajwa Theme Park Pvt. Ltd which is a waterpark. Despite their request, the

manager refused entry and treated them rudely. Consequently, their child was upset, and the family's enjoyment was disrupted. Vipul Barot filed a complaint with CERC, demanding a refund for tickets and swimming costume.

Resolution: Due to CERC's intervention, Vipul's requests were met, and the waterpark refunded Rs. 4,000.

Delivery issue resolution for Soft Drink Purchase

Shreyansh Shah made an online purchase of Shunya Soft drink, but he did not receive the order despite several attempts to contact customer care for assistance. Frustrated by the lack of response, Shreyansh sought help from CERC.

Resolution: The mediation department promptly reached out to the relevant authorities to address the issue due to which the soft drink was successfully delivered to Shreyansh.

Replacement of defective oil tin by Brisam Retail Pvt Ltd

Manish purchased 15kg of cotton seed oil from Brisam Retail Pvt Ltd via Dealshare App. After opening the tin, he experienced a foul odour and requested a replacement or refund. Due to no response from Brisam Retail, Manish complained to CERC.

Resolution: CERC's intervention led to the company replacing the cotton seed oil tin.

Club Mahindra resolves membership upgrade dispute

Atul Shah purchased a membership worth Rs. 2,27,090 from Club Mahindra in 2018. After few years, a representative of Club Mahindra made false promises and upgraded the membership, resulting in an increase in the Annual Subscription Fee (ASF). However, the promised benefits were not provided. Atul complained to Club Mahindra and demanded to transfer the membership back to its original grade, Bliss Premiere, from the upgraded grade, Bliss Signature. When no resolution was reached, Atul sought assistance from CERC.

Resolution: Due to CERC's intervention, Club Mahindra has downgraded and reinstated Atul's membership from Bliss Signature to Bliss Premiere. Furthermore, they have assured Atul that the extra amount paid for the upgraded membership will be credited towards benefits within the Bliss Premiere category, resolving the issue to his satisfaction.

About CERC

Consumer rights protection and justice for consumers have been the focus of Consumer Education and Research Centre (CERC) since its inception in 1978. Each activity undertaken is backed with in-depth research by our Advocacy and Testing Laboratory teams. CERC is India's only Consumer Rights Organisation that provides 360-degree service to the consumer in terms of Education, Empowerment and Protection.

A broad range of activities are undertaken in the organization – grievance redressal through mediation and litigation, consumer education and awareness building through various publications and outreach activities, testing and analysis of consumer products in our in-house product testing laboratories, advocacy for laws and regulations that better protect consumers, as well as a number of projects executed in various areas pertinent to consumer protection and empowerment. Promoting sustainable consumption too is a major area of activity at CERC.

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