

St. Mira's College for Girls, Pune  
(Autonomous-Affiliated to Savitribai Phule Pune University)

B.Com.

Subject: CONSUMER PROTECTION & BUSINESS ETHICS

Semester: I

Year: 2017-2018

C/1506

Unit 2&4: Problems of Consumers & Study of CGSI\_FunctionalSkills

# CONSUMER PROTECTION

- SUBJECT : Consumer Protection and Business Ethics.
- TITLE : "Consumer Protection"
- SUBMITTED TO : Asst. Prof. Shanti Fernandes.
- SUBMITTED BY : Oshin Tiwari [3405], Ridhima Sachdev [3414].
- CLASS : F.Y. Bcom [C].

SEMESTER I

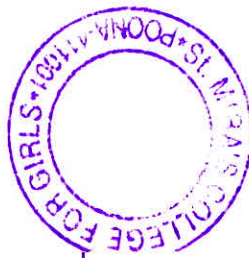
YEAR: 2017-2018.

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Problems related to ELECTRICITY SERVICES

1. Gap between Generation and Demand  
India has a large gap between the demand and supply. Specially at the time of peak load in summer season of northern region. Actually the overdrawn of power by this region leads to blackout in 2012.
2. High losses in power systems:-  
These losses include Technical losses i.e. T & D (Transmission and distribution) losses, and Commercial losses due to theft and improper meter reading in mostly rural areas. Transmission & distribution losses in system have been around 20% as reported by various electricity boards. However utilities like Tata power in Delhi having Transmission losses approx 1% are doing very well.
3. Lack of latest technology:-  
Most of the houses in rural areas are still having Electro-mechanical meters. Automated meter reading Infrastructure (AMR/AMI) are not used at very large scale. Smart sensors and smart micogrids are bounded to books and journals only. FACTS devices are also not implemented at full scale.

Asst. Prof. Shanthi Fernandes (Subject Teacher)



Principal Incharge  
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## Problems faced by Consumers related to PRODUCTS (Goods).

Following are the problems faced by some Consumers related to PRODUCTS (Goods):-

1. Faulty products
2. Products missing or damaged in transit
3. Does not match the sample, description or demonstration model.
4. Does not do what the salesperson said, or the consumer asked for
5. Caused damage to other property
6. Cannot be repaired.
7. Does not have clear title.
8. Uncollected goods.

### CGSI : CONSUMER GUIDANCE SOCIETY OF INDIA

The consumer guidance society of India was formed in the year 1966 and was registered under the societies registration act as a voluntary and service organisation. In order to protect and educate the Indian consumer about substandard products & educate the Indian consumer about substandard services adulterated foods, short weights and exorbitant prices, and a host of other problems. And in the year of 1991 the consumer guidance society of India has received National award for consumer protection for its 25th year for service to consumer and the CGSI is the first one to establish consumer product testing in India.

\* Following are the objectives of the consumer guidance society of India:

- 1) To inform, educate and organize consumers so to enable them to protect their interests and assert their interest and assert their rights.
- 2) To protect and promote the interests of