



CFBP

COUNCIL FOR FAIR
BUSINESS PRACTICES

HAR GRAHAK KI AWAAZ

COUNCIL FOR FAIR BUSINESS PRACTICES



OUR MISSION

“We shall promote the highest ethical practices, by business and professionals, in order to provide complete satisfaction to consumers and other stakeholders.”



*Creating an environment Where Business Confidence
is built through Best Business Practices*

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ADMINISTRATIVE COMMITTEE 2022-2024



SHEKHAR BAJAJ
FOUNDER MEMBER



VINEET BHATNAGAR
VICE PRESIDENT AND
CHAIRMAN, AWARDS COMMITTEE



SWAPNIL KOTHARI
PRESIDENT



NIRANJAN JHUNJHUNWALA
Hon. Secretary and
Chairman, Membership Committee



ANAND PATWARDHAN
HON. TREASURER AND
CHAIRMAN, MEDIATION CELL

ADVISORY BOARD MEMBERS 2022-2024



SHEKHAR BAJAJ
CHAIRMAN, ADVISORY BOARD



SWARN KOHLI
FOUNDER



B. N. SRIKRISHNA



**PADMA BHUSHAN
PROF. ARVIND
PANAGARIYA** (NEW YORK)



**PADMA SHRI
SAVJI DHOLAKIA**



RAJIV K PODAR



SHAINA N. C.



KEKI M. MISTRY



HARVINDER SINGH
(GURGAON)



JAGDEEP KAPOOR
CHAIRMAN,
MARKETING COMMITTEE



MICKEY MEHTA
CHAIRMAN,
WELLNESS COMMITTEE



RAHUL CHAWLA



DR. JAI MADAN
(NEW DELHI)



VIKESH WALLIA



RAJYALAKSHMI RAO



DOLLY THAKORE



NAYANTARA JAIN



DEEPIKA GEHANI



AMLA RUIA



**SIDDHARTH
RAISURANA**



KOMAL NAHTA



PRASHANT KHEMKA



**VISHWANATH
SABALE**



AJAI KUMAR



PIRUZ KHAMBATA
(AHMEDABAD)



SURESH PANSARI

FOUNDER MEMBERS

"We shall promote the highest ethical practices, by business and professionals, in order to provide complete satisfaction to consumers and other stakeholder's"



J. R. D. Tata



Ramkrishna Bajaj



Arvind Mafatlal



F. T. Khorakiwala



Naval Tata



S. P. Godrej



J. N. Guzder



Ashok Birla



B. D. Garware



Harish Mahindra



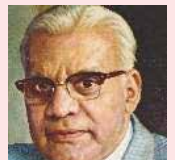
Vishnubhai Haribhakti



Keshub Mahindra



Ramnath Podar



S. M. Dahanukar



Pratap Bhogilal



Pravinchandra Gandhi



M. D. Shroff



Swarn Kohli



A. H. Tobaccowala



G. V. Puranik



K. M. D. Thakersey



Murarji Vaidya



N. M. Wagle



Prakash Tandon



Pratapsingh Mathuradas



Tanubhai D. Desai



Y. A. Fazalbhoy



M. L. Apte



C. L. Gheewala



D. M. Khatau



K. S. Basu



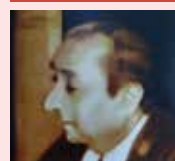
G. L. Mehta



R. C. Cooper



R. G. Saraiya



Pranlal Patel



P. A. Narielwala

About CFBP

CFBP was established in 1966 by stalwarts of business and industry like Mr. J.R.D. Tata, Mr. Ramkrishna Bajaj , Mr. Naval Tata, Mr. S. P. Godrej, Mr. Ashok Birla, Mr. J. N. Guzder and Mr. Keshub Mahindra and 29 others who recognized the imperative need of business and industry to regulate itself.

CFBP recognizes Indian business entrepreneurs who strive to create an environment where business confidence is built through best business practices, promote high ethical standard in prompt, efficient and friendly services providing complete satisfaction to consumers and others stake holders with their outstanding achievements and contributions.

Role of CFBP Members

1. Your responsibility is to create awareness about Fair Business Practices.
2. To motivate Manufactures and Professionals to participate in CFBP Jamnalal Bajaj Awards for Fair Business Practices.
3. To organize various Consumer Education Programmes.
4. To create awareness among people to reach out to the Council for Consumer Grievances.
5. To display the CFBP Certificate prominently in your organization / office.
6. To motivate people to do the testing of their food product at CFBP Ramkrishna Bajaj Testing Centre at S.N.D.T., Juhu.
7. To motivate Schools / College Authorities to organize Consumer Awareness Programmes in the Schools / Colleges.
8. To motivate people to become member and follow the mission of CFBP towards Fair Business Practices.

CFBP Code of Conduct

Every member of the Council accepts the following obligations:-

TO:	NOT TO:
<ul style="list-style-type: none">• Maintain the highest ethical standards in business and professions• Ensure maximum transparency to the satisfaction of consumers and other stakeholders• Consider objectively the viewpoint of the consumers• Satisfy the consumer with prompt, efficient and friendly service at a reasonable price	<ul style="list-style-type: none">• Use media to mislead consumers• Knowingly support activities which are against the laws of the land• Misuse an advantageous market position to the detriment of consumers

Emblem of CFBP

The emblem of the Council, which every member is expected to display, symbolizes fair business practices. It serves as an assurance to consumers that the member has pledged to follow the highest standards of ethics, and assumes a sense of responsibility and sensitivity in their practice of business or services. The constitution of CFBP provides for debarring the use of the emblem of the Council in case of breach of the code of conduct and where disciplinary action has been taken against an erring member. This is to ensure that members do not depart from fair business practices. The emblem is to be displayed prominently in the business premises of CFBP members.

Administrative Committee

The Administrative Committee shall be the office-bearers. The said Committee elects amongst themselves a President, a Vice-President, an Honorary Secretary and an Honorary Treasurer. It also consists of the then existing Advisory Board Chairman and any other member deemed fit to be a part at the discretion of the President. These office-bearers remain in office for a term-period of two years unless so continued for another term-period.

Advisory Board

The President invites eminent individuals to be the members of the Advisory Board consisting of not more than 60 members. The Council today boasts of around 27 forerunners of the country including two PadmaShris and one Padma Bhushan - two of the nation's highest civilian honours.

Executive Committee

There is an Executive Committee appointed by the President in consultation with the Administrative Committee. It consists of not more than 60 members. Every member starts off as an Invitee in the organisation who then is elevated to the Executive Committee subject to his / her performance in terms of his /her contribution to the organisation. The performance evaluation takes place thrice every year – end of January, May and September. Today, the Council boasts of 15 Executive Members and 34 Invitees, who are very prominent individuals in their own sphere.

Propagation of Fair Business Practices

The Council collaborates with other voluntary organizations and participates in the deliberations of various committees of the Government, both at State and Central levels, fostering an atmosphere of trust and understanding between consumers and businesses.

Redressal of Consumer Grievances

The CFBP plays a key role to protect and satisfy consumers and redress their grievances. CFBP enhances better communication between the complainant and organization complained against, by arranging joint meetings. Through such meetings, many of the cases are resolved to the satisfaction of both parties.

Consumer Affair Cell

The CFBP actively encourages Business Houses, Chambers of Commerce and Trade Associations to start Consumer Affairs cells within their own organizations to handle and resolve consumer complaints and grievances.

About 100 consumer affairs cells have been formed. A number of leading organizations like Akbarally's, Bajaj Electricals Ltd., Colgate Palmolive (I) Ltd., Glaxo india Ltd., TISCO, Voltas Ltd., Godrej Group and many other have established such cells. National chambers like ASSOCHAM, FICCI etc. have also set up Consumer Affairs Committees.

Creating Awareness

CFBP strives to spread its message and create awareness about fair business practices and knowing the consumer rights by organising talks, workshops, seminars, publications, audio-visual presentations, street plays, forming human chains, participation in exhibitions, fests and conferences promoting through digital media and newspapers reaching out to the children, young and senior men and women as they happen to be our respective consumers and "Consumer is the KING". A number of such programmes are conducted each year.

CFBP Jamnalal Bajaj Uchit Vyavahar Puraskar

The Council collaborates with other voluntary organizations and also participates in the deliberations of various committees of the Government, both at state and central levels, fostering an atmosphere of trust and understanding between consumers and businesses. CFBP – Jamnalal Bajaj Awards for Fair Business Practices are given every year to manufacturers, traders and trade associations with outstanding records for following fair business practices. It is a recognition by CFBP of their commitment to consumers.

Eminent personalities have been chief guest at the award giving ceremonies as below:

01. Dr. Shankar Dayal Sharma	08. Dr. P.C. Alexander	15. Mr. Nandan Nilekani
02. Dr. Abdul Kalam	09. Mr. Azim Premji	16. Mr. Deepak Parekh
03. Mr. K. R. Narayanan	10. Mr. Krishan Kant	17. Mr. Aditya Puri
04. Dr. Manmohan Singh	11. Mr. Manohar Joshi	18. Mr. Ajay Piramal
05. Mr. P. Chidambaram	12. Dr. R.A. Mashelkar	19. Hon. Minister Shri Suresh Prabhu
06. Mr. J.R.D. Tata	13. Mr. Kiran Karnik	20. Hon. State Minister Shri Girish Bapat
07. Mr. N.R. Narayanamurthy	14. Mr. Adi Godrej	21. Hon. Minister Shri Ram Vilas Paswan

Ramkrishna Bajaj CFBP Consumer Education and Testing Centre

The SNDT Women's University has set up this centre in collaboration with the Council. It carries out chemical and micro-biological analysis of food products like ice creams, bottled water etc. samples can come from local markets, or from consumers; and can be tested for quality and purity. It also offers advisory services to consumer co-operatives and small scale food industries for ensuring better quality standards of their products. Research on key area of consumer concern is also undertaken when required. It has been approved by NABL (National Accreditation Board for Testing and Calibration Laboratories).

Consumer Education for Schools

To promote consumer awareness amongst students, the Council, apart from establishing Students' Chapter with one with a prominent College and one with a School, has prepared a value-based course which has been accepted by the Government of Maharashtra for Students of standards IX and X. Short story contest, slogan and script writing, painting contest, young consumer conference, street play competitions on consumer topics-Jago Grahak Jago, Fair business practices, right to voice, right to information, mera haq-my rights are organized to display the scope of young minds through their writing, acting and painting skills. Fair Education Pledge is signed by school principals for fair business practices.

Consumer Fair Business Practices Festival

Earlier called as the CFBP Film Festival completing five successful episodes, this Festival invites entries from across the country on selected topics in the Short Films, Tagline and Painting genres thereby expanding the scope of Fair Business Practices. It also has a marquee Fashion Show that showcases Women Empowerment, which exemplifies glamour with a purpose.

Kolkata Chapter

The Council has opened a Kolkata Chapter under the capable leadership of its Executive Committee Member, Kavita Agarwal, which now boasts of over ten members. That way, the Council has expanded its Geography and will continue to do so in other cities.

Newsletter

A unique Newsletter "CFBP TIMES" is published bi-monthly providing the details of the speeches of the visiting faculty members on consumer topics during the seminars and conferences, information of various activities and the forthcoming programmes creating consumer awareness. Substantial hard copies are mailed and soft copies are e-mailed to our data list of consumers.

Membership Details

A. Special Members:

A public or private limited company or public sector undertaking or corporation or a firm or an individual can become:

- a) **Patron Member:** By paying a one-time subscription of Rs. 5 Lakhs or by paying an initial installment payment of Rs. 3 Lakhs and balance in two annual installments of Rs. 1,00,000/- each.
- b) **Benefactor Member:** By paying a one-time subscription of Rs. 3 Lakhs or by paying an initial installment payment of Rs. 2 Lakh and balance in two annual installments of Rs. 50,000/- each.
- c) **Donor Member:** By paying a one-time subscription of Rs. 2 Lakh or an initial installment of Rs. 1,00,000/- and balance in two annual installments of Rs. 50,000/- each.

All special members shall enjoy the rights and privileges of the members, and also on request are entitled to receive free additional copies (up to 25 in number) of the Council's publications, Newsletters and other literature.

** + GST 18% applicable.

B. Life Members:

I. Individuals and Associations	Rs. 50,000/
II. Business and Professional firms	Rs. 50000/-
III. Private Limited Companies	Rs. 50,000/-
IV. Public Limited Companies including public sector Undertakings and corporations	Rs. 50,000/-
V. Co-operatives Societies	Rs. 50,000/-

** + GST 18% applicable.

Honorary Members

NIL

Association Members

Rs. 25,000/-

Explanation: An association membership shall terminate on the expiration of a period of fifteen years or on the winding-up, dissolution, liquidation of the entity, whichever is earlier unless renewed in accordance with the terms and conditions of renewal existing at that time.

** + GST 18% applicable.

Long-term Members

Any individual, business or professional firm or a partnership firm, private limited company or public limited company including a public sector undertaking or a co-operative society : Rs. 25,000/-

Explanation: A long-term membership shall terminate on the expiration of a period of ten years or on the winding-up, dissolution, liquidation of the entity, whichever is earlier unless renewed in accordance with the terms and conditions of renewal existing at that time.

** + GST 18% applicable.

Life Members

Any individual, business or professional firm or a partnership firm, private limited company or public limited company including a public sector undertaking or a co-operative society: Rs. 50,000/- + GST

Explanation: A life membership shall terminate on the death of the individual or in case of any other entity on the expiration of a period of forty years or the winding-up, dissolution, liquidation of that entity, whichever is earlier unless renewed in accordance with the terms and conditions of renewal existing at that time.

PRESIDENTS



Arvind Mafatlal

Arvind Mafatlal | 1966-1969



Naval Tata

Naval Tata | 1969-1971



Ramkrishna Bajaj

Ramkrishna Bajaj | 1971-1972



S. P. Godrej

S. P. Godrej | 1972-1974



P. A. Narielwala | 1974-75



Y. A. Fazalbhoy | 1975-77



Harish Mahindra | 1977-1983



F. T. Khorakiwala | 1983-1987



J. N. Gujdar | 1987-1990



Nalin Visannaji | 1990-1992



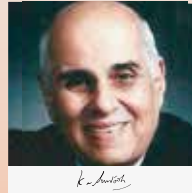
A. H. Tobaccowala | 1992-1996



Shekhar Bajaj | 1996-1998



A. S. Kasliwal | 1998-2000



K. N. Suntook | 2000-2002



V. S. Palekar | 2002-2004



V. B. Haribhakti | 2004-2006



Dinesh Parekh | 2006-2008



Ramesh. K. Dhir | 2008-2010



Suresh Goklaney | 2010-2012



Hoshang Billimoria | 2012-2014



Shyamniwas Somani | 2014-2016



Shekhar Bajaj | 2016



Kalpana Munshi | 2016-2018



Swapnil Kothari | 2018-2024

EXECUTIVE COMMITTEE 2022-2024



BHALCHANDRA BARVE



PRAMOD SHAH



NIKI HINGAD
CHAIRPERSON,
FINE ARTS COMMITTEE



BHUPENDRA CHHEDA



RITESH BHATIA



KIREN SRIVASTAV
CHAIRPERSON,
CONSUMER FILM FESTIVAL
AND PROGRAMMES COMMITTEE



ASHA IDNANI
CHAIRPERSON,
CONSUMER GRIEVANCES
REDRESSAL COMMITTEE



SANDEEP SHAH



ASHOK BHANSALI



NIRALI BHATIA



PAYAL KOTHARI



KAVITA AGARWAL
CHAIRPERSON (KOLKATA CHAPTER)



RICHA SHAH
(KOLKATA)



MEGHANA MALKAN

INVITEES 2022-2024



PRABLEEN BAJPAI
(CHANDIGARH)



LEENA GUPTA



BHARAT BAGLAA
(KOLKATA)



SONAL CHORARIA
(KOLKATA)



**DR. SAMEERA
DESAI GUPTA**



CAPT. SHAMIM KARWA



POOJA SINGHI



**DR. GEETA SAJID
FAZALBHOY**



MENAKA DEORAH



DR. BINDU STALEKAR



DR. KARISHMA KIRTI



**DR. PRIYANKA
BAJORIA GUPTA**



**RUCHITA MEHTA
CHHEDA**



POOJA RAISURANA



ISHIKA SONI
(STUDENTS CHAPTER)



DR. YATRI THACKER



RADHIKA DALMIA
(KOLKATA)



ANURADHA KAPOOR
(KOLKATA)



VAYJAYANTI PUGALIA
(KOLKATA)



NEHA RANGLANI



AARATI SAVUR



DR. VASAVI ACHARIYA
(GUWAHATI)



BHAVIKA KOTHARI
(BANGALORE)



REKHA NAHAR



SUCHI AGARWAL
(KOLKATA)



SEEMA KAPADIA



VIVAAN HINGAD
(STUDENTS CHAPTER)



DR. JAYA GADE
DEPUTY DIRECTOR OF
RAMKRISHNA BAJAJ CFBP- CONSUMER
EDUCATION AND TESTING CENTRE.



LOPAMUDRA MANDAL
(KOLKATA)



PRACCHI MEHTA



SIMONE KHAMBATA



JINIA PANDE
(KOLKATA)