



Council For Fair Business Practices

April 2016

NEWSLETTER



Message from the President



The Council for Fair Business Practices (CFBP) started on 2nd October 1966 recognizes Indian Business Entrepreneurs who strive to create an environment where business confidence is built through ethical business practices, high business standards, and prompt, efficient & friendly service; thus providing complete satisfaction to consumers & other stakeholders.

It is proud privilege for me to lead the CFBP for the year 2016.

CFBP strives to spread its message and create awareness about Fair Business Practices among Businessmen and Associations through Talks, Workshops, Seminars, Publications, Audio Visual Presentations & Media, in order to maintain the highest ethical standards in business and trade.

This year CFBP is completing 50th year and we are planning to come out with big plans so that we can continue to serve the consumer even better.

Together with our collective vision & mission, we shall take CFBP to even greater heights during its Golden Jubilee Year.

Shekhar Bajaj
President



Seminar on "Police and You – Know your Rights" On Thursday, 18th February, 2016, at 6.00 p.m. at IMC

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How to Save Water

1. Never put water down the drain when there may be another use for it such as watering a plant or garden, or cleaning.
2. Verify that your home is leak-free, because many homes have hidden water leaks. Read your water meter before and after a two-hour period when no water is being used. If the meter does not read exactly the same, there is a leak.
3. Repair dripping taps by replacing washers. If your tap is dripping at the rate of one drop per second, you can expect to waste 2,700 gallons per year which will add to the cost of water and sewer utilities, or strain your septic system.
4. Check for toilet tank leaks by adding food colouring to the tank. If the toilet is leaking, colour will appear within 30 minutes. Check the toilet for worn out, corroded or bent parts. Most replacement parts are inexpensive, readily available and easily installed. (Flush as soon as test is done, since food colouring may stain tank.)
5. Avoid flushing the toilet unnecessarily. Dispose of tissues, insects and other such waste in the rubbish bin rather than the toilet.
6. Take shorter showers. Replace you showerhead with an ultra-low-flow version. Some units are available that allow you to cut off the flow without adjusting the water temperature knobs.
7. Use the minimum amount of water needed for a bath by closing the drain first and filling the bath only 1/3 full. Stopper bath before turning water. The initial burst of cold water can be warmed by adding hot water later.
8. Don't let water run while shaving or washing your face.

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Brush your teeth first while waiting for water to get hot, then wash or shave after filling the basin.

9. Retrofit all wasteful household taps by installing aerators with flow restrictors.
10. Operate automatic dishwashers and clothes washers only when they are fully loaded or properly set the water level for the size of load you are using.
11. When washing dishes by hand, fill one sink or basin with soapy water. Quickly rinse under a slow-moving stream from the tap.
12. Store drinking water in the refrigerator rather than letting the tap run every time you want a cool glass of water.
13. Do not use running water to thaw meat or other frozen foods. Defrost food overnight in the refrigerator or by using the defrost setting on your microwave.
14. Kitchen sink disposals require lots of water to operate properly. Start a compost pile as an alternate method of



disposing food waste instead of using a garbage disposal. Garbage disposals also can add 50% to the volume of solids in a septic tank that can lead to malfunctions and maintenance problems.

15. Consider installing an instant water heater on your kitchen sink so you don't have to let the water run while it heats up. This will reduce heating costs for your household.
16. Insulate your water pipes. You'll get hot water faster plus avoid wasting water while it heats up.
17. Never install a water-to-air heat pump or air-conditioning system. Air-to-air models are just as efficient and do not waste water.
18. Install water softening systems only when necessary. Save water and salt by running the minimum amount of regenerations necessary to maintain water softness. Turn softeners off while on vacation.
19. Check your pump. If you have a well at your home, listen to see if the pump kicks on and off while the water is not in use. If it does, you have a leak.

20. When adjusting water temperatures, instead of turning water flow up, try turning it down. If the water is too hot or cold, turn the offender down rather than increasing water flow to balance the temperatures.

21. If the toilet flush handle frequently sticks in the flush position, letting water run constantly, replace or adjust it

Saving Water Outdoors

22. Don't over-water your lawn. As a general rule, lawns only need watering every 5 to 7 days in the summer and every 10 to 14 days in the winter. A hearty rain eliminates the need for watering for as long as two weeks.
23. Water lawns during the early morning hours when temperatures and wind speed are the lowest. This reduces losses from evaporation.
24. Don't water your street, driveway or sidewalk. Position your sprinklers so that your water lands on the lawn and shrubs... not the paved areas.
25. Install sprinklers that are the most water-efficient for each use. Micro and drip irrigation and soaker hoses are examples of water-efficient methods of irrigation.
26. Regularly check sprinkler systems and timing devices to be sure they are operating properly. It is now the law that "anyone who purchases and installs an automatic lawn sprinkler system MUST install a rain sensor device or switch which will override the irrigation cycle of the sprinkler system when adequate rainfall has occurred." To retrofit your existing system, contact an irrigation professional for more information.



27. Raise the lawn mower blade to at least three inches. A lawn cut higher encourages grass roots to grow deeper, shades the root system and holds soil moisture better than a closely-clipped lawn.

28. Avoid over-fertilising your lawn. The application of fertilisers increases the need for water. Apply fertilisers that contain slow-release, water-insoluble forms of nitrogen.
29. Mulch to retain moisture in the soil. Mulching also helps to control weeds that compete with plants for water.
30. Plant native and/or drought-tolerant grasses, ground covers, shrubs and trees. Once established, they do not need to be watered as frequently and they usually will survive a dry period without any watering. Group plants together based on similar water needs.
31. Do not hose down your driveway or sidewalk. Use a broom to clean leaves and other debris from these areas. Using a hose to clean a driveway can waste hundreds of gallons of water.
32. Outfit your hose with a shut-off nozzle that can be adjusted down to fine spray so that water flows only as needed. When finished, "Turn it Off" at the tap instead of at the nozzle to avoid leaks.
33. Use hose washers between spigots and water hoses to eliminate leaks.
34. Do not leave sprinklers or hoses unattended. Your garden hoses can pour out 600 gallons or more in only a few hours, so don't leave the sprinkler running all day. Use a kitchen timer to remind yourself to turn it off.
35. Check all hoses, connectors and spigots regularly.
36. Consider using a commercial car wash that recycles water. If you wash your own car, park on the grass to do so.
37. Avoid the installation of ornamental water features (such as fountains) unless the water is recycled. Locate where there are mineral losses due to evaporation and wind drift.
38. If you have a swimming pool, consider a new water-saving pool filter. A single backflushing with a traditional filter uses from 180 to 250 gallons or more of water.
42. Patronise businesses that practice and promote water conservation.
43. Report all significant water losses (broken pipes, open hydrants, errant sprinklers, abandoned free-flowing wells, etc.) to the property owner, local authorities or your Water Management District.
44. Encourage your school system and local government to help develop and promote a water conservation ethic among children and adults.
45. Support projects that will lead to an increased use of reclaimed waste water for irrigation and other uses.
46. Support efforts and programs to create a concern for water conservation among tourists and visitors to our state. Make sure your visitors understand the need for, and benefits of, water conservation.
47. Encourage your friends and neighbours to be part of a water conscious community. Promote water conservation in community newsletters, on bulletin boards and by example.
48. Conserve water because it is the right thing to do. Don't waste water just because someone else is footing the bill such as when you are staying at a hotel.



49. Try to do one thing each day that will result in a savings of water. Don't worry if the savings is minimal. Every drop counts. And every person can make a difference. So tell your friends, neighbours and co-workers to "Turn it Off" and "Keep it Off".

General Water Saving Tips

39. Create an awareness of the need for water conservation among your children. Avoid the purchase of recreational water toys that require a constant stream of water.
40. Be aware of and follow all water conservation and water shortage rules and restrictions that may be in effect in your area.
41. Encourage your employer to promote water conservation at the workplace. Suggest that water conservation be put in the employee orientation manual and training program.



Seminar on “Police and You – Know your Rights” “Presentation of CHRI’s Virtual Police Station”

On Thursday, 18th February, 2016, at 6.00 p.m.

Venue : Babubhai Chinai Committee Room, Indian Merchants' Chamber, Churchgate, Mumbai.



GOT A COMPLAINT?

We're here to help you

Please contact us with all the details and supporting documents. Our Consumer Grievances Redressal Committee, headed by Ms. Asha Idnani, will help you in securing redressal of your grievance/complaint.

Our Legal Cell meets, on the 2nd & 4th Saturdays of every month. Leading consumer lawyer, Mr. Anand Patwardhan, heads the Legal Cell. Retd. Justice Sam Variava is on the Consumer Grievances Redressal Panel.

Send your complaint to:

Council for Fair Business Practices, Great Western Building 130/132, S. B. Road, Mumbai - 400 023.

Tel: 2288 5249/2284 2590 • Fax: 2284 4783

Email: cfbpoffice@gmail.com/cfbp@mtnl.net.in

Website: ccrc.in/cfbp.org.

ATTENTION

All complaints will also be posted on the CFBP website and the respective companies will be given an opportunity to respond. They will be graded on the speed and nature of their responses.



Mr. Jwala Singh, Mumbai Vs NIIT, Mumbai

Mr. Jwala Singh joined NIIT institute in the August 2013 for 2 year GNIIT COURSE and 1 Year internship. But the institute took 2 years to finish just 2 semesters i.e. half of the complete portion, due to shortage of faculty. At last there was no faculty for 3rd semester. After waiting for 2 months he was told to take transfer to other institute. So he decided to leave NIIT and take refund. He filled the refund form on 7th July 2015. He was told that the refund process will take one to one and half months and will get the refund within 2months. But almost 5 months gone, the refund was not processed. As there was delay in refund Mr. Singh lodged a complaint at CFBP.

CFBP took up the matter and got a positive response.

The Complainee wrote:

“Thank you for your help, NIIT has refunded my fees by cheque. Once again thank you for help.” Thanks once again.”



Mr. Sohil Sarkazi, Vapi Vs IFB Industries Limited, Goa

Mr. Sohil Sarkazi had raised a service request for non-working of washing machine. He was misguided and not given a solution in committed time period despite various reminders and follow-ups over email. IFB customer care agency from Gujarat and the factory people did not help him sort the matter in said time. Left with no alternative Mr. Sohil lodged a complaint at CFBP.

CFBP took up the matter and got a positive response.

The Complainee wrote:

“Below complaint is resolved, same has been confirmed with customer Mr. Sohil Sarkazi”.



Mr. A C Sekhar, Hyderabad Vs IFB Industries Limited, Goa

Mr. Sekhar purchased a dishwasher of IFB brand. But after delivery, when technician came for demo, he found it was damaged at the door. He was told that it is a small damage and will be rectified.

After many calls, the company replaced the machine instead of rectifying it. But another problem raised. For the old machine he had purchased a new inlet pipe. But during replacement, they have taken away that pipe along with the machine. Also, note that the person who came for demo filled the old machine with two boxes of salt detergent and liquid detergent (which also purchased) though they knew the condition of machine. He called the customer care and told about this. He requested IFB to return the things he had purchased. But they were not responding properly and were not sending anyone. Mr. Sekhar lodged a complaint at CFBP.

CFBP took up the matter and got a positive response.

The Complainee wrote:

“Thank you very much for solving my problem of my complaint no. 0057070/2015. Thanks for offering such a website for costumers”.



Mr. Ritesh Ramaiah, Pune Vs Tata Sky Ltd., Pune

Tata Sky deducted money from Mr. Ritesh's account without his consent. When he complained about it their executives lied about it saying that they had informed which they hadn't. Mr. Ritesh asked for a refund and lodged a complaint at CFBP.

CFBP took up the matter and got a positive response.

The Complainee wrote:

“Thank you very much for the action taken. I'd like to take back my complaint as the customer service execute called and apologised for what had happened with my account.”

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Council for Fair Business Practices

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