



COUNCIL FOR FAIR BUSINESS PRACTICES

Our Mission

"We shall promote the highest ethical practices, by business & professionals,  
in order to Provide complete satisfaction to consumers & other stakeholders."



# CFBP TIMES

## GOLDEN JUBILEE CELEBRATIONS

21<sup>st</sup> September 2016



CFBP Executive Core Committee with Founder Members

L to R : Asha Idnani, Yash Birla, Adi Godrej, Mr. Madhav Apte, President Kalpana Munshi,  
Vishnubhai Haribhakti, Swarn Kohli, Radhika Nath.

Second Row L to R : Bipin Kapadia, Shrikant Soman, Swapnil Kothari, IPP Shekhar Bajaj, Chief Guest Piyush Goyal,  
Rahul Bajaj, Mr. Rajiv Poddar, Habil Khorakiwala, Nirmal Bhogilal, Mukund Rajan and R. r. Likhite

The Council for Fair Business Practices (CFBP) was set up in late 1966 by a group of Eminent Businessmen such as Mr. J.R.D. Tata, Mr. Ramkrishna Bajaj, Mr. Ashok Birla, Mr. Arvind Mafatlal, Mr. S. P. Godrej, Mr. Harish Mahindra, Mr. Naval Tata, & others. The main objective was to have a self – regulatory body of businessmen so as to protect the interests of the consumers by ensuring that businessmen follow Fair Business Practices. It serves as bridge between the Consumers & Manufacturers. It caters to both manufactured products & service sector.

CFBP organizes various seminars, Consumer Educational Talks, Panel Discussions on Consumer Awareness Programs, Quiz Contests in Corporates, Schools & Colleges, The Food Testing Centre at SNTT carries out Chemical & Microbiological analysis of Food Products, Redressal of Consumer Grievances, Organize Jamnalal Bajaj Uchit Vyavahar Awards Function to recognize the efforts of Businessmen & to confer on the most deserving applicants from Manufacturing, Trade & Service Enterprises & Charitable Associations with an outstanding record of promoting Fair Business Practices.



Past Presidents of CFBP

L to R: Mr. Shyamniwas Somani, Mr. Shekhar Bajaj, Mr. Suresh Goklaney, Mr. Ramesh Dhir & Mr. Vithal Palekar with Chief Guest Mr. Piyush Goyal & President Mrs. Kalpana Munshi.



L to R : Vice President Mr. Shrikant Soman, Mr. Adi Godrej, President Mrs. Kalpana Munshi and Mr. Swapnil Kothari



सत्यमेव जयते

## प्रधान मंत्री Prime Minister



### MESSAGE

I am happy to learn that Council for Fair Business Practice is celebrating its Golden Jubilee and releasing a Coffee-Table book and souvenir on 21st September, 2016.

On this occasion, I extend my best wishes for the success of the event.

New Delhi  
09 September, 2016

(Narendra Modi)





## **“ Piyush Goyal’s Speech (Excerpts)”**

My Rotarian brothers and sisters,

I myself am a Rotarian but a little truant one at that. I don’t get to attend too many Rotary Functions these days, and all the distinguished Advisory Board members and the new Executive Committee members, my hearty congratulations and best wishes to all of you in the two years ahead, in which you have to bear the very very important responsibilities that this new role brings to your shoulders. But seeing the quality of participants in this team, I have absolutely no doubt that each one of you will both contribute and

successfully steer this organization in the days to come. Really – really great to see an organization completing 50 glorious years in the service of consumers and, to my mind, “Consumer is King”. This is something which Mahatma Gandhi had articulated many years ago, something which I was just reading in your Souvenir. The Bajaj Family has also beautifully brought our when they say there are 7 things that will destroy us – wealth without work, pleasure without conscience, knowledge without character, religion without sacrifice, science without humanity, politics without principle and business without ethics. And I must say that it’s delightful to see that 50 years ago, such doyens of Indian Industry and each one of them almost household name for all of us. And the fact that they all came together on a platform to build what has over the last 50 years been at the vanguard of Fair business practices, of ethics in business and of consumer protection. And the fact that they could recognize the importance of protecting consumer interests 20 years before India came up with the Consumer Protection Act 1986. It shows the vision, the foresight and the concern for the consumer by all these wonderful individuals the TATAs, and the Mafatlals and the Khurakiwalas, and the Bajaj family.

It’s truly great to see that at that point of time and as was rightly pointed out the economy was full of shortages, being a country of surpluses was a very rare and an almost impossible thing to imagine in the 1960s. In fact, the organization started, I am told, as the Fair Trade Practices Association and rightly on the 2<sup>nd</sup> of October 1966 – the father of Nation’s birthday – and I think there could not have been a more fitting tribute to him than setting up an organization to respect the consumer’s rights, the consumer’s demand and what is fair for the consumers. So my congratulations to all the founders who are here today with us and all the past presidents and all the people who have been associated with the organization over 50 years. So I really wanted to pay my respects and acknowledge the huge contribution that all of you gentlemen and ladies have done for Mumbai for the consumers and for Indian business as a whole. Because ultimately the credibility of business is very closely linked with the customer satisfaction or the service that we give to customers. After all, what are brands, one can do a lot of advertising and one can, what is that building trust, what was that, inspiring trust and PR and family, we can do all advertisement but if the customer is unhappy and we don’t make the customer happy, I suspect we are never going to be able to really get that kind of a brand loyalty, that kind of brand acceptance that any amount of slogans or advertising can do.

In fact, we all talk about Chanakya Neeti, we discuss Kautilya, we look at finding parallels from Kautilya’s books about what’s happening in public life and politics but probably many people don’t realize that the Arth Shashtra that Kautilya wrote spoke very extensively about consumer rights. There are reference to consumer protection against exploitation by traders with respect to quality, with respect to weights and measures, with respect to adulteration of goods. And in those days, talking of the Mauryan times, it was compulsory to buy measures for weighing products from a superintendent of weights and measures. So if India could be so conscious so many centuries ago about consumer rights and consumer protection and you also had in that Arth Shashtra Kautilya has described in great detail methods by which merchants often cheat consumers. I’m delighted that the code of conduct for business and the



norms for ethical practices that the CFBP has articulated over the years and the dedication with which you have worked to safeguard the interests of Consumers and meeting Consumers' interest all the way is something to be proud of, something which we all hope you will continue to take forward in the years to come. Any support that we from the government can give we would certainly be delighted to participate in. In fact, when you talk about shortages and the fact that consumer interest is best protected then there is sufficient availability of products, maybe I can relate to something of my own ministry over the years for 6 or 7 decades after independence I think all of us had got very used to a country of power shortages and coal shortages and by and large coal was like a black gold or something which was very precious for most people.

Today there is a situation and I remember I had just become a minister in May of 2014, somewhere around August Rahul Bhai I was sitting with my whole Coal India management team at The Ashoka Hotel in Delhi, we were sitting and it was about midnight in a August evening when I literally wrung my hair and I said my god we just can't sort out this problem till Coal India produces a billion tons, and it was just an off-the-cuff remark I had not thought of it also, company was still in the half a billion ton range and I just out of sheer frustration for all the complaints that I was getting out of those shortages said we need to aggressively plan for a billion tons and I remember I was criticized a lot both in parliament and outside parliament. An illustrious predecessor of mine who had been Power Minister before me in a debate in Parliament when we were bringing out the new law for transparent auction of coal blocks actually told me look you are a rookie, you are just new in this field, we've run government for 10 years we know it better, and here you're talking of a billion tons do you realize it will need 8% growth every year if you want to produce a billion tones and make this country coal surplus. And I remember that debate happened in December of 2014 and when I went back to Parliament in March of 2015 I was happy to share with him that maybe we didn't do 8% in our first year we have done 6.9% growth in the first year and then we followed it up with 8.6% in the year 2015-16. And *maine us August ki meeting me actually us time ke Director Marketing Mr. Saxena Ko kaha tha, Saxenaji 1.5 sall baad aap katora leke sab jagah jaoge koyla bechne ke liye*. And literally that is the situation today, I have more meetings in my office what to do to sell coal faster and I am delighted I have just got a message while I was sitting there and looking up my recent messages, the coal secretary has just sent me a message that they have drawn up an entire program to see how we can completely eliminate import of coal by any state government or state DISCOM in the next three or four months.

And this government I promise, ladies and gentlemen, is committed that in every product in this country should have sufficient stock, sufficient availability and that would be the day when consumers can demand the highest standards of quality, the highest standards of Consumer service. And I am very confident that given the intense monitoring and effort that the CFBP will do, together we can make this happen, we can ensure that consumer interest is protected, consumers get what they deserve at a fair price of good quality at the right time.



**President Kalpana Munshi (Right) & IPP Shekhar Bajaj (Right) with Chief Guest Hon'ble Shri Piyush Goyal, Minister of State (Independent Charge) for Power, Coal, New & Renewable Energy & Mines, Govt. of India.**



## From the Desk of President

### Together we shall create wonders

As the dawn of this new CFBP year has set in, as the first woman President of this very prestigious organization, I have great responsibilities reposed on my shoulders. With the responsibilities comes the challenge and an opportunity and there is no doubt that with the skilful application of everybody's mind and my dedicated team the task is not daunting – we shall achieve our goals by dedicating ourselves in the services of the consumer fulfilling the mission of Council for Fair Business Practices.

Today I am highly honored & thankful to CFBP for reposing their Trust in Me and choosing me as their leader.

#### **Our Mission is –**

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

Today we are celebrating this Golden Jubilee Year and are standing together because 36 Great Leaders like Mr. J.R.D. Tata, Mr. Ramakrishna Bajaj, Mr. S. P. Godrej, Mr. Harish Mahindra & Mr. Ashok Birla & other eminent personalities decided to come together, to create for the first time a path breaking platform that gave the customer the power to protect his rights and interests on 2<sup>nd</sup> October, 1966.

For 50 long years 24 leaders as President of CFBP have lead this organization tirelessly, to address the issues of consumers across the country and has brought it to this great height.

CFBP is looking ahead and embracing technology.

We have a very ambitious agenda for the coming year as we wish to educate all young & old on consumer awareness for their total benefit & take the consumer movement to the peak heights.

Every person can be creative & so all of you should participate. Respect, trust & admire your own thoughts.

Let all CFBP Members come together and work together to be the Gift to the Consumer World Today, Tomorrow, & Always. Togetherness brings about Progress. If you want to make beautiful Music, you must play the black and the white notes together.

Remember the old age saying “United we stand – Divided we shall fall”.

Friends –

“Coming Together is the Beginning.

Staying Together is Progress.

Working Together is Success.” – Henry Ford.

Together we shall achieve More & Together we are Going to be Winners as I believe,

Working Together Can Create Wonders.



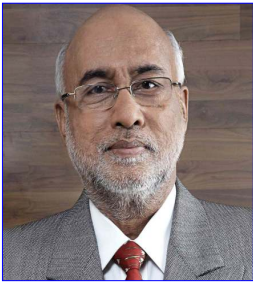
Team 2016-2018



# CFBP TIMES

1966-2016

## CORE TEAM 2016-2018



Immediate Past President  
Mr. Shekhar Bajaj



Vice President  
Mr. Shrikant Soman



Hon. Treasurer  
Mr. Anand Patwardhan



President  
Mrs. Kalpana Munshi



Hon. Secretary  
Mr. Bipin Kapadia



Mr. Vineet Bhatnagar



Mr. Swapnil Kothari



## Past Presidents



Shyamniwas Somani



Hoshang Billimoria



Suresh Goklaney



Ramesh Dhir



V. B. Haribhakti



V. S. Palekar



K N Suntook

## Executive Committee Members



Sushil More



Indrani Malkani



Niranjn Jhunjhunwala



Sureshkumar Agarwal



Pramod Shah

# Invitee Members



Anita Shantaram



Asha Idnani



Renuka Gopalkrishnan



Gool Ghadiali



Ashwinkumar Shetty



Bhupen Chheda



Lata Jha



Swarn Kohil



Shelly Gupta



Padmakar Nandekar



Sampath Iyengar



Bhalchandra Barve



Vikesh Wallia



Chandrashekhar Kolvekar



Gopal Mandhania



Prafull Sharma



Madhu Menon



## CFBP GOLDEN JUBILEE CELEBRATIONS



President Kalpana Munshi with Mr. Yash Birla



Chief guest Mr. Piyush Goyal felicitating the out going President Mr. Shekhar Bajaj



Mr. Piyush Goyal felicitating the past president Mr. Ramesh Dhir



Mr. Piyush Goyal felicitating the past president Mr. Shyamniwas Somani



L to R : Mr. Shekhar Bajaj, Mr. Piyush Goyal, Ms. Kalpana Munshi Mr. Vineet Bhatnagar releasing the Golden Jubilee Souvenir



L to R : Ms. Dolly Thakore, Ms. Kalpana Munshi, Mr. Yash Birla, Mr. Raj Purohit and Ms. Chandrakanta Goyal



Mr. Piyush Goyal felicitating the founder Mr. Vishwajit Dahanukar



Mr. Piyush Goyal felicitating the founder Mr. Madhav Apte



## CFBP GOLDEN JUBILEE CELEBRATIONS



Mr. Piyush Goyal felicitating the first lady President Ms. Kalpana Munshi



Mr. Piyush Goyal felicitating the founder Mr. Yash Birla



Mr. Piyush Goyal felicitating the founder Mr. Adi Godrej



Mr. Piyush Goyal felicitating the founder Mr. Rahul Bajaj



From L to R : Mr. Sushil More, Ms. Kalpana Munshi, Mr. Rahul Bajaj and Mr. Niranjana Jhunjhunwala



Mr. Piyush Goyal felicitating Mr. R. R. Likhite on behalf of Arvind Mafatlal group



Mr. Piyush Goyal felicitating the founder Mr. Rajiv Podar



Mr. Piyush Goyal felicitating the founder Mr. Nirmal Bhogilal



## CFBP GOLDEN JUBILEE CELEBRATIONS

CFBP is a nonprofit organization & primarily relies on the support of its members.

As we joined the bandwagon & the fan free of the Council for Fair Business Practices, celebrating its golden jubilee, we are overcome with nostalgia as we go down the memory lane, re-living the deeds of the not too distant past.

We recall how 50 years ago on 2<sup>nd</sup> October 1966 the Gandhi Jayanti Day, Shri. J. R. D. Tata with a vision innate to his character propounded the responsibilities and obligations of the Trade & Industry to the Consumer. As the outcome of his appeal to the business fraternity to build a bridge of understanding between the manufactures and the consumers was born, FAIR TRADE PRACTICES ASSOCIATION.

Golden Jubilee Function was held on 21<sup>st</sup> September 2016 in the presence of eminent people from the House of Tata's – Dr. Mukund Rajan, Mr. Rahul Bajaj, Mr. Yash Birla, Mr. Adi Godrej, The Dahanukars – Mr. Dilip & Mr. Bharat Dahanukar, The Mahindras – Radhika Nath, The Mafatlal – Mr. Hrishikesh Mafatlal, The Poddars – Mr. Rajiv Poddar, Mrs. Swarn Kohli, Mr. Vishnubhai Haribhakti & Mr. Madhav Apte.

The function earmarked the significance of CFBP in today's challenging times, where the “Consumer being the King” presents a challenge to the “Corporate World” every single day.

The Fair Business Practices Movement started by the 36 Founders was indeed “Visionary” in the sense that their predecessors saw ahead of their times, and ensured that they shall be the torch bearers in riding our 24 Past Presidents from 1966 till today.

This event would not have been possible but for the whole hearted generosity of the Founders & the encouragement of Past Presidents who attended the Golden Jubilee Celebrations with their families & made CFBP a special place which motivated one & all for a better tomorrow.

The support of the Founders in the years to come shall propel CFBP to carve a niche for itself and ensure that it shines as a beacon light for the underprivileged in addressing their issues by entrenching “Fair Practices” and “Ethical Governance” in the Corporate arena.

All the Founders & the Past Presidents were honored with special lanterns for their leadership and continuous support at the hands of Chief Guest Mr. Piyush Goyal, Minister of State (Independent Charge) for Power, Coal, New & Renewable Energy & Mines, Govt. of India.



Mr. Shekhar Bajaj was appointed as the Chairman of the prestigious CFBP Advisory Board of Eminent People.



L to R : Members of Prestigious CFBP Advisory Board - DG 3142 Rtn. Chandrashekar Kolvekar, Rtn. Indu Shahani, Member of Parliament Mr. Y. P. Trivedi, IPP Mr. Shekhar Bajaj, Chief Guest Hon'ble Minister Mr. Piyush Goyal, First Lady President of CFBP Mrs. Kalpana Munshi, Mrs. Rajalakshmi Rao, Rtn. Dolly Thakore & Rtn. Ram Gandhi.

President announced the twelve committees are formed & twelve Chairmen & Co-Chairmen are appointed.



President thanked the Staff for their dedicated services towards the Golden Jubilee Celebrations.



Staff of CFBP : L to R – Mr. Sanjay, Mrs. Divya Nair, Mr. Uday, Mrs. Madhuri Hande, Mrs. Mamta Thakkar with IPP Shekhar Bajaj, Chief Guest Mr. Piyush Goyal & President Mrs. Kalpana Munshi



## First Executive Meeting Golden Jubilee Celebrations

Mr. Shekhar Bajaj, Immediate Past President honoured Mrs. Kalpana Munshi with CFBP Lantern, as a First Lady President of CFBP.



President expressed her feelings for Mr. Bajaj, EC and Invitees Members Present.

She Said – “You are all just wonderful. Just be my strength always.”

President stated and announced three cheers for Mr. Shekhar Bajaj who has carried the legacy of Mr. Ramkrishna Bajaj through his continued participation in the organization.

The success of Golden Jubilee was celebrated by cutting the cake at the hands of Immediate Past President Mr. Shekhar Bajaj, for which President honoured Mr. Shekhar Bajaj with a bouquet of flowers.



Funds were raised during the Golden Jubilee Function.

Mr. Bhupen Chheda became a Gold Donor by contributing Rs. 10,00,000/-. He presented cheques for the same.



# CFBP GOLDEN JUBILEE

CFBP joins hands with Rotary International.

CFBP has joined hands with Rotary International District 3141 & 3142 for Fair Health Care Awareness Program & other areas of Consumer Educational Programs. A Fair Health Care Practices pledge has already been signed and adopted by the heads of leading Mumbai Hospitals such as P. D. Hinduja Hospital, Breach Candy Hospital, Jaslok Hospital, Bhatia Hospital, Nanavati Hospital, Maseena Hospital, Saifee Hospital & Many More.



Tying up with an International Organization like Rotary International has created a wider platform for CFBP as it will now have more hands to support the mission & vision of CFBP by reaching out to the wider groups of Consumers comprising of the children, the young people, the women & the Seniors as at the end of the day they all are our Consumers and,

Consumer is the King.





## CFBP GOLDEN JUBILEE CELEBRATIONS



Mr. Vineet Bhatnagar was the master of Ceremony during the Golden Jubilee Function



Vice President Mr. Shrikant Soman proposed the Vote of Thanks



Chief Guest Mr. Piyush Goyal honored Mr. Mukund Rajan



Mrs. Hoshang Billimoria was honored at the hands of Chief Guest Mr. Piyush Goyal



Mr. Habil Khorakiwala was honored at the hands of Chief Guest



President Kalpana Munshi made her speech about her future plans.



Seated L to R: Mr. Mukund Rajan from Tatas, Mr. Adi Godrej, & Mr. Rahul Bajaj



Seated L to R : Vice Pres. Mr. Shrikant Soman, Hon. Treasurer Mr. Anand Patwardhan and Mr. Vineet Bhatnagar





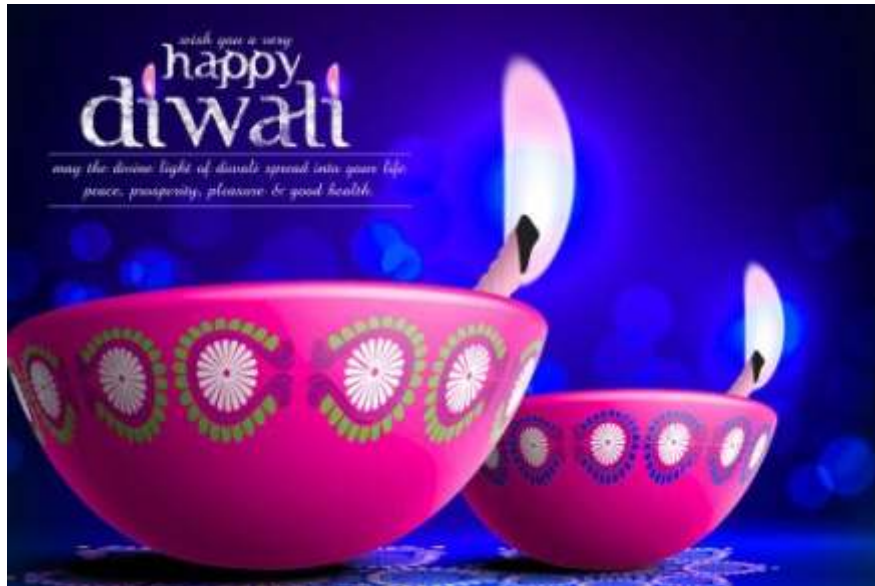
COUNCIL FOR FAIR BUSINESS PRACTICES

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Rotary International  
District 3141 & 3142



*The Festival of Lights is not just a week,  
May the Lord Grant you all that you seek,  
Celebrate this season with a Big Cheer,  
Do also Reach out to those who may have a tear*

*Happy Diwali*

*Kalpana Munshi  
President*

CIN NO: U51900MH1968NPLO13966

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**Applications are invited for**

**CFBP-JAMNALAL BAJAJ AWARDS  
FOR FAIR BUSINESS PRACTICES**

The Awards are conferred every year on business and associations, which display an outstanding commitment to Fair Business Practices. It comprises the prestigious CFBP Trophy and a laudatory Citation.

The Awards are open to all Public/Private Sector, Co-operative Ventures, Service Industries, Partnership and Proprietary business, Federations/ Chambers of Commerce, Trade Association and Charitable organizations from all over India.

The Council for Fair Business Practices (CFBP) is a unique, self regulatory body of business and industry dedicated to upholding the voluntary Code of Fair Business Practices. Formed in 1966, CFBP instituted these Awards in 1988 in memory of the Shri Jamnalal Bajaj to honour those who adhere to Fair Business Practices in the interest of the consumer and the community at large.

All nominations should be received at CFBP office by **15<sup>th</sup> November, 2016**.

For details contact:

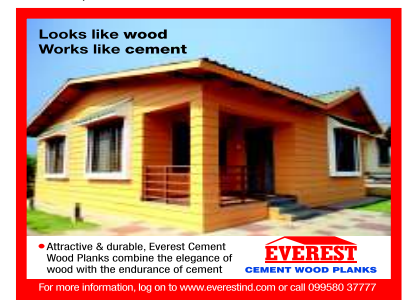
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Web : [cfbp.org](http://cfbp.org) / [www.ccrcc.in](http://www.ccrcc.in)





# SHAPING INDIA'S FUTURE

since  
1897

From agriculture to aerospace, housing to household products and appliances, we touch your life's every day. Driven by virtues of Trust, Quality and Innovation, it is our constant endeavour to make your lives brighter.

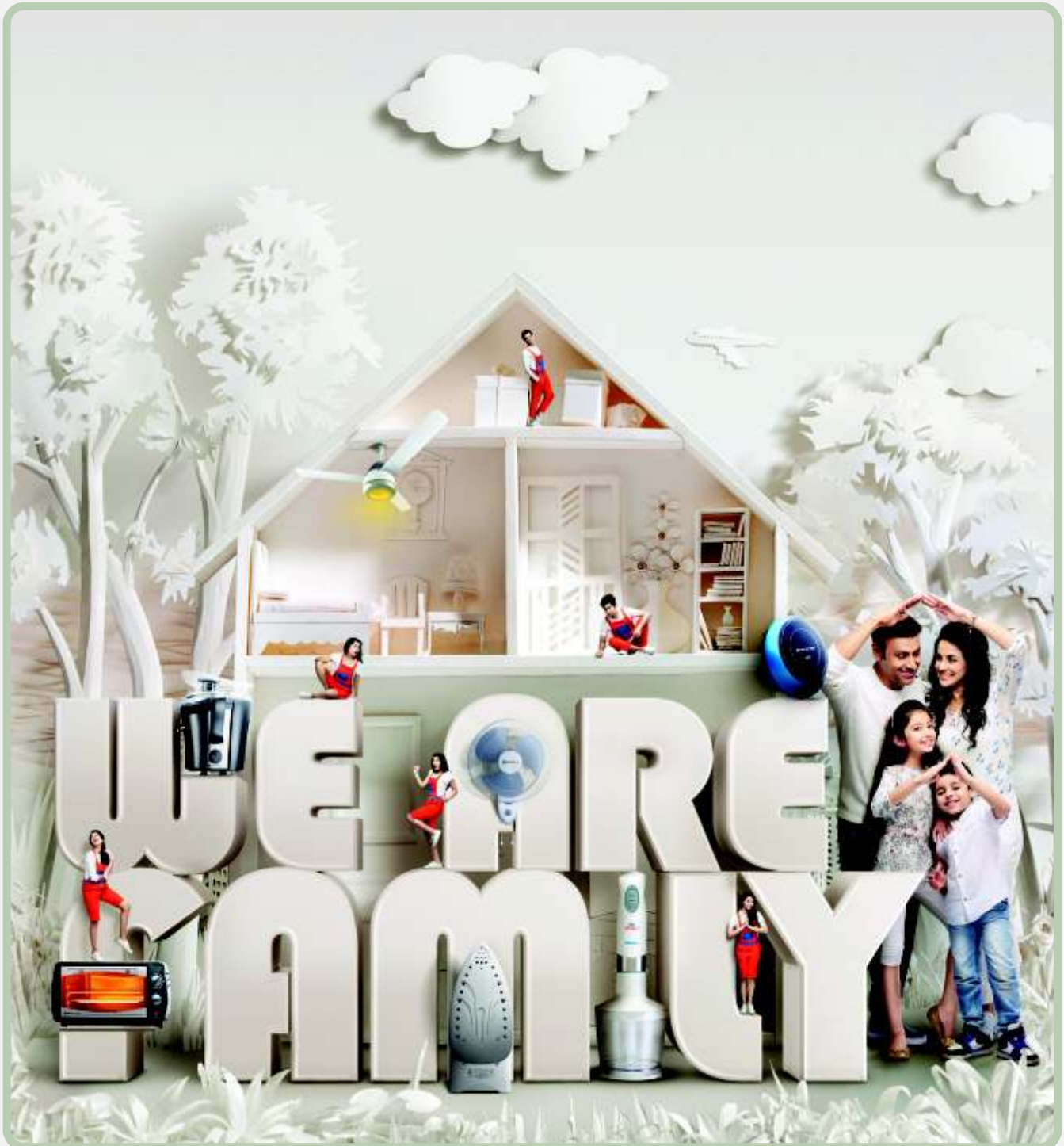
*The time is always right to do what is right.*  
- Martin Luther King



- |   |  |
|---|--|
| <b>1897:</b> Started with manufacturing of locks  | <b>2001:</b> Manufactured Milkmore – an easily digestible cattle feed to increase milk yield   |
| <b>1909:</b> Got the 1 <sup>st</sup> patent approved under the seal of King Edward VII  | Godrej Interio manufactured 13,000 cupboards for UNICEF to support cyclone hit Orissa  |
| <b>1918:</b> Invented a method to make soaps from vegetable oils, with 'zero' animal fat  | <b>2002:</b> Became the 1 <sup>st</sup> and only company in India to make entire refrigerator range 100% CFC, HCFC and FC-free   |
| <b>1952:</b> Launched India's 1 <sup>st</sup> germicidal soap – Cinthol   | <b>2003:</b> Delivered 1 <sup>st</sup> engine for India's Prithvi Supersonic Missiles and high pressure nuclear reactor door for India's Nuclear Programme             |
| <b>1955:</b> Manufactured Asia's 1 <sup>st</sup> typewriter, even before advanced nations like Japan  | <b>2005:</b> Launched India's 1 <sup>st</sup> 5-Star range of refrigerators  |
| <b>1958:</b> 1 <sup>st</sup> Indian company to manufacture refrigerators  | Launched Nature's Basket – India's 1 <sup>st</sup> and fastest growing gourmet retail store  |
| <b>1963:</b> Introduced India's 1 <sup>st</sup> indigenous electric forklift and steel cupboards  | <b>2008:</b> Made significant contribution to India's 1 <sup>st</sup> successful lunar mission – Chandrayaan   |
| <b>1976:</b> Started manufacturing satellite components for ISRO  | <b>2009:</b> Launched Chotukool – India's first refrigerator for the affordable segment  |
| <b>1984:</b> Introduced Good Knight Mats, a new product category in mosquito repellents   | <b>2014:</b> Godrej Consumer Products Ltd. (GCPL) ranked India's 1 <sup>st</sup> and world's 31 <sup>st</sup> in Forbes list of '100 Most Innovative Growth Companies' |
| <b>1990:</b> Launched Godrej Properties, 1 <sup>st</sup> ISO Certified Real Estate Company; 1 <sup>st</sup> Platinum LEED rated company in India and 3 <sup>rd</sup> in the world | <b>2015:</b> Launched world's 1 <sup>st</sup> 7-Star air conditioner with 'zero' Ozone Depletion Potential   |
| <b>1994:</b> Manufactured Vikas Engine for PSLV, India's 1 <sup>st</sup> satellite launched without Russia's help   | Godrej Nature's Basket acquired grocery e-store 'Ekstop.com'   |
| <b>1999:</b> Designed 1 <sup>st</sup> cryogenic engine for Geosynchronous Satellite Launch Vehicle  |  |



Touching **1.1 billion** lives around the globe every day



Through the journey of life, through the good times and the difficult ones, you'll find us by your side. Sometimes like a cool breeze, sometimes with warm food and sometimes straightening out the wrinkles of your everyday life.