

# BHARAT JYOTI

## [ANNUAL REPORT 2012- 2013]

Achievements in the Year 2012-2013

*Contact Us:  
Bharat Jyoti  
46, Dairy Diamond, Kabir  
Marg,Lucknow-226001*

# **Index**

BHARAT JYOTI.....	2
ANNUAL REPORT 2012 – 2013 .....	2
<b>BHARAT JYOTI: CONSUMER EDUCATION AND PROTECTION PROGRAMME.....</b>	<b>2</b>
National Seminar on Consumer Protection in India .....	2
Celebration of World Consumer Day .....	2
Medical Services and Consumer issues conference.....	2
Rural camps in various parts of Uttar Pradesh and Uttarakhand .....	2
World Consumer Day celebration by Ministry of Agriculture .....	2
Conference organized by FICCI cascade.....	3
Consumer Meet of various Telecom Service providers.....	3
Seminar on Policy Holder Protection and Welfare .....	3
Recording of Programme by Gyan Vani .....	3
Seminar on World Standards Day .....	3
CUTS invitation for implementation of national project .....	3
Ombudsman for compliant redressal mechanism .....	3
Comments and recommendation for Consumer Protection (Amendment) Bill, 2011 .....	3
Affiliations with different organizations.....	4
Recommendations to Customer and Telecom Service Providers .....	4
Consumer Protection Council.....	4
<b>BHARAT JYOTI: AWARENESS THROUGH UPBHOKTA FRONT .....</b>	<b>4</b>
Prof. K.V. Thomas wishes goodwill for Upbhokta Front Patrika.....	4
Akhilesh Yadav letter of appreciation .....	4
CREDAI response to Upbhokta Front .....	4
<b>BHARAT JYOTI: CONTRIBUTION TO THE WELFARE OF THE SOCIETY .....</b>	<b>5</b>
Independence Day at Bharat Jyoti Shiksha Kendra .....	5
Republic Day at Bharat Jyoti Shiksha Centre .....	5
Colour Festival Holi .....	5
Bharat Jyoti: Scholarship to the Students .....	5
Annual Day Function in Bharat Jyoti Shiksha Kendra .....	5
Bharat Jyoti Vocational Training Institute.....	5
Mirror Foundation invitation .....	5
Debate competition at Cathedral Auditorium .....	5
Consumer Club working in schools.....	6
Unique initiative: Bharat Shiksha Kendra and Vocational Training Institute.....	6
Towards cleaner environment.....	6
Consumer Helpline success .....	6
Free Dental camp organized in Bharat Shiksha Kendra .....	6
Making Responsible Youth through Summer Training .....	6

# **BHARAT JYOTI**

## **ANNUAL REPORT 2012 – 2013**

---

Bharat Jyoti a consumer and social welfare organization was established in 1986 with an idea and an undertaking of oath to create awareness of Consumers' Rights and Duties among the masses. It's a social and consumer welfare organization, which have enthusiastically dedicated itself to the welfare of humanity in the areas of education, health and social awareness to impart the people of the latest developments in various fields. Its present challenge is to build a reformed society through education ensuing in rejuvenating the human lives, uplifting the deprived as well as equitable sharing in the nation building, in collaboration with all people of goodwill, through their institution and organization.

### **BHARAT JYOTI: CONSUMER EDUCATION AND PROTECTION PROGRAMME**

Bharat Jyoti is a Consumer Advocacy Group that works for the awareness among the consumers. Following are the list of such achievements by the organization in the year 2012-2013:-

#### **National Seminar on Consumer Protection in India**

On 1<sup>st</sup> to 2<sup>nd</sup> February 2012 Bharat Jyoti participated in national seminar on “Consumer Protection in India: The Way Forward” held in Delhi. It was organized by Indian Institute of Public Administration.

#### **Celebration of World Consumer Day**

On the eve of World Consumer Day on 15th March 2013, Bharat Jyoti along with Rotary Club organized a conference in Rotary Community Bhawan at Nirala Nagar, Lucknow. Justice Bhanwar Singh, Director, U.P. Judicial Training and Research Institute was invited as Chief Guest. Programme dealt mainly with consumer awareness with regard to rights and duties. Justice K.C. Bharagav, Vijay Acharya, R.K. Porwal along with others expressed their ideas in the discussion. One of the greatest achievements was issuing of consumer charter on this auspicious occasion.

#### **Medical Services and Consumer issues conference**

On 26<sup>th</sup> September 2012 Bharat Jyoti Consumer Protection Council organized a conference related to medical services and problem suffered by consumers. On the occasion Dean of SGPGI ,Dr U.K. Mishra, Justice K.C. Bharagav, (Bharat Jyoti) Vjay Acharya, (Nursing Home Association) Dr. Rama Srivastava,(Indian Medical Association) Dr. A.M. Khan expressed their views on the occasion .

#### **Rural camps in various parts of Uttar Pradesh and Uttarakhand**

Bharat Jyoti organized consumer awareness camps in various rural and urban places such as Lalganj(Raibareilly), Bakshi Ka Talab(Lucknow),Agra,Gonda(Lakhimpur ),Sitarganj(Uttarakhand),Nainital(Uttarakahnd).Camps made people aware of grievances solution related to telecom , communication , medical, general , banking, education services. It also spread attentiveness about Agmark, BIS (Bureau Indian Standard), ISI and other consumer related education.

#### **World Consumer Day celebration by Ministry of Agriculture**

Bharat Jyoti attended a conference organized by Ministry of Agriculture at Pancham Tal Sector H Aliganj Lucknow.On the event information related to BIS, NPO ,NGO, NIC, Mandi board, Agmark, DME, Naaptol Department and Consumer Forum were conveyed.Mr. G.P. Singh, Senior Technical Director, National Informatics Centre Government of India was invited as chief guest.

## **Conference organized by FICCI cascade**

Bharat Jyoti showed its presence in the conference organized by FICCI cascade an organization of FICCI. Conference was addressed by FICCI's Dr. Arvind Prasad, Custom Commissioner Ajay Dixit, P.C. Jha Advisor FICCI Cascade and other distinguished personality including Vijay Acharaya representing Bharat Jyoti. Theme of the conference was "Consumer Action against Counterfeiting and Smuggling". This event expressed serious concern towards increasing adulteration in food and drugs as well as counterfeiting of consumer products.

## **Consumer Meet of various Telecom Service providers**

Consumer Advocacy group was involved in consumer meet of various telecom providers .Aircel Consumer Meet was organized on 22<sup>nd</sup> December 2012 at Dishnet Wireless Ltd, Ratan Square, Vidhan Sabha Marg, and Lucknow. The meeting was attended by Vijay Acharya, Founder President Bharat Jyoti as the chief guest of the meet. Consumer Advocacy Group of Bharat Jyoti was invited to help in reaching out customers and improving services. Workshop was held at Royal Café Opposite Saharaganj Hazratganj, Lucknow on 14<sup>th</sup> September 2012. Workshop was organized in Meerut at Hotel Crystal Palace on 27<sup>th</sup> September 2012. Workshop was organized by Aircel with the participation of Bharat Jyoti. Besides that consumer meet were organized with MTS,BSNL, Reliance, Idea, Airtel, Aircel, Tata DoCoMo, Vodafone, Uninor, Videocon at various places such as Bhagarmau(Unnao),Gola(Lakhimpur Khiri),Kanpur, Agra, Meerut, Dehradun, Bareilly and other places.

## **Seminar on Policy Holder Protection and Welfare**

Bharat Jyoti attended 3<sup>rd</sup> Seminar on Policy Holder Protection and Welfare on 2<sup>nd</sup> June, 2012 held at Hotel Taj Bengal, Kolkata. Seminar was addressed by Pranab Mukherjee who was then Finance Minister of Government of India. Seminar was organized by IRDA, an insurance regulation authority.

## **Recording of Programme by Gyan Vani**

Mr. Vijay Acharya Founder President Bharat Jyoti was invited to record a programme on 25<sup>th</sup> September 2012 by Gyan Vani, Lucknow (105.6 MHz). Programme dealt mainly with the issue of consumer rights and duties.

## **Seminar on World Standards Day**

Bureau of Indian Standards invited Bharat Jyoti to attend seminar on October 15<sup>th</sup> 2012 on the occasion of World Standards Day. Seminar dealt with the topic "Less Waste, Better Results-Standards Increased Efficiency". It was held at Hotel India, Sapru Marg, Lucknow.

## **CUTS invitation for implementation of national project**

Customer Unity and Trust Society (CUTS) involved in implementation of national project titled "Indian Consumers in the New Age: A Forward Looking Agenda to Address the Concerns of Common People" in partnership with Department of Consumer Affairs invited Bharat Jyoti for attending National Conclave in New Delhi .Discussion and various recommendation were discussed in the conclave with active participation of Bharat Jyoti .Another meet which was held in Chandigarh also proved fruitful in promotion of consumer rights.

## **Ombudsman for compliant redressal mechanism**

Lucknow Branch Office of Bureau of Indian Standards nominated Vijay Acharya Founder Bharat Jyoti as ombudsman for compliant redressal mechanism. BIS were in progress for compliance with ISO 9001 and IS 15700 thus required an Ombudsman.

## **Comments and recommendation for Consumer Protection (Amendment) Bill, 2011**

Bharat Jyoti gave its views and suggestion to Parliamentary Standing Committee on Food, Consumer Affairs and Public Distribution under Shri Vilas Muttemwar, M.P. (Lok Sabha) which was currently examining Consumer Protection Amendment Bill, 2011. Expert comments and recommendation were required by the committee from social organizations.

## **Affiliations with different organizations**

Bharat Jyoti in order to resolve various consumers related disputes have affiliated with various organizations such as TRAI, Consumer Protection Council, Telecom Service Providers, Petroleum Dealers ,Traders organization, Indian Medical Association, U.P. ASSOCHAM, Ministry of Railways, IRDA, BIS, Weights and Measures Board, Nursing Home Association, etc. Affiliation has proved advantageous in solving the cases time efficiently.

## **Recommendations to Telecom and other Government controlling agencies**

Feedback in form of suggestions, views and recommendation with regard to workshops and seminar in conveyed to TRAI, Ministry of Railways, Indian Medical Association, Nursing Home Association, BIS, Weights and Measures Board, U.P. ASSOCHAM, etc. It has proved beneficial to reform policies and provide better services to the consumers

## **Consumer Protection Council**

Ministry of Consumer Affairs sponsored Bharat Jyoti to establish Consumer Information Centre, Lucknow in the year 2000.Consumer Protection Council under the sponsorship has been constituted having representatives from different fields such medical, law, engineering, education, social activism, etc. Council is guided by the chairmanship of Justice K.C. Bharagava. Several meetings were organized in the financial year 2012-2013 of the Council.

## **BHARAT JYOTI: AWARENESS THROUGH UPBHOKTA FRONT**

Mass communication is the way by which true development can be reached to the masses of the country. In order to establish a communication between masses related to our aim Upbhokta Front was decided to be published. With regard to this communication establishment following achievements have been achieved:-

### **Prof. K.V. Thomas wishes goodwill for Upbhokta Front Patrika**

In a message dated 18<sup>th</sup> December 2012 Prof. K.V. Thomas, Minister of State for consumer affairs, food and public distribution; Government of India issued a message regarding his compliments towards publication of Upbhokta Front Patrika on 24<sup>th</sup> December 2012.He further mentions that consumer awareness is a means to protect not only an individual but also a way for overall development, initiation of accountability, transparency and efficiency of service sector.

### **Akhilesh Yadav letter of appreciation**

Akhilesh Yadav Chief Minister of Uttar Pradesh expressed his gratitude on completion of 22 years of “Upbhokta Front” periodical. He also expressed his compliments for bright future of this innovative initiative of Bharat Jyoti.

### **CREDAI response to Upbhokta Front**

In a letter dated 7/9/2012 CREDAI expressed its thanks to Upbhokta Front fortnightly for making them cognizant of consumer grievances. On recommendation and suggestion they have agreed to set up Consumer Grievances Cell at district level to look at the complaints of the customers.

## **BHARAT JYOTI: CONTRIBUTION TO THE WELFARE OF THE SOCIETY**

Bharat Jyoti continuing with oath for development of the nation socially and economically is involved in welfare of the society for the advancement and progress of the underprivileged .Sternly acting on the promise following activities gives glimpse of society contribution:-

### **Independence Day at Bharat Jyoti Shiksha Kendra**

Independence Day was celebrated at Bharat Jyoti Shiksha Kendra on August 15; 2012.Students participated in the various dancing and singing events enthusiastically and spread the message of patriotism.

### **Republic Day at Bharat Jyoti Shiksha Centre**

Bharat Jyoti Shiksha Kendra joint initiative by Bharat Jyoti and Homeopathic Research Foundation for underprivileged celebrated Republic Day on 26<sup>th</sup> January 2013 with great enthusiasm. On auspicious occasion students depicted their patriotism and paid homage to the nation.

### **Colour Festival Holi**

Holi get together was organized on March 24, 2013.Cultural events were organized and members played Holi along with other eminent personalities.

### **Bharat Jyoti: Scholarship to the Students**

Like every year this year too Bharat Jyoti Scholarship was distributed to students. It gave students a sense of motivation and security .Students felt self-reliant on receiving the scholarship. Parents had splendid countenance with their children on seeing them receiving the scholarship.

### **Annual Day Function in Bharat Jyoti Shiksha Kendra**

Annual Day function was organized in Bharat Jyoti Shiksha Kendra on 23<sup>rd</sup> March 2013. Various events such as singing, dancing and other cultural events were organized exposing hidden talents of the students.

### **Bharat Jyoti Vocational Training Institute**

Damini Welfare Trust contributed Rs. 10,000 towards development of Bharat Jyoti Vocational Training Institute at Ram Lila Ground, Gayatri Nagar, Naubasta Khuurd Madion, Sitapur Road Lucknow. Training institute is expected to begin soon.

### **Mirror Foundation invitation**

Bharat Jyoti was invited by Mirror Foundation, an organization involved in old age homes establishment and welfare of senior citizens. On 14<sup>th</sup> January 2013 it celebrated its establishment day with the participation of Bharat Jyoti.

### **Debate competition at Cathedral Auditorium**

Bharat Jyoti organized a debate competition at Cathedral Auditorium in which 40 school teams participated across Lucknow. Debate was won by St. Mary's School in 10<sup>th</sup> class category while in 12<sup>th</sup> class category La Martiniers Boys were the winner. While in individual category Soumya Tewari of La Martiniers Girls won in class 10<sup>th</sup> category followed by Malvika of class 12<sup>th</sup> of La Martiniers Girls. Competition saw a huge gathering of audience making it an enormous success.

## **Consumer Club working in schools**

Consumer clubs which were setup in Schools namely St. Paul School, City Convent School, Playway School, St. Mary's School, C.V. Girls Inter College at Lucknow have proved to be a huge success. Regular programmes associated with educating and creating awareness were organized. Their working was monitored and inspected by the organization. Debates, essay writing competition, etc. were organized time to time by this organization. Both National and International Consumer Day were celebrated by the consumer clubs.

## **Unique initiative: Bharat Shiksha Kendra and Vocational Training Institute.**

Bharat Jyoti besides concerning to consumer rights took the initiative to educate the deprived as well as to train unemployed youth. Aim of Bharat Jyoti is not only to create sentience but also to fulfill social responsibility leading to overall development and prosperous nation. Bharat Shiksha Kendra and Vocational Training Institute are examples of moving towards this direction.

## **Towards cleaner environment**

Being not only social conscious, organization has started its move towards safer and cleaner environment. An afforestation program was organized at Bharat Jyoti Shiksha Kendra and Bharat Jyoti Vocational Training Centre campus. Message to be environment conscience was conveyed to the students.

## **Consumer Helpline success**

Consumer Protection Council started a consumer helpline for registration and resolving of grievances and complaints experienced a huge success. In the year 2012-2013, the organization mustered 738 complaints out of which only 30 to 35 complaints were filed in District Forum, State forum and other authorities for redressal. Rest of the cases was resolved outside the courts and forums with the involvement of Bharat Jyoti.

## **Free Dental camp organized in Bharat Shiksha Kendra**

Dental camp was organized at Bharat Shiksha Kendra to look after oral hygiene of the students. Students were examined and treatment was provided to relevant students. Besides students other needy and deprived section people also received benefit of the camp.

## **Making Responsible Youth through Summer Training**

Bharat Jyoti in order to make its organization multifarious and train responsible youth citizen is involved in training Law students from various Law Colleges in the country. Number of interns from prestigious universities like Symbiosis Law College, Pune; NALSAR University of Law, Hyderabad; Amity Law School, Noida; National Law University, Jodhpur and various other Law Colleges have contributed to organization.