



[ANNUAL REPORT 2013- 2014]

With Achievements in the Year 2013-2014

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01.04.13 BHARAT JYOTI ATTENDED- ORISA DIAS HELD AT LUCKNOW

08.04.13 BHARAT JYOTI ATTENDED-HOLI MILAN A SOCIAL INTEGRATION
PROGRAMME OF BAR ASSOCIATION

29.04.13 BHARAT JYOTI ATTENDED-UNINOR CONSUMER MEET HELD AT LUCKNOW

01.05.13 BHARAT JYOTI ATTENDED-MANAGEMENT COMMITTEE MEETING OF ASSOCHAM U.P.

05.05.13 SUB COMMITTEE- CONSUMER COUNCIL MEET OF BHARAT JYOTI UNDER CHAIRMANSHIP OF
Dr K M SINGH HELD AT K KHOSPITAL,LUCKNOW

10.05.13 BHARAT JYOTI ATTENDED CONSUMER MEET OF IDEA HELD AT LUCKNOW

22.05.13 BHARAT JYOTI ATTENDED-STATE CONFERENCE OF INDIAN INDUSTRIES ASSOCIATION
INAUGURATED BY CHIEF MINISTER

22.05.13 CONSUMER PROTECTION & REAL ESTATE MEET OF BHARATJYOTI

24.05.13 BHARAT JYOTI ATTENDED –AIRCEL STODIES, U.P.VIDHAN PARISHAD AT LUCKNOW

30.05.13 BHARAT JYOTI ATTENDED- EXECUTIVE MEETING OF U.P.PARLIAMENTARY AND
CONSTITUTIONAL STUDIES.U.P.VIDHAN PARISHAD LUCKNOW

18.06.13 BHARAT JYOTI ATTENDED-MEET OF ASSOCEM U.P.

17.07.13 BHARAT JYOTI WOMEN CELL

02.12.13 AWARENESS PROGRAMME OF BHARAT JYOTI –SEMINAR N INSURANCE AND POLICY HOLDERS
ON INSURANCE

24.12.13 CONSUMER CHARTERED DEMAND - JUSTICE VIRENDRA SINGH

17.07,13 BHARAT JYOTI AND IRDA AWARENESS PROGRAMME-SEMINAR THE NEED OF INSURANCE AND
RIGHTS OF POLICY HOLDERS HELD AT VILLAGE NIGOHAN,LUCKNOW

10.08.13 BHARAT JYOTI –CONSUMER COUNCIL MEET AT 4.30 PM AT GOLF CLUB, LUCKNOW

15.08.13 INDEPENDENCE DAY NATIONAL PROGRAMME AT SCHOOL OF BHARAT JYOTI

17.08.13 BHARAT JYOTI ATTENDED-SEMINARORGANISED BY FICCI

22.08.13 CONSUMER AWARENESS PROGRAMME OF BHARAT JYOTI HELD AT CITY CONVENT
SCHOOL, LUCKNOW

24.08.13 CORE GROUP MEETS OF BHARAT JYOTI

29.08.13 BHARAT JYOTI AS MEMBER ATTENDED-MEET OF TRAI AT DELHI.FOR UTILIZATION OF TELECOMMUNICATION CONSUMER EDUCATION & PROTECTION FUND(CUTCEF)

16.09.13 BHARAT JYOTI ATTENDED-MEETING OF MANAGING COMMITTEE OF ASSOCEM U.P.

25.09.13 BHARAT JYOTI ATTENDED- CONSUMER MEETIN OF IDEA

04.10.13 MEET OF SUB COMMEETEE- HEALTH SERVICES OF BHARAT JYOTI

08.10.13 BHARAT JYOTI ATENDED-EXECUTIVE COMMITTEE MEETING OF PARL. & CONST. STUDIES OF VIDHAN PARISHAD

28.10.13 BHARAT JYOTI HELD-DEEPAWALI GET TOGETHER A SOCIAL INTERGRATION PROGRAMME

02.11.13 BHARAT JYOTI HELD- PROGRAMME FOR FREEDOM FIGHTER LATE SRI LAKASHMI RAMAN ACHARYA MEMORIAL LECTURE

17.11.13 BHARAT JYOTI HELD-CONSUMER PROTECTION MEET AT 4.00 PM AT JWALA HOSPITAL, LUCKNOW FOR REDRESSAL OF COMPLAINTS RECEIVED

23.11.13 BHARAT JYOTI ATTENDED-NATIONAL SEMINAR ON CONSTITUTIONAL & PARLIAMENTARY ISSUES HELD AT VRINDAVAN, MATHURA

04.12.13 BHARAT JYOTI ATTENDED-ASSOCEM U.P.

07.12.13 BHARAT JYOTI HELD-MEETING OF SUB COMMITTEE FOR REAL ESTATE

24.12.13 BHARAT JYOTI HELD-CELEBRATION PROGRAMME OF NATIONAL CONSUMER DAY

27.12.13 POST FORUM MEETING

11.01.14 BHARAT JYOTI HELD- CONSUMER CUNCIL MEETING

22.01.14 BHARAT JYOTI HELD AGM

26.01.14 BHARAT JYOTI HELD- CELIBRATION OFREPUBLIC DAY A NATIONAL PROGRAMME

30.01.14 BHARAT JYOTI ATTENDED- MEETING OF ASSOCEM U.P.WITH THE REPRESENTATIVE OF WORLD BANK ON INDUSTRIAL ISSUES

05.03.14 BHARAT JYOTI ATTENDED-TELECOM CONSUMER MEET

07.03.14 BHARAT JYOTI ATTENDED- MEET OF CUTCEF OF TRAI AT DELHI

15.03.14 BHARAT JYOTI HELD- CELEBRATION PROGRAMME FOR WORLD CONSUMER DAY AT CPFFEE
HOUSE, LUCKNOW

BHARAT JYOTI REPORT 2013-14

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 is a Consumer Advocacy Group that works for the awareness among the consumers . Following are the list of such Achievements / Programmed by the organization in the year 2013-2014:-

Constitutional & Parliamentary Issues-- National Seminar/Programmed

BHARAT JYOTI participated on **23rd November 2013** in **National Seminar** on Constitutional & Parliamentary issues held in Virdavan , Mathura. The Founder Director on behalf of Bharat Jyoti submitted Approach Paper in interest of Consumer Protection. The numbers of current news paper – UPBHOKTA FRONT of Bharat Jyoti were also handed over to participatory in said seminar to strengthen the consumer movements. Mr. Vijay Acharya attended many seminar / programmed which were the tool of raising issues of consumer as well service provider in government and also in assembly / Parliament. .The following meetings were very important on the issues of the consumers so that these may be addressed at Government. The executive meeting of U.P. Parliamentary & Constitutional Studies has been attended by Bharat Jyoti specially to address the issue of consumer awareness with regard to right and duties on **30.05.2013** and other meetings as below.

Dated 30/05/2013 U.P. Parliamentary & Constitutional Studies

Dated 08/10/2013 U.P. Parliamentary & Constitutional Studies

Dated 23/11/2013 U.P. Parliamentary & Constitutional Studies

World Consumer Day Celebration on -15th March

Bharat Jyoti celebrated World Consumer Day **on 15th March 2013** with other organizations .The Meet of Bharat Jyoti was also held as per Notice to discuss the agenda at Coffee House , Hazratganj Lucknow. The known and senior Press Reporter Mr.Pradeep Kapoor elaborated the need of awareness programme in present society with coordination of Press in the interest of consumer and service

provider. The Chair Person Justice K.C. Bharagav explained the need of effective role of subcommittee for Agriculture services Medical services Real Estate .Founder Director Vijay Acharya and others expressed their ideas to make successful consumer moment. One of the greatest achievements was **drafting of consumer charter by Mr. R K Porwal known Corporate Advocate** on this auspicious occasion which was discussed by the members in length and was resolved by the Meet.

National Consumer Day Celebration

National Consumer Day was celebrated as past year on 24/12/2013.The programmed was held to celebrate this auspicious day in the centre –Bareilly Dehradun Meerut Firozabad of Bharat Jyoti also. The grant programmed was scheduled with School to address the numbers of consumers so that awareness may be assured.

Relationship with other organizations

Bharat Jyoti is having professional relationship with various organizations from NGOs State / Central Governments 'organizations. Attending the programmed and sharing the experiences of Bharat Jyoti in different segments of Indian economy.

The programmed/meetings as attended are as below:

On 01-04-2013 with Orisa Dias

On 08-04-2013 with State Consumer Commission

On 29-04-2013 with UNINOR

On 01-05-2013 with ASSOCHAM-U.P

ON 10.05-2013 with IDEA

ON 24/05-2013 with AIRCEL

On 22-05-2013 with Indian Industries Association (I.I.A)

On 18-06-2013 with ASSOCEM-U.P

On 17-07-2013 with IRDA

On 17-08-2013 with FICCI

On 22-08-2013 with City Convent School

On 29-08-2013 with CUTCEF of TRAI

On 07-09-2013 with Post Forum GPO

On 16-09-2013 with ASSOCEM-U P

On 04-12-2013 with ASSOCHEM-U P

On 27-12-2013 with ASSOCHEM U P

On 05-03-2014 with Tata Telecom

On 07-03-2014 with CUTCEF of TRAI

Relationship with TRAI

The TRAI has made working on regional base location and Bharat Jyoti is having effective working locations in Agra Noida Firozabad Aligarh Bareilly Meerut and also many other location . Hence Bharat Jyoti Participated in the programmed launched in the period 2013-14 to educate the consumers as well as the service provider. The guide lines / rules of TRAI was circulated to the participants by Bharat Jyoti .The News Paper Hindi edition i.e. Upbhokta Front is being used to achieve this mission.

News Paper of Bharat Jyoti -Upbhokta Front

THE EDUCATION is tool to initiate the structural change in the society and visible change in the consumer mass for their rights. Hence the communication is necessary to educate the consumers of each segment of the society. In order to establish effective communication .Bharat Jyoti has published its news paper-- Upbhokta Front regularly on due time. The circulation in 2013-14 was made with soft copy on e-mail addresses registered with Bharat Jyoti to avoid in delay in postal transaction other hand the copies of Upbhokta Front were sent by post. More so, the copies were distributed in the programmed that were attended by us or organized by us to ensure wide publicity.

Landmark Meet and Programmed of Bharat Jyoti and its sub committees

To make effective follow up the Bharat Jyoti conducted meets and programmed as per Agenda .These landmark are as below:

On 22-05-2013 of Real Estate—Consumer’s protection

On 17-07-2013 of Insurance-- seminar in rural area village: NIGOHA for awareness of masses

On 10-08-2013 of Bharat Jyoti—strengthening the role of sub committees of Bharat Jyoti

On 22-08-2013 of Consumer Club –awareness programmed with City Convent School

On 24-08-2013 of Bharat Jyoti –to strengthening Core Groups

On 04-10-2013 of Health and Medical

On 07-12-2013 of Real Estate

On 11-01-2014 of Consumer Council

Medical Services and Consumer Issues-Meets / Conferences

On **05th May 2013** Bharat Jyoti --Consumer Protection Council organized meet at K K Hospital Lucknow related to medical services and problem suffered by consumers. On the occasion Mr Vijay Acharya, Dr. Rama Srivastava, Dr. A.M. Khan expressed their views upon the Agenda . Dr K M Singh also explained the issue as faced by the doctors in details. Further the follow up was made by subcommittee during the year. The approach paper on the issues of Nursing Home was Submitted to health department of Uttar Pradesh Government.

Rural camps in various parts of Uttar Pradesh and Uttarakhand

The Seminar on Insurance Requirement in Masses and the Right of Policy Holders on **02/12/2013**, was held in rural area i.e Village: **Nigoha** District: Lucknow. Further 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 (Uttarakhand). Camps made people aware of grievances solution related to Telecom, Communication, Medical, General, Banking, and Education services. It also spread attentiveness about Agmark, BIS (Bureau Indian Standard), ISI and other consumer related education.

Ministry of Agriculture sent acknowledgement on our suggestion:

Sub Committee of Bharat Jyoti on Agriculture headed by Mr. C.K.Mathur having 20 plus active experience in Sector especially in agricultural implements, tractors identified many problems in the area. These were discussed in length as per agenda time to time and his subcommittee finds out its feasible solution. Thereafter the problems as identified with its solution were received also the acknowledgement by respective Ministry of Centre as per our submission. Mr. Mathur has given ***idea to make the Museum*** for past model of tractors of India launched in the market in 50 years which will generate the market and education among the farmers globally. Bharat Jyoti attended the programmed organized by Ministry of Agriculture at Pancham Tal Sector H Aliganj , Lucknow in 2012-13 and worked on in this year. For rural mass the awareness programmed also launched related to BIS, NPO, NGO, NIC, Mandi board, Agmark, DME, Naaptol Department. These were noticed by huge gathering of audience / open field making it an enormous success.

Bharat Jyoti Held AGM on 22nd January 2014

Like a last year the AGM was held as per Notice sent on 22nd January 2014 in Lucknow. The Report was submitted before the House. The members were informed the key notes of numbers of Agenda of many Meets and outcome / follow up .The proposal of new assignments of responsibilities –members were also kept before the members. The Members passed unanimously the Report 2013-14 and the list of elected and appointed names for new assignments.

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 programmed associated with educating to teachers and students and successfully creating awareness in society in general. Their working was monitored a by the organization. Debates, essay writing competition, etc. were also 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.

The initiative to educate the deprived youth as well as to train unemployed these youth the was taken by Bharat Jyoti The Aim of Bharat Jyoti is not only to work for consumers but also to fulfill social responsibility leading to overall development of human resource and prosperous nation. Bharat Shiksha Kendra and Vocational Training Institute are examples of moving towards this direction.

Towards cleaner environment

The International Organization / Agency has showing concern on the environment. To work in this noble cause Bharat Jyoti is being not only social conscious, organization but has started its move awareness programmed among students towards safer and cleaner environment. The programmed other stations such as Bareilly Dehradun Firozabad Meerut Agra ware organized and the programmed in Lucknow were at Bharat Jyoti Shiksha Kendra / Bharat Jyoti Vocational Training Centre campus. Message to be environment conscience was conveyed to the students in the larger interest of society and to participate in National goal.

Consumer Helpline success

The outcome of Consumer Protection Council is remarkable in 2013-14. The consumer helpline worked effectively for registration and resolving of grievances and also the complaints . Bharat Jyoti experienced a huge success from consumer helpline. In the year 2013-2014, the organization mustered 3738 complaints out of which only 30 to 540 complaints were found to file in District Forum, State forum and other authorities for redressed. Rest of the cases was resolved outside the courts and forums with the involvement of Bharat Jyoti. This is appreciated by the Provides the companies under taken by Government the Companies in service sector and marketing specially.

Social Responsibility – Health check up organized in Bharat Shiksha Kendra

Associated doctors of Bharat Jyoti conducted camp for students for check up general health . Camp was organized at Bharat Shiksha Kendra . Students were examined and the treatment was provided to relevant students. Besides students other needy and deprived section people also received benefit of the camp.

Bharat Jyoti with Social Responsibilities -National Festival and Others:

Bharat Jyoti released its social responsibilities too. The Independence Day Republic Day were being celebrated with students to stimulate National Feelings. The cultural activities were

08.04.13 BHARAT JYOTI ATTENDED-**HOLI MILAN** - A SOCIAL INTEGRATION PROGRAMME OF
BAR ASSOCIATION

15.08.13 **INDEPENDENCE DAY**- NATIONAL PROGRAMME AT SCHOOL OF BHARAT JYOTI

28.10.13 BHARAT JYOTI HELD-**DEEPAWALI GET TOGETHER**- A SOCIAL INTERGRATION
PROGRAMME

26.01.14 BHARAT JYOTI HELD- CELEBRATION OF **REPUBLIC DAY** A NATIONAL PROGRAMME

Making Responsible Youth through Summer Training

The summer training was arranged like past year. Bharat Jyoti in order to make its organization multifarious and train responsible youth citizen, is involved in training Law students from various Law Colleges of city . The response was good one.