



[ANNUAL REPORT 2015- 2016]

With Index of the Year 2015-16  
For important events

**Contact Us:**

**Bharat Jyoti**

**46, Dairy Diamond, Kabir  
Marg, Lucknow-226001**

**Website:**

**[www.bharatjyoti.org](http://www.bharatjyoti.org)**

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**[bharat.jyo](mailto:bharat.jyo)**

--01 04 2015 at 03.00.p.m. Lucknow

Upbhokta Front *Fortnightly News Paper Hindi Edition* ( A Publication of Bharat Jyoti ) Released

--07 04 2015 at 02.00 p.m. Lucknow

Bharat Jyoti is invited as per programmed held in Lucknow and attended  
On Visit of Ambassador of the Republic of Croatia

--08 04 2015 at 05.00 p.m. Lucknow -Kala Srot Gallary

Bharat Jyoti is invited as per programmed held in Lucknow and attended  
In Memory of PABLO PICASSO illustrated lecture by Mr. N.Khanna known  
Eminent Artist & Art Critic

--18 04 2015 at 04.30 p.m. Gomti Hotel Lucknow

Bharat Jyoti Council held Meet on 18<sup>th</sup> April 2015 at 04.30 p.m. as per Agenda :  
Discussion on recently approved "Union Cabinet Estate Regularly Act and Report  
on Cells.

--30 04 2015 at 14.30 p.m. Barabanki

Bharat Jyoti Jyoti is invited as per programmed held in Barabanki and attended  
.TRAI Regional Office organized consumer out teach awareness

--15 04 2015 at 03.00.p.m. Lucknow

Upbhokta Front *Fortnightly News Paper Hindi Edition* ( A Publication of Bharat Jyoti ) Released

--01 05 2015 at 03.00.p.m. Lucknow Aank 15

Upbhokta Front *Fortnightly News Paper Hindi Edition* ( A Publication of Bharat Jyoti ) Released

--11 05 2015 at 12.15 p.m. Lucknow

Bharat Jyoti is invited as per programmed held at Hotel Taj Vivanta Lucknow and  
attended.FICCI organized business meet with the High Commissioner of the  
Republic of Pakistan to India on his official visit

--15 05 2015 at 03.00.p.m. Lucknow Aank 16

Upbhokta Front *Fortnightly News Paper Hindi Edition* ( A Publication of Bharat Jyoti ) Released

--15 05 2015 at 10.00 a.m. New Delhi *one day national seminar*

Bharat Jyoti Jyoti is invited as per programmed held in New Delhi and attended .CCS IIPA in collaboration with Department of Consumer Affairs, GOI organized. Mr. Vijay Acharya submitted views on Financial Services and Consumer Protection.

--01 06 2015 at 03.00.p.m. Lucknow Aank 17

Upbhokta Front *Fortnightly News Paper Hindi Edition* ( A Publication of Bharat Jyoti ) Release

--12 06 2015 at 12.00 Noon Hotel Sagar International Lucknow

Bharat Jyoti is invited as per programmed held at Hotel Saga International and attended. Tata TeleServices Limited its Consumer Advocacy Group CAG association with Bharat Jyoti Council held meet education workshop

--15 06 2015 at 03.00.p.m. Lucknow Aank 18

Upbhokta Front *Fortnightly News Paper Hindi Edition* ( A Publication of Bharat Jyoti ) Released

--23 06 2015 at 10.00 a.m. at hotel Clarks,Lucknow

Bharat Jyoti is invited as per programmed held at Hotel Clarks Lucknow and attended. FICCI- CASCADE association with BHARAT JYOTI Council organized Seminar. Mr. Vijay Acharya Founder Director Bharat Jyoti presented the views of Council on Curbing and Smuggling-At Imperative for Indian Economy.

--01 07 2015 at 03.00.p.m. Lucknow Aank 19

Upbhokta Front *Fortnightly News Paper Hindi Edition* ( A Publication of Bharat Jyoti ) Released

--02 07 2015 at 02.00 p.m. Lucknow

Outcome of Survey Report under guide lines of Mr. Vijay Acharya was released before Press by Bharat Jyoti that was included Institution / Organization such as BIS, AGMARK, Weight and measure board, Insurance ombudsmen, FDA, PHD, Tale Services (Internet working) and praised the work of students of Dr. Shakuntala Mishra National Rehabilitation University.

--12 07 2015 at 04.30 p.m. Lucknow

Bharat Jyoti Council held Meet on 12<sup>th</sup> July 2015 at 04.30 p.m. as per Agenda : Discussion The Relationship Between the Patient and Doctor with suggestions to Government . Venue : at Dr. Rama Srivastava's Residence Indira Nagar (Munshi Pulia ) Lucknow

--16 07 2015 at 10.30 a.m. Lucknow – Vibhuti Khand 0522 2728996

Bharat Jyoti is invited as per programmed Conference on “ Green Building & Building Rating Systems “ held in PHD House Lucknow and attended with suggestions to PHD Chamber of Commerce & Industry .

--22 07 2015 at 10.30 a.m. Lucknow –

Bharat Jyoti is invited as per programmed “ Ground Water Celebration “Conference . Bharat Jyoti conveyed their wishes and concern upon the need of time to Mr. R S Sinha.

--15 07 2015 at 03.00.p.m. Lucknow Aank 20

Upbhokta Front *Fortnightly News Paper Hindi Edition* ( A Publication of Bharat Jyoti ) Released.

--15 08 2015 at 09.30 a.m. Independence Day

Being social and welfare organization Bharat Jyoti had been awarded by the Government for its outstanding contribution. Its **Bharat Jyoti Shiksha Kendra** had flag hosted on Independent Day in the school of under privileged students of Naubasta village of Lucknow with distribution of sweets breakfast books .

--31 08 2015 at 03.00.p.m. Lucknow Aank 21ss

Upbhokta Front *Fortnightly News Paper Hindi Edition* ( A Publication of Bharat Jyoti released

--04 09 2015 at 12.30 p.m. Lucknow

RallyMark Legal was acknowledged by Bharat Jyoti for the advocacy Against the Complaint No 1137/2013 in the District Consume Forum Lucknow regarding Unfair Trade Practices / deficiency of services of BIG BAZAR that directed Rs15000 as penalty + Rs5000 as cost

--31 08 2015 at 03.00.p.m. Lucknow Aank 21ss

Upbhokta Front *Fortnightly News Paper Hindi Edition* ( A Publication of Bharat Jyoti released

--10 09 2015 at 14.30 p.m. Muzaffernagar

Bharat Jyoti Jyoti is invited as per programmed held in Muzaffarnagar and attended .TRAI Regional Office organized consumer outreach for consumer awareness . Mr Mahendra Garg Of Bharat Jyoti elaborated the current guide lines in larder interest of consumers.

--14 09 2015 at 10.30 Naubasta village (Lucknow)

All underprivileged students of school running by Bharat Jyoti were dressed up by the retired Award staff Officials .The team of Bharat Jyoti acknowledged gracefully their emotions and contribution .

--15 09 2015 at 03.00.p.m. Lucknow Aank 24

Upbhokta Front *Fortnightly News Paper Hindi Edition* ( A Publication of Bharat Jyoti released

--24 09 2015 05.30- Share the message of India Sourcing Fair Colombo

Bharat Jyoti shared regarding the Participation og O/o D C (MSME) in India Sourcing Fair ,Colombo (Sri Lanka), 08-12 December 2015 ,being organized by India Trade Promotion Organization (ITPO)

--29 09 2015 at 10.00 a.m. Hotal Le Meridian ,New Delhi

Bharat Jyoti is invited as per programmed held at HotelLe Merdian, New Delhi. Mr. Vijay Acharya Founder Director Bharat Jyoti submitted the paper of Council in workshop on Strengthening Consumer Policy in India through Assessing Consumer Detriment organized by GIZ India.

--01 10 2015 at 03.00.p.m. Lucknow Aank 24

Upbhokta Front *Fortnightly News Paper Hindi Edition* ( A Publication of Bharat Jyoti released ) Known as voice of consumers.

--09 10 2015 at 04.30 p.m. Lucknow

Bharat Jyoti Council held Meet on 09<sup>th</sup> October 2015 at 04.30 p.m. as per Agenda : Discussion and suggestion invited on future programmes.

--13 10 2015 at 06.00 p.m. Press released

The office released Press Note to highlight the experience of 10+ years Of Mr. Vijay Acharya Founder Presidebt Bharat Jyoti with Post Card of Indian Office for spreading of Consumer Awareness as very effective and zero cost device

--14 10 2015 at 03.00 p.m. Massage Released by Bharat Jyoti

TRAI massage from The Senior Research Officer II (CA) New Delhi released to different wing and forum for appropriate action and with the request to educate the service provider as well as consumers regarding i) usage of data ii) activation / deactivation of data service more so to educate implementation of DAS.

--15 10 2015 at 03.00.p.m. Lucknow Aank 25

Upbhokta Front *Fortnightly News Paper Hindi Edition* ( A Publication of Bharat Jyoti released ) Known as voice of consumers.

--22 10 2015 at 03.30 p.m.

The school for underprivileged of Bharat Jyoti situated at remote area of District Lucknow was visited by The Shoppers Stop from Multinational Group and praised services rendered to the students. In token the official Distributed the school begs, pencils boxes, colors boxes, carpet, black board.

--28 10 2015 at 10.00 a.m. Consumers India ,New Delhi

Bharat Jyoti is invited as per programmed held at New Delhi. Mr. Vijay Acharya Founder Director Bharat Jyoti submitted the Greeting of Council for the programme –Is Lead Poisoning Killing You Slowly ? that 9th in Smart Consumer Series.

--01 11 2015 at 03.00.p.m. Lucknow Aank 26

Upbhokta Front *Fortnightly News Paper Hindi Edition* ( A Publication of Bharat Jyoti released ) Known as voice of consumers.

--02 11 2015 at 11.30 p.m. – School of underprivileged , Lucknow

The celebration of Bharat Jyoti as Sewa Diwas Samaroha was held like past year .This was to mark the Birth anniversary of Freedom Fighters Late Sri Laxmi Raman Acharya .The speakers highlighted many achievements of Assemly of Uttar Pradesh in his services as Law Minister.

--04 11 2015 Celebration Golden Jubilee of CSIR

Bharat Jyoti is invited as per programmed held at CSIR building Lucknow. Mr. Vijay Acharya Founder Director Bharat Jyoti submitted a few words on behalf of Bharat Jyoti.

--10 11 2015 10.30 at Orphanage cum School, Lucknow

All class of society has celebrated DEEPAWALI festiwal under arrangement of Bharat Jyoti and distributed sweets to blind children of Navjyoti School belong to the Catholic Education Society .The Thanks was expressed by Fr. Paul Rodrigues from Bharat Jyoti to the Ponta Chadha Foundation.

14 11 2015 Celebration-Childern Day at Shiksha Kendra Lucknow

Plantation and friendly environment are explained with small stories to the students on the eve of Children Day 14<sup>th</sup> November held at Bharat Jyoti Shiksha Kendra .Mr Vijay Acharya Founder President expressed his warm greetings to Arushi and her friends for their wonderful contribution.

--15 11 2015 at 03.00.p.m. Lucknow Aank 26

Upbhokta Front *Fortnightly News Paper Hindi Edition* ( A Publication of Bharat Jyoti released ) Known as voice of consumers

09 12 2015 at 12.30 –Lucknow

Legal Advisor & Programme Cordinator of Bharat Jyoti Mr. R K Porwal released soft material of their Helping series of the land mark judgements of 2015 regarding consumer matter .

. -11 12 2015 at 10.00 a.m. FICCI, New Delhi

Bharat Jyoti is invited as per programmed held at New Delhi. Mr. Vijay Acharya Founder Director Bharat Jyoti submitted the experiences in the International Conference on 'Arbitration In The Era Of Globalization held 11-12 December 2015 by Indian Council Of India (ICA).

--12 12 2015 at 03.30 Hotel Gomti Lucknow

Bharat Jyoti Council held Meet on 12<sup>th</sup> December 2015 at 04.30 p.m. as per Agenda : Discussion and suggestion were recorded on future programmes specially programme for Awarding A Legalluminary In Memory Of Late Lakshmi Raman Acharya.

--15 12 2015 at 03.00.p.m. Lucknow Aank 06

Upbhokta Front *Fortnightly News Paper Hindi Edition* ( A Publication of Bharat Jyoti released ) Known as voice of consumers

--16 12 2015 at 06.30 Consumers India New Delhi

Bharat Jyoti is invited as per programmed held at Gulmohar Hall India Habitat Centre New Delhi-3. Mr. Vijay Acharya Founder Director Bharat Jyoti submitted greetings on behalf of Bharat Jyoti for Programme 11 in Smarat Consumer Series—Waste...is it trashing our life?

--17 12 2015 at 03.00 p.m. at Lohiya Park Open Theatre Lucknow

Bharat Jyoti is invited as per programmed held at Gulmohar Hall India Habitat Centre New Delhi-3. Mr. Vijay Acharya Founder Director Bharat Jyoti submitted the views on behalf of Bharat Jyoti for Programme to underline the role and spirit of womanhood organised by Anupma Foundation

--18 12 2015 at 03.00 p.m. Hotel Levana Lucknow

Bharat Jyoti Jyoti is invited as per programmed held in Lucknow By Airtel , Uttar Pradesh (Lucknow) and attended .by. Mr R K Porwal Legal Advisor & Programme Cordinator Of Bharat Jyoti to underline the current guide lines of TRAI in larer interest of consumers / Service Provider in the customer education series organized by Airtel



--21 12 2015 at 05.00 p.m. at PHD Chambers Lucknow

Bharat Jyoti is invited as per programmed held at PHD Chambers Vibhuti Khand Lucknow. Mr. Vijay Acharya Founder Director Bharat Jyoti submitted greetings on behalf of Bharat Jyoti for Programme –Interactive Session on Social Development Programme Of Transforming Government Primary Schools organised by PHD Chamber Of Commerce And Industry Uttar Pradesh , Bihar,

23 12 2015 at 02.00 p.m. Lucknow

Bharat Jyoti is invited as per programmed held at PHD Chamber of Commerce & Industry Lucknow. Mr. Vijay Acharya Founder Director Bharat Jyoti submitted the Greetings on behalf of Bharat Jyoti for Programme to underline the subject : Intellectual Property Rights for MSMEs organised by PHD Chamber of Commerce & Industry Lucknow

--24 12 2015 at 03.00 p.m. Allahabad

Bharat Jyoti Jyoti is invited by RCOM as per programmed held in Kunjpur Guest House Allahabad, and attended .by. Mr Bhatia from Allahabad Mr Y K Gupta Office Secretary Of Bharat Jyoti to underline the current guide lines of TRAI to educate the consumers / Service Provider organized by Reliance (RCOM)

--01 01 2016 at Lucknow Paper released by Bharat Jyoti

Front *Fortnightly News Paper Hindi Edition* ( A Publication of Bharat Jyoti released ) Known as voice of consumers

--15 01 2016 at Lucknow Paper released by Bharat Jyoti

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--19 01 2016 at 10.30 a.m. New Delhi--

Bharat Jyoti is invited as per programmed by Consumers India “Talk on ‘Is Consumerism Promoting Gender Selection?’. Bharat Jyoti conveyed their wishes and submitted paper.

--24 01 2016 at 3.30 PM at St. Francis College Lucknow

Bharat Jyoti held ***annual ceremony UPBHOKTA SHREE Award Ceremony*** on Sunday, 24th. Jan. 16, at 3.30 PM. At St. Francis College, Hazratganj, Lucknow.

Hon'ble Awardees: 1. Dr. Arvind Chaturvedi, ASP, STF. 2. Dr. Yogesh Praveen, Awadhvid evam Sahitkar. 3. Prof. Rakesh Kapoor, Director, SGPGI, 4. Dr. Rajesh C. Shah, prof. & Head, Dept. Of Surgery, Smt. N.H.L. mun. Medical College, Seth K.M. school of PG. Medicine & Research, Ahmedabad (Guj), 5. Mrs. Suneeta Arion, Editor, Hindustan Times. In ceremony Bharat Jyoti awarded

First Life Time Achievement Award for Legal Services in the memory of Late Lakshmi Raman Acharya, Freedom Fighter Illustrious Lawyer & consummate Politician-to Sri. S.K. Kalia, Sr. Advocate, High Court, Lucknow for his matchless services.

--26 01 2016 at 12 noon Republic Day

Bharat Jyoti celebrated Republic Day in its School for privileged students: Being social and welfare organization Bharat Jyoti committed to under privilege class had flag hoisted National Flag in its School at Gyatri Nagar, Ramlila Maidan, Sitapur Road Lucknow. Mrs. Kushmangni Mathur Chair person Mrs. Seema Gupta Secretary Bharat **Jyoti Shiksha Kendra** and others distributed sweets, reading material to underprivileged students from Naubasta village on the eve of Republic Day.

--01 02 2016 at Lucknow Paper released by Bharat Jyoti

Fortnightly *News Paper Hindi Edition* ( A Publication of Bharat Jyoti released ) Known as voice of consumers.

--12 02 16 at 03 .30 p.m. Faizabad organized by Telenor

Bharat Jyoti Jyoti is invited by Telenor programmed held in Panchvati Faizabad attended .by. Mr R A Sharma Mr Ramesh Mehrotra Mr Y K Gupta to underline the current guide lines of TRAI to educate the consumers / Service Provider. Bharat Jyoti also distributed the printed material to enrich the knowledge of consumers.

--15 02 16 at Lucknow Paper released by Bharat Jyoti

*News Paper Hindi Edition* ( A Publication of Bharat Jyoti released ) Known as voice of consumers.

--16 02 2016 09 .30 a.m. PHD House Lucknow

Bharat Jyoti attended the programme held as follow :

PHD in association with The Agricultural and Processed Food Products Export Development Authority (APEDA) organised outreach programme on Promotion of Agri Exports from Uttar Pradesh: Status and Opportunities on 16 February 2016 at 9.30 am at PHD House, Gomti Nagar, Lucknow.

--20 02 2016 two days New Delhi

Bharat Jyoti sent paper on two days National Seminar on Consumer Protection: New Age Challenges being organised by National Law University Delhi at their campus in Dwarka, New Delhi from 19-20 February, 2016.

--25 02 2016 at Ghaziabad by TRAI

Bharat Jyoti Jyoti is invited in the programme organized by Consumer Outreach By TRAI, New Delhi in Ghaziabad . Mr. M K Garg attended and expressed the views on behalf of Bharat Jyoti. This time the programme included the presentation on regulatory aspects on Broadcasting Services as well. On the whole the programme was useful and informative as TRAI goes on updating its presentation with additional information.

--26 2 2016 at 14.30 Hotel J P Palace Gonda organized by TRAI

Bharat Jyoti Jyoti is invited in the programme organized by Consumer Outreach By TRAI, Bhopal. Bharat Jyoti attended and expressed the views This time the programme included the presentation on regulatory aspects on Broadcasting Services as well. Mr Vijay Acharya Founder Director Bharat Jyoti expressed different aspects from the side of consumers as well as service provider.

--01 03 2016 released News Paper by Bharat Jyoti

Upbhokta Front *Fortnightly News Paper Hindi Edition* ( A Publication of Bharat Jyoti released ) Known as voice of consumers

04 03 2016 at 03.00 p.m. GomtiNagar Lucknow Celebration of Woman Day

Bharat Jyoti is invited in the programme as follow:

Anupma Foundation celebrated womanhood on the eve of Woman Day. Bharat Jyoti attended.

14 03 2016 03.30 at Press Club Lucknow Celebration World Consumer Day

Bharat Jyoti Consumer Protection Council is organising "Consumer Dignity Day" On the eve of World Consumer Day, at Press Club, (Near Tulsi Cinema) Hazratganj, Lucknow. Prominent Personalities from Press, Social Field, Lawyers were speakers to light the consumers before Government officials and their department.

--16 03 2016 released News Paper by Bharat Jyoti

Upbhokta Front *Fortnightly News Paper Hindi Edition* ( A Publication of Bharat Jyoti released ) Known as voice of consumers

--17 03 2016 11.00 AM at Taj Hotel Lucknow organized by Assocham-UP

Bharat Jyoti was invited in the programme as follow:  
The High Commission of Canada had made information for the Canadian Investment in the seminar held in Lucknow on Thursday, 17 March.

--17 03 2016 09.30 Hrs at Hotel Gemini Lucknow

Bharat Jyoti is invited to the seminar "Being an Inclusive Employer" in partnership with our implementation partner SPARC India, scheduled for March 17<sup>th</sup> 2016 at Hotel Gemini Continental, Lucknow (10, Rani Laxmi Bai Marg, Hazratganj, Lucknow, Uttar Pradesh 226001). Mr Y K Gupta Council Secretary expressed the views. American India Foundation appreciated the views on employment of handicap placed by Bharat Jyoti.

--17 03 16 14.30 Hotel Kanha, Bijnor organized by TRAI, Bhopal

Bharat Jyoti Jyoti is invited in the programme organized by Consumer Outreach By TRAI, Bhopal. Bharat Jyoti attended and expressed the views This time the programme included the presentation on regulatory aspects on Broadcasting Services as well.

--19 03 2016 at 9.30 a.m. Intergral University Lucknow

Bharat Jyoti is invited in the programme as fallow:  
To participate at Conference On Role of Civil Society in Framing Public Policy Focus on Uttar Pradesh (19th March, 2016) Integral University, Lucknow. Bharat jyoti attended.

21 03 2016 03 days in New Delhi Training Programme with TRAI

Bharat Jyoti is invited by ITU Training as follow.

Training on 'Consumer Protection" organised by ITU with a support of TRAI from 21-23 March 2016 in New Delhi. Bharat Jyoti sent its nomination to attend the training .

29 03 2016 01.00 PM Faizabad organized by Vodafone

Bharat Jyoti was invited in the programme as fallow;

CAG workshop held in Faizabad on 29/03/16 . The location for the workshop is Vodafone Office Deokali Bypass Faizabad. Bharat Jyoti attended.

--29 03 2016 10.00 hrs Constitution Club New Delhi

Bharat jyoti was invited in the programme as follow:

Caritas India and peoples' Vigilance Committee on Human Rights made invitation in programme to participate as an active guest in the " National level interface on the 5 years grass root implementation of Right to Education Act (RTE)" .Bharat Jyoti nominated Mr. M K Garg to attend.

# BHARAT JYOTI

*REPORT 2015-16*

*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 such Achievements / Participations in the year 2015-2016:-**

### **Constitutional & Parliamentary Issues-- National Seminar/Programmes**

BHARAT JYOTI participated on **in National Seminar** on Constitutional & Parliamentary issues held in 2015-16. Mr. Vijay Achriya , Founder Director of Bharat Jyoti submitted Approach Paper in interest of Consumer Protection . The number of copies of current news paper – UPBHOKTA FRONT –Hindi Edition of Bharat Jyoti were also handed over to participatory in said seminar to strengthen the consumer movements . Mr. Vijay Acharya attended many seminar / programme which were the tool of raising issues of consumer as well service provider to the government in particular and also in assembly / Parliament in general. .The participations in this direction before other authority such as TRAI were very important to highlight the issues of the consumers so that these may be addressed at Government. The executive meeting of U.P. Parliamentary & Constitutional Studies had been attended by Bharat Jyoti specially to address the issue of consumer awareness with regard to right and duties .

### **World Consumer Day Celebration on -15<sup>th</sup> March**

Bharat Jyoti celebrated World Consumer Day **on 14th March 2016** with other organizations .The Meet of Bharat Jyoti was also held as per Notice to discuss the agenda **at 03.30 Press Club , Hazratganj Lucknow**. The known and senior Press Reporters 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 sub committee for Agriculture services Medical services Real Estate .Founder Director Vijay Acharya and others expressed their ideas to make successful consumer moment **in the Government Departments** where no officials was there to look in the problems of services takers who pay the huge amount of their hard money every year to State / Central Government.

## **National Consumer Day Celebration -25/12/2015**

National Consumer Day was celebrated **on 24/12/2015**. The programme was held to celebrate this auspicious day in different centres of Bharat Jyoti –Allahabad Bareilly Dehradun Meerut Firozabad also. The grant programme was scheduled **with RCOM at 03.30 in Kunjpur Guest House , Allahabad** to address the consumers so that awareness may be assured. The Officials of Bharat Jyoti underlined the current guidelines of TRAI to educate the Consumers as well as Service Providers .

## **Relationship with other organizations**

Bharat Jyoti is having professional relationship with various organizations 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 08-04-2015 with Kala Srot Gallary , Lucknow

ON 15-05-2015 With CCS IIP (Department Of Consumer Affairs )

On 23-06-2015 with FICCI

On 16-07-2015 with PHD House Lucknow

On 16-07-2015 with PHD Chamber of Commerce & Industry

On 29-09-2015 with GIZ India , New Delhi

On 28-10-2015 with Consumer India , New Delhi

On 04-11-2015 with CSIR , Lucknow

On 11-12-2015 with ICA , New Delhi

On 17-12-2015 with Anupam Foundation

On 21-12-2015 with PHD Chamber of Commerce & Industry Uttar Pradesh , Bihar

On 11-02-2016 with FICCI , New Delhi

On 17-03-2016 with SPARC India

On 17-03-2016 with ASSOCHAM

## **Relationship with TRAI**

The TRAI and Bharat Jyoti had made very effective working in their regional base location . Hence Bharat Jyoti Participated in the programmed launched in the period 2015-16 to educate the consumers as well as the service provider. The



guidelines / rules of TRAI was circulated to the participants time to time by Bharat Jyoti .The News Paper Hindi edition i.e. Upbhokta Front is being circulated in the consumer meet such as BSNL Aircel Talenor Airtel RCOM Tata Tele Service to achieve this mission. On 14/10/2015 Bharat Jyoti released to Press the educative material for general awareness of role of TRAI as per Senior Research Officer , TRAI. Under pursued measures of Bharat Jyoti , the different locations- Barabanki Muzaffarnagar Allahabad Varanasi Kanpur Bareilly Gonda Haldawani were held by the Service Providers for consumer meets of Uttar Pradesh Uttara Khand.

### **News Paper of Bharat Jyoti -Upbhokta Front**

THE EDUCATION is tool to initiate the structural change in the society and visible changes in the masses 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 is publishing its news paper-- Upbhokta Front ( Hindi edition ) regularly on due date. The circulation in 2015-16 was made also **with soft copy on e-mail addresses registered** with Bharat Jyoti to avoid in delay in postal transaction other hand. The hard copies of Upbhokta Front were sent also by post. More so, the copies with objective to pass on current information were distributed in the programmed that were attended by us or organized by us to ensure wide publicity of government guidelines latest court decision .

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

On **12<sup>th</sup> july 2015**, **The** Bharat Jyoti --Consumer Protection Council organized meet at Indira Nagar Lucknow related to medical services and problem suffered by Doctors / Patients. On the occasion Mr Vijay Acharya, Dr. Rama Srivastava, Dr. A.M. Khan expressed their views on the different angles . Dr Rama Srivastava also explained the issue as faced by the doctors in details . Further the follow up was made by sub committee during the year. Thereafter Mr R K Porwal **prepared the draft to be submitted to the Ministry** which was read out before council and sent accordingly.

## **Rural awareness in various parts of Uttar Pradesh and Uttarakhand :**

The awareness activities in rural Masses for the Right of consumers , were held in remote area . Further Bharat Jyoti pursued consumer meets as per guidelines of TRAI in different parts / places of Uttar Pradesh / Uttarakhand . Camps made the people as active to find out solution of their grievances . These areas of consumer are actively handled such as Communication, Medical, General , Banking, Education services. Bharat Jyoti had speedily disposed off the complaint from U P Supply Office , U P Electricity Board , Agmark, BIS (Bureau Indian Standard), ISI .

## **Ministry of Agriculture sent acknowledgement on our suggestion:**

Sub Committee of Bharat Jyoti on Agriculture headed by Mr. C K Mathur having 25 years plus active experience in remote sector specially in agricultural implements identified many problems in the area . These were discussed in length as per agenda and find out its feasible solution . Thereafter the problems as identified and its solution were sent the Central Government and in turn also received acknowledgement by respective Ministry of Centre as per our submissions time to time . Bharat Jyoti attended the programmed organized by Ministry of Agriculture at Pancham Tal Sector H Aliganj Lucknow in past and worked on in this year. For rural mass the awareness programmed , the Council made efforts for satisfactory solution of grievances of consumers upon issues of BIS, NPO ,NGO, NIC, Mandi board, Agmark, DME, Naaptol Department.

## **Bharat Jyoti Held AGM on 24<sup>nd</sup> January 2016 -- at 3.30 PM at St.Francis College, Lucknow**

THE AGM was held as per Notice on 24<sup>nd</sup> January 2014 in Lucknow. The members were informed the key notes of Agenda and outcome / follow up .The new assignments and their responsibilities of members / team were also placed in the meeting . The Members passed unanimously the Report 2014-15 and the list of elected and appointed names for new assignments. As per Agenda Bharat Jyoti held **annual ceremony UPBHOKTA SHREE Award Ceremony** on Sunday,24th.Jan.16,At St.Francis College,Hazratganj,Lucknow.  
Hon'ble Awardees:1.Dr.Arvind Chaturvedi,ASP,STF.2.Dr.Yogesh Praveen,Awadhvid evam Sahitkar.3.Prof.Rakesh Kapoor,Director,SGPGI,4.Dr.Rajesh C. Shah,prof.&Head,Dept.Of Surgery,Smt.N.H.L.mun.Medical College,Seth K.M.school of PG.Medicine&

Research,Ahmedabad(Guj),5.Mrs.Suneeta Aron,Editor,Hindustan Times. In ceremony Bharat Jyoti awarded First Life Time Achievement Award for Legal Services in the memory of Late Lakashmi Raman Acharya,Freedom Fighter Illustrious Lawyer&consummate Politician-to Sri.S.K.Kalia,Sr.Advocate,High Court,Lucknow for his matchless services.

### **Consumer Club working in schools**

Consumer clubs which were set up in Schools namely St. Paul School, City Convent School, Playway School, St. Mary's School, C.V. Girls Inter College at Lucknow had proved to be a huge success. Regular programmes associated with educating to teachers and students and these clubs are successfully creating awareness in society in general. Their working was monitored by the organization. Debates, essay writing competition, etc. were also organized time to time by the organization. Both National and International Consumer Day were celebrated by the consumer clubs.

### **Plantation as mission of green healthy environment**

On 14 11 2015 , the Children Day at Shiksha Kendra Lucknow was celebrated. Plantation and friendly environment are explained with small stories to the students on the eve of Children Day 14<sup>th</sup> November, held at Bharat Jyoti Shiksha Kendra .Mr Vijay Acharya Founder President expressed his warm greetings to Arushi and her friends for their wonderful contribution. The student and teacher had undertaken to plant Tulsa in their residence as awareness activity to green friendly environment.

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

The initiative to educate the deprived youth as well as to train unemployed these youth . This was taken as mission by Bharat Jyoti .The Aim of Bharat Jyoti is not only to work for consumers only 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. During 2015-16 the followings were who voluntarily contributed their sentiments and their help for which Council express Thanks :

Bank Of Baroda –retired personal  
Shoppas Shop – multi national  
Mrs Rashi Gupta Mr Vijay Gupta

## **Towards clean environment**

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

## **Consumer Helpline success**

The outcome of Consumer Protection Council is remarkable in 2015-16. 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 2015-2016, the organization mustered 4230 complaints out of which only 243 complaints were found to issue Notice to file case in District Forum, State forum and other authorities for redressal . Rest of the cases was resolved satisfactory outside the courts and forums with the involvement of Bharat Jyoti. This is appreciated also by the Service Providers / TRAI .

## **Social Responsibility – Health check up organized in Bharat Shiksha Kendra**

Associated doctors of Bharat Jyoti conducted camp for check up of the students their 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 people also received benefit of the camp.

## **Bharat Jyoti with Social Responsibilities -National Festival and Others:**

Bharat Jyoti shared its social responsibilities too. The Independence Day Republic Day were being celebrated with students to stimulate National Feelings. The Holi Millan was celebrated for social harmony The cultural activities were as fallow :

BHARAT JYOTI ATTENDED-**HOLI MILAN** - A SOCIAL INTEGRATION PROGRAMME  
**INDEPENDENCE DAY-** NATIONAL PROGRAMME AT SCHOOL OF BHARAT JYOTI  
BHARAT JYOTI HELD-**DEEPAWALI GET TOGETHER-** A SOCIAL INTERGRATION PROGRAMME  
BHARAT JYOTI HELD- **CELIBRATION OF REPUBLIC DAY** A NATIONAL PROGRAMME  
**PLANTATION DAY** 05/06/2015

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

The summer training was arranged like past years . Bharat Jyoti in order to make its organization multifarious and to train responsible youth citizen , is involved in training of Law students from various Law Colleges / Universities . Response was good one. Bharat Jyoti with RallyMart Legal trained the law students from Universities for the practical knowledge of Court.