

Report 2011-12

The aim of the Consumer Club at Kamala Nehru College is to educate the students to act as healthy consumers by making them aware about their rights and redress mechanisms and to act as beacons for the society. Consumer Club was established on 29th November 2005 and our college is the pioneer in Delhi University to launch it. Consumer Club released its fourth annual bulletin, 'Awaken'. This issue brings forth a spectrum of articles, events organized by the club. The various programmes organized by the club are as follows:

1. **Orientation Day:** Consumer Club Orientation Programme was held on 5th August 2010. Dr. Roopa Vajpayee, Editor, Consumer Voice spoke on role of Consumer Clubs and welcomed all the volunteers who joined the Consumer Club.
2. **Seminar on Mediation:** On 21st October 2010, the Consumer Club invited MsNeenaBansal, Session Judge, Delhi High Court to speak on Mediation- A Step towards empowerment and social harmony on behalf of Delhi Dispute Resolution Society (regd.).

3. Role of CSR in Business

On 9th November, Consumer Club invited Mr. AnuragBatra, Mrs. MohiniDaljeet Singh, Mr. BejonMisra, and Dr. Amita Joseph to speak on Corporate Social Responsibility in Business. The talk was opened by our Principal, Dr. MinotiChatterjee who rightly said that what we earn from society, therefore we owe some amount back to it.

Mr. AnuragBatra, Chairman, Exchange for media, said that CSR is at a nascent stage in India with less than 1% being spent on it. Tata leads CSR activities with a score of 63, while the others have scores around 35, though corporate India has now started embracing CSR.

Mrs. MohiniDaljeet Singh, Head, Max India Foundation, joined it three years back and it has now reached a point of development where it can give back to society. She shared her views by telling about how Max India Foundation focus is on the health of the underprivileged. It has over 240 NGO partners and has conducted health camps at over 264 locations and has above 1 lakh beneficiaries to whom it has provided treatment at very less cost or for free.

Dr. Amita Joseph of Business and Community Foundation spoke on the components of CSR which include governance ethics, good management practices, customer satisfaction and relationships, equal opportunity, environmental performance, respect for Aboriginal people, and barriers to CSR at corporate and country level. Corporate Social Responsibility may be pursued for different reasons, some of which are customer loyalty, reputation of the organization, improved relationships and benefits to employees.

Mr. BejonMisra, International Consumer expert and Founder, Consumer Online Foundation opined that CSR is an honest commitment by business to behave ethically and contribute to create quality product and service at affordable prices accessible to all, while improving profitability for shareholders, quality of life for the workforce and their families, as well as the local community and society at large.

4. Tribute to Late Mr. ManjunathShanmugam

Late Mr. Manjunath, an IIM Lucknow alumnus was a true consumer activist. He laid his life while trying to stop petrol station owner selling adulterated petrol. On his death anniversary, i.e. 19th November 2010, consumer club members and members of Shanmugam Trust paid homage to the noble soul by organizing a candlelight vigil. This has been an annual feature of club and the participation has been increasing year by year.

5. Documentary Screening on RTI

On the 27th January 2010, Consumer Club invited Miss HemaNarang from Prabodh, an NGO screened a documentary film featuring renowned activist Mr. ArvindKejeriwal, who showed how there were discrepancies in the claims made by the government and the actual work done by them, in some of the areas in Delhi. This session ended with a question and answer round in which queries of students were answered by Miss HemaNarang.

6. Consumer Club Stall at ULLAS'11

Every year, the Consumer Club, Kamala Nehru College sets up a stall at the Annual College festival ULLAS. The poster making competition held ahead of the fest received an overwhelming response by the students. The poster making competition was on the topics, Green Marketing and Consumers: Assert Your Rights and Discharge your Responsibility.

The honorable guest Mr. Amar Nath, from Doordarshan was very pleased with the display and appreciated the work of the Club. The 1st prize was awarded to Pallavi Mehta B.COM honors 3rd Year and the second prize was given to Smriti Thakur from B.Com Prog 3rd year.

7. Quality and Standardization- Role of BIS

On 24th March, 2011, Consumer Club, Kamala Nehru College invited Mr. Vijay K Singh, Deputy Director, BIS to speak on the "Quality and standardization- Role of BIS"

8. Other Activities

Volunteers of Consumer Club along with Dr. SheetalKapoor went to the launch of partnership of safe medicine India's website launch safemedicinesindia.org, at the Indian Habitat Centre on the 7th December 2010. It is an NGO associated with taking initiatives to reduce rampant duplication on medicines and ensuring removal of fake medicines from the market.

Also, volunteers from the Consumer Club along with Dr. SheetalKapoor. Ms. MamataBhushan, Ms. RupaliKhanna went to Scope Auditorium on the 23rd December 2010 to celebrate National Consumer Day, which was presided by Justice Ashok , president VOICE and Professor K.V. Thomas , Minister of Agriculture and Consumer Affairs, Food and Public Distribution. The theme of the talk was "Discharge your responsibility and Assert your Rights". There was also NukkadNatak by the winning teams of the NukkadNatak Competition held by the Ministry of Consumer Affairs viz. Guru TeghBahadurCollege(Dekhbager mat kharid), Miranda House (adhikar do samaan do) and Atma Ram SanatanDharm College(SamajhkarChalGrahak).

Students also visited the Health Fair in the American Embassy on 4th February 2011.

NukkadNatak team of the consumer club participated in the NukkadNatak organized by VOICE and Ministry of Consumer Affairs at PragatiMaidan.

Students also participated in the Poster making competition organized by Ministry of Consumer Affairs at Miranda House.