

**BENGALURU
URBAN
DISTRICT**

CONSUMER INFORMATION CENTRE



CREAT

Bengaluru Urban District Consumer Information Centre

[Supported by the Department of Food, Civil Supplies & Consumer Affairs, Govt. of Karnataka]

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Access to information is one of the key elements for the development of the society. People need information to develop their potential through education and training, to succeed in business, to enrich their cultural experience, and to take control of their daily lives. In the context of protecting and promoting the rights of the consumers, information is all the more important. The effective delivery of public goods and services depends on availability of information about consumers' rights and entitlements. Access to consumer justice hinges on the availability of information.

The Bengaluru Urban District Consumer Information Centre [BUDCIC] is a humble attempt to empower consumers to advocate for themselves by providing information they require. The BUDCIC has been set up by the Consumer Rights Education and Awareness Trust [CREAT] with the financial assistance from the

Department of Food, Civil Supplies and Consumer Affairs, Government of Karnataka. The BUDCIC has started functioning from **1st September 2015**. Presently it is housed in the office of CREAT and efforts are being made to operate it from a convenient location.

Objectives and Activities

The primary object of the BUDCIC is to make available information on all aspects relating to consumer rights and responsibilities, including information about the grievance redressal machinery relating to products and services, Government schemes, development programs and agencies working in the area of consumer protection. The BUDCIC will strive to achieve its objectives through the following activities:-



The BUDCIC will develop an Information Hub wherein all information about consumer law and protection would be made available. The existing information/resources with CREAT will be used for this purpose. Presently a large number of Books, journals, reports, magazines, newspaper clippings and other materials are available on subjects like consumer protection, consumer law, environment,

Right to Information, health, economics, sociology, civil society etc. Training Manuals, Tool Kits and other materials are available.

The BUDCIC is preparing a list of resource persons, experts, government officials and organisations involved in consumer protection and related issues. It is proposed to form a **Consumer Educators' Network** [CEN] consisting of these experts to help promotion of consumer awareness throughout the state

Guidance and Complaint Handling

The BUDCIC will provide guidance to the consumers on matters related to consumer protection, Right to Information, Public Service Guarantee Act [SAKALA] and such other citizen centric laws. The procedures for filing complaints in consumer forums, Ombudsman, Regulatory Authorities, documents to be furnished, fees to be paid etc. will normally be made available through emails. Information in hard copies will be provided on payment of cost towards photocopying, post, courier etc.

The BUDCIC will assist consumers in resolving their grievances and complaints related to products and services. Assistance will be in the form of providing documents, formats, templates and forwarding complaints to concerned authorities.



If you have a consumer complaint and need services from BUDCIC, provide following details:

- A brief description about the complaint
- Efforts made by you to get the grievance resolved
- Copies of bills, vouchers etc
- Details of the person against whom the complaint is made and replies received, if any
- Any other document/details that the BUDCIC may require

Research and Internship

The Centre will carry out research in the field of consumer protection in collaboration with CREAT, academic institutions and other consumer organisations. The centre will help students and researchers by way of providing the documents and other resources available in the Centre. College and University students can undergo internship on topics related to consumer protection, governance, law etc. However the Centre will not be able



to provide any financial assistance at this point of time. Those interested in undergoing the internship should make their own arrangements for accommodation, travel and other expenses. However interns can make use of the library.



The Information Centre will advocate for consumers by taking up issues with the Government and other agencies. The Centre will liaison with Government Departments closely connected with consumer protection to promote a strong consumer rights culture in the State.

Two monthly newsletters 'CONSUMER NEWS' in English and 'GRAHAKA VAARTHE' in Kannada, will be published. These newsletters and other publications will be available in the website [www.creatindia.org]

RIGHTS OF THE CONSUMERS :

Right to Safety

Right to be Informed

Right to Choose

Right to be Heard

Right to seek Redressal

Right to Consumer Education

Publications :

Consumer Guidance Series :

1. Consumer Rights & Responsibility
2. Weights & Measures
3. Consumer Protection Act
4. Misleading Advertisements