

Minutes of the 49th Annual General Meeting of Consumer Guidance Society of India, at 4.00 PM on 19 August 2016, at the Tendulkar Mangal Karyalaya, Saraswat Bhavan, Chatrapati Shivaji Maharaj Road, Mahim, Mumbai – 400016.

The Meeting started at 4.00 p.m. after ensuring adequate quorum. Dr. M. S. Kamath, Hon. Secretary welcomed all to the Golden Jubilee year AGM of CGSI. Prof. N. M. Rajadhyaksha President, Vice President Dr. Shirish Waghulde, Trustee S. D. Puri, Chairman Dr. Sitaram Dixit and Treasurer Mr. Vilas Wagh then took the stage. Mr. Nooruddin Sevwal joined a little later.

➤ **Welcome by the Chairman**

Dr, Sitaram Dixit in his Welcome address stated that he was proud to be at the Golden Jubilee of the CGSI and on completion of thirty years of the Consumer Protection Act. He recounted that in 2007 Govt. asked CGSI to vacate the premises for non-payment of rent. CGSI then realized that to survive and to carry out consumer welfare activities, financial stability was imperative.

Mr. Sharad Upasani, CGSI President at that time helped us and along with the tremendous personal effort put in by Dr. M. S. Kamath today, we are financially stable having over Rs 2.5 crore in the bank. He welcomed everyone to the Golden Jubilee year meeting and hoped we reach the milestones of Diamond Jubilee and Centenary.

➤ **Address by the President**

The President in his short address stated that he had good memories of being a part of the CGSI. As President, he is not part of the day-to-day functions of the institution, which the Managing committee looks after. He said that the managing committee members have their difference with everyone voicing their opinions, however, since no one is adamant, they work out a consensus. This works smoothly and effectively in carrying out the planned programs.

➤ **Confirmation of the minutes of the 48th AGM**

Dr. M. S. Kamath then presented the minutes of the last AGM, and as it was circulated, a month ago said that it be taken as read and approved.

**Proposed by Mr. Simon D' Costa
Seconded by Mr. Dinesh Bhandare
Passed Unanimously**

➤ **Presentation of Annual Report by the Hon. General Secretary**

The Hon. Secretary presented the highlights of the year's activity in a Power Point Presentation:

- Every year we have a theme and this year's theme is सबका साथ सबका विकास
- During the year, CGSI installed the solar panel with reverse metering under the stewardship of Mr. Goutam Bhatia. This is such a new concept that even BEST does not know enough about it and they bring their officers to show them our set up; in short a trail blazing effort.
- The Chairman Dr. Sitaram Dixit designed a new logo for our society.
- We held about 400 programs for consumer awareness / education in schools and colleges.
- The consumer affairs ministry both at the centre and state is aware of the good work being done by CGSI and have acknowledged it.
- We communicate with the persons in need of consumer grievance redressal through Skype, giving services at their homes.
- An office to address grievances in Mahim has been set up. Now we have two centers where people can come for grievance redressal
- CGSI inaugurated online filing of consumer court complaints.
- CGSI started a program चाय पे चर्चा where service providers come for discussion on how they can minimize the problems faced by users.
- Legal aid and drafting is in full swing.
- CGSI bought an auto analyzer milk-testing machine - it gives the result in 45 seconds with a printout.
- Helpline is doing excellent work and registered 23,418 complaints
- GOI, BIS, TRAI, Railway, SEBI all are working with us, and we are empanelled on their committees
- CGSI held a mega camp in Thane.
- Mediation and conciliation a film called तारीक या तरीफ made by CGSI Members Advocate Aishwarya Sandeep and Rajeev Kakade was presented. Many of the characters in the film are our office bearers.
- The subject of how to kick off the Golden Jubilee came up in the Managing Committee Meetings. Mr. Kothari suggested a walkathon in Juhu with the theme "Keep Juhu beach clean". He was instrumental in ensuring an attendance of 2500 people at the same.
- Consumer affairs minister Shri. Girish Bapat wanted us to extend our activities in Pune, which was done with an Inauguration at Pune University. It was an extremely well attended program on 23 July with people sitting in the aisles.
- CGSI also released the Golden Jubilee Souvenir that day.
- Dr. M. S. Kamath concluded saying that 6 years ago we are facing eviction. Today we have 2.8 crore in the bank.
- We saved 53 lakhs this year.

**Proposed by Mr. Satish Manel
Seconded by Mr. Arun Datey
Passed Unanimously**

➤ **Presentation of Accounts for 2015-16**

Mr. Vilas Wagh said CGSI received two letters for clarifications and replies sent, in entirety by post as no one came to the CGSI office. Dr. M. S. Kamath informed that CGSI received 5 years pending TDS after diligent follow up along with 12% interest. This year assessment is not complete and in progress. We are following up on 2011-12 TDS amount of Rs 14,000/-.

In 2012-13, Rs. 6470 is to be written off because the payer wrongly entered the PAN number that we cannot rectify. Mr. Anil Dhumak said therefore the balance sheets need to be recast, and he had supplementary queries to the written replies he had received.

Prof. N. M. Rajadhyaksha said answering supplementary questions in AGM is not possible without the book of accounts and it is best that he goes to CGSI office with prior appointment and clarify his doubts. Prof. N. M. Rajadhyaksha further said that the auditor has certified the accounts correct and that makes the accounts final!

Dr. M. S. Kamath said the accounts clearly show that we have received the pending amounts except for Rs. 6470.00 due to wrong writing of PAN number by one TDS payee. Since it is difficult to recover this amount, we need to pass a resolution to write off the amount. The following resolution moved.

Resolution: Resolved hereby that TDS amount receivable from income tax department amounting to Rs. 6470.00 be written off.

**Proposed by Mr. Simon D. Costa
Seconded by Mr. Vikrant Jindal
Mr. Anil Dhumak &
Mr. R. B. Purohit dissented
Passed by Majority**

**Accounts for 2015-16 were put up for approval
Proposed by Adv. Rajesh Kothari
Seconded by Mr. Mahinder Vaswani
Mr. Anil Dhumak dissented.
Passed by Majority**

➤ **Appointment of Auditors for 2016 – 17**

The house approved the recommendation of the Managing Committee to the General Body, to appoint M/s. S. C. Nagwekar & Co. as Auditors for CGSI Account & Maharashtra Helpline Account separately for the financial year 2016 – 17 at an annual fee of Rs. 20,000.00 each.

*Proposed by Mr. Santosh Shukla
Seconded by Ms. Shanteri Nayak
Passed Unanimously*

➤ **Nomination of President & Vice Presidents for the year 2016-18**

The Managing Committee recommended appointment of Prof. N. M. Rajadhyaksha

for President and Dr. Shirish Waghulde as Vice-President.

*Proposed By Ms. J. Varadhachary
Seconded by Mr. Raj Talreja
Mr. Anil Dhumak dissented
Passed by Majority*

➤ **Confirmation of Panel of Returning Officers for 2017**

The house approved the proposal of the managing committee to reappoint the following panel of returning officers.
Advocate R. V. Paranjpe,
Mr. Anil Karandikar and
Ms. Mercian Saldanha

*Proposed by Mr. Goutam Bhatia
Seconded by Ms. J. Varadhachary*

Passed Unanimously

➤ **Election to the Managing Committee**

There were four vacancies to the Committee this year and only four nominations were received, so all were elected unopposed. The members are,

1. **Mr. Dinesh S. Bhandare**
2. **Mr. Goutam Bhatia**
3. **Mr. Santosh Shukla**
4. **Mr. Simon P. D'Costa**

The Meeting ended with thanks to the chair.

19 Aug 2016 **Prof. N. M. Rajadhyaksha
President – CGSI**

MICROWAVE AND SAFETY

Dr. Sitaram Dixit, Chairman – CGSI

Microwave ovens nowadays are familiar kitchen equipments in urban India. It is therefore important that radiation emissions from microwave ovens do not pose a hazard to public health. In India, the manufacture of microwave ovens, is only under the 'Compulsory Registration Scheme' for self declaration of conformity of safety standard, and assurance of product performance by the Bureau of Indian Standards (BIS), list of electronics and IT Goods (IS 302-2-25). In view of this regulation the microwave ovens safety and its proper use and maintenance, as recommended by the user manual of the manufacturer becomes crucial.

How Microwave Oven Works

In order to understand microwave ovens safety, we should first know how this energy and time saving technical marvel works. Microwave ovens produce microwaves, a type of electromagnetic radiation. Microwaves vibrate water molecules present in food that in turn, generates heat necessary to cook the food. An electron tube within the microwave oven called a magnetron produce these waves. The oven's metallic interiors reflect microwaves within itself. The food present in the oven absorbs these microwaves as these waves have an ability to pass through glass, paper, plastic and similar materials. It is important to realize that contrary to popular understanding, a microwave oven does not cook food from the "inside out".

Operational Guidelines for Safety

- Strictly follow manufacturer's recommended safety precautions, operating procedures and the suggested heating time.
- Strictly avoid using the microwave oven if the door is bent, distorted, damaged or does not close properly or firmly since leakage of excess microwaves can happen from damaged door hinges, or latch seals.
- In case the door is likely to open while using the microwave it is advisable not to use the oven at all, but instead contact the microwave oven manufacturer or the service centre.
- Some manufacturers do not permit users to operate the microwave oven when empty. Follow the instruction manual.
- Hot-water eruption can occur on using a microwave oven to super-heat (heating water above 100°C, without any signs of boiling) water. Slightly moving or disturbing super-heat water can make the water present, to explode violently out of the cup. Serious skin burns and scalding of the user's hands and faces can result because of this. To reduce the accident risks of hot-water eruption add materials like tea, coffee, sugar, etc., to the water before heating.

Microwave-Safe Containers

- Use only cookware (glass, ceramic containers, plastics, etc.) exclusively for use in the microwave oven.
- Avoid using metal utensils and aluminum foils. Microwaves reflect off them, cooking the food unevenly also damaging the microwave oven.

Health & Microwave Ovens

According to the current BIS rules microwave manufacturers should self-certify that their ovens have emission limits below the threshold level that constitutes risk to public health. Around the world instances of radiation injury have been rare and that too only because of abnormal conditions or inappropriate servicing of the kitchen equipment. In fact, most injuries were only with respect to serious thermal burns from hot containers, overheated foods or exploding liquids. As an additional precaution even though contemporary pacemakers are able to shield electrical interference, it is advisable for persons with pacemakers to consult the physician before using a microwave oven.