

**Minutes of the 50<sup>th</sup> Annual General Meeting of Consumer Guidance Society of India, at 4.30 PM on 8 September 2017, at the Kitte Bhandari Hall, Gokhale Road (North), Opposite Kohinoor Square, Near Gadkari Chowk, Dadar (West), Mumbai 400028.**

The Meeting started on time after ensuring adequate quorum. Dr. M. S. Kamath Hon. Secretary welcomed all CGSI members to the 50<sup>th</sup> AGM of CGSI. Trustees Adv. S. D. Puri & Mr. Nooruddin Sevvala, President Prof. N. M. Rajadhyaksha, Vice President Dr. Shirish Waghulde, Chairman Dr. Sitaram Dixit and Treasurer Mr. Vilas Wagh then took the stage.

➤ **Welcome by the Chairman**

Dr. Sitaram Dixit in his welcome address said, completing 50 active years and stepping into the 51<sup>st</sup> year is a special landmark in the history of our institution. CGSI has had an eventful year, having addressed 25000 complainants through our helpline and about 400 complainants' personally in CGSI and Mahim center. The walkathon held in the 50th year was a big success during the last financial year. A delegation of the European Parliamentary committee visited CGSI (without any fanfare) met our committee members talked to our staff and went away with an excellent impression about our work in consumer help.

The Indian Institute of Mass Communications Research, under the aegis of The Information and Broadcasting Ministry, Govt. of India, as part of their research project sent a team to learn and understand, as to how CGSI successfully disseminates awareness about consumer rights, educate and help consumers. They too gave an excellent report about CGSI, our activities and their personal learnings from us. CGSI held many more activities during the year and Hon. Secretary Dr. M. S. Kamath's report and July-Aug 2017, Keemat AGM issue has it all listed.

➤ **Address by the President**

The President Prof. N. M. Rajadhyaksha in his address stated that CGSI is working with enthusiasm as a cohesive team. 51 years is not a short span and we have achieved many things in this time, expanded our horizons, disseminate information of how to use products and how to get help in case of faulty product or services. He emphasized that we also need to tell consumers their obligation to the public, nature and environment not just their rights.

The managing committee team advised by senior members are working all the while in consumer's interests without seeking anything in return and spending their own time and often money as well. He further opined that when the managing committee decides something good for the organization or

consumers, it should not every time put it to the general body for ratifications. It should be well within their rights to decide, although the general feeling was that a ratification by the general body puts the stamp of approval to the decision, a CGSI precedence all along.

➤ **Confirmation of the minutes of the 49<sup>th</sup> AGM**

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

***Proposed by Mr. Vikrant Jindal  
Seconded by Mr. Ramesh Nayak  
Passed Unanimously***

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

Hon. Secretary Dr. M. S. Kamath touched upon a few significant activities of the year. Consumer welfare minister Mr. Girish Bapat had given a mandate to CGSI to provide consumer guidance and education to cover all the districts in Maharashtra. Dr. M. S. Kamath informed the house that we have covered every district successfully to the minister's complete satisfaction and the minister was very happy with our performance.

The visit of the European Parliamentary committee was very fruitful. Surprisingly unlike Indian parliamentarians, they came without any security guards just as warm folks and interacted with all of us including staffs on how we do our consumer awareness and financial literacy programs leaving CGSI premises very satisfied by giving a very good report.

Maharashtra board syllabus forced schools to use expensive Microsoft Windows and Office Applications for all their work. CGSI's appeal to Govt. against this practice now allows schools to use any Open software in their schools resulting in massive savings year on year.

Dr. M. S. Kamath informed the house that CGSI collected around Rs. 57 lakhs last year to put it in our total savings to a healthy and enviable balance of around Rs. 3 crores and thereafter proposed to the GB to approve the report.

***Proposed by Ms. Jamna Varadhachary  
Seconded by Dr. J. V. Parekh  
Passed Unanimously***

➤ **Presentation of Accounts for 2016-17**

Mr. Vilas Wagh said CGSI office received one letter from Mr. Anil Dhumak regarding issues and matters already addressed in earlier AGM's with the passing of relevant resolutions ratifying the same. CGSI also received one letter on the evening of 7 September, well past the deadline seeking clarifications. CGSI will answer the same later and post it to the seeking member. Accounts then put up for approval.

**Proposed by Narendra Gandhi**  
**Seconded by Satish Manel.**  
**Passed unanimously**

➤ **Appointment of Auditors for the year 2016 – 2017**

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 – 2017 at an annual fee of Rs. 20,000.00 each.

**Proposed by Mr. Goutam Bhatia**  
**Seconded by Ms. Arun Datey**  
**Passed Unanimously**

➤ **Confirmation of Panel of Returning Officers for 2018**

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. Raj Talreja**  
**Seconded by Dr. S. G. Bhat**  
**Passed Unanimously**

➤ **Any Other Matter with the Permission of Chair**

**The President honored Mr. Bhagwan Karia for his yeoman service to the consumers cause, supporting and propagating CGSI's objectives during the past several years.** It was due to his effort and long years of follow-up that the Sales Tax Authorities have mandated that marketers should only use ordinary paper to print and issue receipts and not thermal paper that gets automatically erased after a month or so thereby rendering it useless as proof of purchase. In his acceptance speech, Mr. Bhagwan Karia said, that he would not have been successful but

for the help and support of CGSI. Mr. B. V. Desai and Dr. M. S. Kamath not only gave him moral support to carry on with this work but also accompanied him to various offices whenever required. He further stated that he would continue to fight for consumers in other fields as well.

❖ *CGSI life member Mr. V. K. Doshi suggested the following*

1. Late Mr. M. R. Pai had set up "The Forum of Free Enterprises" that is not doing much after his demise. He wanted to know if CGSI could join with them and have lectures on various topics.
2. Near CSMT a "Junkha Bhakhar" stall which is supposed to be for ex-servicemen, is being run by others without valid license. We could take it over and use the space
3. Luxury buses stow all luggage in their space without giving any receipt. They should either give receipt or allow the passenger to put it in the bus whereby consumers can keep an eye on it and prevent theft.
4. Mr. Doshi suggested having AGM related pages in Keemat as a pull out for member's convenience.

Prof. Rajadhyaksha advised Mr. Doshi to discuss on these matters directly with CGSI office bearers outside the purview of the AGM.

The President Prof. Rajadhyaksha thereafter declared the meeting closed and asked the Hon. Secretary Dr. M. S. Kamath and the returning officer to proceed with the election formalities.

➤ **Election to the Managing Committee**

There were four vacancies to the Committee this year and only four nominations received.

Members elected unopposed are,

1. **Mr. Bhaskar V. Desai**
2. **Ms. Navneet Chahal**
3. **Mr. Raj Talreja**
4. **Mr. Vikrant Jindal**

➤ **The Meeting ended with thanks to the chair.**

**Prof. N. M. Rajadhyaksha**  
**President – CGSI**

**9 September 2017**