

**World Consumer Rights Day  
Report of Awareness Programme at School  
March 15, 2014**

CUTS conducted an awareness and education programme for the children of Suraj Baal Niketan Senior Secondary School, Shastri School, Jaipur on the occasion of World Consumers' Right Day.

50 students of VIII and IX along with teachers of the aforesaid school were present in the programme. Purpose of the programme was to educate and aware students about the rights of being a phone consumer as they are the future of the nation.

Dharmendra Chaturvedi, Project Officer CUTS informed the gathering about the Consumer International (CI), the importance of the occasion and the purpose. He briefed the



students about the five demands raised by CI as a global issue and the rights of being phone consumers. Role of available costumer care centre of companies and government regulators were also told to the students, with a request to lodge complaints against any unfair practices. He mentioned about the TRAI roles in safeguarding consumers rights and helpline number in context with the request made by students as well as teachers to provide guidance in lodging complaints.

CUTS Project Officer Arjun Kant Jha in his address told about the consumers are fooled by the vendors by offering an attractive plan, as majority of the phone consumer never read inbuilt conditions applicable for the using the respective plans. The two levels Costumer complaint mechanism available with the service providers can be approached for lodging the complaints was



told by him. He also elaborated the demands made to service providers like providing them with fair contracts explained in clear, complete and accessible language; fair and transparent billing; security and power over their own information and listening and responding to their complaints. He also informed about the ill effect and health issues involve in extensive uses of mobile phone.

Ashok Kumar Gupta, President, Suraj

Baal Niketan Senior Secondary School thanked CUTS for providing the valuable information on the occasion of World Consumers' Rights Day, which have benefited the students as well as teachers.