

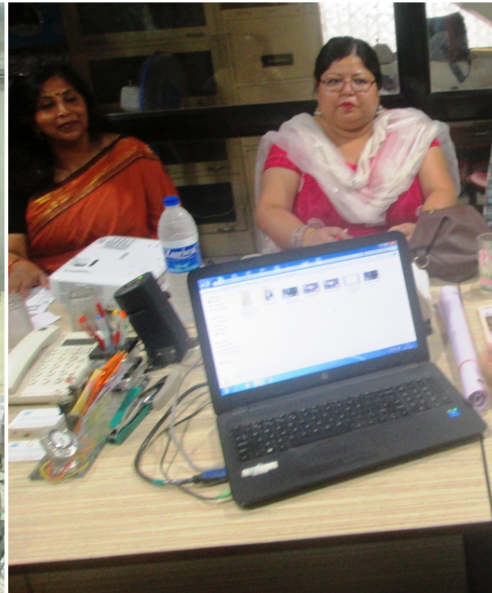
CONSUMER GUIDANCE SOCIETY OF INDIA



ग्राहक सेवा सुरक्षा संतोष

The Consumer's Voice Keemat

Value for Price, People and the Environment



Inside this issue.

- Details: Annual General Body Meeting 2017.
- Useful Tips on Mutual Funds & Insurance.
- Why are Israel Jews so smart?



Consumer Awareness Program at Gondia, Wardha & Nagpur



Cover Page: The Indian Institute of Mass Communications, Department of Communication Research, officials under the aegis of the Ministry of Information & Broadcasting, visiting CGSI to understand the impact of educational consumer advertisements.

Some people take risks because they like the adrenaline rush – skydiving, bungee jumping, or entering a lion’s cage at the zoo. Others, like movie stuntmen, take risks because they are paid for it, but millions of people take risks every day for no apparent reason. Let’s start with mobile phones. Almost all youngsters have earphone attached to their mobiles and they just walk into the traffic without a care or a thought of the inherent danger. Would you cross a busy road blindfolded? That is essentially, what you’re doing when you cross the road while using your phone. Eyes and ears are partially blocked – or even completely blocked if you are engrossed in the conversation or music, and texting that are another all-pervading habit, which the youngsters are addicted to.

Common sense tells us to be aware of our surroundings. When your attention is elsewhere, you don’t pick up danger signals. The sound of an approaching car, or the traffic light turning red when you’re halfway across. Normally, we would respond automatically and immediately, but when we are ‘switched off’; our response is slower; that one second could mean the difference between a minor scare and a week in hospital, and it puts the driver of the vehicle into high stress and more if there is an accident even a minor one with raised voices, crowd taking sides, police complaints, perhaps even a charge of rash and negligent driving. It’s not just pedestrians but drivers as well. Numerous studies have shown that being on the mobile phone significantly reduces your ability to respond to a potential emergency. Some studies have found that the distraction level is equivalent to having a couple of drinks. Hand-off telephony, using earphones or speaker mode, is an improvement, but still imposes a significant risk. A distracted driver approaching an equally distracted pedestrian is a recipe for disaster waiting to happen. Even worse than talking is

texting. Not even the most skilled multi-tasker can drive well while texting, and yet, there are very few campaigns to remind people of the risk, and zero popular support for a crackdown. There are rules for not talking on the mobile while driving. A fine and even confiscation of the instrument, but it is rarely enforced.



Many other seemingly harmless driving habits are in fact potentially dangerous. Driving without a seat belt, allowing a toddler to stand next to the driver, or even sit on his lap, children sticking their hands out of the window, especially in school buses/vans. Either they should be fitted with meshes or the attendant should keep a keen watch the keep the children safe. Sad to say there is even an advertisement for a car where when the door opens a dog jumps out. It means it was sitting without being tethered. We do need a zero acceptance policy - all rules need to be enforced. Another shocker is riding without helmets. The usual excuses are, I’m late, I forgot my helmet or it’s only a two minutes ride. I heard a much better one recently, from a college student: Auntie, I do daredevil tricks, use a no entry road, ride fast on the footpath, if I wear a helmet, how will the girls see me? It is all about being macho. We need to convince the youngsters that following rules is macho not breaking rules. There is rule that petrol pumps should refuse to serve non-helmeted riders – no helmet, no petrol, but they bully the attendants who get cowed down. Naturally, there are not many places where this rule is enforced. Then there is racing, rev up engine ride on one wheel and disturb the entire neighborhood, surefire way of asking for trouble. There are many other examples. Youngsters are the biggest offenders, but everyone does their bit. An old man crossing the street on a red light, forgetting that he is not as agile as he was 30 years ago. A young mother running across the road with a toddler in tow. Surely, the toddler will do the same on growing up having learnt it from his mother you see.

We have laws to prevent many of these things: drivers using mobile phones, motorcyclists without helmets, not using a seatbelt, crossing on a red light, etc. It is almost impossible for the police to enforce these laws, so they resort to jugaad, like they did at CST station in Mumbai, a few years ago. The spot is notorious for people crossing the road whenever and wherever they felt like, so police officers would hold up a rope, holding back the crowd until the light turned green. It worked for a while, but surely, a police officer’s time could be put to better use? There are also youngsters who do stunts on suburban trains and fall off, are killed or be maimed for life. Take selfies, near the train tracks to get a good shot of themselves and the incoming train only to be run over. The list on safety is endless and one can write a book. Safety issues about mobile usage, soft drinks, drinking out of paper cups etc., will merit a separate piece.

We do live in a fast-paced world where every second is vital, but that is no excuse. What are you going to do with that 5 seconds you save by running across a red light? Taking unnecessary risks (and breaking the law) to save a few seconds may be all right once or twice, but not several times a day, every day. Safety-first is common sense. We have enough problems; let’s not add to them by doing things where the risks hugely outweigh the benefits. We must have zero tolerance. Any time you see a youngster breaking rules, stop him. Even if one in five listens to you, it will help. I do it and so must you. I will end on a positive note. Whenever you stop a youngster from transgressing, you can be sure they will not be rude. They always say sorry, that is our *Sanskar* – be polite to your elders.

THINK ABOUT THIS!
Dr. Sitaram Dixit, Chairman - CGSI

A group of children is playing near two railway tracks, one still in use and the other disused. Only one child played on the disused track, the rest on the operational track. The train is coming, and you are just beside the track interchange. You can make the train change its course to the disused track and save most of the kids. However, that would also mean to sacrifice the lone child playing on the disused track. Alternatively, would you rather let the train go its way? Pause and think what kind of decision you could make. Most people might choose to divert the course of the train, and sacrifice only one child. You might also think so, as to save most of the children at the expense of only one child is a rational decision, morally and emotionally. However, the point to remember is that the child playing on the disused track had in fact made the right decision. Nevertheless, we had to sacrifice him because of his incorrect friends playing where the danger was. This kind of dilemma happens around us daily, in office, in community, in politics, in any democratic society. Today, we often sacrifice the right for the interest of the wrong. Ironically, no one would shed a tear for the unfortunate child.

The great critic Leo Velski Julian who first told this story said, “I would not try to change the course of the train, as the kids playing should have been aware, the track was operational and run away hearing the train’s sirens. On diverting the train, the lone child would definitely die because he never imagined the train could come over to that track! The track most probably being unsafe was not in use and diverting the train could put the lives of all the passengers on board at stake! In our attempt to save a few irresponsible incorrect kids, we might end up sacrificing hundreds of innocent people.” Life is full of tough decisions for us to make. “Hasty decisions may not always be right. What is right may not always be popular and what is popular is not always right.”

Letters to the Editor / CGSI

Natural does not always mean safe! Did you know that a honey face pack could trigger acne or that pepper may aggravate asthma? Here's more Indians have always sworn by their home remedies, traditional cures that rely on the healing properties of natural ingredients like spices, herbs, roots and vegetables. Most of us assume that anything natural is safe and free from side effects, but in fact, this assumption is gravely flawed.

A month ago, Bandra-based 27-year-old fashion designer Ruchika Punjabi got a lesson in how natural cures can go wrong too. "I had read online about a honey, baking soda and coconut oil face pack. The article claimed that it would give my skin a healthy glow and that it would lighten the skin a little. My mother has been using similar face packs for years, so I did not see the harm in it and my sister and I decided to give it a go together. Normally, I am reluctant to try anything new as my skin is very sensitive, but I thought this would be fine as it is natural. I applied the thick paste and within seven minutes, my skin was burning up. I removed the pack immediately, but my face broke out in a rash. I called my skin specialist and was prescribed a medicine, which reduced the rash by nighttime, but it took two whole days to disappear altogether. It turned out that my skin had reacted to the honey."

Experts tell you why you should be cautious:

Tisanes for coughs: Ayurveda medical practitioner Dr Ashwin Sawant warns against treating coughs with tisanes prepared with black pepper and honey. "Black pepper is terribly hot and dry -the term we use in Ayurveda is 'ushna'. If you have a dry cough or bronchitis, i.e., a cough that does not produce any phlegm sputum, the wheezing and bronchitis may aggravate when you use black pepper." Sawant explains: "Normal bronchial discharges are essential for the normal functioning of the respiratory system. When you have a dry cough, lubrication is arrested, and black pepper will dry the discharges up further, thereby aggravating the condition."

Tel malish/champī: Dr Vandana Punjabi, consulting dermatologist, trichologist and cosmetologist at Nanavati Hospital says, "Coconut, mustard and castor oils can cause scalp folliculitis (infection and inflammation of one or more hair follicles) or they may cause boils on the scalp if your skin is sensitive. If the oil drips down to your face, it can also cause 'acne form eruptions' on the face (small boils). Washing off the oil quickly, however, reduces your chances of getting these."

Honey can be harmful too: Using honey on the face is believed to guarantee gorgeous skin. However, Dr Punjabi points out, "The ingredients in these natural products like honey and milk are called comedogenic, i.e., they cause white heads and black heads because they are very oily. Irrespective of your age, if

you are acne-prone or if your skin is oily, you are more prone to having an allergic reaction to honey and milk as compared to someone with dry skin. Dry skin will not have very active sebaceous glands, which would give rise to acne. Honey and milk block the oil glands and skin pores and give rise to acne." The combination of honey and hot water is also often touted as a weight-loss remedy, but Dr Farida A Talati, a consulting homeopath cautions, "One teaspoon of sugar and one teaspoon of honey translate into practically the same amount of calories, so this remedy will not work."

Pain in the ear: Garlic juice is often used to treat earaches. The logic is that the 'stinking rose' contains a host of active ingredients like the anti-bacterial allicin, which would help combat the infection. Dr. Sawant warns, "While it might help, there could be an ear puncture and precaution should be taken if there is ear discharge. This ear discharge could possibly result from a middle ear infection through the eardrum. Further, if the ear drum is punctured, the garlic juice can directly go into the ear cavity and damage the inner ear."

Homemade scrubs: "People make the mistake of using these every other day and it can lead to a patchy pigmentation -macular amyloidosis. Amyloid can be deposited because of excessive scrubbing on the skin along with the pressure used. It is idiopathic, meaning we do not know exactly why it occurs and some are more prone to this than others," says Dr Punjabi.

Citrus face treatments: Lemon or orange juice is frequently used on the face to lighten or brighten the skin, or to tighten and tone the skin and prevent acne. "There is a condition known as 'allergic contact dermatitis' - it refers to the manifestation of an allergic response when a material comes in contact with skin. It could be due to the fact the pH of the material does not complement the pH of the skin," says Dr. Punjabi. "The pH of orange or lemon juice is very low (very acidic) and that irritates the skin. Anything with high pH can dry the skin and with low pH has the potential to spark off an allergic reaction. When you have oily skin you have an oily mantle which protects the skin, but when the skin is dry, there is less of a barrier and these acids can aggravate the skin more."

Curd-rice for the tummy: "When people suffer from piles they tend to eat curd-rice as a remedy," says Dr Sawant. "The root cause of piles is constipation. Curd has a tremendous capacity to absorb water. It absorbs water from the stool which becomes dry and hard and this actually contributes to constipation and therefore piles," explains Dr Sawant.

Anil Sadarangani

This has reference to the letter to the editor "Better late than never," (November – December 2016, page 4). I read somewhere that it takes 45 minutes for sunshine to make some vitamin D in the human body. Thus, a person should sit for at least 45 minutes in the sun and that too without break to get some vitamin D. This is not a very well known statement and needs confirmation by

experts. If this is so, then laborers, farmers and vendors will have abundance of vitamin D and common person does not have wherewithal to get vitamin D from sun. Perforce he has to depend on nutrition and medicine.

S. D. Wadhwa, Email: shdatta_2407@yahoo.com

Medical doctors prescribe medicines by brand names and not by ingredients. Therefore, we end up paying more for buying medicines. Use these steps to save money on your medical bills.

1. Simply log on to website www.manddo.com (Medicines and Doctors online) and go to the medicines section.
2. Search or type the medicine name you are currently using.
3. The page will show medicine name, manufacturers, prices, ingredients, pack size, etc.
4. Now CLICK ON 'SUBSTITUTE'

Do not be surprised to see many reputed manufacturers selling the same drug at much lower prices. Kindly inform and share this useful advisory with all your friends and relatives.

Dr. Sitaram Dixit, Chairman – CGSI

Great spirits have always encountered violent opposition from mediocre minds!

The weak can never forgive. Forgiveness is the attribute of the strong!

Govt urged to hike tax on unhealthy food

Neetu Chandra Sharma
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New Delhi: Arguing that South Asians are more susceptible to diabetes and cardiovascular diseases, doctors from All India Institute of Medical Sciences (AIIMS), New Delhi, and National Diabetes, Obesity and Cholesterol Foundation, India, along with Diabetes Foundation, have urged the government to increase taxes on unhealthy food items.

Mentioning that Kerala recently announced a 'fat tax' on pizzas, burgers, sandwiches, and tacos sold through branded food outlets, Anoop Misra, Director, Diabetes and Metabolic Diseases, Diabetes Foundation, said, "A 20 per cent tax on sugar-sweetened drinks in India is projected to reduce the prevalence of overweight and obesity by three per cent and the incidence of type 2 diabetes by 1.6 per cent over the period 2014-23, assuming that consumption increases at par with current trends."

Doctors said that a 20 per cent tax on palm oil purchase in India is projected to avert approximately 3,63,000 deaths from myocardial infarctions and strokes between the period of 2014-23.

"Palm oil is consumed widely in India and low and middle-income countries. It is high in saturated fat and can increase cholesterol concentration in the body. Data shows a reduction of 1 mmol/L in cholesterol concentration due to substitution of palm oil with soya oil. This reduction in cholesterol and low-density lipoprotein cholesterol would equate to a 22 per cent lower risk of cardiovascular disease," said Dr Nikhil Tandon, Professor, Department of Endocrinology, AIIMS.

Doctors have called for an urgent action to provide screening and treatment, complemented by lifestyle modifications.

This has reference to the adjoining news item (15 Apr 17, Page 9, DNA, Mumbai)

The doctors from All India Inst. of Medical Sciences, New Delhi, National Diabetes, Obesity & Cholesterol Foundation, India, along with Diabetic Foundation, India, urging Govt. to increase the taxes on unhealthy food item needs further experimentation and evidence. India imports several edible oils, like Palm oil, Soybean oil, Sunflower oil, Olive oil, Canola oil, Palm-kernel oil, Palmolein, etc. Doctors have suggested to tax Palm oil because it is high in saturated fat and can increase cholesterol concentration in the body. What about Vanaspati that had nearly 40% trans fat, a substitute for Ghee, especially for the low and middle-income group that was in use since 1950? Now it contains 60% saturated fat & 5% trans fat! A poor man largely consumes adulterated Ground Nut oil, adulterated coconut oil, adulterated mustard oil etc., which is sold loose in Mumbai shops, as they are easily available and affordable. These were the findings of the Consumer Guidance Society of India, Mumbai and reported to the regulators but as always, no action was taken. Thankfully, there were no casualties as the adulterant was the cheaper edible oil incidentally Palmolein.

The doctors attached to AIIMS, Delhi, may not be aware that Mumbai restaurants use Refined Sunflower oil one of the cheapest oil for deep-frying of farsan, potato chips, banana chips etc. Repeated heating of sunflower oil during frying oil give rise to the formation of nitrosamines, polymers and trans fats all toxic compounds proven health hazards on human consumption. This can trigger obesity, diabetes and CVD. Regulators of health should also look into this aspect. Similarly, Soybean oil or Safflower oil should not be used for deep-frying. Palm oil is used by all the Biscuit Manufacturers in India as a substitute for Vanaspati as they could not export the biscuits abroad due to Trans Fat in Vanaspati.

Incidentally, AIIMS doctors may not be aware that in Malaysia and Indonesia Palm oil is the only oil consumed by all, with no CVD problems. Kerala consumed only Coconut oil, which has high saturated fat, several years ago, without any health problems, but changed over to other oils due to high price of Coconut oil and are now prone to CVD. World Health Organization (WHO) recommends for good nutrition and health, edible oil with the composition of saturated fatty acids (SFA) monounsaturated fatty acids (MUA), and polyunsaturated acids (PUSA) in the ratio of 1:1:1. This can be achieved only by blending 1 or 2 or 3 edible oils. Blended oils are sold in the market. It will be very valuable if clinical data is made available for each oil or blended oil by learned doctors from AIIMS or any other Institution, to prevent Diabetes and CVD. Hike in tax on imported oils is not going to decrease consumption but price of other oils will increase, and consumer will suffer. Life style modifications will certainly help the consumer. While the rich over eat nutritive food and become obese and prone to disease, the poor are under nourished and prone to tuberculosis and anemia.

Dr. S. G. Bhat, Food Scientist & Former Hon. Editor of Keemat

Around 10:10 A. M on 14 May 2017, a dozen landline telephones of my house continuously started buzzing for some time. The message to me on the phone was to congratulate CGSI and our worthy Dr. M. S. Kamath for their hard work and service they have provided to the needy consumer community. This was in reference to an impressive article written in Times of India dated 14 May 2017 widely talking about CGSI works, actions and deeds. Incredibly, CGSI is a born pioneer and a diligent consumer organization that does not sleep unless it redresses the problems of consumers who have had to face injustice and leaves no stones unturned until all the legal disputes are settled. Long live CGSI and Dr. M. S. Kamath in helping CGSI gain confidence of thousands of consumers and keeping faith in the consumer movement.

Dr. R. B. Kadam, Membership No: 2124

LIC told to cough up Rs 6.5L for denying death benefit Nirupa Vatyam – The Times of India (Hyderabad)

A district consumer forum has directed Life Insurance Corporation of India to pay claim amount of Rs. 6 lakh and compensation of Rs. 50,000 to a widow of a man who died of electrocution. The woman had been denied accidental benefit claim without a valid reason. The insurance firm processed the claim as a "natural death" saying that the family of the deceased had failed to provide FIR and post-mortem report along with the claim papers. The forum made it clear that it was not compulsory to file a FIR or a post-mortem report to claim compensation in a case of an accident sustained at home. It is not necessary to file a FIR or to conduct post-mortem, as there was no suspicious condition leading to the death of the insured. We find that the contention of the opposite parties is unsustainable as the fact of the death of the insured is not in dispute. Merely because the complainant did not file the FIR, the opposite parties cannot deny their liability on the accidental death, said the forum and directed the LIC to pay claim amount and compensation. The representatives of the LIC India contended that repeated requests to the complainant to file relevant documents were not acted upon by her and hence they could not process her claim. In the end, LIC was directed to pay Rs. 5,000 towards costs along with claim and compensation.

White goods are biggest headache for consumers

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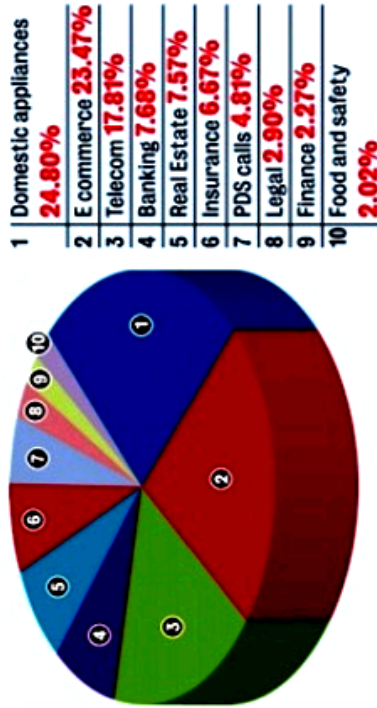
TWEETS @MumbaiMirror

Problematic purchases of domestic appliances form the heart of consumer dissatisfaction in the state, if one were to go by numbers, data released by a government-backed NGO show.

The state wing of the Consumer Guidance Society of India (CGSI) analysed around 25,000 complaints from distressed consumers across categories in Maharashtra during the fiscal 2016-17. Other than concluding that white goods tended to throw up problems for the most number of buyers, the non-profit also found out that e-commerce proved to be tricky for a sizeable number of them.

Of all the grievances recorded by

BREAKUP OF COMPLAINTS



telecom sector, which made up 17.8 per cent of the complaints.

A considerable number of complaints also related to banking (7.67 per cent) and insurance (6.66 per cent) were also lodged, volunteers from the organisation said that resolving disputes is the most difficult in the real estate section, which drew 7.56 per cent of the total number of complaints.

"We try approaching the errant company along with the consumer, especially in cases when a firm is being unreasonable," Dr MS Kamath, the NGO's secretary, told Mumbai Mirror. A volunteer from the NGO guides complainants through the process.

"We end up solving close to 70 per cent of the complaints made as most companies don't want their name to get spoilt. But real estate is a tough one. They don't really bother even when

their reputation is at stake," Dr Kamath said. According to the data, the least number of complaints relate to finance (2.27 per cent), food safety (2.02 per cent) and legal (2.90 per cent) sectors.

Dr Anita Kini, an aggrieved consumer, got her issue resolved through CGSI. She had purchased two collapsible mosquito nets from an exhibition but found that one of the nets would collapse if it got windy. "When I contacted CGSI, I was asked to send two letters to the manufacturer, but nothing came of it. Then I was asked to return the item through speed post" — since courier is not valid in court — "but it was returned," she said.

Finally, Dr Kamath sent a letter from CGSI. Within a month, Kinigota called from the manufacturer himself and the nets were replaced.

Woman duped of ₹41L by FB friend, 2 arrested

Jayprakash S Naidu

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MUMBAI: A woman was allegedly duped of ₹41 lakh by an unidentified person who befriended her on social networking site Facebook while posing as a foreign national. Two men have been arrested but the mastermind is still at large.

According to the cyber police, the complainant and the accused became friends on Facebook in December last year.

To win her trust, the man told her he would transfer some money into her account if she helped him convert his two lakh British pounds into Indian rupees.

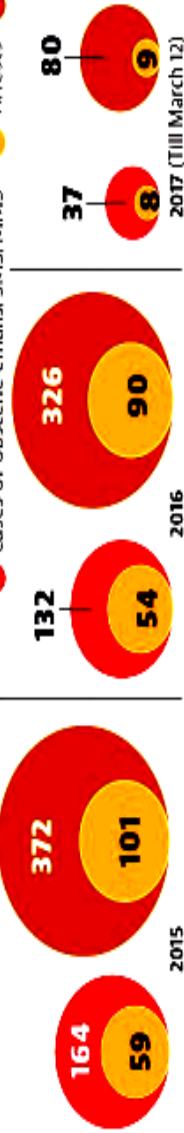
He also said that he would come to Mumbai to meet her and her parents in April.

Earlier this month, the man told her he had been detained by a customs officer at the Indira Gandhi International Airport in Delhi and asked her to transfer money to help him get out of the

the NGO, issues with manufacturers amount to 24.8 per cent, and those related to e-commerce portals form 23.47 per cent. Tailoring the two is the

BEWARE! DON'T OPEN THAT SUSPICIOUS EMAIL

Cases of obscene emails/SMS/MMS ● Arrests ● Other cybercrimes



PRECAUTIONS YOU MUST TAKE ON SOCIAL NETWORKING WEBSITES

Do not accept all friend requests: Private investigators and sex offenders often create fake accounts to gain access to profiles. If you do not know the person, don't add them to your friends list

Lock your photos and restrict access of unknown people on your profile: Do not put personal information like residential address, phone number, place of work on such sites

Do not leave your computer unattended with your FB a/c open: Make sure you sign it out before you leave it unattended. Do not use easy-to-crack passwords, like your name or parents' names

Install anti-virus software: Several viruses can attack your email address book. The viruses send out posts asking people on your list to befriend you on FB, while transferring the virus.

situation. The woman believed him and transferred ₹41 lakh to three different bank accounts.

She soon realised that she had been conned and alerted the Mumbai police and her bank. Acting on her complaint, the cops arrested two men on April 9 who tried to withdraw the amount she had transferred. The cyber police later came to know that the mastermind had used these two men's bank accounts while promising them a share of the spoils. The

arrested accused are Shahabuddin Shaikh, 23, from New Delhi and Gulzar Shaikh, 24, from Uttar Pradesh, said the police.

Deputy commissioner of police, cyber, Akhilesh Kumar Singh said, "We do not know if

the person who posed as her friend on the social network is an Indian national or a foreigner." An FIR has been registered under sections 419, 420 and 34 of the Indian Penal Code and 66D of the Information Technology Act.

CHOLESTEROL AND ITS ROLE IN HEART DISEASE

Narendra Wagle, Past President, CGSI

A basic health check-up includes assessment of lipid profile

What is cholesterol?

A natural waxy substance, which chemically is a combination of fatty alcohol and fatty acid. It is biologically essential for important bodily functions but is not regarded as an essential nutrient. This is because the body can manufacture its own supply of cholesterol if none is present in the diet. Cholesterol is implicated in cardiovascular disease, hence the bad publicity it gets. It is formed in all animal tissues but is virtually absent in foods of plant origin which contain phytosterols (phyto = plant). The stage-wise sequence of development is dietary fat > elevated blood fat concentration > arterial deposits containing fats > coronary artery blockage > heart attack (see next para).

Arterio- (and Athero-) sclerosis

These processes are commonly known as hardening of the arteries (in medical parlance 'myocardial infarction') caused by fatty deposits and minerals from the blood collectively termed plaque. Elevated levels of cholesterol in the blood may contribute to building up of plaques (containing in general 70 per cent cholesterol) on the inner walls of the arteries. A sudden blockage of a coronary artery might result in a "heart attack" or a stroke (cerebrovascular disease leading to "brain attack") if the artery supplies blood to the brain. The average adult human body contains rather more than 100 grams (g) of cholesterol. Most diets of "Western Civilisation" provide about 500 milligrams (mg) per day. A 'foreign' diet (Mexican, Thai, et al.) in preference to traditional is served in posh restaurants and even at wedding receptions by Indian urbanites. Italian pizza and Chinese fried rice are more common.

Diet and Disease

About 75 per cent of cholesterol is synthesised by the body, the rest comes from food. Dietary cholesterol has little effect on blood cholesterol over the range of normal intake (300-500 mg daily). Very high intakes, only obtainable by eating two or more eggs daily (one egg = 300 mg) would, however, raise the concentration level to unacceptable level. Cholesterol level of less than 200 mg/dl (decilitre) needs no medical intervention (yet must be checked every 5 years), subjects with more than 240 mg/dl can be considered at high risk (to be further tested for lipoproteins = cholesterol + protein). Risk factors include: age, gender, family history (blood relative), tobacco use, high blood pressure, diabetes and obesity. Diets rich in saturated fat play a major role in the high levels of blood cholesterol found in Indians. The cholesterol in food also contributes but to a lesser extent than saturated fat. Overweight condition primarily is due to an intake of calories that exceeds the needs of the body. Early heart attack (before age 50 for men and age 60 for women) was 'family history', nowadays heart failures occur much earlier across all social strata. Lifestyle is the culprit. Dietitians recommend polyunsaturated fats (PUFA) to reduce blood cholesterol e.g., safflower (kardi) and sunflower oils. However, their excessive intake should be avoided. Moreover, PUFA oils should not be employed for deep-frying. Restrict egg yolk to 3-5 weekly, prefer nuts (cashew, walnuts, almonds) and pumpkin seeds, which are rich in "essential fatty acids" (EFA's).

Two Types of Cholesterol

'Good' (having more protein than fat) and 'Bad' (composed of less protein than fat) cholesterol are found only in the blood, not in food. Cholesterol is insoluble in blood, becomes soluble when attached to protein (as lipoprotein, lipo = fatty substance). High

Density Lipoprotein (HDL) is considered as a "good" scavenger collecting cholesterol from the tissues to the liver for excretion. Women generally have higher levels of HDL, and this may explain in part why premenopausal women have fewer heart attacks than do men. The minimum HDL level for both males and females is 35 mg/dl. Nowadays, greater emphasis is laid on the ratio of total cholesterol to HDL which if it exceeds 5.0 is cause for concern (below 3.0 is regarded as "low risk"). Cholesterol phobia has acquired such dimensions that labelling foods including bananas as "cholesterol free" is a craze in western societies, just as our edible oil manufacturers advertise groundnut and other vegetable oils as a 'no cholesterol' product. Low cholesterol levels in the blood are reported to be harmful to humans reportedly triggering aggressive or suicidal impulses in a person. Moderate to severe depression is observed among elderly men when the level falls below 160 mg/dl. Cholesterol kills - very high or very low, either way one is damned.

How to Lower Blood Cholesterol

First step is to change your diet limiting fat intake to less than 30 per cent of calories with not more than one third of that coming from saturated fat and eating less than 300 mg cholesterol per day. High fat fish {e.g., Indian salmon (rawas) and mackerel (bangda) containing omega-3 fatty acids which reportedly inhibit tumour growth as well as thrombus formation} and similarly vegetable oils such as rice bran (naturally containing oryzanol) and soyabean, and to some extent oils of sesame (til) and olive (not indigenous), supposedly "protect" the heart and are described as "kind-hearted". However, the type of saturation occurring in coconut oil is different from that in other vegetable oils, such as palmolein and groundnut oil, the constituents (medium chain triglycerides - MCT) of which have a lower tendency to deposit in the body as fat. MCT are rapidly oxidised and metabolised in the liver. Encouraging news for the obese. Use of oral contraceptives can increase blood cholesterol levels in some women, as can pregnancy. But, it should return to normal 20 weeks after childbirth. Exercising regularly (even brisk walking, jogging or swimming) and losing weight (if in excess) are ways to maintain higher HDL levels. Reduce other risk factors such as stress with sincere dedication. Say 'yes' to vegetables and fruits, lean cuts of meat, chicken without skin, fish and brown bread, 'no' to smoking (which addiction triples the chances of a heart attack).

KG, B.P. and B.C.

Whilst most people know how much they weigh (KG), and many are aware of their blood pressure (B.P.), very few take steps to regularly check their blood cholesterol (B.C.) level. A large percentage of today's stressed adult population, beyond their teens and older, suffer from the ill effects of high B.C. Currently there are no established guidelines regarding B.C. levels in children. A paediatrician (children's physician) would suggest testing only for children over 2 years of age if a family history so indicates. But good diet and exercise habits started young are the best mode to avoid a child getting overweight with problems later on in adult life. Schoolchildren are equally stressed by the pressures of monthly tests and annual examinations in order to achieve their parent's aim of ensuring a successful future career for their child. Drug therapy is indicated in patients who have failed to achieve lower B.C. after modification of diet and lifestyle. Nutritionists recommend that the primary choice is between a drug that lowers cholesterol and one that lowers triglycerides. Your doctor is the best judge.

Disclaimer: This article is not a substitute for competent medical advice.

Why are the Jews so Smart?

Dr. Stephen Carr Leon

Since I spent about 3 years in Israel for internship in few hospitals there, it came to my mind about doing research of "Why are the Jews so Intelligent?" It goes without denial that Jews are ahead in many aspects of life such as engineering, music, science and most obvious in business where nearly 70% of world trade is held by the Jews such as cosmetic, fashion, food, arms, hotels and film industries (Hollywood and others). During the 2nd year, in December 1980, and I was about to go back to California, this idea came to me and I was wondering why God gave this ability to them? Is this a coincidence or is it man-made that could be produced like the goods from a factory. My thesis took about 8 years to get all the information accurately as possible, like the food intake, culture, religion, initial preparation of pregnancy, etc., and compare them with other races.

Let us start with initial preparation of pregnancy. In Israel, the first thing I noticed is that the pregnant mother would always sing and play piano and would always try to solve mathematical problems together with the husband, and I was very surprised to see the mother always carry math books and sometimes I would help her to solve some problems, I would asked, "Is this for your child in the womb?" she would answer "Yes to train the child still in the womb so that it would be a genius later on." She would solve the problem without let-up until the child is born.

Another thing I noticed, is about the food, she loved to eat almonds and dates with milk, for lunch she would take bread and fish without the head, salads mixed with almonds and other nuts, they believed fish is good for the development of brain and the fish's head is bad for the brain, and it is like the culture of the Jews for pregnant mothers to take cod liver oil. When I was invited for dinner, I always noticed that they always like to eat fish (flesh and fillet) and no meat, according to their belief, meat and fish together will not give any benefit to our body. Salad and nuts is a must, especially almonds. They would always eat fruits first before the main meal. Their belief if you eat the main meal first (like bread or rice) then fruits, this will make us feel sleepy and difficult to understand any lesson you learn in school.

In Israel, smoking is a taboo, if you are their guest; do not smoke in their house, they would politely ask you to go out for a smoke. According to scientist in university of Israel, nicotine would destroy the main cell in our brain and will affect the genes and DNA, resulting in generation of moron or defective brain. So all those smokers, please take note (Ironically, the biggest producer of cigarettes is..... you know who..... make your own guess).

The food intake for the child is always under the guidance of the parent, first, the fruits with almonds, followed by cod liver oil. In my assessment, the Jewish child, most of them knew 3 languages, i.e. Hebrew, Arabic and English, since childhood they would be trained in playing piano and violin, it is a must. Accordingly, it is believed that this practice will increase the IQ of the child and will make him a genius, and according to Jewish scientist, the vibration of music would stimulate the brain and that is why there are lots of geniuses among the Jews... Since grade 1 to 6, they would be taught business mathematics and science subjects would be their first preference. For comparison, I could see the children

in California, their IQ is about 6 years back, and Jewish children were also involved in athletics such as archery and shooting, accordingly, it is believed that archery and shooting would make the brain more focused on decision and precision. In high school, students are more inclined to study science, they would create products, indulged in all sorts of projects, although some looks very funny or useless, but all attention is given seriously especially if it is armaments, medicine or engineering, the idea will be introduced in higher institute in polytechnics or universities.

Business faculty will be given more preference, in the last year of university, the students in business would be given a project and practically they can only pass if their group (about 10 in a group) can make profit of USD1 million. Do not be surprised, this is the reality and that is why half of the business in the world is held by the Jews, who design the latest Levis, it is being designed in the Israel University by the faculty of business and fashion. Have you seen them how they prayed, they always shake their heads; accordingly they believed this action will stimulate and provide more oxygen to the brain.

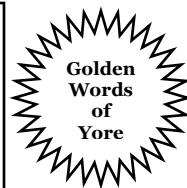
Look at the Japanese, they always bow down their heads as their culture, lots of them are smart, they love sushi (fresh fish), is this a coincidence? In New York, the commercial/trading centre for the Jews are based in New York, catering for the Jews only, if they had any beneficial idea, their committee will give free interest loan and will make sure the business prosper. Due to this, Starbucks, Dell computer, Coca Cola, DKNY, Oracle, Levis, Dunkin Donut, Hollywood films and hundreds other businesses were under their sponsorship. Jewish graduates from faculty of medicine in New York were encouraged to register with them and allowed to practice privately with this free interest loan, now I knew why most hospital in New York and California always lack of specialist doctors.

Smoking will lead to generations of morons. During my visit to Singapore in 2005, it surprised me to see smokers are regarded as outcasts and the price of a pack of cigarettes is about USD 7, like in Israel it is a taboo and their form of government is similar to the Israelis and that is the reason why most of their universities are of high standard, even though Singapore is only as big as Manhattan. Look at Indonesia, everywhere people are smoking, and price of a pack of cigarette is very cheap only US 70 cents, and the results with millions of people, you can count the number of universities, what technology or product they produced that they can be proud of, NEVER! Can they speak other than their own language? Why it is so difficult for them to master English language? All this is due to smoking, think!

In my thesis, I do not touch religion or race. The bottom line is could we produce intelligent generations just like the Jews? The answer could be in the affirmative. The changes needed are in our daily habits of eating; parenting and I guess within 3 generations, it could be achieved. This I could observe in my grandson, for example at the age of 9 he could write a 5-page essay on "Why I love tomato?" May all of us be in peace and succeed in producing future generations of genius for the betterment of humankind no matter who you are.

The wise should gather the wealth of knowledge (with such zeal) as if he would never age or die but he must adhere to the path of righteousness (so strictly) as if death had already caught hold of him by the hair.

– Hitopadeshah



अजरामरवत्प्राज्ञो विधामर्थं च चिन्तयेत् ।
गृहीत इव केशेषु मृत्युना धर्ममाचरेत् ॥

– हितोपदेशः

**Men of intelligence are admired, men of wealth are envied, men of power are feared, however only
MEN OF CHARACTER ARE TRUSTED.**

Ten English words used only by Indians (Inglis words?)

Sivasbramaniam Balaji, siva.rect72@gmail.com

1. Mother Promise: For ages, you have always used this word without even knowing if it was a legit word, haven't you? Therefore, we decided to burst your bubble! While the word 'promise' features in the Oxford Dictionary, there's no mention of 'mother promise'. Surprised? Wondering how 'mother promise' came into being. It's the literal English translation of 'ma kasam' or 'aai shapath'. The next time you want to stand by something you really mean, try using just 'promise'. You don't really need to drag your mother into everything, do you?

2. Cousin Sister and cousin brother: According to the Oxford Dictionary, a 'cousin' is a child of one's uncle or aunt, and Grammar Nazis would insist that the word 'cousin' does not need to be followed with words like 'sister' or 'brother'. Did you know that 'cousin sister or cousin brother' are words used only in India? The right way is just to say 'cousin'. Wondering how you'd get to know their gender. Well, that's what names are for, aren't they?

3. Good name: When Indians meet strangers, why do they ask the question, 'What's your GOOD NAME?' Every parent or grandparent, who has named the child, does it with a GOOD intention, so there's nothing bad about a name. The next time you meet a stranger, you could say 'What's your name?'

4. Revert back: Now this one's tricky! Because that's what you have been writing in e-mails, haven't you? Well according to The Free Dictionary 'revert' means 'to reply to someone'. Why use 'revert back' when you can just say 'revert'?

5. Rubber: In India, the 'eraser' is also called 'rubber'! In the rest of the world, 'rubber' is slang for 'condom'. Now it makes sense why your relatives and friends in foreign countries complain that people there burst out laughing when they ask for a 'rubber' instead of an 'eraser'.

6. Picture: When was the last time you mentioned that you were going to 'watch a 'picture'?' No one really knows when 'picture' became synonymous with 'films' or 'movies' in India. According to the Oxford Dictionary, 'picture' means a drawing or painting. You could say 'I am going out to watch a movie or film'.

7. Mention not: Isn't it funny that every time someone thanks an Indian, they quickly turn around and say 'mention not'. We are still scratching our heads wondering how the word originated and what it means. There are plenty of ways you can accept someone's thanks. You can use any of the following:
You're welcome; My pleasure; That's all right; No problem; etc.

8. Pass out: How is it that every Indian graduating from college is passing out? Confused? Let's tell you the difference. When you are drunk and become unconscious, you 'pass out', but when you refer to a successful completion of a course or training, you use the word 'graduate'.

9. Cheatercock: We all have used this word in our childhood. Once, twice, thrice...we have lost count of the number of times we called someone a 'cheatercock', but ever wondered what the word means. We are still wondering! According to the Oxford Dictionary, cheater is a person who acts dishonestly in order to gain advantage. Won't it be sufficient if we just said 'cheater'?

10. Would be: How would you introduce your fiancé?

Amit: Hello uncle.

Uncle: Hello Amit.

Amit: Uncle, I would like to introduce you to my 'would be'.

Unfortunately Amit doesn't know that 'would be' means nothing.

If you want to introduce your, to-be bride, simply use 'fiancée'.

How easy is that!

The strange ways of Karma? *(A true story from the Associated Press Archives)*

This is an unbelievable twist of fate! At the 1994 annual awards dinner given for Forensic Science, (AAFS) President Dr. Don Harper Mills astounded his audience with the legal complications of a bizarre death. Here is the story:

On March 23, 1994, the medical examiner viewed the body of Mr. Ronald Opus and concluded that he died from a shotgun wound to the head. Mr. Opus had jumped from the top of a 10-story building intending to commit suicide. He left a note to the effect indicating his despondency. As he fell past the ninth floor, his life was interrupted by a shotgun blast passing through a window, which killed him instantly. Neither the shooter nor the deceased was aware that a safety net had been installed just below the eighth floor level to protect some building workers and that Ronald Opus would not have been able to complete his suicide the way he had planned. The room on the ninth floor, where the shotgun blast emanated, was occupied by an elderly man and his wife. They were arguing vigorously and he was threatening her with a shotgun! The man was so upset that when he pulled the trigger, he completely missed his wife and the pellets went through the window, striking Mr. Opus.

When one intends to kill subject 'A' but kills subject 'B' in the attempt, one is guilty of the murder of subject 'B.' When confronted with the murder charge, the old man and his wife were both adamant, and both said that they thought the shotgun was not loaded. The old man said it was a long-standing habit to threaten his wife with the unloaded shotgun. He had no intention

to murder her. Therefore, the killing of Mr. Opus appeared to be an accident; i.e., assuming the gun had been accidentally loaded.

The continuing investigation turned up a witness who saw the old couple's son loading the shotgun about 6 weeks prior to the fatal accident. It transpired that the old woman had cut off her son's financial support and the son, knowing the propensity of his father to use the shotgun threateningly, loaded the gun with the expectation that his father would shoot his mother. Since the loader of the gun was aware of this, he was guilty of the murder even though he did not actually pull the trigger. The case now becomes one of murder on the part of the couple's son for the death of Mr. Ronald Opus.

Now for the exquisite twist.....
Further investigation revealed that the son was in fact, Ronald Opus. He had become increasingly despondent over the failure of his attempt to engineer his mother's murder. This led him to jump off the 10 story building on March 23, only to be killed by a shotgun blast passing through the ninth stories window. The son, Ronald Opus, had actually murdered himself. Therefore, the medical examiner closed the case as a suicide.

A police officer pulls over a man driving on a highway. The officer asks, "Did you know your wife and children fell out of your car a kilometer back?"
A smile creeps on to the man's face and he exclaims, "Thank God and I thought I was going deaf."



How Safe is Money, in Private Insurance Companies?

Sadan Kumar Sinha, CGSI Life Member 2828

One of the frequent questions that I am asked to elaborate upon is “How safe is the money in private insurance companies?” This appears to be the concern area of insurance customers. Distributors argue that xyz insurer is very safe as it has high solvency margin. Some claim it has 200% solvency margin. 200% of what? Does solvency margin in anyway guarantees that insurer will not become insolvent?

At the outset, IRDAI strictly regulates and monitors solvency margin of all insurers in India. Shorn of technicalities, solvency margin simply indicates how prepared an insurer is to tackle any unforeseen exigency. For e.g., one off events like tsunami, Latur, or J&K earth quake, terrorist attack on world trade centre, Mumbai blast, hurricanes etc., entail unforeseen amount of liability (claim). Insurers normally plan for normal exigencies and

not for such one-off events. Solvency margin helps insurer tide over in case of such unforeseen exigencies related claims. They don't run out of cash in case of such exigency. They are obliged to pay claims. In case they fail to pay claim immediately, they run the risk of being declared insolvent, so this solvency margin helps insurers to tide over in such a short-term crisis.

It is equally important to note that solvency margin can cover an unforeseen exigency of a limited scale only. God forbid, there might be an extremely huge claim due to say; whole aircraft crashing into sea (remember Malaysian airlines accident?). Solvency margin may be found to be inadequate. So even after having a healthy solvency margin, an insurer may go bust depending upon the magnitude of calamity. Solvency margin takes care of probability that is normally not factored in premium. That's all! Having healthy solvency margin does not on its own prove or disprove anything about the financial strength of insurer. Since it is related with capital of insurer, any infusion of capital or holding of capital may make solvency margin look attractive. This should be read with other statistics before drawing any conclusion about the financial health of an insurer.

In layman's language solvency margin is like the cash that we hold in our bank accounts to take care of urgent medical need, urgent visits to relatives, etc. It is just to tide over a small-unforeseen exigency for short period. You cannot buy a flat out of this fund.

Secondly, all monies collected by insurers are invested as per guidelines laid down by IRDAI. These guidelines are same for PSU or private insurers. Ultimately whether to invest in x or y bond or stock (within given guideline parameters) is a human decision. Everybody having driving license may not be equally a good driver. Right? This much for investment and returns earned by insurers. Thirdly, some distributors go to the extent of declaring that IRDAI will pay the claim in case of insolvency of an insurer. Funny. Will SEBI compensate me for the loss that I incurred due to my investment decisions? Fourthly, some claim that IRDAI will not allow an insurer to go bust. “Not allow”? Please read some stories about life insurers in 1955-56 leading to their nationalization and formation of LIC of India. We had a regulator before IRDAI also.

Suppose I start an insurance company, run it in loss, and now I want to quit. I have messed up the company. I find no takers. What will happen? I will go to jail. That's all. What about the customers? Even if I get a buyer, will they not consider the asset liability mismatch before deciding the price to offer? Obviously, this price will never be adequate to cover the liability of my insurance company, had it been adequate, my company would have been in profits! Suppose insurance company X buys out my loss-making insurance company. Can X make parity in declaring bonus? Will existing customers of profit making company X allow their bonus to be frittered away on the customers of my loss-making company? Will IRDAI allow such cross subsidy? Or should such cross subsidy be allowed?

Safety of your money depends upon the ethics and competence of the insurer. Regulators can frame rules and check compliance, may be once a year. What about smart guys? Do you remember Satyam? MIS? Could SEBI do much to save stockholders? **Well, as they say there are three types of lies (1) Lies (2) White Lies and (3) Damn Statistics.**

Once you start a working on something, do not be afraid of failure and do not abandon it. People who work sincerely are the happiest. A man is great by deeds, not by birth alone.

Chanakya

Online scam: ₹19cr recovered from four bank accounts

Pranab Jyoti Bhuyan
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NAVI MUMBAI: The arrests of 18 people in One Coin — an online scam in Navi Mumbai in which people were promised lakhs a month in return for Rs11,900 — have led the police to four bank accounts, from which they have recovered Rs18.97 crore.

The police are unclear about how many people were operating the scam and how many have been duped. The con men would regularly hold seminars on their bogus scheme, under which investors had to pay Rs11,900 and then find new investors, said police. They were told they could track their progress or the money they made using a software.

“The minute people put money in their accounts, they would see a coin against their name in the software. The accused told investors the value of the coin would increase in the next three to four years and they could become billionaires,” said Hemant Nagrale, police commissioner, Navi Mumbai.

One such seminar was recently held at Bunts Centre in Juinaagar, Navi Mumbai. The 500 participants were shown video clips of Prime Minister Narendra Modi and Bill Gates talking about digital India and investments.

HOW PEOPLE WERE LURED

The scamsters lured people to the scheme, One Coin, by promising huge returns on an investment of Rs11,900

They were told that the cost of 1 Bitcoin, which was Rs6, has now become Rs80,000. So, the value of One Coin would also multiply in two to three years, making them billionaires

The accused would run the scam on word-of-mouth.

Acting on a tip-off, senior police officers, including Nagrale, attended the event in plainclothes on Sunday. They arrested the organisers when they failed to produce a registration certificate to support their claims. Eighteen people were arrested.

“We have got access to four bank accounts in which the investors' money was deposited. These accounts were registered in Delhi and Rajasthan,” said Nagrale.

Dilip Sawant, deputy commissioner of police, crime, said, “The arrested men are local agents. The bank accounts are not in their names. We are looking for the masterminds.”

Consumer body goes hard on Microsoft

By Aishwarya R Iyer

The Mumbai-based Consumer Guidance Society of India (CGSI) in a bid to save thousands of crores of rupees has insisted on the education department to allow Open Source (OS) systems in the computer laboratories in over 50,000 aided schools in the state.

Microsoft has been the lifeline of all computers and Information Technology (IT) classes since ages. However, it charges each school Rs 15,000 for its Microsoft Windows programme.

The CGSI in an attempt to reduce the expenses incurred by the schools has brought this change in the students' IT syllabus. It had previously informed the Maharashtra State Board of Secondary and Higher Secondary Education (MSBSHSE) that Microsoft Word should not be authorised with the monopoly to run the education system and hence schools can make use of 'Open Source Software and Operating System' for students studying from class 8 to 12.

According to a survey, by using this OS system, schools all over Maharashtra can save Rs 2,000 crores per year.

Talking to The Afternoon D&C, Dr. M S Kamath, Secretary of CGSI, said, "Instead of focusing on a programme like Microsoft, the education system should focus on IT education. Microsoft has been creating a monopoly by forcing the schools to buy Microsoft packaging. However, after our insistence MSBSHSE, Pune, has agreed by passing the notification." Accord-



ing to him, schools can teach through Open Source Software and Operating System which will be available to schools in the rural areas very soon.

EXPENSIVE

As the schools only had Microsoft as a choice when it came to computer programmes, it became expensive and unaffordable for schools especially in the interiors of Maharashtra. In fact, Microsoft Windows and MS-Office had a monopoly with more than 8,000 schools in Maharashtra, which comprises of at least 15 to 30 computers per laboratory and increases the overall cost and school fees.

Progress

The State Secondary Certificate (SSC) in their examination of 2016-17 did not ask a single question based on MS-Windows and Office Systems. However, the class 9 textbooks issued by the state government still has questions on the Microsoft OS Systems.

WHAT IS OPEN SOURCE SYSTEM?

Open Source Software is a computer software with its source code made available with a license in which the copyright holder provides the rights to study, change and distribute the software to anyone and for any purpose. Unlike Microsoft, it is free and can be shared with anyone without paying anything.

Consumer panel tweaks rules to help buyers of goods worth under ₹1 cr

Soibam Rocky Singh

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NEW DELHI: In a move that will encourage more consumers to take up class action as primary choice of grievance redressal, the National Consumer Disputes Redressal Commission (NCDRC) has ruled that consumers with a similar complaint against the same party can approach it directly if the collective value of goods or services and compensation claimed is more than ₹1 crore. Till now, consumers could not approach the commission as the value claimed was calculated individually.

Experts say the verdict will reduce the time spent on litigation and also encourage consumers with similar complaints to come together and fight the case collectively, which is a class action.

A three-member bench of NCDRC also clarified that class action can be filed only on behalf of or for the benefit of all the consumers, having a common grievance and seeking identical relief against the same person.

The primary objective behind permitting a class action suit is to facilitate the decision of a consumer dispute in which a large number of people are interested, without recourse to each of them filing an individual complaint, the apex consumer forum remarked. "A complaint on behalf of only some of them therefore will not be maintainable," it said.

If there are more than one class action suits on the same issue, the complaint instituted first under Section 12(1)(c) of the Consumer Protection Act will continue. The remaining complaints can join the first suit, the

CONSUMER IS THE KING

- NCDRC's nod for class action suit will help in disputes where many consumers face trouble from the same firm
- Panel's decision will help class action suits gain momentum in India
- Verdict will reduce the time spent on litigation
- If there are more than one class action suits on the same issue, the complaint instituted first under Section 12(1)(c) of the Consumer Protection Act will continue

commission ruled.

"A group of cooperative societies, firms, association or other society cannot file such a complaint unless such society etc. itself is a consumer," the commission said.

The commission said it would also be necessary for the bench, hearing the case, to either give individual notices or public notice of the institution of the complaint to all the persons on whose behalf or for whose benefit the complaint is instituted.

"If for instance, a house is sold for more than ₹1 crore, certain defects are found in the house, and the cost of removing those defects is ₹5 lakh, the complaint would have to be filed before this commission, the value of the services itself being more than ₹1 crore," it said.

"This judgment may well serve as the watershed moment for class action to really gain momentum in India," counsel (real estate) Vaibhav Gaggar said.

The views expressed in 'Keemat' do not necessarily reflect those of CGSI, but rather are personal opinions of the author(s) concerned.

CONSUMER GUIDANCE SOCIETY OF INDIA (CGSI)

"The Bombay Public Trusts Act XXIX of 1950" (Reg. No. F - 1381 (Bom) 20/05/1966)

& "The Societies Registration Act XXI of 1860" (Ref. No. Bom 33/1966 GBBSD 04/04/1966)

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Keeping your living spaces pest-free

Report by Dr. K. S. Murthy, on a talk by Mr. Anil Abraham at Bayer Science Exhibition

The world belongs to 740,000 insects, which accounts for 50% and 209,000 species, 280,000 fungi and animals besides 7.4-bn human population. The insect population is quintillion (10x10¹⁸). Therefore, the world belongs to insects.

What is a pest? It causes damage to food, fiber, health and property and is a nuisance. Pests cause diseases like malaria, dengue, chicken guinea, asthma, typhoid etc. Snakes, rats, cockroaches, scorpions, bedbugs and mosquitoes, insects like termites damage property.

Retired banker shares OTP with fraudster 7 times, loses ₹1.06 lakh

Jayprakash S Naidu

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MUMBAI: A 62-year-old retired bank official was allegedly duped by a cyber criminal who posed as a bank official too, and duped him of Rs1.06 lakh by obtaining his credit and debit card details and the One Time Passwords (OTP).

The complainant (name withheld) is a resident of Andheri (West). He received a phone call from a woman at 10.30 am on April 5, who claimed she was calling from a nationalised bank, of which the complainant has a credit card.

On the pretext of converting bonus points on his credit card to a few thousand rupees, she asked for his 16-digit card number and the CVV number on the back of the card.

The victim then received OTPs on his mobile phone, which he shared with her seven times. Then, the woman passed the phone to another cyber criminal who posed as her senior and told the victim that the money for the bonus points needs to be transferred to another account and asked for his debit card details.

The senior citizen shared his card details for the second time and also another three OTPs. At 2.30 pm he found that Rs1.06 lakh had been withdrawn from his account.

Amazing facts about insects: They are 350 million years old and multiply rapidly. If you keep one pair of fruit, fly to breed uncontrolled, it will produce 26 generations (1041 individuals) in one year. A larva can eat 3-4 times its weight of food per day. Insects can survive extremely cold conditions like -2000C, insects like scorpion can be frozen and its life bounces back when the temperatures rise and that is the power of insects. The most dangerous animal in this world is the Black mamba snake can kill 50,000 people a year; shark kills about 10 people and pit-bull dogs. Yet another is the mosquito, which kills about 725,000 people in a year in the world.

Mosquitoes: 3,500 species and only females bite and transmit diseases like malaria, chicken guinea and spread zika virus. It has 80% life cycle in water and breed in water stagnated areas. Wear long sleeve shirts, trousers, light colored clothes (they get attracted to shades like red), take bath daily because when you smell the mosquitoes get attracted to you, and remove stagnant water. Sleep under mosquito net. Mosquitoes can be at the lowest level of the food chain. The advantage is that mosquito larvae in the water can be eaten by fish.

Cockroaches: There are 3000 species, which are 300 million years old, and apart from destruction of human life, they can withstand even nuclear holocaust. They contaminate food and cause dysentery, food poisoning, typhoid, gastroenteritis, besides asthmatic problems in children. Cockroach extract used in homeopathic medicine and for pickles in China.

House fly - a friend or foe. It is the most common pest, multiplying very fast. A female fly can lay about 900 eggs. It sits on the garbage and comes back on to the plate from which we eat our food. Life cycle is 1-4 weeks and 1 kg of cow dung can produce 10,000 flies. Humans put food in their mouth, chew well with saliva and then swallow. Some people take enough time and eat slowly so that they never put on weight. Taste buds are located on our tongue whereas for a fly it is on the legs. The moment it sits on the food, it sucks the food taste.

Rodents: 1500 types of rats that cause destruction and diseases and agricultural damage to the extent of 1 lakh crore. It bites on the wire with 4 front teeth and can even ground an airplane. Capybara is the largest rodent in the world with average weight of more than 50 kgs.

Keep pest out: Keep windows (with net on it) and doors closed. Seal cracks and holes to avoid insects coming in. Fix door sweeps for the space between the doors so that cockroaches cannot creep inside. Bedbugs and cockroaches are at times our travel mates (bus seats, train, flight). When you throw food around, the pest gets free food and if you do not keep the place clean, it attracts insects.

Problems and solutions: Always make sure food is well covered to keep away disease bearing cockroaches and flies. When there is clutter, insects hide and breed there resulting in diseases. Keep your room and house clean by using the concept of pest management and control. Deny the entry by closing the doors and have nets. Deny food and shelter. 80% of pests can be kept out though flies still enter homes. Call experts like pest control operators who can manage or destroy them right and provide an environment service to keep the pests out of your house.

INTERESTING LAWS AROUND THE WORLD - COUNTRIES MAY EMULATE.

Income based fine system: In Finland and Sweden, non-violent crimes will entail a fine, rather than jail time. The fine, however, is directly dependent on the perpetrator's income. This creates a sort of 'financial prison' and serves as deterrence from committing such crimes. In fact, recently a Finnish man who earned \$11 million in one year had to pay a fine equal to \$200,000 for speeding...

Speeding ticket lottery: In Sweden, a part of all traffic tickets is kept in a particular pool, and any citizen without traffic violations is automatically entered into the pool with a chance to win up to \$3000. This custom both encourages people to drive safely and instills a sense of fairness, where 'being good' is rewarded.

Free rides on official vehicles: In Cuba, hitchhiking is acceptable and very common. So acceptable, in fact, that official government vehicle is legally required to pick up hitchhikers and make sure they get to their destination.

After Delhi, Maharashtra bans junk food in all school canteens

Puja Pednekar

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MUMBAI: Students in city schools will not be able to indulge in deep-fried vada pavs or cheesy burgers anymore. In a first, the Maharashtra government on Monday imposed an official ban over selling and serving food high in fats, sugar and salt (HFSS) in school canteens. Fried foods, pizzas, burgers, carbonated drinks and all kinds of sweets, which have been freely available in schools so far, will now be prohibited. But the ban does not stop children from carrying junk food in their lunch boxes.

Although the Delhi high court and CBSE had curbed junk food in schools in 2015 and 2016, no such regulations or guidelines

WHAT FOOD HAS BEEN BANNED?

- Fried foods such as chips, locally produced chips, ice gola and sugary drinks
- Carbonated and non-carbonated cold drinks
- All types of sweets including rasgulla, gulab jamun, kala kand, pedha
- Noodles, pizza, burger, pani puri, tikki

were in place in the state until now. But health concerns and poor eating habits of students prompted the school education department to come up with the ban, which was recommended by a working group formed in 2015, under the National Insti-

tute of Nutrition in Hyderabad. This group was formed on the suggestion of the ministry of women and child development.

According to a government resolution (GR) issued by the department on Monday, junk food is any eatable containing high amounts of fat, salt and sugar, lacking nutrition, fibre, or causing obesity, cardiovascular disorders, or tooth decay.

“Such foods lack life-enhancing substances and nutrition, lead to obesity and other illnesses among children and affects their academic abilities,” read the GR.

Responsibility to ensure such products are not available in their premises will be on the school management and principal, states the GR.

But schools said lunch boxes, too, need to be regulated. “Even if we stick to the ban, parents will send unhealthy food items in the dabba,” said Anil Bornare, teacher, Swami Muktananda School, Chembur.

The list of banned foods includes fast food such as noodles, burgers along with deep-fried chips, pani puri, locally prepared ice gola, carbonated and non-carbonated cold drinks. All types of sweets and chocolates including rasgulla, gulab jamun, kala kand and pedha have also been restricted.

Additionally, schools will have to create awareness about healthy food stuffs that can be consumed by the children and their benefits. Schools have been asked to add items such as whole grain, home-made, rotis, parathas, rice, dal, chickpeas, kidney beans, milk and sugar-free dairy products.

Although HFSS food pose myriad health risks for children, schools store it because they are cheap, said nutritionists. “When schools plan their menus, vendors push for foods containing hydrogenated fats or trans fats because they are cheaper and reduce costs,” said Chandni Kagalwalla, nutrition counselor. Adding that consumption of junk food causes hyperactivity and other lifestyle diseases, Kagalwalla said, “It is important to educate kids about what they are eating, especially about hidden substances which can be detrimental to their growth and development.”

Frauds use near-identical email to swindle ₹16 cr from jeweller

Azaan Javaid

azaan.javaid@hindustantimes.com

NEW DELHI: The next time you receive an email from a business associate, double check the address to ensure someone is not attempting to fool you by using a near-replica address in an impersonation trick.

The Central Bureau of Investigation (CBI) began on Friday a probe into an email scam that fooled two jewellers — one in India and the other in Singapore — into diverting approximately ₹16 crore by using an email address that was almost the same as one being used in their communications, save for an extra letter.

On December 18, 2013, Tamil Nadu firm RKR Gold struck a deal to sell 6,700gm of gold to Valuemax Precious Metals for \$2,576,801.

According to the CBI's first investigation report, the deal went through proper channels and the companies were in touch with each other over e-mail.

The Indian firm used

SUCH SCAMS ARE CALLED 'CONFIDENCE TRICKS', WHERE VICTIMS ARE FOOLED INTO BELIEVING THEY ARE COMMUNICATING WITH AN ASSOCIATE

jk.rkrgold@gmail.com to correspond with sally@valuemax.org.

In these communications, it was decided that the money would be sent to RKR's Bank of India account opened in Chennai. But the money never came.

Nearly a month later, when RKR's general manager P Hari visited his partner firm in Singapore, he was told they had transferred the money within 12 days of their deal going through.

When Hari probed, he found out that his partner firm had received an email from jk.rkrgolds@gmail.com informing that the amount be sent to an HSBC account owned by one

Grace Tann.

Valuemax officials did not notice the extra 'S' in the email address, which belonged to the scam suspect. They duly sent the money to the HSBC account, whose purported owner Grace Tann is now the named suspect in the CBI case.

It was later discovered that RKR Gold too received a similar email from the same suspects, confirming the money had been paid. The fake address in this case was usedsally@valuemax.com.sg, close to the original sally@valuemax.org.

Such scams are known as 'confidence tricks', where victims are fooled into believing they are communicating with a trusted associate.

The CBI has filed a criminal case under IPC sections for cheating and the IT act against Tann, whose address is suspected to be in Woodlands Avenue area of Singapore.

Officials of the probe agency are likely to travel to Singapore for investigations.

BUILDER DUPED OF ₹1L IN CARD CLONING FRAUD

A 32-year-old builder from Oshiwara lost Rs 1 lakh to a debit-card cloning fraud on Monday. The complainant Amarjeet Shukla registered an FIR with the Oshiwara police saying he was in his office at Adarsh Nagar and had his debit card with him when he got messages saying someone had withdrawn Rs 1 lakh from his account. **HTC**

Johnson & Johnson told to pay \$110 m in US talc powder trial

Reuters

feedback@livemint.com

NEWYORK: Johnson & Johnson on Thursday was ordered by a Missouri jury to pay over \$110 million to a Virginia woman who says she developed ovarian cancer after decades of using of its talc-based products for feminine hygiene.

The verdict in state court in St. Louis was the largest so far to arise out of 2,400 lawsuits accusing J&J of not adequately warning consumers about the cancer risks of talc-based products.

Many of those lawsuits are pending in St. Louis, where the J&J has faced four prior trials, three of which resulted in \$197 million verdicts against J&J and a talc supplier.

Thursday's verdict came in a lawsuit against J&J and talc supplier Imerys Talc by Lois Slemple, a resident of Virginia who is currently undergoing chemotherapy after her ovarian cancer initially diagnosed in 2012 returned and spread to her liver. She claimed she developed cancer after four decades of using talc containing products produced by J&J, including J&J's Baby Powder and Shower to Shower Powder.

The jury awarded \$5.4 million in compensatory damages and said J&J was 99% at fault while Imerys was 1%. It awarded punitive damages of \$105 million against J&J and \$50,000 against Imerys.

"Once again we've shown that

VIRGINIA WOMAN SLEMP HAS BLAMED HER OVARIAN CANCER ON USE OF J&J'S TALCUM CONTAINING PRODUCTS FOR OVER 40 YEARS

these companies ignored the scientific evidence and continue to deny their responsibilities to the women of America," Ted Meadows, a lawyer for Slemple and other plaintiffs, said in a statement.

J&J in a statement said it sympathised with women impacted by ovarian cancer but planned to appeal. "We are preparing for additional trials this year and we continue to defend the safety of Johnson's Baby Powder."

The verdict came after J&J secured its first trial win in the Missouri litigation, when a jury in March sided with the company in a lawsuit by a Tennessee woman who said she developed cancer after using Baby Powder.

That verdict broke a three-trial winning streak by plaintiffs that began with a verdict in February 2016 in which a jury awarded \$72 million to the family of a woman who died from ovarian cancer. In May 2016, another jury awarded \$55 million to a woman who said J&J's talc-powder products caused her to develop cancer. A third jury hit J&J and Imerys with a \$70-million verdict in October.

Woman poses as bank official, steals card details, ₹10k

MUMBAI: A woman posing as a bank official cheated a Jogeshwari resident of Rs10,000. She got him to reveal his card number and CVV by telling him he had won bonus points for transactions on the card and that the details were needed to transfer the money to him.

The 47-year-old victim got a call on April 24 around 5.15 pm.

The woman on the phone introduced herself as an official from the head office of ICICI bank. As the complainant has an account with the bank and a credit card, he did not suspect anything was amiss. She took his 16-digit card number, the CVV and the one time password he got on

THE BANK TOLD HIM THAT THEY NEVER CALL ASKING FOR PERSONAL DETAILS OF THEIR CUSTOMERS

his mobile number. Ten minutes later, he got an SMS from the bank telling him Rs10,000 was debited from his account.

The man quickly called the bank's helpline and blocked the card.

The bank told him that they never call asking for personal details of their customers.

REPORTS:

JAYPRAKASH NAIDU

'SBI official' cons sr citizen couple

MUMBAI: A man posed as a State Bank of India official to cheat a senior citizen couple of Rs40,000. The couple, however, was quick to react and froze their accounts before more money could be withdrawn.

The police investigating the case said the man who cheated them not only knew the couple had an account with the bank, but also that they had recently lost a credit card and had just got a new one.

On April 21, around 11.30am, the complainant, a 71-year-old man got a phone call.

The man on the other end told the senior citizen that he was calling from the SBI headquarters. The cyber criminal verified with the complainant if he had lost his card and whether a new one had been

issued. He told the complainant he will need a few details to "activate" the card.

The complainant called his wife, who gave him the card details and the one time password. In nine minutes, the couple got two messages that money was being withdrawn from their account.

The 71-year-old was quick to respond and called the bank to block the transactions.

The criminal's third transaction did not go through.

A police official said this was the most common way cyber criminals use to con card holders.

"You do not need to activate a credit or debit card. The bank never asks for such details. If you receive such a phone call, report it to the local police."

"Dad, I was away for a week. Yesterday I sent a fax to my wife I would be home that night, and when I got into my room, I found my wife in the arms of another man. "Why, Dad? Tell me why? Why? Why?" Dad kept silent for a few minutes, and then coolly said, "Maybe Son, she did not get your fax."



BREASTFEEDING REDUCES BREAST CANCER RISK

Women who breastfeed may have up to 20% reduced risk of developing an aggressive form of breast cancer, according to a recent study published in Annals of Oncology.

Hormone-receptor-negative (HRN) breast cancers are more likely to be aggressive and life-threatening. This subtype is more commonly diagnosed in women under age 50. Apart from women with BRCA1 gene mutation, others at risk of HRN breast cancer are those who are obese and have had multiple early pregnancies. Furthermore, women with these multiple risk factors are least likely to breastfeed.



Date: 28 July 2017.

NOTICE OF 50th AGM

Notice is hereby given that the Consumer Guidance Society of India will hold the 50th Annual General Body Meeting on Friday, **08 September 2017 at 4.30 PM** at the **Kitte Bhandari Hall, Gokhale Road North, Near Shiv Sena Bhavan (Gadkari Chowk), Dadar (West), Mumbai 400028.**

AGENDA

- I. Welcome by the Chairman
- II. Address by the President
- III. Confirmation of the minutes of 49th AGM held on 19 August 2016
- IV. Presentation of the Annual Report by Hon. Gen. Secretary
- V. Presentation of Accounts for 2016-2017



NOTE

- We request members having any queries regarding accounts to give the same in writing to the office latest by 4.00 PM on 01 September 2017.
- CGSI Treasurer / Joint Treasurer will answer all queries in person on 05 September 2017 between 2.00 PM and 4.00 PM at the CGSI office

- VI. Appointment of Auditors for the year 2017-2018, and fixing of their honorarium
- VII. Confirmation of Panel of Returning Officers for the year 2018
- VIII. Any other Business with the permission of the Chair
- IX. Election to the Managing Committee (see N.B. below)
- X. Declaration of Election results
- XI. Vote of thanks

By order of the Managing Committee

Sd/-

Dr. M. S. Kamath
Hon. Gen. Secretary

N. B.

1. The following members of the Managing Committee, Mr. Bhaskar V. Desai, Ms. Navneet Chahal, Mr. Raj Talreja and Mr. Vikrant Jindal are retiring by rotation. There are therefore four vacancies.
2. If there is no quorum, the meeting shall stand adjourned for half an hour, after which we shall hold the meeting and carry out the business at the same date and venue, even if there is no quorum.
3. We request members to bring their copy of the Annual Report magazine with them. For the sake of economy, additional copies will not be available.
4. Voting will be from 5.30 PM to 7.00 PM counting of votes and results thereafter.
5. All members should bring photographic proof of identity in the form of CGSI Identity Card or any Card issued by a Statutory Authority (e.g., Voter Card, PAN Card, Driving License, Aadhar Card, Passport etc.) to vote and/or to attend the AGM.

THE BOMBAY PUBLIC TRUST ACT, 1950					SCHEDULE - VIII [Vide Rule 17 (1)]		Name of the Public Trust : CONSUMER GUIDANCE SOCIETY OF INDIA		BALANCE SHEET AS AT 31ST MARCH 2017	
PREVIOUS YEAR 2015-16	FUNDS AND LIABILITIES	Rs.	Current Year 2016-17	PREVIOUS YEAR 2015-16	PROPERTY AND ASSETS	Rs.	Current Year 2016-17			
1,566,327.00	TRUST FUNDS OR CORPUS		1,566,327.00		FURNITURE AND FIXTURES					
	OTHER EARMARKED FUNDS (Created under the provisions of the Trust deed or scheme - out of the Income)			2049.63 (205.00)	a) Furniture and fixture Balance as per last Balance sheet Less: Depreciation for the year @10 %	1,844.63 (184.00)	1,660.63			
1,161,996.26	Reserve Fund (Balance as per last B/S)	1,688,460.50		50,568.54 (5,057.00)	b) Furniture and fixture- BSE Grant Balance as per last Balance sheet Less: Depreciation for the year @10 %	45,511.54 (4,551.00)	40,960.54			
216,323.83	Add: Transfer from Testing Project A/C.	-		934.40 (560.00)	c) Laptop- BSE Grant Balance as per last Balance sheet Less: Depreciation for the year @60 %	374.40 (225.00)				
128,000.00	Add: Consumer club a/c.	-	1,688,460.50		b) Photocopier Machine Balance as per last Balance sheet Less: Discarded and Scrapped	-				
182,140.41	Add: Transfer to Foreign Contribution Fund	-		1,261.09 (1,261.09)	c) Facsimile Machine Balance as per last Balance sheet Less: Discarded and Scrapped	-				
10,000.00	Specific Corpus Fund			533.33 (533.33)	c) Weighing Machine Balance as per last Balance sheet Less: Depreciation for the year @ 15 %	1,419.42 (213.00)	1,206.42			
12,000.00	G.L. Mehta Memorial Fund		10,000.00		d) Locker Balance as per last Balance sheet Less: Depreciation for the year @ 15 %	48,863.69 (7,329.00)	41,534.69			
12,000.00	Leela Jog Fund (For Staff Welfare)		12,000.00		f) Office Renovation & Repairs work Balance as per Last Balance sheet Less: Depreciation for the year @ 10 %	682,852.25 (102,428.00)	580,424.25			
25,000.00	G. V. SIRUR Corpus Fund (Staff Welfare)	25,000.00	25,000.00		g) Handy Camera Add : Purchased during the year Less : Depreciation	19,887.00 (2,983.00)	16,904.00			
2,309,115.00	LIFE MEMBERSHIP CORPUS			37,769.00	h) Milk Analyser		37,769.00			
43,200.00	Balance as Per Last Balance sheet	2,352,315.00			Fixed Assets -Consumer Help Line Project					
43,200.00	Add: Addition during the year	43,200.00		718,200.00	a) Mezzanine floor	718,200.00				
	Office Premises Fund			53,000.00	b) Renovation work	53,000.00				
1,200,000.00	Balance as Per Last Balance sheet		1,200,000.00	49,030.00	c) Computer software and Data Creation	49,030.00				
	Consumer Education Fund			46,404.00	d) Office Equipment's	46,404.00				
4,400,000.00	Balance as Per Last Balance sheet	4,400,000.00		692,201.00	e) Hardware Expenses	692,201.00				
	Add: Transfer from Income& Expenditure A/C		4,400,000.00	56,490.00	f) Telephone connection - Land Line	56,490.00				
3,500,000.00	Consumer Welfare & Education Fund			22,000.00	g) Laptop	22,000.00				
5,000,000.00	Balance as Per Last Balance sheet	8,500,000.00		650,000.00	h) Solar Power System	725,000.00	2,362,325.00			
	Add: During the year	5,000,000.00	13,500,000.00		CURRENT ASSETS, LOANS AND ADVANCES					
182,140.41	Foreign Contribution Account									
(182,140.41)	Less Transfer to Reserve Fund	-								
	PROJECT FUND									
	(I) TESTING PROJECT									
216,323.83	Balance as per last year Balance sheet	-								
(216,323.83)	Less: Transfer to Reserve Fund	-								
84,292.00	(II) Milk Testing Project-CWF New Delhi									
(46,523.00)	Balance as per last year Balance sheet	37,769.00								
	Less: Expenditure during the year	-								
1,000,000.00	(III) Reserve Fund set aside for Office Repairs and - Renovation									
	Balance as per last year Balance sheet	1,000,000.00								
	Less: Transfer to Reserve fund	-								
128,000.00	(III) Consumer Club Account									
(128,000.00)	Balance as per last year Balance sheet	-								
	Less: Transfer to Reserve Fund	-								

51,502.94	BSE Grant for Fixed Assets	45,885.94	33,807.00	-	33,807.00	-
(5,617.00)	Balance as per last year Balance sheet	-	-	-	-	-
-	(Less: Transferred to Income Expenditure a/c to the extent of depreciation)	-	-	-	-	-
1,625,000.00	Consumer Help Line Grant	1,625,000.00	14,806.00	-	-	-
-	<u>a) Grant for Non Recurring Expenses (Fixed Assets)</u>	45,885.94	336,677.87	336,677.87	-	-
-	Received during the year	1,625,000.00	263,925.00	263,925.00	-	-
-	<u>b) Grant for Recurring Expenses</u>	-	322,332.64	322,332.64	-	-
811,878.00	Balance as per Last Balance sheet	-	283,157.42	-	-	-
-	Add : Trans from Income & Expenditure a/c. to the extent not utilised during the year	210,157.60	2,344,429.13	-	-	-
(811,878.00)	(Less: Transfer to Income & Expenditure a/c to the extent of amount utilised during the year)	210,157.60	-	-	-	-
-	<u>LOANS (SECURED OR UNSECURED)</u>	-	-	-	-	-
-	From Trustee	27,000.00	1,601,681.00	3,127,628.09	3,127,628.09	-
-	From Others	-	11,817.14	1,259,626.97	1,259,626.97	-
4,050.00	Payable to Ganesh Bhat	-	29,111.07	-	-	-
-	Ranjan Varma	-	22,417.76	-	-	-
138,000.00	Faaddo Media Pvt Ltd	-	466,866.87	2,884,900.60	2,884,900.60	-
100,000.00	Levicon India System Pvt. Ltd.	-	-	29,473.06	29,473.06	7,301,828.72
4,598,356.70	<u>INCOME AND EXPENDITURE ACCOUNT</u>	5,506,449.03	1,222,000.00	1,232,166.00	1,232,166.00	-
908,091.33	Balance as per Last Balance Sheet	-	1,500,000.00	1,166,199.70	1,166,199.70	-
-	Less: Appropriation if any	3,000.00	920,000.00	870,000.00	870,000.00	-
-	Add: Surplus for the Year	770,422.74	11,160,153.00	8,175,600.00	8,175,600.00	-
-	Less: Deficit for the Year	-	3,576,151.26	7,226,980.42	7,226,980.42	-
1,275.62	Corporation Bank - A/C. No.120001	-	-	1,320,914.58	1,320,914.58	19,993,860.70
-		-	92.00	50,000.00	50,000.00	-
-		-	129.00	128,000.00	128,000.00	-
-		-	28,212,531.09	400,000.00	400,000.00	-
-		-	34,022,986.81	816,000.00	816,000.00	-
-		-	-	933,000.00	933,000.00	2,327,000.00
-		-	-	362.95	362.95	-
-		-	-	911.00	911.00	-
28,212,531.09	TOTAL RS.	34,022,986.81	28,212,531.09	TOTAL RS.	34,022,986.81	34,022,986.81
-	AS PER OUR REPORT OF EVEN DATE					
-	FOR S. NAGWEKAR & CO.					
-	CHARTERED ACCOUNTANT					
-	SANDESH C. NAGWEKAR					
-	(Proprietor)					
-	M. NO. 043440					
-	DATE: 28 TH JULY 2016					
-	FOR CONSUMER GUIDANCE SOCIETY OF INDIA					
-	CHAIRMAN					
-	HON. SECRETARY					
-	TREASURER					
-	DR. SITARAM DIXIT					
-	DR. M. S. KAMATH					
-	SHRI VILAS WAGH					

THE BOMBAY PUBLIC TRUST ACT 1950

[Vide Rule 17 (1)]

Name of the Public Trust : CONSUMER GUIDANCE SOCIETY OF INDIA

BPT Registration No.: F - 1381 (Bombay)

INCOME AND EXPENDITURE ACCOUNT FOR THE YEAR ENDED ON 31ST MARCH 2017

PREVIOUS YEAR 2015-16	EXPENDITURE	Rs.	CURRENT YEAR: 2016-17	PREVIOUS YEAR 2015-16	INCOME	Rs.	CURRENT YEAR: 2016-17
	TO EXPENDITURE IN RESPECT OF PROPERTIES						
-	Rates, Taxes, Cesses		-		By Rent ---- Accrued		
-	Repairs and Maintenance		-		Realised		
-	Salaries		-		By Interest		
-	Insurance		-	113,158.00	Interest on Saving Bank Account	237,892.00	
	TO ESTABLISHMENT EXPENSES			1,449,060.63	Interest on Fixed Deposits with Banks (Including Accrued Interest)	1,651,561.80	
12,891.00	Travelling and Conveyance	47,128.00		17,583.78	Interest on Income Tax Refund	-	1,889,453.80
23,032.50	Printing and Stationery	92,299.00		-	By Dividend		
27,395.00	Telephone, Postage and Courier Charges	28,825.00		124,000.00	By Donations received in cash or kind		101,200.00
81,000.00	Salary & Wages	219,709.00			By Grant from Govt		
28,504.00	Electricity Charges	6,128.00		811,878.00	Grant from Dept. of Consumer Affairs Govt. of Maharashtra (To the Extent of Recurring Expenses)	3,364,220.00	
8,137.00	Office Rent	9,786.00			Less : Prev year expenses B/F.	1,890,000.00	
14,848.00	Repairs & Maintenance	13,204.00				5,254,220.00	
27,453.00	Annual General Meeting Expenses	44,492.00				2,344,429.13	
42,194.00	Miscellaneous Expenses -Office expenses	56,928.00				2,909,790.87	
16,734.00	Professional Fees /Legal Fees	27,620.00					
32,400.00	Accounting Charges	41,333.00					
5,536.00	Bank Charges	3,816.01					
-	Interest on T D S	3,940.00					
-	Walkathon Expenses	201,432.00					
-	Voice programme Expenses	11,066.00					
-	seminar expenses	33,300.00					
13,027.00	Management Committee Meeting Expenses	9,258.00	850,264.01	21,385.00	By Membership and Subscriptions	19,950.00	2,699,633.27
	Recurring Expenses - Consumer Help Line Project			12,750.00	Ordinary Membership	30,000.00	
124,583.13	Calls Charges - Telephone Expenses	122,213.27			Associates and Institutional Membership	1,125.00	
1,388,248.00	Manpower Expenses	1,674,950.00			Institution membership		
469,851.00	Training and Administrative Expenses	377,658.00		375.00	Income from Keemat	1,800.00	
1,173,625.00	Publicity Expenses	324,414.00		25,000.00	Keemat subscription	20,002.00	
	Mega camp expenses	200,398.00			Advertisement in Keemat		
3,156,307.13	Less : Amount of Expenses carried forward to next year to the extent grant not received during the year (2,344,429.13)	-		75,200.00	By Income from Other Sources (In details as far as possible)		
	To Legal Expenses			83,500.00	Display of Banners/Sponsorship Received	154,600.00	
44,500.00	TO AUDIT FEES			8,000.00	Complaint Handling Charges	65,580.00	
	To Amount Written off :			2,110.00	Honorarium for Consumer Awareness programmes		
	a) Bad Debts			10,080.00	Income from sale of old news papers and periodicals	690.00	
	d) Other Items -- Loss on sale of Fixed Assets			7,499,060.64	Other income	2,040.00	
1,494.62			46,000.00		By Income from Seminars and Programs	6,112,450.00	
	To Miscellaneous Expenses				By walkathon income	601,350.00	6,936,710.00

CONSUMER GUIDANCE SOCIETY OF INDIA (F. Y. 2016-17)

NOTES ON ACCOUNTS FORMING PART OF THE FINANCIAL STATEMENTS FOR THE YEAR ENDED ON: 31ST MARCH, 2017

1. METHOD OF ACCOUNTING:

- The accounts are prepared in accordance with the generally accepted accounting principles. The incomes is accounted on receipt basis except Interest on Fixed deposits which are accounted on accrual basis.
- Expenditures are accounted on payment basis.

2. FIXED ASSETS:

- The fixed assets are shown in Balance Sheet at W. D. V. i.e. Cost less depreciation charged until 31ST March 2017.
- Depreciation on fixed assets are provided (wherever applicable) at the rates prescribed by Income tax act, 1961.
- Depreciation charged on assets purchased against grant received from Bombay Stock Exchange is debited to Income & Expenditure A/c & Amount of grant to the extent of depreciation is credited to Income & Expenditure A/c.
- Depreciation on Fixed assets acquired Grant received from Dept. of Consumer affairs, Govt. of Maharashtra, is not provided since these assets are though in the possession of trust but owned by the Dept. of Consumer affairs, Govt. of Maharashtra.

3. Transfer to Consumer Welfare & Education Fund A/c:

- Consumer Guidance society of India has transferred Rs. 50,00,000/- to Consumer Welfare & Education Fund for Educating, Guiding, Protecting and Promoting the interest of the consumers as per Resolution passed at the Managing Committee Meeting held on 11th March, 2017

4. Government Grant:

Grant Received during the year towards recurring expenses	Rs. 52,54,220/-	
Less: - Previous year recurring expenses	Rs. 23,44,429/-	
Current Year recurring expenses	Rs. 26,99,633/-	50,44,062/-
Balance Grant Amount C/F to F. Y. 2017-18	Rs. 2,10,158/-	

5. Contingent Liabilities:

As per Inspection Report on Helpline accounts for the period 01-09-2014 to 31-08-2016 by Department of Consumer Affairs, Govt. of Maharashtra following comments/observations was made & pending until 31ST March 2017.
Expense incurred on account of 'Office Renovation/Mezzanine' amounting to Rs. 7,18,200/- is pending for clearance from Department of Consumer Affairs.

6. Cash payments more than Rs. 20,000/- :

The following cash payments in excess of Rs. 20,000/- were made during the financial year 2016-17:

DATE	PARTICULARS	AMOUNT/RS.
25/08/2016	Seminar Expenses	35000
02/09/2016	Seminar Expenses	40000
14/09/2016	Seminar Expenses	30000
26/09/2016	Seminar Expenses	35000

Above payments are mainly towards meeting expenses in connection with seminars & expenses like Lodging & Boarding, Travelling expenses, Postage & Courier, Conveyance etc., all these expenses are required to be paid in cash.

7. Advance for travelling including unsettled amount of Rs. 33,807/- : Pertaining to F. Y. ending 31ST Mar 2006 & 2007.

8. The Balance Sheet and Income & Expenditure A/C figures are regrouped as and where felt necessary.

As per our report of even date

Date : 29/07/2017

Place: Mumbai

FOR CONSUMER GUIDANCE SOCIETY OF INDIA

For S. Nagwekar & Co.
CHARTERED ACCOUNTANTS

[CA] SANDESH C. NAGWEKAR
(PROPRIETOR)
M. NO. 043440

(DR. SITARAM DIXIT)
CHAIRMAN

(SHRI VILAS WAGH)
TREASURER

(DR. M. S. KAMATH)
HON. SECRETARY

REPORT OF THE AUDITORS TO THE MEMBERS OF CONSUMER GUIDANCE SOCIETY OF INDIA

1. We have audited the attached Balance Sheet of **CONSUMER GUIDANCE SOCIETY OF INDIA** as at **31st March 2017** and also the Income and Expenditure Account for the year ended on that date annexed thereto. The financial statements are the responsibility of the Society's management. Our responsibility is to express an opinion on these financial statements based on our audit.
2. We conducted our audit in accordance with auditing standards generally accepted in India. Those standards require that we plan and perform the audit to obtain reasonable assurance about whether the financial statements are free of material misstatement. An audit includes examining, on the test basis, evidence supporting the amounts and disclosures in the financial statements. An audit also includes assessing the accounting principles used and significant estimates made by management, as well as evaluating the overall financial statement presentation. We believe that our audit provides a reasonable basis for our opinion.
3.
 - a) We have obtained all the information & explanations, which to the best of our knowledge and belief were necessary for the purpose of our audit.
 - b) In our opinion, proper books of accounts as required by law have been kept by the society so far as appears from our examination of books.
 - c) The Balance Sheet and Income and Expenditure account dealt with by the Report are in the agreement with the books of accounts.
 - d) In our opinion and to the best of our information and according to explanations given to us, they said accounts give a true and fair view in conformity with the accounting principles generally accepted in India:
 - i. In the case of Balance Sheet of the state of affairs of the Society's affairs as at **31st March, 2017** and
 - ii. In the case of the Income and Expenditure Account of the **Surplus** for the society for the year ended **31st March 2017**.

For S. Nagwekar & Co.
CHARTERED ACCOUNTANTS

DATE: 29/07/2017
Place: Mumbai

[CA] SANDESH C. NAGWEKAR
(PROPRIETOR) M. NO. 043440

**REPORT OF AN AUDITOR RELATING TO ACCOUNTS AUDITED UNDER
SUB-SECTION (2) OF SECTION 33 & 34 AND RULE 19 OF THE BOMBAY PUBLIC TRUST ACT
NAME OF THE PUBLIC TRUST CONSUMER GUIDANCE SOCIETY OF INDIA FOR THE YEAR ENDING 31 MAR 2017
BPT REGISTRATION NO. F-1381 (BOM)**

a) Whether accounts are maintained regularly in accordance with the provisions of the Act and Rules	Yes
b) Whether receipts and Disbursements are properly and correctly shown in the accounts	Yes
c) Whether the cash balance and vouchers in the custody of manager or trustee on the date of audit were in the agreement with the accounts	Yes
d) Whether all books, deeds, accounts, vouchers or other documents or records were required by auditors produced before him	Yes
e) Whether a register of immovable properties is properly maintained ,changes therein are communicated from time to time to regional office, and the defects and inaccuracies mentioned in the previous audit report have been duly complied with	Trust does not own immovable property
f) Whether the manager or trustees or any other person required by the auditor to appear before him did so and furnish necessary information required by him	Yes
g) Whether any property or funds of the Trust were applied for any object or purpose other than the object or the purpose of the Trust	No
h) The amount outstanding for more than one year and the amount written off, if any	No
i) Whether the tenders /quotations were invited for repairs or construction involving expenditure exceeding Rs. 5000	NA
j) Whether any money of the Public Trust has been invested contrary to the provisions of section 35	No
k) Alienation of if any, of the immovable property of contrary to the provision of Section 36 which come to notice of the auditor	No
l) All cases of irregular, illegal or improper expenditure, or failure or omission to recover monies or other properties belonging to the Public Trust or loss or waste of money or other property thereof and whether such expenditure, failure, omission, loss or waste was in consequence of breach of trust or misapplication or any other misconduct on the part of the trustees or any other person while in the management of the Trust	No such case
m) Whether the budget has been filed in the form proved by Rule 16 A	Yes
n) Whether the maximum and minimum number of the trustees is maintained	Yes
o) Whether the meetings are held regularly as provided in such instrument	Yes
p) Whether the minutes book of the proceedings of the meetings is maintained	Yes
q) Whether any of the trustees has any interest in the investments of the Trust	No
r) Whether any trustees is a debtor or creditors of the Trust	No
s) Whether any irregularities pointed out by the auditors in the accounts of the previous year has been duly complied with by the trustees during the period of audit	NA
t) Any special matters which the auditor may think fit or necessary to bring to the notice of the Deputy or Assistant Charity Commissioner	No

DATE: 29/07/2017
Place: Mumbai

For S. Nagwekar & Co.,
CHARTERED ACCOUNTANTS

[CA] SANDESH C. NAGWEKAR
(PROPRIETOR) M. NO. 043440

CONSUMER GUIDANCE SOCIETY OF INDIA, MUMBAI
Election to the Managing Committee – 50th AGM
Nomination Paper (Year 2017)

I propose Shri/Smt. _____ as a candidate for the Managing Committee of the Consumer Guidance Society of India for the ensuing election to be held at the 50th Annual General Body Meeting.

NAME:
MEMBERSHIP NO:
ADDRESS:

DATE:

SIGNATURE OF PROPOSER

I second the above nomination of Shri/Smt. _____ as a candidate for the Managing Committee of the Society at the ensuing election.

NAME:
MEMBERSHIP NO:
ADDRESS:

DATE:

SIGNATURE OF SECONDER

I hereby consent to my nomination as a candidate for the Managing Committee of the Society at the ensuing election. I declare that I am not disqualified by proviso in Regulation 18 of the Society's Rules.

NAME:
MEMBERSHIP NO:
OCCUPATION:
ADDRESS:

DATE:

SIGNATURE OF CANDIDATE

SPECIAL NOTES:

Last date of receiving nomination forms is 01 September 2017 up to 1.00 PM.

Scrutiny of nomination papers on 01 September 2017 at 2.00 PM.

Withdrawal of candidature before 3.00 PM on 05 September 2017.

Announcement of final list of candidates, 05 September 2017, 4.00 PM on,

CGSI office notice board

1. Members needing additional nomination papers can collect the same from CGSI office.
2. All the Founder Members and Life Members who are on the roll 30 days prior to the issuance of notice of election, and all Ordinary Members whose names are on the roll at least one year prior to the issuance of the notice of election and who are not in arrears of the subscription for more than 30 days before the date of issuance of such notice of election, shall be eligible to contest the election (subject to proviso in Regulation 18 of the Society's Rules.)
3. As per the Rules, a member who has been in arrears of the membership subscription for more than 30 days immediately before the date of the meeting shall not be eligible to vote.
4. Contestants may submit their brief bio-data (not more than 100 words) along with nomination paper. Any false declaration, or suppression of facts, will render the candidature null and void.
5. Members list available from the office at Rs. 200 per set.

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 center 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.

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

Report of the Hon. Secretary on activities of CGSI in 2016-2017

Friends, 2016-17 marked the Golden Jubilee Year of CGSI – the organization that was born thanks to the foresight and vision of nine women. It has been an outstanding year for the organization in the true “golden year” sense. The Golden Jubilee Year has been replete with activities and achievements, and it is my proud privilege to present this Annual Report on behalf of the Managing Committee in this landmark year.

Achievements: There have been some significant achievements this year, which deserve special mention:

1. A Delegation of 12 Members of Parliament of the European Union visited CGSI Office and were greatly impressed by the work of the Organization.
2. Hon'ble Shri Girish Bapat, Minister of Consumer Education, Government of Maharashtra, entrusted CGSI with the work of carrying the torch of Consumer Awareness to each and every district of Maharashtra and CGSI has fulfilled the same with great aplomb.
3. CGSI held a 'Walkathon' on 24 April 2016 at Juhu Beach, which was attended by over 1800 people. The Theme of the Walkathon was Consumer Empowerment, Save the Environment and keep our Beaches Clean. Adv. Rajesh Kothari was at the forefront of this highly successful event.
4. CGSI continues with its 'Mediation & Conciliation Centre' to help consumers and industry settle their disputes amicably. The Centre has had some very significant success stories under its belt.
5. CGSI was nominated to the State Consumer Protection Council, BIS, Railway and other Statutory Committees.
6. CGSI Chairman and Hon. Secretary were invited by the Govt. of Jharkhand as Chief Invitees on National Consumer Day
7. Officers of the Ministry of Information & Broadcasting visited CGSI to see the working of the Helpline.

With the help, support & cooperation of members, CGSI will take more steps to move forward in the field of consumer empowerment with more innovative and out-of-the box ideas in the months to come.

Activities: Regular activities of the Society are in continuous flow and thriving. Some of these are

- Regular Consumer Awareness Talks in Schools, Colleges and other institutions.
- Talks and discussions on Electronic Media on the subject of consumer empowerment.
- Running of the 'Toll Free Consumer Helpline' – an activity in continuous progress since 5 years. We logged about 25,000

complaints on the Helpline in 2016-2017. All logged cases were followed up by SMSes and Calls. Success Rate of resolution was about 78%.

- Face to face counseling and advice to consumers facing problems. In the current year, we have opened a new Centre for redressal at Mahim, thanks to our member Mr. Shyam Motwani who has allowed us the use of his premises on every Wednesday from 3.00 to 5.00 p.m.
- Legal Aid and Drafting of Cases continues under the able guidance of the Legal Team. Online filing of petitions has been added to their repertoire.
- About 400 Financial Literacy Programs were held all over India in the current year. The unique feature of these was the presence of independent CFPs who carried out these programs and the wide enthusiasm with which they were met with by audiences.

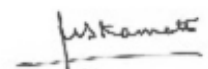
Finance: Our Current Balance Sheet shows a healthy figure of an addition of about Rs. 48 lakhs in our Income. Voluntary efforts by all Managing Committee Members in each and every activity of the organization has made this great achievement possible. Treasurer Mr. Vilas Wagh and Joint Treasurer Mr. Vikrant Jindal have meticulously put the accounts together under the watchful eye of our Auditor Mr. Sandesh Nagvekar. Between them, every rupee has been accounted for and invested wisely.

Managing Committee: In the current year, the Managing Committee and invitees have worked together as one unit, with one purpose to enhance the performance and image of CGSI. Our Trustees, Chairman, Vice-Chairman and other committee members have also been a source of inspiration and pillars of strength to the Society.

Staff: Our disciplined, hard-working staff led by Shri V. M. Kamat needs no kudos to members of CGSI. Their sincerity of purpose has led the organization to the stage where it stands today. External Consultants and our Auditors have also played no mean role in achieving the high place in which CGSI finds itself today.

Conclusion: CGSI has been known for out-of-the-box thinking in its entire life span. The Managing Committee has no hesitation to say that this unique quality will continue and will lead CGSI to greater heights and glory in the years to come.

Dr. M. S. Kamath, Hon. Secretary



Putting money in mutual funds: Some common mistakes investors make

Kaveezad E Adajania
 • kaveezad.adajania@keemat.com

MUMBAI: We all make mistakes, especially when it comes to managing our money. Take mutual fund investments. From buying them by the dozen to buying none at all — a cursory glance at an average investor's portfolios would reveal many such holes. Eighteen of India's leading financial advisers talk about the major shortcomings they see in clients' mutual fund portfolios.

NO ASSET ALLOCATION Thirteen of the 18 advisers we surveyed say this is a common problem. Many times, investors buy funds based on past returns only. "This results in multiple funds of the same type in a portfolio. For exam-

ple, investors buy multiple mid- and small-cap funds when they are doing well, or government securities funds when interest rates fall," says Vishal Dhawan, founder and CEO of Mumbai-based Plan Ahead Wealth Advisors.

BUYING MANY FUNDS When they invest without a plan, investors get saddled with too many funds, said all 18 planners. "When customers walk in with portfolios that are full of 'flavour of the month' funds, they are either consumers of advertising frenzy or have worked with a trigger-happy distributor," says Shyam Sunder, managing director, PeakAlpha Investment Services Pvt Ltd. Holding too many schemes has another dangerous fallout, says Mumbai-based Vinod



• Check your portfolio from time to time **GETTY IMAGES/ISTOCKPHOTO**

Jain, principal adviser, Jain Investment Planner Pvt Ltd. Getting existing portfolios in order could be very time consuming, he says.

TIMING THE MARKET When they ask clients why they invested in so many

Simple resolution 4u, a Mangalore-based distributor. Valmiki Khatri, partner, Krushna Finance LLP, says some investors have "low risk appetite but want high returns."

PORTFOLIO REVIEW Five of our respondents say that investors hold on to dud performers for years and don't do anything about it. Anmol Joshi, founder, PlanRupeee Investment Services, says investors hold on to losers "because they had chased a hot theme, maybe sector funds, at the top of a (market) cycle." Anup Bansal, co-founder and MD, Mitraz Financial Services, says that such mistakes are often avoided if investor's engage with registered advisers.

buying the policy, it will not be covered for 2 years. Such time-bound exclusions can be ported. For example, if you bought a health insurance policy and decide to port it after 3 years, and the new policy has a waiting period of 2 years on pre-existing ailments, since you have already covered 3 years in the previous policy, the 3-year credit gets ported to the new policy, and the new policy will have no waiting period. You can also port the no-claim bonus. "Suppose you have a sum insured of ₹3 lakh and a no-claim bonus in 4 years bumps up the sum insured to ₹3.2 lakh. Portability will be applicable on the entire sum insured of ₹3.2 lakh," explained

Redhuma Goregaonkar, senior manager, product development, health, SBI General Insurance Co Ltd. However, the new insurer will charge you for a sum insured of ₹3.2 lakh and not ₹3 lakh. Also, you can port only to the extent of the sum insured (including any no-claim bonus) with the previous insurer. So, if the sum insured is ₹3 lakh, then you can port the benefits only for ₹3 lakh, and if you buy a cover of ₹5 lakh, then on the remaining ₹2 lakh, no portability benefits will apply.

DRIVEN BY DIVIDENDS Another peculiar problem is the obsession with dividends, said eight advisers. Investors tend to choose the dividend option even when they don't need regular income. "Dividends are not guaranteed and the true reflection of a mutual fund's performance is a combination of capital appreciation, or depreciation, and the dividend paid," says Dhawan. Experts suggest a two-pronged strategy to choosing the right

Want to port your health insurance policy? Here's all you need to know



Riddles

The city police discover a man's body in central park in the middle of summer. It has a fractured skull and many other broken bones. The coroner determines the cause of death to be hypothermia. How can this be?

sssss

The famous magician, Dee Septor claimed to be able to throw a ping-pong ball so that it would go a short distance, come to a complete halt and then reverse itself. He also added that he would not bounce the ball off any object, or tie anything to it. How could he perform this trick?

plans come with benefits that build over time. For example, no-claim bonuses and benefits related to waiting periods. Let's understand this.

There are three kinds of waiting periods in a health insurance policy. The first is a 30-day waiting period and it applies immediately after purchase. During the period, other than hospitalisation due to an accident, insurers typically don't accept claims on account of an ailment. Second is the waiting period on pre-existing ailments, which can extend up to 4 years. Third is the waiting period on specified ailments. For instance, if hernia is excluded for the first 2 years, if a policyholder develops it after

its expiry). You will need to fill out a form and see if the new firm accepts your request. Given that insurers have full discretion to accept or reject a portability request, portability faces many challenges.

"Typically, if customers have made a claim, the new insurer will not accept porting. It may give a counter-offer excluding the ailment on which the claim was made, in which case porting doesn't make sense," said Abhishek Bondia, MD and principal officer, SecureNow Insurance Broker. So, if you want to port a policy, do so when you are healthy. After a claim is made, or if you are diagnosed with an illness, portability becomes difficult.

Reshuma Goregaonkar, senior manager, product development, health, SBI General Insurance Co Ltd. However, the new insurer will charge you for a sum insured of ₹3.2 lakh and not ₹3 lakh. Also, you can port only to the extent of the sum insured (including any no-claim bonus) with the previous insurer. So, if the sum insured is ₹3 lakh, then you can port the benefits only for ₹3 lakh, and if you buy a cover of ₹5 lakh, then on the remaining ₹2 lakh, no portability benefits will apply.

How to port? The best time to port is just before renewal. Apply for it at least 45 days before expiry of the existing policy (but not before 60 days of

Age-proof your knees (Courtesy: Harvard Health Letter)

Improving range of motion, muscle strength and weight control can help reduce pain and make your knees feel younger. Knee pain is common in older age, often caused by osteoarthritis (the wearing away of knee cartilage). Fortunately, there are ways to fool Father Time and postpone knee problems or even prevent them entirely. “In many cases, you can delay or avoid the need for surgical intervention, such as a knee replacement,” says Dr. Lars Richardson, an orthopedic surgeon with Harvard-affiliated Massachusetts General Hospital.

The aging knee

Your knees absorb a huge amount of pressure with every step — typically one-and-a-half times your body weight. That pressure, plus regular wear and tear, takes a toll over time. Muscles and ligaments get weaker. The knee’s two shock absorbers — pads of cartilage called menisci — start to deteriorate. So does the articular cartilage protecting the ends of the leg bones where they meet at the knee. If you have a family history of osteoarthritis, if you’re overweight, or if you’ve had some knee injuries, you may be more prone to this deterioration. When the cartilage is gone, the bones rub against each other, and you end up with pain, stiffness and swelling.

Anti-aging defenses

That doesn’t mean you need to let knee pain — or the threat of it — interrupt your life. By employing some of the following strategies, you can help keep your knees as young as you feel.

Strengthen the muscles

Boosting muscle strength stabilizes the knee joint and helps the muscles absorb stress you place on the knee. Strengthening should start with the quadriceps and hamstrings in the thighs, but it shouldn’t end there. “In the old days, we just strengthened the quads. Now we know that it’s also important to strengthen the hip and core muscles to maximize function of the knee,” says Dr. Richardson. It’s best to work with a physical therapist who can evaluate your needs and develop a strengthening program that’s right for you. One of Dr. Richardson’s exercise recommendations is a body squat. “Don’t squat so low that you’re parallel to the ground,” he warns. “That will put too much stress on the knee.” He also recommends a “step up” to strengthen your core, hip, and leg muscles. “Stand and face a staircase, and then rotate your

body 90 degrees,” he explains. “Hold on to the banister. Place the leg closest to the stairs onto the first step, and straighten that leg so that your other leg is off the ground. Lower yourself back down. Repeat that exercise 10 times, and then do the exercise with your other leg.”

Lose weight

If you’re overweight, each additional pound you carry translates to another 4 pounds of pressure on the joints. A 20-pound weight gain, for example, would add 80 pounds of pressure on your knees. Losing weight relieves pressure and pain on the joints. “Getting your body mass index [BMI] to a healthy range will make your knees feel better,” says Dr. Richardson. BMI is a measure that takes into account both your height and weight; values from 18.5 to 24.9 are considered healthy.

Increase range of motion

“Most people’s joints get stiffer with age, and there’s clear evidence that people with better motion have fewer symptoms, especially if they can straighten the knee. So it’s important to work on getting the knee straight,” Dr. Richardson says. He recommends working with a physical therapist to improve range of motion. For an exercise to try at home, he suggests sitting on a bed or floor, putting a pillow under the ankle, and using your leg muscles to force the knee down gently.

A few more tips

Dr. Richardson says some activities can make osteoarthritis symptoms worse, such as standing on a hard surface or squatting for a long period (while gardening, for example). “Squatting can irritate the soft cartilage meniscus of the knee. Avoid long periods of time with your knees bent deeply,” he warns. Instead, wear cushioned shoes or gel inserts if you have a job or hobby that involves standing on hard surfaces, and use a low stool to sit on while gardening.

Avoid high-impact activities such as jogging and aerobics classes that involve jumping. Go for non-impact exercises, such as indoor or outdoor cycling or using an elliptical trainer. Dr. Richardson also advises that you keep your goals of better knee health in mind, as incentive. “Maybe it’s just climbing the stairs, going for a walk, or crawling on the floor to play with the grandkids,” he says.

Cracking the coconut oil craze

Julie Corliss, Executive Editor, Harvard Heart Letter

If you Google “coconut oil,” you’ll see a slew of stories touting the alleged health benefits of this solid white fat, which is easy to find in supermarkets these days. But how can something that’s chock-full of saturated fat — a known culprit in raising heart disease risk — be good for you?

Coconut does have some unique qualities that enthusiasts cite to explain its alleged health benefits. But the evidence to support those claims is very thin, says Dr. Qi Sun, assistant professor in the Department of Nutrition at the Harvard T. H. Chan School of Public Health. “If you want to lower your risk of heart disease, coconut oil is not a good choice,” he says. It’s true that coconut oil tends to raise beneficial HDL cholesterol more than other fats do, possibly, because coconut oil is rich in lauric acid, a fatty acid that the body processes slightly differently than other saturated fats.

Coconut oil’s effect on cholesterol

But there’s no evidence that consuming coconut oil can lower the risk of heart disease, according to an article in the April 2016 *Nutrition Reviews*. The study, titled “Coconut Oil

Consumption and Cardiovascular Risk Factors in Humans”, reviewed findings from 21 studies, most of which examined the effects of coconut oil or coconut products on cholesterol levels. Eight were clinical trials, in which volunteers consumed different types of fats, including coconut oil, butter, and unsaturated vegetable oils (such as olive, sunflower, safflower and corn oil) for short periods of time. Compared with the unsaturated oils, coconut oil raised total, HDL, and LDL cholesterol levels, although not as much as butter did. These findings jibe with results from a study by Dr. Sun and colleagues in the Nov. 23, 2016, issue of *The BMJ*, which examined the links between different types of saturated fatty acids and heart disease. Compared with other saturated fats (like palmitic acid, which is abundant in butter), lauric acid didn’t appear to raise heart risk quite as much. But that’s likely because American diets typically don’t include very much lauric acid, so it’s harder to detect any effect, Dr. Sun notes.

Tropical diets are different

Coconut oil proponents point to studies of indigenous populations

in parts of India, Sri Lanka, the Philippines, and Polynesia, whose diets include copious amounts of coconut. But their traditional diets also include more fish, fruits and vegetables than typical American diets, so this comparison isn't valid, says Harvard Medical School professor Dr. Bruce Bistrian, who is chief of clinical nutrition at Beth Israel Deaconess Medical Center.

Some of the coconut oil available in stores is labeled "virgin", meaning that it's made by pressing the liquid from coconut meat and then separating out the oil. It tastes and smells of coconut, unlike the refined, bleached and deodorized coconut oil made from the dried coconut meat used in some processed foods and cosmetics. Virgin coconut oil contains small amounts of antioxidant compounds that may help curb inflammation, a harmful process thought to worsen heart disease. But to date, proof of any possible benefit is limited to small studies in rats and mice, says Dr. Bistrian.

Unsaturated fats

In contrast, there's a wealth of data showing that diets rich in unsaturated fat, especially olive oil, may lower the risk of cardiovascular disease, Dr. Sun points out. The evidence comes not only from many observational studies (like those in the aforementioned BMJ report) but also a landmark clinical trial from Spain, which found that people who ate a Mediterranean-style diet enhanced with extra-virgin olive oil or nuts had a lower risk of heart attack, stroke, and death from heart disease than people who followed a low-fat diet. Of course, there's no need to

completely avoid coconut oil if you like the flavor. Some bakers use coconut oil instead of butter in baked goods, and coconut milk is a key ingredient in Thai cooking and some Indian curry dishes. Just be sure to consider these foods occasional treats, not every day fare.

Cancer and fat: New findings about the connection

Carrying around extra weight is a known risk factor for developing some cancers. But exactly which kinds of cancer are associated with obesity is debated.

A study published Feb. 28, 2017, in *The BMJ* aimed to narrow it down. European researchers combed through about 100 large reviews of observational studies that looked for links between being overweight and getting cancer. Out of 36 kinds of cancer evaluated, the researchers found strong evidence for a link to obesity for 11—in the colon, rectum, biliary tract (liver and gallbladder), pancreas, breast, endometrium (uterine lining), ovary, kidney, and the gastric cardia (the junction of the esophagus and stomach); a certain type of esophageal cancer (adenocarcinoma); and one type of bone marrow cancer (multiple myeloma). The researchers said there might be links between obesity and other cancers, but so far, the evidence is relatively weak. We do know obesity is a cancer risk factor that you can modify, through exercise and diet. Make sure you're doing at least 150 minutes per week of moderate-intensity activity, such as brisk walking. And if you're overweight, talk to your doctor or a dietitian about whether you need to change your eating habits.

Aloe Vera (Courtesy: WebMD Medical Reference, Reviewed by David Kiefer, MD)

For thousands of years, people have used the gel from aloe vera leaves for healing and softening the skin. In fact, aloe has also long been a folk treatment for many maladies, including constipation and skin disorders. Modern-day research into aloe vera's benefits is mixed, with some evidence showing it fights tumors and some showing it causes colorectal cancers. There are no foods that contain aloe vera, so it must be taken in supplement or gel form. Some forms of aloe vera are safer to take than others and chronic use is discouraged.

What are the uses of aloe vera?

Research backs up the ancient use of topical aloe vera as a skin treatment, at least for specific conditions. Studies have shown that aloe gel might be effective in treating psoriasis, seborrhea, dandruff, and minor burns and skin abrasions, as well as radiation-induced skin injuries. Aloe gel also seems helpful in treating the sores caused by genital herpes in men. There's also strong evidence that aloe juice (also called latex) taken by mouth is a powerful laxative.

In fact, aloe juice was once sold in over-the-counter constipation drugs. However, because aloe's safety was not well established, the US FDA ordered in 2002 that over-the-counter laxatives containing aloe vera either be reformulated or removed from store shelves. Aloe vera gel taken orally (by mouth) seems to help people with diabetes by lowering blood sugar levels. It may also help to lower cholesterol. The results of aloe vera studies for other medical conditions have been less clear.

How much aloe vera should you use?

Creams and gels with aloe vera vary in dosage. Some creams for minor burns have just 0.5% aloe vera. Others used for psoriasis may contain as much as 70% aloe vera. As an oral supplement, aloe has no set dose. For constipation, some use 100-200 milligrams of aloe juice or 50 milligrams of aloe extract daily as needed. For diabetes, 1 tablespoon of the gel has been used daily. High oral doses of aloe or aloe latex are dangerous. Ask your doctor for advice on how to use aloe.

What are the risks of using aloe vera?

Researchers warn against the chronic use of aloe vera; however, if the aloe product is free of aloin - an extract of the plant that has been found to cause colorectal cancer in rats - it is fine as a topical remedy for sunburn and to drink in juice form. Aloin is found between the outer leaf of the aloe plant and the gooey stuff inside. Do not apply topical aloe vera to deep cuts or severe burns. People allergic to garlic, onions, and tulips are more likely to be allergic to aloe. High doses of oral aloe are dangerous. Don't take oral aloe if you have intestinal problems, heart disease, hemorrhoids, kidney problems, diabetes or electrolyte imbalances.

Side effects

Topical aloe vera might cause skin irritation. Oral aloe, which has a laxative effect, can cause cramping and diarrhea. This may cause electrolyte imbalances in the blood of people who ingest aloe for more than a few days. It can also stain the colon, thus making it difficult to visualize the colon during a colonoscopy. So avoid it for a month before having a colonoscopy. Aloe gel, for topical or oral use, should be free of aloin, which can be irritating to the gastrointestinal tract.

Interactions

If you take any drugs regularly, talk to your doctor before you start using aloe supplements. They could interact with medicines and supplements like diabetes drugs, heart drugs, laxatives, steroids and licorice root. The oral use of aloe vera gel may also block the absorption of medicines taken at the same time. Given the lack of evidence about its safety, aloe vera supplements should not be used orally by children and women who are pregnant or breastfeeding.

Answers to Riddles on Page 25

- The man was a stowaway. He died from hypothermia mid-flight and then fell from the landing gear.
\$\$\$\$\$
- He would throw the ball straight up into the air

Factors to consider while choosing MF option



In the wonderland of Investment

A N Shanbhag

With the Sensex at 30,000 points, the stock market and consequently mutual funds have started generating a lot of interest among retail investors. And not surprisingly so, as everyone wishes to taste a slice of the pie. That being said however, it has been our general observation (over the years) that investors tend to give a lot of time and importance to the process of selecting a mutual fund. However, once a particular fund is chosen, choosing the investment option – dividend or growth – is done on an almost arbitrary basis.

However, choosing the correct option is perhaps as important to the health of the investment as choosing the particular mutual fund is. What are the various factors one should consider and why is the subject matter of this article.

Background

There are two factors that are of prime importance when choosing the investment option -- (A) Fiscal policy (B) Your investment needs and goals. Both these factors play an important role and let us see how we can tweak each for the maximum benefit.

Choosing the Dividend Option -- Benefits and Drawbacks

Before considering the drawbacks, let us look at the benefit of choosing the Dividend option.

The foremost and the most obvious ben-

efit is that the dividend is tax-free -- in the real sense of the term. Though all MF dividends are tax-free, dividends received from non equity-oriented schemes are subject to distribution tax of 25%. Which means that though such dividend is tax-free in your hands, you are receiving 25% lesser than what you would have otherwise received. Which by inference means that it is you who is bearing the distribution tax, the MF only pays it on your behalf.

Dividends from equity schemes do not suffer this distribution tax and hence are truly tax-free. Then shouldn't all investors choose the Dividend option? Isn't this entire discussion a non-issue?

Not so fast. For which, let's consider a live example -- that of Birla Sun Life Equity Fund a scheme that has been in existence since 1998.

As on say 27th of April, the NAV of the growth option of this fund was Rs. 639.46 whereas that of the dividend option was Rs. 103.41. Why is this? The difference of Rs. 536.05 per unit is largely nothing but your own money paid back to you (by calling it dividend). The investor who has chosen not to receive the dividend is owed Rs. 639.46 per unit by the scheme whereas an investor choosing the dividend option is owed only Rs. 103.41.

It should be understood that dividend from a mutual fund, unlike stock dividend, is your own money coming back to you (this was discussed in the article published a few weeks ago). Therefore, had you invested in the Growth option of the scheme, the NAV of Rs. 639.46 would apply to you. But since you have chosen the dividend option, periodically, some of your invested amount was paid back to you (by calling it dividend) and hence the market value of your units is Rs. 103.41.

Now, also note that the scheme performance is calculated based on the Growth option NAV. Actually, technically, it doesn't matter, which NAV is chosen, as the dividends received are assumed to have been reinvested in the scheme at the Internal Rate of Return or the IRR. But without going into the mathematical jargon, suffice it to say that the fund performance (which has been nothing less than spectacular) is based on the NAV of Rs. 639.46 and not Rs. 103.41.

So far so good. As long as you needed the dividend, all this really doesn't matter. But our next question is what to do you do when the dividend comes and sits in your bank? Do you reinvest it in the same scheme or for that matter into another similar scheme? If so, do realise that you are reinvesting the money in the same asset class -- Equity. It needn't have come out of the asset class (in this case Birla Sun Life Equity) in the first place!

The second problem is agility. You may forget that the scheme has paid dividend and the money is lying in your bank. It happens. Or even if you are well aware of the fact, the market may be behaving whimsical and this volatility may delay your decision to enter. The money again sits in your bank.

All this time, when the money relaxes in your SB account, the rate of return of your investment is falling. The reason is simple arithmetic. The capital that is invested in the fund is growing at the IRR as discussed above (over 24% p.a. over 3 years and almost 25% p.a. since inception). However, the dividend that is lounging in the bank is growing at just 4-6% p.a. which is the SB interest rate (after deregulation). Over time, this substantial difference in the two rates dilutes the net re-

turn on the investment. More the time spent in the bank, more the dilution.

Other Reasons for choosing Dividend

Of course there are a couple of excellent reasons for choosing the dividend option. The first one is of course that you may need the funds for day to day life. The second one is that getting dividend in a rising market is like partial profit booking. The funds representing dividend can be invested into fixed income avenues thereby rebalancing the asset allocation.

Or take the case of debt funds. If your investment time-frame is less than three years, by choosing the growth option you would be subjecting yourself to short-term capital gains tax. Short-term capital gains are to be added to your other income and taxed at the slab rate applicable to you.

Which means that if you fall in the highest tax bracket, you will end up paying 30% tax on the short-term gains. You would be much better off choosing the dividend option and bearing the distribution tax of 25%. This strategy is known as tax arbitrage.

A further refinement of the above strategy is to choose the Dividend Reinvestment option. This way, each dividend that is paid is allotted units and the dividend itself becomes the cost of such units. Ultimately, you will find that the short-term gains are further reduced on account of this notional cost.

To Sum

The psychology of investing, fiscal policy and your requirements from your investments, all go hand in hand in deciding the optimal option to choose from. The authors may be contacted at wonderlandconsultants@yahoo.com

A man is taking a walk in Central park in New York. Suddenly he sees a pit bull dog attack a little girl. He runs over and starts fighting with the dog. He succeeds in killing the dog and saving the girl's life. A policeman who was watching the scene walks over and says, you are a hero, tomorrow, you can read it in all the newspapers, "Brave New Yorker saves the life of little girl." The man says, but I am not a New Yorker. Oh then it will say in newspapers in the morning, "Brave American saves life of a little girl" the police officer answers. "I am not an American," says the man. Oh, what are you?" The man says, "I am a Pakistani!" The next day the newspapers says, "Extremist kills American pit bull dog"

Car maker ordered to pay man ₹36L for manufacturing defect

HT Correspondent

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MUMBAI: A decade after Mehul Thakkar approached the Maharashtra State Consumer Commission demanding that a luxury car manufacturer refund Rs36.42 lakh, the entire amount he paid to buy a car that had a manufacturing defect, the panel ruled in his favour. The manufacturer will also have to pay the interest and a compensation of Rs 2 lakh as the vehicle had a manufacturing defect.

Thakkar had purchased the luxury car worth Rs34.88 lakh on July 28, 2003 in Mumbai and he had also paid registration charges of Rs1.54 lakh.

According to his complaint, the car broke down several times in just a few days and within a year and a half the turbo charger and the engine of the car needed repair. He said he couldn't drive the car for a considerable period as its spare parts weren't available in the market.

Thakkar's repeatedly requested the manufacturer to replace the car but to no avail. He approached the State Con-

THE CAR WAS BOUGHT IN 2003

- Mehul Thakkar bought the car on July 28, 2003 for Rs34.88 lakh and paid Rs1.54 lakh as registration charges
- The car broke down several times in just a few days and within a year and a half the turbo charger and the engine of the car needed repair

- He repeatedly requested the manufacturer to replace the car but he didn't get a proper response
- In 2007, he approached the Maharashtra State Consumer Commission seeking refund of the amount he had paid for the car and registration charges

sumer Disputes Redressal Commission in 2007 seeking refund of the amount he had spent to buy the car and the registration charges. Thakkar had also asked for payment of Rs20 lakh towards cost of repair and compensation of Rs15 lakh.

The car manufacturer and its authorised dealer contested the claims made by Thakkar. The company denied that the car had any manufacturing defect and alleged that the car might have had issues owing to the July 2005 deluge.

Thakkar rebutted saying that a complaint before the National Consumer Commission in 2007 had raised the same issue regarding the same model.

He also referred to an observation made by the NCC that the car maker had recalled around 1.3 million cars of different variants built between 2002 and 2005 because of manufacturing defects.

The state commission held that the car had a manufacturing defect. The commission also said the car had problems even before it suffered alleged damages in the floods.

It asked the company to refund the amount of Rs 36.42 lakh with 12% interest per annum from February 2007, when the complaint was filed and a compensation of Rs 2 lakh for causing Thakkar mental agony.

Cyber crook steals ₹60k, uses it to recharge 23 phones

MUMBAI: A Chandivli resident lost Rs60,000 to a cyber criminal, who then used the money to recharge 23 prepaid mobile numbers using an app.

The complainant, a 36-year-old businessman, got three SMSes between 6.52am to 9am on April 11.

Three withdrawals, worth Rs60,000 in all, were made from his ICICI bank account, even though his debit was with him. He quickly called the bank and blocked his account. Investigators told him the debit card details were used to recharge mobile numbers.

"It is either a case of debit card cloning, as the victim had his card with him, or he must have given the details to someone while shopping," a police official told HT.

'One phone call is all it takes to stay safe'

Jayprakash S Naidu

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MUMBAI: How do you proceed if you suspect that you might be the target of an online scam? A simple phone call, SMS or get WhatsApp message is all that it takes to defend yourself, said experts.

Calling or messaging your client or business partner will help you confirm if an email asking you to transfer money to a new bank account has been sent by them and not a fraudster.

Experts said a confidential email ID, one that is not displayed on the company's website, should be used to discuss financial transactions.

Based on the modus operandi used to acquire personal information about a company's financial transactions, officials have identified three types of cyber

➤ This type of crime is easily preventable. All the client has to do is call the firm before transferring the money just to cross-check if the email was sent by them.

RITESH BHATIA, cyber expert

scams — email spoofing, business email compromise scams and man-in-the-middle attacks.

"Since 2015, I have handled 30 cases in which fraudsters have created an email ID similar to the firm's official ID. They then ask unsuspecting customers to deposit funds into a new bank account," cyber expert Ritesh Bhatia told HT.

"This type of crime is easily

➤ A firm recently lost Rs4 lakh when a cybercriminal duped them using this modus operandi. In this case, the fraudster turned out to be one of the firm's employees.

VIJAY MUKHI, cyber expert

preventable. All the client has to do is call the company before transferring the money just to cross-check if the email was sent by them. You spend few rupees on the call but end up preventing a heavy loss in future," added Bhatia.

He said there is a need for better security systems and a focus on preventive measures as such cases of fraud are rarely solved

and it is difficult to recover the money.

"Recently, a firm in India lost Rs4 lakh when a cybercriminal duped them using this modus operandi. In this case, the fraudster turned out to be one of the firm's employees. He leaked personal information about its financial transactions and was arrested in America," cyber expert Vijay Mukhi told HT.

It is important for firms to apprise their employees about man-in-the-middle attacks, data theft email hacking, said cyber experts.

They added that it is common for fraudsters to send their targets emails containing viruses that help them steal data.

Employees should be warned not to click on such links. They should also discuss transactions face-to-face as opposed to over email.

Attractive offer costs bizman ₹75k

THE CRIMINAL HAD TRACKED THE VICTIM'S PREVIOUS ONLINE TRANSACTIONS

MUMBAI: In a case that shows how vulnerable the information we give out online is, a cyber criminal tracked the transactions of an Andheri businessman on a shopping site and used the information to cheat him of Rs 75,000.

The criminal posed as a tele-caller from the shopping website, and got the 45-year-old complainant's card details by luring him with an attractive offer on a washing machine.

On April 27, around 11.45am, the complainant got a phone call from the criminal, who said he was a salesman from the site.

The criminal revealed details of a transaction the complainant made on the website 20 days ago.

He said the site had a new

offer for him. The complainant gave out his debit card details, and the pin. The criminal used it to make 15 transactions worth Rs 75,000.

The complainant got his card blocked and approached the police.

"By giving out his pin, the complainant made the criminal's work very easy. We are finding out how the criminal knew about the shopping done by the complainant earlier," said an officer from the Andheri police station, requesting anonymity.

GRANDMA IN COURT... Brilliantly Hilarious

Lawyers should never ask grandmas a question if they are not prepared for the answer! In a trial, a small-town prosecuting attorney called his first witness, an elderly grandmother to the stand. He approached her and asked; "Mrs. Jones, do you know me?" She responded, "Why, yes, I do know you, Mr. Williams. I have known you since you were a young boy, and frankly, you are a big disappointment to me. You lie, cheat on your wife, manipulate people and talk about them behind their backs. You think you are a big shot when you haven't the brains to realize you never will amount to anything more than a two-bit paper pusher. Yes, I know you very well."

The lawyer was stunned! Not knowing what else to do, he pointed across the room and asked, "Mrs. Jones, do you know the defense attorney (the opponent's lawyer)?"

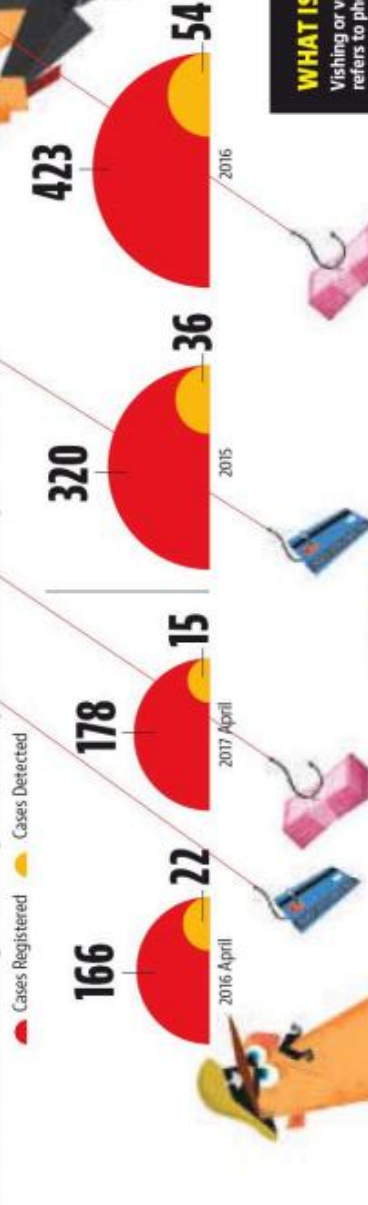
She again replied, "Why, yes, I do. I've known Mr. Bradley since he was a youngster. He is lazy, bigoted, and has a drinking problem. He can't build a normal relationship with anyone and his law practice is one of the worst in the state. Not to mention he cheated on his wife with three different women. One of them was your wife. Yes I know him."

The defense attorney almost died.

The judge asked both lawyers to approach the bench and in a quiet voice said: "If either of you rascals asks her if she knows me, I'll send you to jail for contempt of court!"

CRIME ON THE WEB

178 cases of card fraud was registered in the first 113 days of the year (till April 23). That means, on an average, at least one such case was registered daily. The Mumbai police, however, solved just 15 of them



NO RECORD OF CASES SOLVED, HT RTI FINDS

A Right to Information query Hindustan Times filed with the Mumbai Police Headquarters revealed that there is no record with them of the money recovered in the few cases that were solved.

ILLUSTRATION: SIDDHANT JINDE

HOW TO REPORT CYBERCRIMES

Any cybercrime can be reported to Mumbai police's cyber wing
 24x7 helpline: **9820810007**
 Office: Cyber police station, first floor, Bandra Kurla Complex Police Station, Bandra (E), Mumbai.
 Phone: **022-26504008**
 E-mail: cyberpst-mum@mahapolice.gov.in

WHY ARE OUR CREDIT, DEBIT CARDS IN DANGER?

Vijay Mukhi, a cyber expert, said, "Banks are not doing enough to prevent such frauds from happening. Why do they keep sending OTPs? The OTP is an old and very weak link in cyber security. There is a technology today to monitor the behaviour of an account holder, but the banks are not using this system."

Mukhi also pointed out that cyber criminals are feeling emboldened because most of these cases do not get solved. "Where is the conviction? The Mumbai police needs to start an awareness campaign, arrange for more funds and make a dedicated team to tackle this crime. They need to go abroad and learn how these crimes can be solved."

WHAT IS VISHING?

Vishing or voice phishing refers to phone calls or voice messages from frauds posing as employees of a company. It is done to induce people to reveal personal and financial information — bank details and credit/debit card numbers

WHAT IS CARD CLONING?

Credit cards are cloned using a skimming device — a small gadget attached to the card-reading slot of a swiping machine. When the card is swiped, the skimming device reads and copies the information

For debit cards, the PIN is necessary for a transaction. To get this, criminals install spy cameras at ATM kiosks. The stolen data is transferred to duplicate cards and the PIN is used to complete the transaction

DOS AND DON'TS

Do not give out your bank or credit and debit card information to anyone over the phone. Remember, banks never ask for your card details over the phone

Notify your bank /credit card issuer if you do not receive your monthly card statement on time. If a credit card is misplaced or lost, get it blocked right away

KEEP YOUR CARD SAFE

At ATMs and on card swiping machines, look for a small gadget near the card-reading slot. It could be a skimming device. Also make sure your card is swiped only once, in front of you the keypad

While keying in your PIN, cover the keypads

Turn on SMS alerts for withdrawals

Do not share your information, PIN over the phone.

'Bulgarian man who swiped cloned cards in city targeted foreigners'

POLICE SAY 45-year-old splurged lakhs of ill-gotten money on shopping and at gambling dens in Goa



CONNED

Jayprakash S Naidu

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MUMBAI: A 45-year-old Bulgarian man who was arrested for allegedly cloning debit and credit cards targeted mostly overseas customers of international banks, said the cyber police.

Milcho Angelov, according to an official, stole the data from a country and used cloned cards to withdraw money from ATMs of international banks in India.

The police are probing two angles as how or from whom he had received the stolen data. They suspected that either he had sourced it either from someone or through skimmers, which are planted in ATMs to capture and store card details. He allegedly copied the stolen data on cards.

The police have not ruled out the involvement of more people who may have helped him.

Angelov managed to get a permanent account number (PAN) card using fake documents, showing he was a resident of Antop Hill in Bandra, said the official. "He had spent lakhs on poker in Goa and was known in

MORE FRAUD CASES THIS YEAR AS DETECTION RATE FALLS

PRECAUTIONS FOR DEBIT/CREDIT CARD USERS

Banks never seek details of their customer's account over the phone

While giving credit card to shopkeepers, hotel waiters, receptionists, petrol pump attendants, make sure it is swiped only once

Register/update your active mobile number and email ID with the bank so that you can get timely SMS and email alerts

Never give anyone your card to swipe

OTP is a code for authenticating a bank

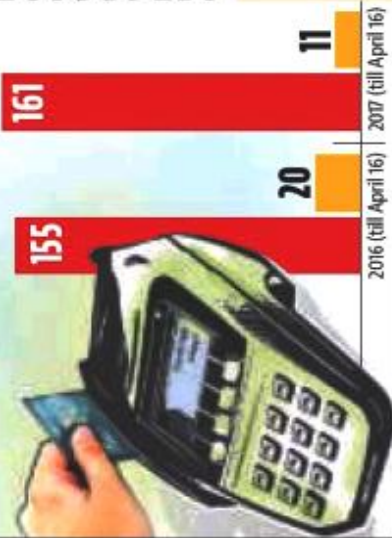
customer online and it should not be shared with anybody

Never share your PIN number with anyone

Do not provide photocopies of both the sides of the credit card to anyone

Cases registered

Cases detected



"Why do banks keep sending OTP? It is not fully secured. There is a technology to monitor account holder's behaviour which banks are not using. Cyber criminals are getting emboldened as they do not get caught. The Mumbai police need to start an awareness campaign. They need to get more funds.

VIJAY MUKHI, a cyber expert.

the gambling circles there. He has come to India several times since 2013. He has been living here on a tourist visa for months now," another source told HT.

Besides, he had splurged lakhs on shopping, the source added.

The fraud came to light when an ATM at Juhu retained his card after he had keyed in a wrong password thrice. Based on CCTV footage, the police arrested him when he went to some other place to withdraw money. In a raid on his house in Andheri (East), the police seized 250-odd plain golden coloured cards, magnetic strips and around Rs60,000 from him.

Tele fraud: Man cheated of ₹24K

"She told Yadav that his debit card was old and would be blocked unless renewed. For this, she asked him the 16-digit number on the card. She called him again to get the one time password (OTP) which he had received on his mobile phone. After receiving all information, she disconnected the call," said a police officer.

Within a few minutes, eight messages flashed on his mobile, saying Rs 24,000 was debited from his bank account, said the officer.

MUMBAI: An unidentified woman posing as a bank official recently cheated a 32-year-old rickshaw driver of Rs24,000 on the pretext of renewing his debit card. No arrests have been made.

According to Santacruz police, the driver, Baliram Yadav, received a call on April 16 at 8 am received a phone call from the woman who identified herself as an official from his bank.

Yadav called his bank and got the card blocked.

The Santacruz police have registered a case under Section 420 (cheating) of the Indian Penal Code and Section 66 C (punishment for identity theft) of the Information Technology Act with.

An official from Santacruz police said, "We are trying to find out from which part of the country the money was been withdrawn. We are also probing to find out from where the woman made the phone call."

A local Pastor entered his donkey in a race and it won. The pastor was pleased with the donkey that he entered it in the race again, and it won again. The local paper read, "PASTOR'S, ASS AGAIN OUT IN THE FRONT." The Bishop was upset with this kind of publicity and ordered the pastor not to enter the donkey in another race. The next day, the local paper headline read, "BISHOP SCRATCHES PASTOR'S ASS." This was too much for the bishop, so he ordered the pastor to get rid of the donkey. The pastor decided to give it to a nun in a nearby convent. The local paper, hearing the news, posted the following headline, "NUN HAS THE BEST ASS IN TOWN." This was too much for the bishop. He informed the nun that she would have to get rid of the donkey. She sold it to a farmer. The next day the paper read, "NUN SELLS ASS FOR 10\$." The bishop almost fainted, so he ordered the nun to buy back the donkey and lead it to the wild plains where it could run free. The next day the headlines read, "NUN ANNOUNCES HER ASS IS WILD & FREE." The bishop had a massive stroke and expired. **Moral:** . . . being concerned about public opinion can bring you much grief, misery and even shorten your life. Therefore, be yourself and enjoy life. Stop worrying about everyone else's ass and you will be a lot happier and live longer!

Hsg soc committee not criminally liable for building lift accident: HC

Office Bearers Get Relief In 2013 Death

Shibu Thomas
@timesgroup.com

Mumbai: More than three years after a boy, Ali Haider (10), got crushed between the lift door and shaft of his building, the Bombay high court ruled the managing committee members could not be criminally prosecuted for it.

A division bench of Justice Abhay Oka and Justice Anuja Prabhudessai ordered the quashing of the FIR against the office bearers of Saidham Tower in Nalasopara. The committee had been booked for the offence of section 304 part A of the Indian Penal Code for rash and negligent act causing death, which is punishable with a jail term of up to two years.

"One of the essential in-

NALASOPARA TRAGEDY



► On November 19, 2013, Ali Haider, meets with a mishap after he takes the lift (pictured) in Saidham Tower's 'B' wing to go home

► Ali's father lodges an FIR at Nalasopara police station against the managing committee members and the contractor, saying they were responsible for his son's death as they failed to maintain the lift in good condition

► Mohammad Shaikh, Ali's father, says he had urged the committee to get the society's 12-year-old lift replaced

CIVIL DAMAGES

► Mohammad Shaikh can file a civil suit seeking damages from the society and contractor for his son's death

► In its order, the high court said that it had not adjudicated on "the question if Shaikh will have a remedy under the law of torts against the society and its office-bearers"

► Tort is an action that is wrong but can be dealt with in a civil court rather than a criminal one

of the members of the managing committee and the office bearers has no direct connection with the unfortunate incident, which took place in the lift as a result of which the son of the complainant lost his life," said the judges. The court added that the investigation would continue against the lift contractor.

The incident goes back to November 19, 2013, when Mohammed Shaikh's minor son took the lift in the B wing of the tower to go to his home. An accident resulted in Shaikh's son getting caught between the ceiling of the first floor and lift.

The court referred to the probe documents and the reports by the electrical inspector (lifts), Mumbai). The report revealed that the lift was in proper condition.

"The incident must have occurred due to a technical defect in the door of the lift. The lift must have started while the door was open," the report had opined.

concerned, at the highest, the allegation against them is that they failed to replace the lift or that they failed to ensure that the contractor appointed by the society properly maintained the lift. Even assuming that the allegations of omission on their part constitute the acts of negligence, the said omission on the part

Though the investigation papers indicate that there was a resolution passed to replace the lift and that repairs of the lift were carried out, even taking the statement of the (the boy's father) as correct, it is apparent that as far as the office bearers and members of the managing committee of the society are

gradients of Section 304A is that the rash and negligent act on part of the accused must result in causing death. The said ingredient is completely absent in the present case as far as the office-bearers and members of the managing committee of the society are concerned," said the bench.

Interdependence is and ought to be as much the ideal of man as self-sufficiency. Man is a social being. Without interrelation with society, he cannot realize his oneness with the universe or suppress his egotism. His social interdependence enables him to test his faith and to prove himself on the touchstone of reality.

Independent thinking alone is not suited to interdependent reality. Independent people who do not have the maturity to think and act interdependently may be good individual producers, but they will not be good leaders or team players. They are not coming from the paradigm of interdependence necessary to succeed in marriage, family or organizational reality.

Mahatma Gandhi, Young India, March 21, 1929, p. 93

Stephen Covey, The Seven Habits of Highly Effective People, 1989

Consumer's Crossword!

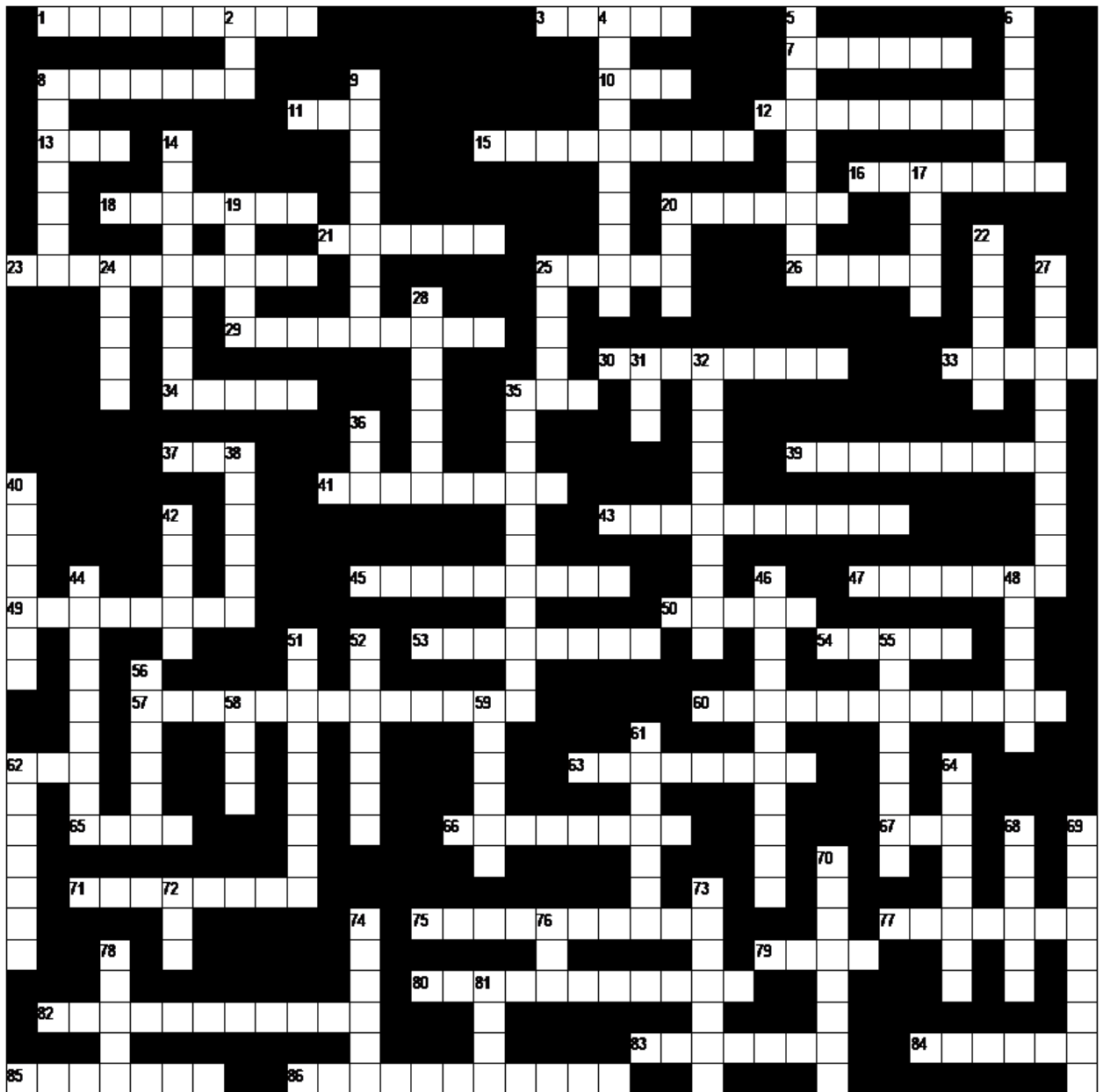
(Answers to the clues are present interspersed in the current Keemat itself)

ACROSS

1. Doing this irritates soft cartilage of knees. (9)
3. It regulates insurance companies. (5)
7. A mutual fund option. (6)
8. A small child (7)
10. Online transactions requirement. (3)
11. An aggressive life threatening breast cancer (3)
12. Ghee substitute. (9)
13. A measure that accounts for body height & weight. (3)
15. A skin ailment. (9)
16. Non-impact exercise. (7)
18. Alternate money (7)
20. Concept difficult to understand. (6)
21. An old language (6)
23. This leads to uncalled redemptions in stock market. (10)
25. Incessant usage of tobacco outcome. (5)
26. One modern method of communication. (5)
29. Persons from Pakistan are doubted as such. (9)
30. Subzero freezing does not kill it. (8)
33. Constipation leads to this. (5)
34. Consumer panel (5)
35. A number necessary for larger financial transactions. (3)
37. Medical regulatory body. (3)
39. Such persons are trusted (9)
41. Successful completion of degree. (8)
43. They check compliance to rules. (10)
45. A big killer of people. (9)
47. Travel mate. (7)
49. Heavy rodent (8)
50. Aloe vera can stain this part of the body (5)
53. A mutual fund option. (8)
54. Civil supplies & Consumer affairs Minister. (5)
57. Answers to queries in AGM are difficult. (13)
60. Hair expert. (12)
62. An investigating agency (3)
63. We all make this when managing money. (8)
65. A very precious metal. (4)
66. Telephone's run by CGSI for consumers. (8)
67. Criminal cases filed under sections of. (3)
71. The study of Cancer. (8)
75. Risk instigating Hormone (10)
77. Pull to kill. (7)
79. Mosquitoes spread virus. (4)
80. Death due to freezing. (11)
82. Waxy substance in blood. (11)
83. You need this to drive. (7)
84. High fat

- containing fishes. (6)
 85. A future bride or groom. (7)
 86. A pickle delicacy in China. (11)
- ## DOWN
2. Mutual fund dividends are reinvested at this. (3)
 4. A book of words. (10)
 5. Inactive glands in dry skins. (9)
 6. A great critic (6)
 8. Regular consumption is a risk for disease. (7)
 9. The wise gather these. (9)
 14. Fast foods lack this. (9)
 17. An online criminal. (5)
 19. Oil with unsaturated fats. (5)
 20. Foods high in fat, salt & sugar. (4)
 22. Ailment not covered by insurance policy in first 2 years. (6)
 24. A well-known hospital. (5)
 25. A dangerous snake. (5)
 27. People walking on roads. (11)
 28. Not in use. (7)
 31. Speakers in financial programs (3)
 32. This is required to be passed by an AGM for ratifying a financial decision (10)
 35. The process of changing a service provider. (11)
 36. One has to file it in a police station (3)

38. Pepper aggravates this. (6)
40. An antibacterial active. (7)
42. Energy from sun. (5)
44. You need this system to run a computer (9)
46. A strong persons attribute (11)
48. Consumer welfare minister. (6)
51. It can increase blood cholesterol levels. (9)
52. Cancer has strong links to this in humans. (7)
55. This fatty acid is present in butter. (8)
56. Land of the Jews. (6)
58. The best time to do this is just before renewal of a policy. (4)
59. It is slang in US. (6)
61. A one off calamity. (7)
62. A popular Indian oil. (7)
64. Destroys brain cells affecting DNA & genes. (8)
68. A type of coconut oil. (6)
69. A state in India (9)
70. A fish variety. (8)
72. Necessary for online transactions (3)
73. Cartilage pads. (7)
74. Its juice is used to treat earaches. (6)
76. Sleeping under this saves us from mosquito bites. (3)
78. Aloe vera active. (5)
81. Oils containing not suitable for deep-frying. (4)



Jokes are meant for amusement! It employs comedic vehicles like parody, satire and other material referencing, true people, organizations, regions, etc., making fun of them in ways that are obviously not true. Our intent is not to offend anyone! If you believe that jokes could offend you, please do not read them! Despite this warning, if on reading you find, the jokes not to your liking, ignore and move on! Please be aware that they are simply just **JOKES!**

LAUGHTER THE BEST MEDICINE

A girl was with her father when she saw her boyfriend coming...
Girl: Have you come to collect your book titled "Daddy is at Home?" by Ngozi Okafor
Boy: No, I want that your hymns book called "Where Should I Wait for you?"
Girl: I do not have that one but maybe you should take the other one titled "Under the Mango Tree" by Chimamanda Adichie
Boy: Fine, but don't forget to bring "I Will Call You in 5 Minutes" while coming to school
Girl: I will also bring you a new one too titled "I Won't Let You Down" by Chinua Achebe, Then,
Dad: Those books are too many, will he read them all
Girl: Yes dad, he is very smart intelligent
Dad: Okay do not forget to give him the one that is on the table titled "I Am Not Stupid, I Understood Everything You've Been Saying" by William Shakespeare!

Once during a Management training program, a team of Senior Managers was given an assignment to measure the height of a flagpole. They all went out to the flagpole with ladders and tape and then falling off the ladders, dropping the measuring tape - the whole thing is just a mess.
An Engineer comes along and sees what they're trying to do, walks over, pulls the flagpole out of the ground, lays it flat, measures it from end to end, gives the measurement to one of the managers, Re-erects the flagpole and walks straight-away. After the Engineer has gone, one Manager turns to another and laughs. "Isn't that just like an engineer? We're looking for height and he gives the length!"
Moral: No matter what good you do, Managers always find faults.

As a Christmas present one year, the Laird gave his gamekeeper, Mikhail, a deerstalker hat with earflaps. Mikhail was most appreciative and always wore it with the flaps tied under his chin to keep his ears warm in the winter winds. One cold, windy day the Laird noticed he was not wearing the hat.
"Where's the hat?" asked the Laird.
"I've given up wearing it since the accident," replied Mikhail.
"Accident, I didn't know you'd had an accident?"
"Yes. A man offered me a nip of whisky and I had the earflaps down and never heard him."

A hiker stumbles upon a golden lamp in the forest. He rubs it, and out pops a real-life genie.
"For freeing me," says the genie, "I will grant you three wishes."
"I want a million more wishes," the hiker says immediately.
"Rule number one says the genie: No asking for more wishes."
The hiker considers his options before replying, "In that case, I want a million more wishes."

On an icy, bitter-cold day, Hank visited Lou, "I had a rough time getting here, for every step forward, I slipped back two."
"If you slid back two steps for every one you took forward, how'd you get here?" asked Lou.
"I almost didn't, but then I said to myself, forget it. So I turned around and started home."

I am writing my book in fifth person, so every sentence starts out with "I heard from this guy who told somebody ..."

My ten-month-old was sitting in her high chair, twisting and moving all over the place. My wife said to me, "Straighten her up." I looked at my daughter and said, "What are you doing with your life? Do you want to be this way forever? It's time to grow up." Since then my wife has not asked me to do anything.

A woman noticed her husband standing on the bathroom scale, sucking in his stomach. "Ha! That's not going to help," she said. "Sure, it does," he said. "It's the only way I can see the numbers."

McDougal walked into a fish and chip shop. "I want 10 pence worth of chips I want lots of salt-vinegar on them, 2 pence worth of pickled onions, and wrap the whole lot in today's newspaper."

McCabe had become a bit hard of hearing but he did not want to pay for a hearing aid. So bought a piece of flex, put one end in his top pocket and the other end in his ear. It did not help his hearing but he found that people spoke to him more loudly.

By mistake, Sandy put a 50 pence coin instead of 5 pence on the collection plate at church. Despite his entreaties, the minister refused to give it back to him. So, for the next nine weeks, when the plate was passed round, he passed it on saying "Season ticket."

It is rumored that the entire population of Aberdeen took to the streets with an empty glass in their hands when the weather forecaster said there would be a nip in the air.

A man suffered a serious heart attack while shopping in a store. The store clerk called 100 when they saw him collapse to the floor. The paramedics rushed the man to the nearest hospital where he had emergency open-heart bypass surgery. He awakened from the surgery to find himself in the care of nuns at the Catholic Hospital. A nun seated next to his bed held a clipboard loaded with several forms and a pen. She asked him how he was going to pay for his treatment, "Do you have health insurance?" she asked. He replied in a raspy voice, "No health insurance". The nun asked, "Do you have money in the bank?" He replied, "No money in the bank".
Do you have a relative who could help you with the payments?" asked the irritated nun.
He said, "I only have a spinster sister and she is a nun".
The nun became agitated and announced loudly, "Nuns are not spinsters! Nuns are married to God."
The patient replied, "Perfect! Send the bill to my brother-in-law."

You should be careful about stereotyping the Scots as mean. There was a recent letter to a newspaper from an Aberdonian, which said, "If you print any more jokes about mean Scotsmen I shall stop borrowing your paper."

The pastor asks his flock, "What would you like people to say when you're in your casket?"
One person says, "I'd like them to say I was a fine family man."
Another responds, "I'd like them to say I helped people".
The third says, "I'd like them to say, 'Look! I think he's moving!'"

My doctor looked at my gut and refused to believe that I work out so, I listed the exercises I do every day. Jump to conclusions, climb the walls, drag my heels, push my luck, make mountains out of molehills, bend over backward, run around in circles, put my foot in my mouth, go over the edge, and beat around the bush.

On reaching office I got a call from my wife, "What is today's date? I was wondering, then told her 14 September, call disconnected. I was wondering... her birthday? No! Mine? No! Anniversary? No! Son's birthday! No! In-laws Birthday... Anniversary? No! Gas booking...Done! Utility payments...Done! Etc...Done! Her uncle who arrives when we want to go out, squat and kill us and our time...his birthday...No! Then, why date????????????? Lunch & Evening tea went with spinning questions, reached home. Junior was playing in car park... I asked him, "How is the weather in kitchen? Tornado, Tsunami?"

Boy said, "All normal. Why?"
"Your mom asked me...what is the date today in the morning?"
Boy smiles and tells, "I tore some sheets from calendar in morning..... so she was confused....."
Indeed, being a husband is a very tough job.....

The best way to cheer one-self up is to cheer somebody else up.

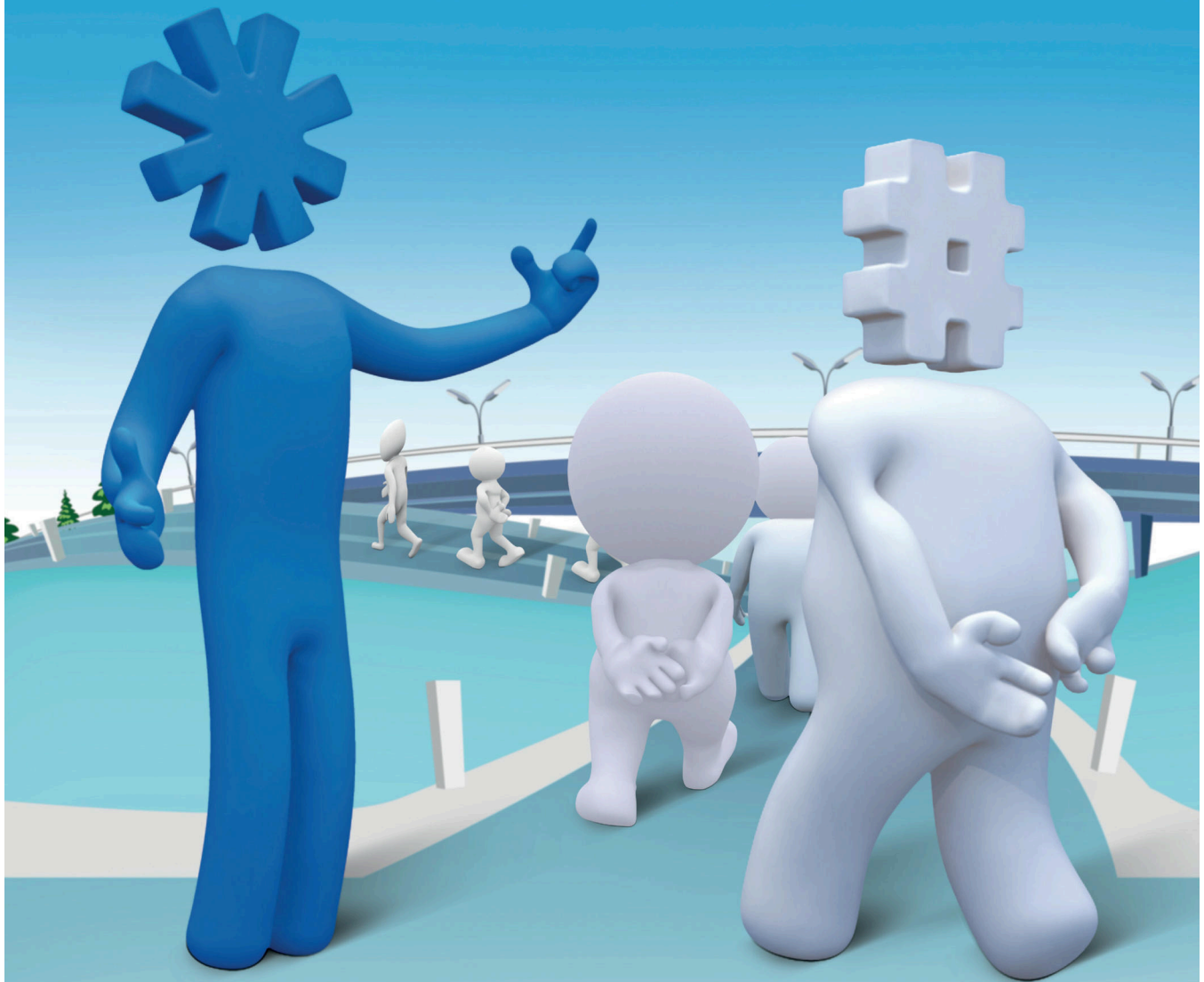
Consumer Awareness Program at Washim & Amravati



Consumer Awareness Program at Beed

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FOLLOW A GOOD INVESTMENT ADVISOR INSTEAD.*

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