

## Government of West Bengal Consumer Affairs Department

### Significant achievements of the Consumer Affairs Department from May, 2011 to March, 2022.

The objective of the Consumer Affairs Department is to promote awareness and to safeguard the interest of the consumers, administer a redressal mechanism of the grievances of the consumers through Consumer Disputes Redressal Commission at District level and in Kolkata. In addition, the Department discharges the responsibility of proper weighing and packaging of consumer goods. It is also Nodal Department for West Bengal Right to Public Service Act, 2013.

#### ➤ Achievements of Consumer Affairs Department till November, 2015 :

- Two rules namely West Bengal Consumer Protection (salary, allowances and condition of service of President and Members of the State Commission and District Commission) Rules, 2022 and West Bengal Consumer Protection Rules, 2022 have been published in terms of section 102 of the Consumer Protection Act, 2019.
- Rules of Business was amended to include W.B.R.T.P.S Act, 2013 vide Notification No. 842-Home (Cons.)/R2R (Cons.)-40/2008 (Pt.-I) dt. 14.10.2014.
- West Bengal Legal Metrology (Enforcement) Rules, 2011 has been processed for amendment for implementation of Reform Point No. 204 under SBRAP 2020-21 pertaining to ease of doing business.

#### ➤ State Commission & District Commission:

- The Consumer Protection Act, 1986 has been repealed by a new Act called as “**The Consumer Protection Act, 2019**”. The new Act came into force **w.e.f. 20.07.2020**. In the new Act the District Forum has been renamed as District Commission.
- Besides two earlier Benches, one more Additional Bench i.e. 3<sup>rd</sup> Bench of State Commission started its functioning **since 15.06.2015**.
- Two (2) Circuit Benches of WBSCDRC - **Siliguri Circuit Bench** started functioning **w.e.f. 22<sup>nd</sup> June, 2018** and **Asansol Circuit Bench** has started functioning **w.e.f. 09<sup>th</sup> July, 2018**.
- **New District Commissions** started – District Commission, **Kolkata Unit III** in **2015**; District Commission, **Alipurduar** in **2015**; District Commission, **Jhargram** in **2017**; District Commission, **Rajarhat (New Town)** in **2018**; District Commission, **Kolkata Unit IV** in **2021**. **Notifications for creation of District Commission for Kalimpong and Paschim Bardhaman** have already been notified.
- **Virtual Court hearing** in State Commission has been done effectively in 2021.
- On-line filing of cases in Consumer Commissions in West Bengal through **e-daakhil Portal** has been launched **w.e.f. 24.12.2021**.
- Construction for own buildings in **Paschim Medinipur District** and **Rajarhat (New Town)** of North 24 Parganas District and **Uttar Dinajpur** has been done.

- District Commissions and State Commission were lacking adequate sanctioned posts of ministerial staff for many years.
- During the period from May 2011 to March, 2022 total **112 posts** have been created (Jt. Registrar-5, Registrar-28, HC-1, Eng. Steno.-30, UDC-12, LDC-1, Record Keeper-31, DEO-1 & Group D-3).

### ➤ Directorate of Legal Metrology:

- Phase I (implemented during the F.Y 2017-18) & Phase II (implemented during the F.Y 2021-22) of e-Parimap project have become online modes, through which Registration of packers ( importers, manufacturers of packaged commodities), issuance and renewal of licenses of weights and measures, verification of weights and measures, issuance of seizure memos during enforcement work have become online mode.
- To supervise the work of this Directorate more efficiently, two new posts of Deputy Controller of Legal Metrology have been created in the year 2018. For improving the efficiency of the Inspectorial units, 115 existing units have been redefined to 144 units by reorganizing the jurisdictional boundary with effect from April 2017.
- Special drives and awareness programs are being chalked out to fight the menace of not mentioning the name of importers and MRP on packages imported into India.
- A well-equipped training cum meeting hall with a capacity of 42 officials in a session has been inaugurated on 6<sup>th</sup> June 2017 at Kankurgachi establishment.
- Three Secondary Standard Laboratories at Siliguri, Chinsura and Kankurgachi have been upgraded.
- The power of issuing licenses to manufacturers, dealers and repairers of weights and measures has been delegated to the regional Deputy Controllers of Legal Metrology Power for renewal of such licenses is delegated to Assistant Controllers, who are posted in districts. In this regard provision of the WBRTPS Rules, 2013 is strictly followed.
- Particulars of such Registration Certificates are available on the website. As per the guidelines of EoDB, the license and registration are being issued online and also the applicant can download the inspection report online.
- Presently all field offices of the Directorate of Legal Metrology are collecting non-tax revenue through GRIPS.

### ➤ Directorate of Consumer Affairs & Fair Business Practices:

- Consumer awareness through different TV, Cable Channels, CCTV installed at 23 different Metro Railway Stations, FM Channels and Prime Channels of All India Radio, display messages on the body of Govt. buses, Audio-branding in Govt. buses, Publication of awareness messages at different Newspapers, hoardings & banners etc.
- Organising Kreta Suraksha Mela in Kolkata and in Districts every years
- Seminars in districts, blocks & panchayats level
- Participation at various social gatherings like Melas, festivals, special occasions
- Consumer Counselling through Toll - free Consumer help line 18003452808
- Filing of Consumer Complaint through website [www.wbconsumers.gov.in](http://www.wbconsumers.gov.in) for pre-litigation settlement of Consumer Disputes.
- Redressal of Consumer Disputes through the process of mediation.

- Establishment of Consumer Commission – specific Consumer Assistance Bureau (CAB) in 22 Districts.
- Formation of 840 Consumer clubs in 840 Schools.
- Incorporation of Consumer Protection – related topics in the curriculum of class VI, VII and VIII of West Bengal Board of Secondary Education
- Filing of Consumer Complaints under section 12 (1) (d) of CP Act, 1986
- Generation of Awareness on West Bengal Right to Public Services Act, 13
- Creation of 11 (Eleven) new regional offices.

#### ➤ West Bengal Right to Commission

- Issued from 25 departments for 313 no. of services.
- Disposal of 448 numbers of complaints by this commission.
- Publication of WBRTPS Act 2013 in Bengali language.
- Annual Report Published in Bengali and English version.

### Vision for 2022-2023

- Arrangement for virtual hearing in the Circuit Benches of the State Commission and District Commission.
- Starting function of all Consumer Mediation Cells.
- Strengthening of Secondary Standard Laboratories and Working Standard Laboratories under the Directorate of Legal Metrology.
- Online registration of off-line mediation cases for getting updated status in the online portal.
- Organizing three State Level Fair for consumer awareness in North Bengal, South Bengal and Kolkata, etc.