



VISION

- To protect the rights and interests of consumers,
- To spread awareness about consumer rights, duties and responsibilities

 To promote consumer movement in the state through involvement of various stakeholders,
- To empower the eligible citizen to obtain public services within stipulated time period.

2022

Administrative Calendar of Consumer Affairs Department

Month	SI. No	Activity		Sub-activity	Target	Achievement	Remarks
	1.	Administrative Review Meeting	i)	Meeting with Directorate of CA & FBP			
	2.	Tours & visits to Regional Offices as well as Unit Offices	i) ii) iii)	Officers of the Department Officers of the Directorate of CA & FBP Officers of the Directorate of Legal Metrology			
	3.	Finalization of allocation under State Development Scheme	,	<u> </u>			
	4.	Consumer Awareness	i)	Participation in Melas / Social gatherings / Book Fair for spreading Consumer Awareness and Grass-root level interactive sessions, meetings, seminar with special emphasis on involving Self Help Groups.	5 Melas		
<u>></u>			ii) :::\	Awareness Campaign with Street Theatre, Puppet Show, Magic Show	5 Programmes at each RO		
January			iii) iv)	Work shop with Consumer Clubs, Schools, Institutions, Libraries	3 Programmes at each RO		
٦			v)	Publication of Quarterly Newsletters			
	5.	Meeting of District Consumer Protection Council			2 Districts		
	6.	Training of Presidents & Members of District Commissions through WBNUJS					
			i)	Verification of Working Standards used by Legal Metrology Officers	13 sets Weights, 13 Sets LM, & 13 sets CM		
			ii) iii)	Enforcement Verification of Weights & Measures used by Traders	120 - 150 10 %		
	7.	Construction of Integrated Office Buildings	,		Completion of construction work at Murshidabad		
Month	SI. No.	Activity		Sub-activity	Target		Remarks
	1.	Administrative Review Meeting	i)	Meeting with Directorate of Legal Metrology			
February	2.	Tours & visits to Regional Offices as well as Unit Offices	i) ii)	Officers of the Directorate of CA & FBP Officers of the Directorate of Legal Metrology			
	3.	Consumer Awareness	i)	Participation in Melas / Social gatherings / Book Fair for spreading Consumer Awareness and Grass-root level interactive sessions, meetings, seminar with special emphasis on involving Self Help Groups.	2 Melas		
			ii)	Awareness Campaign with Street Theatre, Puppet Show, Magic Show	5 Programmes at each RO		
			iii) iv)	Tableau Work shop with Consumer Clubs, Schools, Institutions, Libraries	5 ROs 3 Programmes at each RO		

	4.	Training for Departmental Officers related to Consumer Affairs / LM / WBRTPS				
	5.	Meeting of District Consumer Protection Council			4 Districts	
			i)	Verification of Working Standards used by Legal Metrology Officers	16 sets Weights, 16 Sets LM, & 16 sets CM	
			ii) iii)	Enforcement Verification of Weights & Measures used by	120 - 150 20 %	
	6.	Construction of		Traders	Completion of construction	
		Integrated Buildings			work at Bankura	
Month	SI. No.	Activity		Sub-activity	Target	Remarks
	1.	Administrative Review Meeting	i)	Meeting with the Registrars, SCDRC & DCDRC		
	2.	Preparation of Budget				
	3.	Tours & visits to	i)	Officers of the Directorate of CA & FBP		
		Regional Offices as well as Unit Offices	ii)	Officers of the Directorate of Legal Metrology		
March	4.	Consumer Awareness	i)	Participation in Melas / Social gatherings / Book Fair for spreading Consumer Awareness and Grass-root level interactive sessions, meetings, seminar with special emphasis on involving Self Help Groups.	2 Melas	
Ma			ii) iii)	Awareness Campaign with Street Theatre, Puppet Show, Magic Show Work shop with Consumer Clubs, Schools, Institutions, Libraries	3 Programmes at each RO 3 Programmes at each RO	
			iv)	Special Awareness Programme	Observance of WCR Day by RO	
	5.	Meeting of District Consumer Protection Council			2 Districts	
	6.	Standardization of Weights & Measures	i)	Verification of Working Standards used by Legal Metrology Officers	15 sets Weights, 15 Sets LM, & 15 sets CM	
			ii) iii)	Enforcement Verification of Weights & Measures used by Traders	120 - 150 30 %	
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Month	SI. No.	Activity		Sub-activity	Target	Remarks
	1.	Administrative Review Meeting	i)	Meeting with Directorate of CA & FBP		
	2.	Tours & visits to	i)	Officers of the Department		
		Regional Offices as well as Unit Offices	ii)	Officers of the Directorate of CA & FBP		
			ii)	Officers of the Directorate of Legal Metrology		
	3.	Consumer Awareness	i)	Participation in Melas / Social gatherings / Book Fair for spreading Consumer Awareness and Grass-root level interactive sessions, meetings, seminar with special emphasis on involving Self Help Groups.	2 Programmes at each RO with SHGs	
_			ii)	Awareness Campaign with Street Theatre, Puppet Show, Magic Show	2 Programmes at each RO	
April			iv)	Work shop with Consumer Clubs, Schools, Institutions, Libraries	3 Programmes at each RO	
	4.	Training for Departmental Officers related to Consumer Affairs / LM / WBRTPS	vii)	Publication of Quarterly Newsletters		
	5.	Meeting of District Consumer Protection Council			3 Districts	
	6.	Training of Presidents & Members of District Commissions through WBNUJS				

	7.	Standardization of	i۱	Verification of Working Standards used by Legal	8 sets Weights, 8 Sets LM, & 8	
	••	Weights & Measures	'	Metrology Officers	sets CM	
			ii)	Enforcement	80 - 100	
			iii)	Verification of Weights & Measures used by Traders	40 %	
Month	SI.	Activity		Sub-activity	Target	Remarks
	No.	,	:\	•		
	1.	Administrative Review Meeting	1)	Meeting with Directorate of Legal Metrology		
	2.	Tours & visits to	i)	Officers of the Directorate of CA & FBP		
		Regional Offices as well as Unit Offices	ii)	Officers of the Directorate of Legal Metrology		
	3.	Consumer Awareness	i)	Participation in Melas / Social gatherings / Book Fair for spreading Consumer Awareness and Grass-root level interactive sessions, meetings, seminar with special emphasis on involving Self Help Groups.	4 Programmes at each RO with SHGs	
Мау			ii)	Awareness Campaign with Street Theatre, Puppet Show, Magic Show	2 Programmes at each RO	
			iii)	Tableau	2 ROs	
			iv)	Work shop with Consumer Clubs, Schools, Institutions, Libraries	3 Programmes at each RO	
	4.	Meeting of District Consumer Protection Council			4 Districts	
	5.	Standardization of Weights & Measures	i)	Verification of Working Standards used by Legal Metrology Officers	7 sets Weights, 7 Sets LM, & 7 sets CM	
			ii)	Enforcement	120 - 150	
			ii)	Verification of Weights & Measures used by Traders	50 %	
Month	SI. No.	Activity		Sub-activity	Target	Remarks
	1.	Administrative Review Meeting	i)	Meeting with the Registrars, SCDRC & DCDRC		
	2.	Tours & visits to	i)	Officers of the Directorate of CA & FBP		
		Regional Offices as	ii)	Officers of the Directorate of Legal Metrology		
		well as Unit Offices	_			
	3.	Consumer Awareness	i)	Participation in Melas / Social gatherings / Book Fair for spreading Consumer Awareness and Grass-root level interactive sessions, meetings, seminar with special emphasis on involving Self Help Groups.	4 Programmes at each RO with SHGs	
			ii)	Awareness Campaign with Street Theatre, Puppet Show, Magic Show	5 Programmes at each RO	
June			iii)	Tableau	3 ROs	
٦			iv)	Work shop with Consumer Clubs, Schools, Institutions, Libraries	5 Programmes at each RO	
	4.	Training for Departmental Officers related to Consumer Affairs / LM / WBRTPS				
	5.	Meeting of District Consumer Protection Council			5 Districts	
	6.	Standardization of Weights & Measures	i)	Verification of Working Standards used by Legal Metrology Officers	8 sets Weights, 8 Sets LM, & 8 sets CM	
			ii)	Enforcement	120 - 150	
	-		iii)	Verification of Weights & Measures used by Traders	60 %	
Month	SI. No.	Activity		Sub-activity	Target	Remarks
	1.	Administrative Review Meeting	i)	Meeting with the Directorate of CA & FBP		
	2.	Tours & visits to	i)	Officers of the Department		
		Regional Offices as	ii)	Officers of the Directorate of CA & FBP		
July		well as Unit Offices	iii)	Officers of the Directorate of Legal Metrology		
υL	3.	Consumer Awareness	i)	Participation in Melas / Social gatherings / Book Fair for spreading Consumer Awareness and Grass-root level interactive sessions, meetings, seminar with special emphasis on involving Self	4 Programmes at each RO with SHGs	
				Help Groups.		

			ii)	Awareness Campaign with Street Theatre,	3 Programmes at each RO	
				Puppet Show, Magic Show		
			iii)	Tableau	4 ROs	
			iv)	Work shop with Consumer Clubs, Schools, Institutions, Libraries	6 Programmes at each RO	
	4	Meeting of District	v)	Publication of Quarterly Newsletters	3 Districts	
	4.	Consumer Protection Council			3 Districts	
	5.	Standardization of Weights & Measures	i)	Verification of Working Standards used by Legal Metrology Officers	8 sets Weights, 8 Sets LM, & 8 sets CM	
			ii)	Enforcement	120 - 150	
	CI		iii)	Verification of Weights & Measures used by Traders	70 %	
Month	SI. No.	Activity		Sub-activity Sub-activity	Target	Remarks
	1.	Administrative Review Meeting	i)	Meeting with Directorate of Legal Metrology		
	2.	Tours & visits to	i)	Officers of the Directorate of CA & FBP		
		Regional Offices as well as Unit Offices	ii)	Officers of the Directorate of Legal Metrology		
	3.	Consumer Awareness	i)	Participation in Melas / Social gatherings / Book Fair for spreading Consumer Awareness and Grass-root level interactive sessions, meetings, seminar with special emphasis on involving Self Help Groups.	5 Programmes at each RO with SHGs	
			ii)	Awareness Campaign with Street Theatre, Puppet Show, Magic Show	5 Programmes at each RO	
August			iii) iv)	Tableau Work shop with Consumer Clubs, Schools,	5 ROs 4 Programmes at each RO	
ıgu			Ļ	Institutions, Libraries		
Ā	4.	Training for Departmental Officers related to Consumer Affairs / LM / WBRTPS				
	5.	Meeting of District Consumer Protection Council			3 Districts	
	6.	Training of Presidents & Members of District Commissions through WBNUJS				
	7.	Standardization of Weights & Measures	i)	Verification of Working Standards used by Legal Metrology Officers	9 sets Weights, 9 Sets LM, & 9 sets CM	
			ii)	Enforcement	120 - 150	
	CI		iii)	Verification of Weights & Measures used by Traders	80 %	
Month	SI. No.	Activity		Sub-activity	Target	Remarks
	1.	Administrative Review Meeting	i)	Meeting with the Registrars, SCDRC & DCDRC		
	2.	Preparation of Revised Budget				
	3.	Tours & visits to	i)	Officers of the Directorate of CA & FBP		
		Regional Offices as well as Unit Offices	ii)	Officers of the Directorate of Legal Metrology		
September	4.	Consumer Awareness	i)	Participation in Melas / Social gatherings / Book Fair for spreading Consumer Awareness and Grass-root level interactive sessions, meetings, seminar with special emphasis on involving Self Help Groups.	5 programmes at each RO with SHGs	
			ii)	Awareness Campaign with Street Theatre, Puppet Show, Magic Show	5 Programmes at each RO	
			iii)	Tableau	4 ROs	
			iv)	Work shop with Consumer Clubs, Schools, Institutions, Libraries	3 Programmes at each RO	
	5.	Meeting of District Consumer Protection Council			4 Districts	
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	6.	Training for Departmental Officers related to Consumer Affairs / LM / WBRTPS				
	7.	Standardization of Weights & Measures	i) ii) iii)	Verification of Working Standards used by Legal Metrology Officers Enforcement Verification of Weights & Measures used by Traders	6 sets Weights, 6 Sets LM, & 6 sets CM 100 - 120 85 %	
Month	SI.	Activity	111)	Sub-activity	Target	Remarks
	No. 1.	Administrative Review	i)	Meeting with Directorate of CA & FBP		
		Meeting				
	2.	Preparation of Revised Budget				
	3.	Tours & visits to Regional	i)	Officers of the Department		
		Offices as well as Unit Offices	ii) iii)	Officers of the Directorate of CA & FBP Officers of the Directorate of Legal Metrology		
October	4.	Consumer Awareness	i)	Participation in Melas / Social gatherings / Book Fair for spreading Consumer Awareness and Grass-root level interactive sessions, meetings, seminar with special emphasis on involving Self Help Groups.	6 programmes at each RO with SHGs	
			ii)	Awareness Campaign with Street Theatre, Puppet Show, Magic Show	5 Programmes at each RO	
	-	Mosting of Dietri-t	iii)	Tableau	5 ROs	
	5.	Meeting of District Consumer Protection Council			2 Districts	
	6.	Standardization of Weights & Measures	i) ii)	Verification of Working Standards used by Legal Metrology Officers Enforcement	4 sets Weights, 4 Sets LM, & 4 sets CM 80 - 100	
			iii)	Verification of Weights & Measures used by Traders	90 %	
Month	SI. No.	Activity		Sub-activity	Target	Remarks
	1.	Administrative Review Meeting	i)	Meeting with Directorate of Legal Metrology		
	2.	Tours & visits to Regional Offices as well as Unit Offices	i) ii)	Officers of the Directorate of CA & FBP Officers of the Directorate of Legal Metrology		
	3.	Consumer Awareness	i)	Participation in Melas / Social gatherings / Book Fair for spreading Consumer Awareness and Grass-root level interactive sessions, meetings, seminar with special emphasis on involving Self Help Groups.	2 Melas	
November			ii)	Awareness Campaign with Street Theatre, Puppet Show, Magic Show Tableau	5 Programmes at each RO 5 ROs	
ven			iii) iv)	Work shop with Consumer Clubs, Schools,	2 programmes at each RO	
N	4.	Meeting of District Consumer Protection Council		Institutions, Libraries	4 Districts	
	5.	Training of Presidents & Members of District Commissions through WBNUJS				
	6.	Standardization of Weights & Measures	i) ii)	Verification of Working Standards used by Legal Metrology Officers Enforcement	9 sets Weights, 9 Sets LM, & 9 sets CM 80 - 100	
			iii)	Verification of Weights & Measures used by Traders	95 %	
Month	SI. No.	Activity		Sub-activity	Target	Remarks
	1.	Administrative Review Meeting	i)	Meeting with the Registrars, SCDRC & DCDRC		
ber	2. Tours & visits to Regional Offices as	Tours & visits to	i)	Officers of the Directorate of CA & FBP		
December		ii)	Officers of the Directorate of Legal Metrology			
ප		well as Unit Offices				

		ii)	seminar with special emphasis on involving Self Help Groups. Awareness Campaign with Street Theatre,	5 Programmes at each RO	
		:::\	Puppet Show, Magic Show Tableau	5 ROs	
		iii) iv)	Work shop with Consumer Clubs, Schools, Institutions, Libraries	2 programmes at each RO	
4.	Training for Departmental Officers related to Consumer Affairs / LM / WBRTPS				
5.	Meeting of District Consumer Protection Council			4 Districts	
6.	Training of Presidents & Members of District Commissions through WBNUJS				
7.	Standardization of Weights & Measures	i) ii)	Verification of Working Standards used by Legal Metrology Officers Enforcement	9 sets Weights, 9 Sets LM, & 9 sets CM 120 - 150	
		iii)	Verification of Weights & Measures used by Traders	100 %	