

GOVERNMENT OF WEST BENGAL
Consumer Affairs Department
INAUGURATION OF
CONSUMER ASSISTANCE BUREAUS
Date : 19.06.2014 Time : 03:00 pm

The necessity of providing lateral support to the aggrieved consumers in proper filing of complaints and in pursuing the complaint so lodged at the appropriate Consumer Forum has been under consideration of the Consumer Affairs Department, Govt. of West Bengal for some time past.

As a pilot project, Consumer Affairs Department has decided to set up 10 (ten) Consumer Assistance Bureaus in 6 (six) different districts of West Bengal namely in Kolkata, Howrah, 24 Parganas (N), Burdwan, Uttar Dinajpur & Darjeeling. Two such bureaus are being set up in the district of Kolkata at 8B, Nelia Sengupta Sarani (8th Floor), Kolkata-700087.

The primary objectives of the Consumer Assistance Bureau are:

- 1) Facilitate filing of complaints in appropriate forum for redressal of grievances of aggrieved consumers.
- 2) Take up responsibility on behalf of aggrieved consumers by initiating disputes redressal process upto final disposal of the disputes in the appropriate District Forum / State or National Commission. This shall include writing the plaint, representing the consumer etc.

These will be managed by Voluntary Consumer Associations who have been selected by Consumer Affairs Deptt, on the basis of open advertisement and selected by their capability to handle any suit on behalf of the consumer with expertise to ensure support up to its final disposal after proper filing of the consumer complaint under the Consumer Protection Act-1986 in the appropriate Consumer Forum for redressal of grievance of the consumer. The Department of Consumer Affairs, Govt. of W.B. has entered into a MOU with those selected the Voluntary Consumer Associations. The Department will provide necessary infrastructure and fund to the Consumer Assistance Bureaus. The Department will review the functioning of these on a regular basis. If this project is successful, the Department will set up more Consumer Assistance Bureaus all over West Bengal in near future.

The Addresses of 10 Consumer Assistance Bureaus including two at Kolkata are as follows :

Address of Regional Offices of the CA&FBP Directorate where Consumer Assistance Bureau situated	Phone No. of the Regional Offices	Name of concerned VCOs who will implement the project
Kolkata Port Regional Office (For Kolkata Consumer Disputes Redressal Forum Unit-I) 8B, Nelia Sengupta Sarani (8 th floor), Kolkata-700087	03322520417	North East Calcutta Consumer Association
Kolkata Port Regional Office (For Kolkata Consumer Disputes Redressal Forum Unit-II) 8B, Nelia Sengupta Sarani(8 th floor), Kolkata-700087	03322520417	Port Area Consumers Association
Durgapur Regional Office AB-2/9, A.D.D.A,2 nd Administrative Building, City Centre, Durgapur-713216, District-Burdwan	03432549833	Durgapur Consumer Association
North 24 Parganas Regional Office 1 st floor, Nabapally(Near 12No.Rail Gate),PO: Barasat,PIN-700124	03325427328	Noapara Vivekananda Social Welfare Society
Barrackpore Regional Office Municipality Building Complex, B.T.Road, Talpukur, Garrage Building, 2 nd floor, North 24 Parganas-700120	03325941009	Bhabishya Educational And Charitable Society
Salt Lake Regional Office Purta Bhavan, 2 nd floor, Salt Lake, Room No.204, Kolkata-91	03323370327	Consumer Association Bidhannagar
Howrah Regional Office 20, Round Tank Lane,(Opposite to Shibpur Telephone Exchange), Howrah-711101	03326404303	Association Of Creative For Better Living
Siliguri Regional Office 2 nd floor, PO. Pradhannagar, District-Darjeeling, PIN-734003	03532517024	Siliguri Sumita Cancer Relief Welfare And Educational Society
Uttar Dinajpur Regional Office Super Market Complex, Block-1, Raiganj, Uttar Dinajpur, PIN-733134	03523249881	Islampur Ramkrishnapally Rural Welfare Society
Burdwan Regional Office 166, Nibedita Pally, Muchipara, Baranilpur Telephone Exchange (1 st floor),PO-Sripally,Burdwan-713103	03422645600	Utsarga Rural And Urban Society

For more details contact:-1800 345 2808 (Toll Free)