

DEPARTMENT

The Consumer Affairs Department was set up in September 1999 for protecting the interest of consumers as envisaged by the Consumer Protection Act. 1986. State Consumer Disputes Redressal Commission, 21 Consumer Disputes Redressal Forum, the Directorate of Legal Metrology and Directorate of Consumer Affairs & Fair Business Practices are functioning under this Department.

Available Infrastructure

A. Redressal Forum :-

1. The State Consumer Dispute Redressal Commission sits at Bhavani Bhavan, Alipore, Kolkata – 700 027.
2. Consumer Disputes Redressal Forum are situated at District Head Quarter. There is additional Forum in Kolkata and Darjeeling District. A Circuit Bench has been opened at Alipurduar under District Forum Cooch Behar.

State Consumer Disputes Redressal Commission (with an Additional Bench) consists of President. Besides there are four members (including 2 of Additional Bench) and other officials.

Each Consumer Disputes Redressal Forum consists President and two non-judicial members and other officials.

3. In addition, to promote and protect the right of the Consumer there are Consumer protection council at State and District level headed by M.I.C. and District Magistrate respectively.

B. Directorate of Consumer Affairs & Fair Business Practices :-

The Directorate of Consumer Affairs & Fair Business Practices having its Head Quarter at Kolkata has 27 Regional Offices of the Assistant Directors for Consumer Affairs & Fair Business Practices situated in the Districts and

important sub-divisions. This Directorate is headed by Director. Besides there are 1 Joint Director, 3 Deputy Directors, 36 Assistant Directors, 67 Deputy Assistant Directors, 508 Consumer Welfare Officers besides other staff.

C. Directorate of Legal Metrology :-

The Directorate of Legal Metrology is headed by one Controller. Besides, there are 1 Joint Controller, 4 Deputy Controllers, 25 Assistant Controllers, 145 Inspectors and other staff. The Directorate has a Central Laboratory at Kankurgachi, Kolkata and one R.S.S.L at Siliguri.

D. The administrative set up of this Department :-

