



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.

2019

Administrative Calendar of Consumer Affairs Department

Activity	Sub-activity	Jan. 19	Feb. 19	Mar. 19	April 19	May 19	June 19	July 19	Aug. 19	Sep. 19	Oct. 19	Nov. 19	Dec. 19	Remarks
I. Consumer Awareness	(i) Participation in Melas/ Social gatherings for spreading Consumer Awareness	220 (Including Kolkata Book Fair and other important melas like Ganga Sagar Mela, Uttarbanga Utsav, Vivek Mela, Kreta Suraksha Mela alongside Sabala Mela)	170 (Including Mukutmanipur Mela, Bishnupur Mela, Bidhannagar Mela, Digha Beach Festival, Raibaghini Mela, Bratachari Mela, Kreta Suraksha Mela alongside Sabala Mela)	40 (Including Jalpesh Mela, Uttar Dinajpur Boi Mela, etc.)	80	60	165	175	70	110 nos. of programme including Kreta Suraksha Mela alongside Sabala Mela	300 nos. of programme including Kreta Suraksha Mela alongside Sabala Mela	150 nos. of programme including Raas Mela	240 nos. of programme including Pous Mela, Newtown Mela, Sabala Mela	
	(ii) Awareness Campaign with Street Theatre, Puppet Show, Magic Show	220	220	170	60	50	150	150	130	200	250	100	220	
	(iii) Tableau	7 (of 10 days each)	Nil	Nil	3 (of 10 days each)	3 (of 10 days each)	7 (of 10 days each)	5 (of 10 days each)	9 (of 10 days each)	7 (of 10 days each)	10 (of 10 days each)	8 (of 10 days each)	10 (of 10 days each)	
	(iv) Grass root level interactive sessions, meetings, seminar with special emphasis on involving Self Help Groups.	400	400	200	60	60	200	200	200	330	450	140	150	
	(v) Work shop with Consumer Clubs	200	Nil	Nil	30	Nil	150	150	150	120	Nil	50	Nil	

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	(vi) Regular Awareness Programme through Electronic Media like Doordarshan, FM Channels, Local Cable Channels, etc., Hoarding, Flex banner, CTC, State Transport Authorities etc.													FM and TV Programmes round the year. Awareness and TV will be taken up exclusively from Directorate Head Quarter
	(vii) Special Awareness Programme	Kreta Suraksha Mela		Observance of World Consumer Rights Day (15 th March)									Observance of National Consumer Day	
2. Establishment of Sub-Divisional Offices throughout the State under CA&FBP Directorate	Establishment of 9 (nine) Sub-Divisional Offices namely Kurseong, Chanchal, Jangipur, Rampurhat, Kharagpur, Serampore, Uluberia, Basirhat & Diamong Harbour	Establishment of 3 (three) Sub-Divisional offices						Establishment of 6 (six) Sub-Divisional offices						
3. Training	Training for Departmental Officers related to Consumer Affairs													As and when required
4. Departmental Co-ordination & Review Meeting including Video Conference		Video Conference								Video Conference				
5. Setting up of District Fora for New District									Paschim Bardhaman DF			Kalimpong DF		
6. Training of Presidents & Members of District Forums through WBNUJS		1 st Batch			2 nd Batch				3 rd Batch				4 th Batch	At WBNUJS
7. Training of Ministerial staff & DEO & DMA of District Forums & State Commission at ATI								1 st Batch				2 nd Batch		At ATI
8. LOK ADALAT in all District Fora & State Commission														To be decided in consultation with SLSA, W.B.

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9. Meeting of State Consumer Protection Council						1 st Meeting							2 nd Meeting	
10. Meeting of District Consumer Protection Council		1) South 24 Pgs 2) Uttar Dinajpur	1) North 34 Pgs 2) Purba Medinipur 3) Dakshin Dinajpur 4) Purulia	1)Howrah 2)Paschim Medinipur 3)Malda 4)Bankura	1) Hooghly 2) Purba Bardhaman 3) Murshidabad 4) Kalimpong	1) Nadia 2) Paschim Bardhaman 3) Darjeeling 4) Jalpaiguri	1)Birbhum 2)Jhargram 3)Coochbehar 4)Alipurduar	1) South 24 Pgs 2) Uttar Dinajpur	1)North 24 Pgs 2)Purba Medinipur 3)Dakshin Dinajpur 4)Purulia	1) Howrah 2) Paschim Medinipur 3) Malda 4) Bankura	1) Hooghly 2) Purba Bardhaman 3) Murshidabad 4) Kalimpong	1) Nadia 2) Paschim Bardhaman 3) Darjeeling 4) Jalpaiguri	1)Birbhum 2)Jhargram 3)Coochbehar 4)Alipurduar	
11. Standardization of Weights & Measures	(i) Verification of secondary standards used by Legal Metrology Laboratories from Regional Laboratories	20%		20%						60%				
	(ii) Verification of Working Standards used by Legal Metrology Officers			20%			40%			20%			20%	
	(iii) Enforcement	2 (Two) raids in each month by each Inspector of Legal Metrology												
	(iv) Verification of Weights & Measures used by Traders	3 (Three) markets coverage / camp by each Inspector of Legal Metrology in each month												
	(v) Awareness Programme	Alongwith the CA & FBP awareness programme												
	(vi) Training of LMOs at IILM, Ranchi	As and when required												
	(vii) e-Governance Project of Legal Metrology	Competition of Training of LMOs for e-Parimap Phase-II of 2 Districts	Competition of Training of LMOs for e-Parimap Phase-II of 2 Districts	Competition of Training of LMOs for e-Parimap Phase-II of 2 Districts	Roll out of Phase-II of e-Parimap of 2 Districts and Training of LMOs of 2 Districts	Roll out of Phase-II of e-Parimap of 2 Districts and Training of LMOs of 2 Districts	Roll out of Phase-II of e-Parimap of 2 Districts and Training of LMOs of 2 Districts	Roll out of Phase-II of e-Parimap of 2 Districts and Training of LMOs of 2 Districts	Roll out of Phase-II of e-Parimap of 2 Districts and Training of LMOs of 2 Districts	Roll out of Phase-II of e-Parimap of 2 Districts and Training of LMOs of 2 Districts	Roll out of Phase-II of e-Parimap of 2 Districts and Training of LMOs of 2 Districts	Roll out of Phase-II of e-Parimap of 2 Districts and Training of LMOs of 2 Districts	Roll out of Phase-II of e-Parimap of 2 Districts and Training of LMOs of 2 Districts	Roll out of Phase-II of e-Parimap of 2 Districts and Training of LMOs of 2 Districts

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12. West Bengal Right to Public Services Act, 2013	(i) Publicity through all types of Media	Alongwith the CA & FBP Awareness Programme												Round the year	
	(ii) Participation in Melas/ Social gatherings for spreading Awareness to the Public regarding WBRTPS Act, 2013	Alongwith the CA & FBP Awareness Programme												Round the year	
	(iii) Training of Departmental Officials on WBRTPS Act, 2013	1) South 24 Pgs	1) North 24 Pgs 2) Purba Medinipur	1)Howrah 2)Paschim Medinipur	1)Hooghly 2)Purba Burdwan	1) Nadia 2) Paschim Bardhaman	1)Birbhum 2)Jhargram	1) Uttar Dinajpur	1) Dakshin Dinajpur 2) Purulia	1)Malda 2)Bankura	1)Murshidabad 2) Kalimpong	1)Darjeeling 2)Jalpaiguri	1) Coochbehar	Refresher training course to the field officers of the notified Department (for RTPS) will be conducted in consultation with office of the District Magistrate	
	(iv) Review meeting with the Nodal Officers of the Departments issued Notification under the WBRTPS Act, 2013				1 st Meeting							2 nd Meeting			
13. Construction of Integrated Buildings		Construction work will be completed for 3 (three) Districts—(Paschim Medinipur, Uttar Dinajpur and Rajarhat)			Construction of civil work for 6 (six) Districts—Jalpaiguri, Bankura, Malda, Nadia, Paschim Bardhaman and Murshidabad (Round the year)										

Departmental Websites : www.wbconsumers.gov.in

E-mail ID : cad-wb@nic.in / wb-sca@nic.in

Toll Free No.: 1800 345 2808 (Office hours only)

Additional Secretary to the Government of West Bengal