

Sl. No.	Item	Information
(i)	The particulars of its organisation, function and duties	<p>The Directorate of Consumer Affairs & Fair Business Practices (CA&FBP) was set up from 01.10.2001 in 25 Regional Offices (R.Os) and 3 Regional Centres (Divisional level RCs) for Consumer Education keeping in view the interest of general consumers. At present there are 30 R.Os functioning under the directorate.</p> <p>The CA&FBP Directorate, West Bengal is proud of its glorious exist and is pledged to discharge its obligation faithfully and efficient in the days to come.</p> <p>Function and duties (A) Consumer Affairs (CA) and (B) Fair Business Practices (FBP)</p> <p><i>(A) Functions relating to Consumer Affairs (CA)</i></p> <p>(a) To protect and execute the interest of the consumer as defined u/s 2(1)(d) of C.P. Act, 1986 in respect of goods and services purchased against consideration.</p> <p>(b) to protect and execute the rights of the consumers to know, to be informed the measurement, quantity, quality, price and composition of any goods and /or services where applicable.</p> <p>(c) To ensure that the consumers purchase goods or services of their own choice against proper receipt from the competitive market.</p> <p>(d) To ensure redressal for all type of deprivations suffered by consumers as and when such cases are noticed.</p> <p>(e) To intervene, enquire and help in taking remedial measures in the cases pertaining to financial institutions, public utilities, C.P.F (Contributory Provident Fund), medical services, passenger services etc.</p> <p>(f) To create wide spread public awareness of consumer rights and interest through various means.</p> <p>(g) To supervise, guide and enquire into the antecedents, bonafides and activities in the field of consumer protection of Voluntary Consumer Organisations (VCOs) and to maintain a record of their activities.</p>

(h) To co-ordinate with the office of Legal Metrology and the District Consumer Redressal Forum.

(i) The Regional Office may be utilised as a platform for consumer information and guidance.

(j) Make the officers fully acquainted with the provisions of relevant legislation related to general consumers.

(B) Functions relating to Fair Business Practices :

(a) To ensure that the dealers and manufacturers sell and produce goods in harmony with the code of Fair Business Practices.

(b) To ensure the proper declaration is made on every package on retail sale.

(c) To take steps in order to ensure that spurious and sub-standard goods are not produced or sold in the market.

(d) To take steps to prohibit publication of misleading advertisement.

(e) To ensure that banned medicines are not produced or sold.

(f) To include consumer awareness programme about medical ethics in health and family welfare campaigns.

Duties of Directorate and its Regional Offices :

(a) To promote consumer awareness maintaining liaison with various officials.

(b) To print publicity materials in the local languages and fixing of advertisement boards in conspicuous places.

(c) To assist all the activities of Legal Metrology Organisation.

(d) To help and guide the complainants in the Forum.

(e) To remain in touch with individuals and VCOs connected with consumer activities to promote consumer awareness.

(f) To process and enquire into the complaints within the purview of the C.P. Act and try to settle grievances through mediation as far as practicable.

(g) Publicity should be made so that the people are encouraged to file complaints.

(h) Organising cultural functions, essay competition, debate, drama etc. on consumer movement.

(i) Organising programmes on "National Consumer Day" and "World Consumer Rights Day".

<p>6083/2019/SECTION(CAD)</p>	<p>(j) Monitoring the consumer awareness activities of NGOs, VCOs & other organisations.</p> <p>(k) Filing complaints on behalf of the State Govt. in terms of provision under the C.P. Act, 1986.</p>
<p>(ii) The powers & duties of officers & employees</p>	<p>The duties of Assistant Director, Deputy Assistant Director & Consumer Welfare Officers are elaborated in G.O. No. 954(2)-DCA dt. 27.02.2002 (<i>Annexure - A</i>).</p>
<p>(iii) The procedure followed in the decision making process, including channels of supervision and accountability.</p>	<p>The following hierarchy is maintained in decision making process including channels of supervision and accountability;</p> <p>a) For Regional Offices</p> <pre> graph BT A[Assistant Director] --> B[Deputy Assistant Director] B --> C[Consumer Welfare Officer] </pre> <p>b) For Directorate Headquarters</p> <pre> graph BT D[Director] --> E[Joint Director] E --> F[Deputy Director] F --> G[Assistant Director] G --> H[Deputy Assistant Director] H --> I[Consumer Welfare Officer] </pre>
<p>(iv & v) The norms set by it for the discharge of its functions; The rules, regulations, instructions, manuals and records, held by it or under its control or used by it employees for discharging its functions.</p>	<p>In terms of C.A. Deptt. Memo. No. 513-CAPS dt. 14.01.2018 (<i>Annexure - B</i>) guidelines for conduct of mediation is elaborated.</p> <p>In terms of C.A. Deptt. No. 141-CA/JS/2006 dt. 26.07.2006 DCA has been authorised to move the respective Fora/State Commission against UTP/RTP.</p>

46083/2019/SECTION(CAD)	<p>categories of documents that are held by it or under its control.</p> <p>(a) Consumer awareness programme register showing nature of programme, place and associated NGO/VCO/other agency.</p> <p>(b) Consumer Helpline/Counselling register showing nature / sector of consumer grievances.</p> <p>(c) Mediation register showing disposal of consumer grievances through tripartite mediation process.</p> <p>(d) Complaints filed on behalf of the State Govt. in terms of provision u/s 12(1)(d) of C.P. Act, 1986.</p> <p>(e) Fund allotment register for awareness generation programme.</p>
(vii)	<p>The particulars of any arrangement that exists for consultation with or representation by, the members of the public in relation to the formulation of its policy or implementation thereof.</p> <p style="text-align: center;">Nil</p>
(viii)	<p>A statement of the boards, councils, committees and other bodies consisting of two or more persons constituted as its part or for the purpose of its advice, and as to whether meetings of those boards, councils, committees and other bodies are open to the public, or the minutes of such meetings are accessible for public;</p> <p style="text-align: center;">Nil</p>
(ix)	<i>Annexure - C</i>
(x)	<p>Monthly remuneration received by each of its officers and employees, including the system and compensation as provided in its regulations.</p> <p>Details of remuneration received by the employees/officers in the month of July- 2018 (<i>Annexure - D</i>). Besides remuneration officers/employees are paid retirement benefit such as pension, gratuity, cash equivalent to leave salaries.</p>

<p>16083/2019/SECTION(CAD)</p> <p>to each of the agency, indicating the particulars of all plans, proposed expenditures and reports on disbursements made.</p>	<p>Details of proposed expenditure and disbursement so far made in the year 2018-2019 is also submitted herewith.</p> <p>Administrative expenditure</p> <table border="1" data-bbox="507 215 1481 349"> <tr> <td>Budgeted expenditure for year 2018-19</td> <td>Actual expenditure as on 28.09.2018</td> </tr> <tr> <td>Rs. 33,10,94,830.00</td> <td>Rs. 9,31,09,990.00</td> </tr> </table> <p>State Development Scheme</p> <table border="1" data-bbox="507 383 1481 517"> <tr> <td>Budgeted expenditure for year 2018-19</td> <td>Actual expenditure as on 28.09.2018</td> </tr> <tr> <td>Rs. 36,49,17,510.00</td> <td>Rs. 4,47,55,220.00</td> </tr> </table>	Budgeted expenditure for year 2018-19	Actual expenditure as on 28.09.2018	Rs. 33,10,94,830.00	Rs. 9,31,09,990.00	Budgeted expenditure for year 2018-19	Actual expenditure as on 28.09.2018	Rs. 36,49,17,510.00	Rs. 4,47,55,220.00
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(xii) The manner of execution of subsidy programmes, including the amounts allocated and the details of beneficiaries of such programmes.	Nil								
(xiii) Particulars of recipients of concessions, permits or authorisations granted by it.	Nil								
(xiv) Details in respect of the information, available to or held by it, reduced in an electronic form.									
(xv) The particulars of facilities available to citizens for obtaining information, including the working hours of a library or reading room, if maintained for public use.	Across the table and through request letter.								
(xvi) The names, designations and other particulars of the public information Officers.	Annexure - E								
(xvii) Such other information as may be prescribed and thereafter update these publications every year.	Nil								


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