



# 2022

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.

## Administrative Calendar of Consumer Affairs Department

Month	Sl. No	Activity	Sub-activity	Target	Achievement	Remarks
January	1.	Administrative Review Meeting	i) Meeting with Directorate of CA & FBP			
	2.	Tours & visits to Regional Offices as well as Unit Offices	i) Officers of the Department			
			ii) Officers of the Directorate of CA & FBP			
			iii) Officers of the Directorate of Legal Metrology			
	3.	Finalization of allocation under State Development Scheme				
	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		
			ii) Awareness Campaign with Street Theatre, Puppet Show, Magic Show	5 Programmes at each RO		
			iii) Tableau	6 ROs		
			iv) Work shop with Consumer Clubs, Schools, Institutions, Libraries	3 Programmes at each RO		
			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) Enforcement	120 - 150			
		iii) Verification of Weights & Measures used by Traders	10 %			
7.	Construction of Integrated Office Buildings		Completion of construction work at Murshidabad			
Month	Sl. No.	Activity	Sub-activity	Target	Achievement	Remarks
February	1.	Administrative Review Meeting	i) Meeting with Directorate of Legal Metrology			
	2.	Tours & visits to Regional Offices as well as Unit Offices	i) 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 Melas		
			ii) Awareness Campaign with Street Theatre, Puppet Show, Magic Show	5 Programmes at each RO		
iii) Tableau			5 ROs			
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					
	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)	Enforcement	120 - 150		
			iii)	Verification of Weights & Measures used by Traders	20 %		
	6.	Construction of Integrated Buildings			Completion of construction work at Bankura		
<b>Month</b>	<b>Sl. No.</b>	<b>Activity</b>		<b>Sub-activity</b>	<b>Target</b>		<b>Remarks</b>
<b>March</b>	1.	Administrative Review Meeting	i)	Meeting with the Registrars, SCDRC & DCDRC			
	2.	Preparation of Budget					
	3.	Tours & visits to Regional Offices as well as Unit Offices	i)	Officers of the Directorate of CA & FBP			
			ii)	Officers of the Directorate of Legal Metrology			
	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		
			ii)	Awareness Campaign with Street Theatre, Puppet Show, Magic Show	3 Programmes at each RO		
			iii)	Work shop with Consumer Clubs, Schools, Institutions, Libraries	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)			Enforcement	120 - 150			
iii)			Verification of Weights & Measures used by Traders	30 %			
<b>Month</b>	<b>Sl. No.</b>	<b>Activity</b>		<b>Sub-activity</b>	<b>Target</b>		<b>Remarks</b>
<b>April</b>	1.	Administrative Review Meeting	i)	Meeting with Directorate of CA & FBP			
	2.	Tours & visits to Regional Offices as well as Unit Offices	i)	Officers of the Department			
			ii)	Officers of the Directorate of CA & FBP			
			iii)	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		
			iv)	Work shop with Consumer Clubs, Schools, Institutions, Libraries	3 Programmes at each RO		
			vii)	Publication of Quarterly Newsletters			
	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	8 sets Weights, 8 Sets LM, & 8 sets CM		
			ii)	Enforcement	80 - 100		
			iii)	Verification of Weights & Measures used by Traders	40 %		
<b>Month</b>	<b>Sl. No.</b>	<b>Activity</b>		<b>Sub-activity</b>	<b>Target</b>		<b>Remarks</b>
<b>May</b>	1.	Administrative Review Meeting	i)	Meeting with Directorate of Legal Metrology			
	2.	Tours & visits to Regional Offices as well as Unit Offices	i)	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.	4 Programmes at each RO with SHGs		
			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 %			
<b>Month</b>	<b>Sl. No.</b>	<b>Activity</b>		<b>Sub-activity</b>	<b>Target</b>		<b>Remarks</b>
<b>June</b>	1.	Administrative Review Meeting	i)	Meeting with the Registrars, SCDRC & DCDC			
	2.	Tours & visits to Regional Offices as well as Unit Offices	i)	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.	4 Programmes at each RO with SHGs		
			ii)	Awareness Campaign with Street Theatre, Puppet Show, Magic Show	5 Programmes at each RO		
			iii)	Tableau	3 ROs		
			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 %			
<b>Month</b>	<b>Sl. No.</b>	<b>Activity</b>		<b>Sub-activity</b>	<b>Target</b>		<b>Remarks</b>
<b>July</b>	1.	Administrative Review Meeting	i)	Meeting with the Directorate of CA & FBP			
	2.	Tours & visits to Regional Offices as well as Unit Offices	i)	Officers of the Department			
			ii)	Officers of the Directorate of CA & FBP			
iii)			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			

			ii)	Awareness Campaign with Street Theatre, Puppet Show, Magic Show	3 Programmes at each RO		
			iii)	Tableau	4 ROs		
			iv)	Work shop with Consumer Clubs, Schools, Institutions, Libraries	6 Programmes at each RO		
			v)	Publication of Quarterly Newsletters			
	4.	Meeting of District 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		
			iii)	Verification of Weights & Measures used by Traders	70 %		
<b>Month</b>	<b>Sl. No.</b>	<b>Activity</b>		<b>Sub-activity</b>	<b>Target</b>		<b>Remarks</b>
<b>August</b>	1.	Administrative Review Meeting	i)	Meeting with Directorate of Legal Metrology			
	2.	Tours & visits to Regional Offices as well as Unit Offices	i)	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.	5 Programmes at each RO with SHGs		
			ii)	Awareness Campaign with Street Theatre, Puppet Show, Magic Show	5 Programmes at each RO		
			iii)	Tableau	5 ROs		
			iv)	Work shop with Consumer Clubs, Schools, Institutions, Libraries	4 Programmes at each RO		
	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		
			iii)	Verification of Weights & Measures used by Traders	80 %		
<b>Month</b>	<b>Sl. No.</b>	<b>Activity</b>		<b>Sub-activity</b>	<b>Target</b>		<b>Remarks</b>
<b>September</b>	1.	Administrative Review Meeting	i)	Meeting with the Registrars, SCDRC & DCDCR			
	2.	Preparation of Revised Budget					
	3.	Tours & visits to Regional Offices as well as Unit Offices	i)	Officers of the Directorate of CA & FBP			
			ii)	Officers of the Directorate of Legal Metrology			
	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		

	6.	Training for Departmental Officers related to Consumer Affairs / LM / WBRTPS					
	7.	Standardization of Weights & Measures	i)	Verification of Working Standards used by Legal Metrology Officers	6 sets Weights, 6 Sets LM, & 6 sets CM		
			ii)	Enforcement	100 - 120		
			iii)	Verification of Weights & Measures used by Traders	85 %		
<b>Month</b>	<b>Sl. No.</b>	<b>Activity</b>		<b>Sub-activity</b>	<b>Target</b>		<b>Remarks</b>
<b>October</b>	1.	Administrative Review Meeting	i)	Meeting with Directorate of CA & FBP			
	2.	Preparation of Revised Budget					
	3.	Tours & visits to Regional Offices as well as Unit Offices	i)	Officers of the Department			
			ii)	Officers of the Directorate of CA & FBP			
			iii)	Officers of the Directorate of Legal Metrology			
	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		
			iii)	Tableau	5 ROs		
	5.	Meeting of District Consumer Protection Council			2 Districts		
	6.	Standardization of Weights & Measures	i)	Verification of Working Standards used by Legal Metrology Officers	4 sets Weights, 4 Sets LM, & 4 sets CM		
		ii)	Enforcement	80 - 100			
		iii)	Verification of Weights & Measures used by Traders	90 %			
<b>Month</b>	<b>Sl. No.</b>	<b>Activity</b>		<b>Sub-activity</b>	<b>Target</b>		<b>Remarks</b>
<b>November</b>	1.	Administrative Review Meeting	i)	Meeting with Directorate of Legal Metrology			
	2.	Tours & visits to Regional Offices as well as Unit Offices	i)	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 Melas		
			ii)	Awareness Campaign with Street Theatre, Puppet Show, Magic Show	5 Programmes at each RO		
			iii)	Tableau	5 ROs		
			iv)	Work shop with Consumer Clubs, Schools, Institutions, Libraries	2 programmes at each RO		
	4.	Meeting of District Consumer Protection Council			4 Districts		
	5.	Training of Presidents & Members of District Commissions through WBNUJS					
	6.	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	80 - 100			
		iii)	Verification of Weights & Measures used by Traders	95 %			
<b>Month</b>	<b>Sl. No.</b>	<b>Activity</b>		<b>Sub-activity</b>	<b>Target</b>		<b>Remarks</b>
<b>December</b>	1.	Administrative Review Meeting	i)	Meeting with the Registrars, SCDRC & DCDRC			
	2.	Tours & visits to Regional Offices as well as Unit Offices	i)	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,	6 Melas			

			seminar with special emphasis on involving Self Help Groups.			
		ii)	Awareness Campaign with Street Theatre, Puppet Show, Magic Show	5 Programmes at each RO		
		iii)	Tableau	5 ROs		
		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)	Verification of Working Standards used by Legal Metrology Officers	9 sets Weights, 9 Sets LM, & 9 sets CM		
		ii)	Enforcement	120 - 150		
		iii)	Verification of Weights & Measures used by Traders	100 %		