



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.

2020

Administrative Calendar of Consumer Affairs Department

Activity	Sub-activity	Jan. 2020	Feb. 2020	Mar. 2020	April 2020	May 2020	June 2020	July 2020	Aug. 2020	Sep. 2020	Oct 2020	Nov 2020	Dec 2020	Remarks
1. Consumer Awareness	(i) Participation in Melas/ Social gatherings for spreading Consumer Awareness	220 (including Kolkata Book Fair, Gangasagar Mela, Vivek Mela, Bidhannagar Mela Sabala Mela, Dooars Utsav, Joydeb Mela, Uttar Banga Utsav and Kreta Suraksha Mela)	170 (including Mukutmanipur Mela, Raibaghani Mela, Kreta Suraksha Mela alongside SabalaMela)	40 (including Jalpesh Mela Uttar Dinajpur Boi Mela)	80	60	170 (including Islampur Expo Mela)	180	100	120	400 (including Kreta Suraksha Mela along side SabalaMela)	200 (including State level SabalaMela, RasMela, Kreta Suraksha Melaalong sideSabala Mela)	200 nos and , India International Mega Trade Fair, New town mela, PousMela, BishnupurMela DumDumMela	
	(ii) Awareness Campaign with Street Theatre, Puppet Show, Magic Show	230	200	100	60	50	160	160	140	220	250	150	230	
	(iii) Tableau	7(of 10 days)	Nil	Nil	2(of 10 days)	2(of 10 days)	6(of 10 days)	6(of 10 days)	9(of 10 days)	8(of 10 days)	10 (of 10 days)	10 (of 10 days)	10(of 10 days)	
	(iv) Grass root level interactive sessions, meetings, seminar with special emphasis on involving Self Help Groups.	400	300	100	60	60	250	250	250	350	450	200	200	
	(v) Work shop with Consumer Clubs	200	Nil	Nil	30	Nil	150	150	150	120	Nil	50	Nil	

Activity	Sub-activity	Jan. 2020	Feb. 2020	Mar. 2020	April 2020	May 2020	June 2020	July 2020	Aug. 2020	Sep. 2020	Oct 2020	Nov 2020	Dec 2020	Remarks
	(vi) Regular Awareness Programme through Electronic Media like Doordarshan, FM Channels, Local Cable Channels, etc., Hoarding, Flex banner, CTC, State Transport Authorities etc.													Regular awareness through AIR, FM, TV, News Paper, Metro Railways will be taken up exclusively from CA & FBP Dte. HQs. (Round the year)
	(vii) Special Awareness Programme	Kreta Suraksa Mela		Observance of world Consumer Rights Day on 15 th March									Observance of National Consumer Day on 25 th December	
2. Establishment of Sub-Divisional Offices throughout the State under CA&FBP Directorate	Establishment of 15 (fifteen) Sub-Divisions	5 (five) Sub-Division Offices will be completed within March, 2020			5 (five) Sub-Division Offices will be completed during April, 2020 to June, 2020			5 (five) Sub-Division Offices will be completed during July, 2020 to December, 2020						
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			Kalimpong		
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 or Auditorium of C.A. Deptt.
8. LOK ADALAT in all District Fora & State Commission														To be decided in consultation with SLISA, W.B.
9. Meeting of State Consumer Protection Council							1 st Meeting						1 st Meeting	

Activity	Sub-activity	Jan. 2020	Feb. 2020	Mar. 2020	April 2020	May 2020	June 2020	July 2020	Aug. 2020	Sep. 2020	Oct 2020	Nov 2020	Dec 2020	Remarks	
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)South 24 Pgs	1)North 24 Pgs 2)Purba Medinipur	1)South 24 Pgs	1)North 24 Pgs 2)Purba Medinipur	1)South 24 Pgs	1)North 24 Pgs 2)Purba Medinipur	1)South 24 Pgs	1)North 24 Pgs 2)Purba Medinipur	1)South 24 Pgs	1)North 24 Pgs 2)Purba Medinipur		
	(iv) Review meeting with the Nodal Officers of the Departments issued Notification under the WBRTPS Act, 2013	Alongwith the CA & FBP Awareness Programme												Round the year	
13. Construction of Integrated Buildings		Construction work will be completed for 1 (one) District – Uttar Dinajpur			Construction of civil work for 10 (ten) Districts – Jalpaiguri, Birbhum, Bankura, Malda, Nadia, Purulia, Dakshin Dinajpur, Coochbehar, Paschim Bardhaman and Murshidabad (Round the year)									Construction work is completed at Rajarhat and Paschim Medinipur in the last Calendar Year	

Departmental Websites : www.wbconsumers.gov.in, www.publicservicesright.in

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

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



Anil Bhattacharya, IAS
Principal Secretary to the Government of West Bengal
Consumer Affairs Department
Government of West Bengal