



Government of West Bengal

Consumer Affairs & Fair Business Practices

website: www.wbconsumers.gov.in

State Consumer Helpline Number : 1800 345 2808

National Consumer Helpline : 1915



I will not be deceived, I will not let others be deceived

Precautions one should take while purchasing

If you are deceived, where and how to pursue remedies



- Take **receipts/bills/cash memos** for any purchase and preserve them carefully.
- As per Consumer Protection Act, 2019, the aggrieved consumer can lodge a complaint at the concerned office of the department in his district/area, or can file a case with the Consumer Commission (at the district or state level), irrespective of the place of his purchase of goods and availing of service.
- If the consumer dispute is not resolved through Mediation, the Consumer Assistance Bureau provides support to the aggrieved consumer, completely free of cost, from filing to disposal of the case at Consumer Commission.
- Pecuniary Jurisdiction of Consumer Commissions -

Amount paid for goods or services	Where to lodge Complaint
Upto ₹ 50 Lakh	DCDRC at District Level
More than ₹ 50 Lakh and upto ₹ 2 crore	SCDRC at State Level
More than ₹ 2 crore	NCDRC at National Level

- Consumer complaint can also be lodged for any grievance arising out of online purchase, e-commerce and direct selling.
- While buying any packaged products, check particularly the MRP, Expiry Date of the product.
- Check for **ISI** mark on LPG cylinders, electrical appliances, cement, helmets etc., **Hallmark** on gold jewellery and **fssai** mark when buying packaged food.
- If a carry bag is provided from a shopping mall or a store and it contains the name/brand/logo/advertisement of that mall/store on it, the buyer will not have to pay any price for that carry bag.
- It is not mandatory to pay service charge in hotels or restaurants.
- Before buying general insurance policy, read all the terms and conditions. Check whether the insurance company is registered with IRDA. Before buying health insurance, check for the diseases covered under the insurance policy.
- If you have any grievance related to buying a flat, you can file a complaint with WBRERA.
- If you are a victim of cyber crime, call the toll free number 1930 and file a complaint.

Assert your rights as consumer and pursue remedies in case of being duped on any purchase.

Remember, an alert consumer is a safe consumer.

West Bengal Right to Public Service Act, 2013

‘সময়ের সাথী’ আপনার সাথে, পরিষেবা পান সহজে, সাথে সাথে

- The objective of this Act is to ensure delivery of public services within a stipulated time-frame in a transparent manner from different State Government Departments, Government undertaking, organizations and PSUs.
- Under this Act, all eligible citizens are entitled to receive notified services within the prescribed time limits.
- Currently, over three hundred services have been notified by 27 departments of the Government of West Bengal under this Act. Key services include:
 - Certificates for Scheduled Castes (SC), Scheduled Tribes (ST), and Other Backward Classes (OBC).
 - Ration card-related services.
 - Duplicate copies of admit cards, mark sheets, and certificates for Madhyamik and Higher Secondary examinations.
 - Disability certificates and birth/death certificates.
 - Vehicle registration and issuance of driving licenses.
 - Provision of land-related information and certified copies.
 - Various services provided by the Urban Development and Municipal Affairs Department.
 - Various services provided by the Agriculture Department and Agricultural Marketing Department.
- Details regarding required documents, the stipulated time-frame for service delivery, and the Designated Officer in charge have to be displayed on the notice board of the Office concerned for public information.
- Upon submitting the application to the Designated Officer, the applicant will receive an Acknowledgment Receipt (Form-1), which will specify the date of service delivery.
- Applicants can check the status of their application on the website of the concerned Department by using the reference number and date mentioned in Form-1.
- Government holidays falling within the stipulated timeframe for service delivery will not be counted.
- Upon receiving the application, the Designated Officer will either provide the service within the prescribed time or reject the application, stating the reasons for the rejection.
- In the event of rejection or if the stipulated time-frame expires, the applicant may file an appeal free of cost using Form-2 within 30 days.
- If the applicant is dissatisfied with the Appellate Officer's order, the applicant may apply for a review free of cost to the reviewing officer using Form-3 within 60 days of receiving the order.