

State Commission & District Forum

Introduction :

This Department promotes consumer awareness, safeguards the interest of the consumers and assists in the redressal of the Consumer grievances. In order to achieve these ends and to comply with the provisions of the Consumer Protection Act, 1986 (herein after the Act), a State Commission (with an Additional Bench) at Kolkata and 21 (twenty one) district Fora covering all the Districts [including 2 (two) extra Fora one at Kolkata and the other at Siliguri and one Circuit Bench at Alipurduar] have been setup.

Activities :

State Commission and District Forum act as quasi-judicial authority under the Consumer Protection Act. They redress the consumer disputes on complaints within 3 months from the date of receipt of notice by the opposite party.

Pecuniary Jurisdiction :-

The pecuniary jurisdictions are : (a) District Forum upto `20 lakh, (b) State Commission exceeding `20 lakh but not exceeding `1 crore.

Fees Table

Sl. No.	Total Value of goods or services and the compensation claimed	Amount of fee payable
(1)	(2)	(3)
	District Forum	
(1)	Upto one lakh rupees – For complainants who are under the Below Poverty Line holding Antyodaya Anna Yojana Cards .	Nil
(2)	Upto one lakh rupees – For complainants other than Antyodaya Anna Yojana card holders.	` 100
(3)	Above one lakh and upto five lakh rupees	` 200
(4)	Above five lakh and upto ten lakh rupees	` 400
(5)	Above ten lakh and upto twenty lakh rupees	` 500
	State Commission	
(6)	Above twenty lakh and upto fifty lakh rupees	` 2000
(7)	Above fifty lakh and upto one crore rupees	` 4000
	National Commission	
(8)	Above one crore rupees	` 5000