

THE RIGHT TO INFORMATION ACT, 2005 INFORMATION BROCHURE.
H.P. STATE CONSUMER DISPUTES REDRESSAL COMMISSION, KASUMPTI,
SHIMLA-9.

1. Particulars of its Organization, Functions and duties;

1.1 Name of the Organization.

H.P. State Consumer Disputes Redressal Commission, Shimla-171009.

Function and Duties:-

The H.P. State Consumer Disputes Redressal Commission, Shimla-171009 has been established to hear and decide the consumer complaints/appeals as per the provisions of the Consumer Protection Act, 1986. The State Commission hears complaints filed by the complainants and appeals filed by the appellants on the decisions taken by the respective District Forums. State Commission hear and decide the Consumer Complaints above Rs.20.00 lakh to one crore.

2. Powers and duties of its officers and employee;

The President and two Members constitute full bench to hear and decide consumer complaints /appeals. The jurisdiction of the State Commission for hearing consumer cases is defined under section **17 of the Consumer Protection Act 1986.**

2.2 President is the Head of Department in respect of State Commission and District Forums and exercises enhanced financial powers in respect of specific items of Expenditure delegated by the Governor of Himachal Pradesh.

2.3 There are four whole time District Forums viz. Shimla, Kangra at Dharamshala, Mandi and Una. The President and two Members of these Distt .Forums constitute full bench and are competent to hear and decide the Consumer Complaints. In other Distt. two posts of Members in each District have been created and the President of whole time Distt. Forums along with members of the respective Districts hear and decide the complaints by circuit touring as per their jurisdiction over other District given below:

<u>Sr.No.</u>	<u>Name of whole time Distt.Forum</u>	<u>Jurisdiction over other Distts.</u>
<u>1.</u>	<u>2.</u>	<u>3.</u>
1.	Distt. Forum, Shimla	Sirmour, Kinnaur Districts.
2.	Distt. Forum, Kangra	Chamba. & Solan Districts.
3.	Distt. Forum, Mandi	Kullu, Lahaul & Spiti Districts.
4.	Distt. Forum, Una	Hamirpur and Bilaspur Districts

District Forums are competent to hear complaints upto Rupees 20 Lacs. The President of the District Forum is Head of office.

2.4 Registrar is the Head of the Ministerial establishment of the Consumer Commission and Forums and exercises such powers and functions as are conferred upon him by the President of the State Commission from time to time. He is assisted by the

Assistant Registrar, Office Superintendent, Assistants and other staff in the day to day office work.

3. Procedure followed in the decision making process, including channels of supervision and accountability;

- 3.1 The State Commission and District Forums are responsible for hearing consumer complaints/ appeals under the provision of Consumer protection Act, 1986 and Rules and Regulations framed there under. The bench of the State Commission and District Forums comprises of one President and two Members i.e. one Male Member and one Female Member who hear and decide the Consumer Complaints/appeals as per provision of the Consumer Protection Act, 1986.

4. Norms set by it for the discharge of its functions;

- 4.1 As per provisions of the Consumer Protection Act, the consumer complaints/appeals are required to be decided within a period of 90 days of filing the complaints/appeals. If lab test is involved these are to be decided within 5 months, as per Consumer Protection Regulations framed under the Consumer Protection Act, 1986. In addition to this, the Consumer Forums are required to decide 75 to 100 cases per month.

5. Rules, regulations, instructions, manuals and records, held by it or under its control used by its employees for discharging its functions;

- 5.1 The H.P. State Consumer Commission is governed by the Consumer Protection Act, 1986.
- a) The Consumer Protection Rules, (Central Govt.) 1987.
 - b) The H.P. Consumer Protection Rules, 1988.
 - c) Consumer Protection Regulations, 2005.
- 5.2 Record of consumer complaints/appeals is maintained and kept in Record Room of the Commission /District Forums by the employees and the copies are supplied as per the provision of regulation.

6. A Statement of the categories of documents that are held by it or under its Control;

- 6.1 The following category of documents /record are held by the State Commission and District Forums:
- 1) Consumer Complaints (CC)
 - 2) Appeals (FA)
 - 3) Misc .Application (MA)
 - 4) Revision Petitions (RP)
 - 5) Execution Applications

7. **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;**

7.1 The State Commission and District Forums being quasi judicial institutions headed by the Judicial Officers, no arrangement for consultation with or representation of members among public exists.

8. **A statement of the Boards, Councils, Committees and other bodies consisting of two or more persons constituted as its part of 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 the such meetings are accessible for public;**

8.1 There is State Commission at State level and District Forums at District level. The judgments of these quasi judicial institutions are announced in open court and accessible on Commission website <http://www.hpconsumercommission.nic.in> since these are quasi judicial institution created under the Act, no council or Committee exists in the organization under their respective control.

9 **A directory of its officers and employees;**

9.1 The Directory is enclosed herewith as Annexure-1.& II

10. **Monthly remuneration received by each of its officers and employees, including the system of compensation as provided in its regulations;**

10.1 There are 115 Officers/ officials including part time members under State Commission A list of employees with their pay scale/remuneration is enclosed as Annexure-III & IV.

11. **Budget allocated to each of its agency, indicating the particulars of all plans, proposed expenditures and reports on disbursements made;**

11.1 There is no separate plan. However allocation of budget under Head of account 2408-Food Storage and Warehousing, 01-Food,001-Direction and Administration,02-District Forum Employees(SOON) Non Plan under different standard object of Expenditure i.e. Salary, wages, Traveling expenses, office expenses, Medical Reimbursement, Motor vehicle, Transfer Traveling Allowance etc. for the payment of salary , wages and other day to day expenditure required to run office, provided by the State Govt. from time to time well as on yearly basis.

12. **Manner of execution of subsidy programmes, including the amount allocated and the details of beneficiaries of such programmes;**

12.1 No subsidy programmes are administered under the State Commission .or the District Forums.

13. Particulars of recipients of concessions, permits or authorizations granted by it;

- 13.1 For complainants who are under the BPL holding Anthodia Anna Yojana cards are exempted from fee for making complaints of which value of goods or service and the compensation claimed does not exceeds Rs.1.00 Lac.

14. Details in respect of the information, available to or held by it, reduced in an electronic Forum;

- 14.1 No information is reduced in an electronic form.

15. Particulars of facilities available to citizens for obtaining information, including the working hours of a library or reading room, if maintained for public use;

- 15.1. The Citizens are free to file complaints for Redressal of their disputes relating to any defective goods and deficiency in service and the court library is accessible to the litigants and their counsels as per their requirement.

(Annexure-E)

16. **Names, designations and other particulars of the public information officers;**

16.1 The particulars of public information officers are as follows.

State Commission

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|--|---------------------|
| i.) Sh.Narender Mehta, Assistant Registrar | PIO. |
| ii.) Sh. Biri Singh, Supdt. Grade-1 | APIO. |
| iii) Sh. M R Bhardwaj, Registrar | Appellate Authority |

District Consumer Forum, Shimla

- | | |
|---|---------------------|
| i.) Sh. R K Verma, President | PIO |
| ii) Sh. Hans Raj , Supdt. Gr-II | APIO |
| iii) Hon'ble Mr. Justice P.S. Rana
President, State Commission,
Shimla-9. | Appellate Authority |

District Consumer Forum, Mandi

- | | |
|--|---------------------|
| i.) Sh. Rajan Gupta, President | PIO |
| ii.) Sh. Balam Ram, Supdt. Gr-II | APIO |
| iii.) Hon'ble Mr. Justice P.S. Rana
President, State Commission,
Shimla-9. | Appellate Authority |

District Consumer Forum, Kangra at Dharamshala

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|--|---------------------|
| i.) Sh. Mukesh Bansal, President. | PIO |
| ii.) Sh. Sant Ram, Supdt. Gr-II | APIO |
| iii.) Hon'ble Mr. Justice P.S. Rana
President, State Commission,
Shimla-9. | Appellate Authority |

District Consumer Forum, Una

- | | |
|---|---------------------|
| i.) Sh. Davinder Kumar, President | PIO |
| ii.) Sh. Adarsh Kumar, Supdt.Gr-II | APIO |
| iii) Hon'ble Mr. Justice P.S. Rana
President, State Commission,
Shimla-9. | Appellate Authority |

17. **Such other information as may be prescribed; and thereafter update these publications every year;**

For detailed information please login to HP State Consumer Commission website <http://www.hpconsumercommission.nic.in> and <http://www.confonet.nic.in> for judgments & Cause lists.

Annexure-1

H.P. STATE CONSUMER DISPUTES REDRESSAL COMMISSION, SHIMLA-9

<u>Sr. No.</u>	<u>Designation</u>	<u>Name</u>	<u>Telephone Number</u>	<u>Office</u>	<u>Residence</u>
			Fax No.2620855		
1.	President	Hon'ble Mr. Justice P.S. Rana	0177-2620854		
2.	Private Secretary to President	Sh. Devender Malhotra	2620854		94181-24400
3.	Member Female	Mrs. Meena Verma	2622491		70186-11716
4.	Member Male	Sh. Vijay Pal Khachi	2622491		94181-52475
5.	Registrar	Sh. M R Bhardwaj	2620797		
6.	Asstt. Registrar	Sh. Narender Mehta	2620026		94180-11411
7.	Superintendent Gr.I	Sh. Biri Singh Thakur	2620855		94597-44065
8.	Reader	Sh. Suresh Katoch			94181-62245

Annexure-II

H.P. STATE CONSUMER DISPUTES REDRESSAL COMMISSION, SHIMLA-9

TELEPHONE DIRECTORY

<u>Sr. No.</u>	<u>Name and Designation</u>	<u>Address of Distt. Forum</u>	<u>Phone Nos.</u>	
<u>DISTRICT FORUM SHIMLA</u>			<u>Office</u>	<u>Residence</u>
1.	Sh. R K Verma, President	District Consumer Disputes Redressal Forum, Shimla	0177-2622049	2623182
2.	Sh. Subneet Singh Chauhan	-do-	94180-06409	
3.	Vacant (Female Member)	-do-		
<u>DISTRICT FORUM, SIRMOUR</u>				
1.	Sh. R K Verma, President	District Consumer Forum, Sirmour.	0177-2622049	2623182
2.	Sh. Vinod Gupta, Member	-do-	94180-23648	
3.	. Vacant (Female Member)	-do-		
<u>DISTRICT FORUM KINNAUR</u>				
1.	Sh. R K Verma, President.	District Consumer Forum, Kinnaur	0177-2622049	2623182
2.	Sh. Vijay Negi, Member	-do-	9805024002	
3.	Vacant (Female Member)	-do-		
<u>DISTRICT FORUM, MANDI</u>				
1.	Sh. Rajan Gupta, President	District Consumer Forum, Mandi	01905-223770	236999
2.	Sh. Akash Sharma, Member	-do-	94180-11110	
3.	Smt. Vibhuti Sharma, Member	-do-	9418730248	

DISTRICT FORUM, KULLU

1. Sh. Rajan Gupta, President. District Consumer Forum, 01905-223770 236999
Kullu.
2. Sh. Shiv Singh, Member -do- 94184-33847
3. Vacant (Female Member) -do-

DISTRICT FORUM, LAHAUL & SPITI

- 1 Sh. Rajan Gupta, President District Consumer Forum, 01905-223770 236999
Lahaul &Spiti
2. . Vacant (Male Member) -do-
3. . Vacant (Female Member) -do-

DISTRICT FORUM, DHARAMSHALA

1. Sh. Mukesh Bansal, President District Consumer Forum, 01892-224381 226380
Dharamshala Mob. No.94181-28999
2. Sh. Dinesh Sharma , Member -do- 9418030260
3. Smt. Sangita Gautam, Member -do- 9418054456

DISTRICT FORUM, CHAMBA

1. Sh. Mukesh Bansal, President. District Consumer Forum, 01892-224381 226380
Chamba Mob. No.94181-28999
2. Sh. Manohar Lal Sharma, Member -do- 9418290099
3. Vacant (Female Member)

DISTRICT FORUM SOLAN

1. Sh. Mukesh Bansal, President. District Consumer Forum, 01892-224381 226380
Solan. Mob.No.94181- 28999
- 2 Sh. Subhash Chand Barmani, Member -do- 9816484313
3. Vacant (Female Member) -do-

DISTRICT CONSUMER FORUM, UNA

- | | | |
|-----------------------------------|---------------------------------|--------------|
| 1. Sh. Davinder Kumar , President | District Consumer Forum,
Una | 01975-225801 |
| 2. Vacant (Male Member) | - do- | |
| 3. Vacant (Female Member) | -do- | |

DISTRICT CONSUMER FORUM, HAMIRPUR

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|---------------------------------|--------------------------------------|--------------|
| 1 Sh. Davinder Kumar, President | District Consumer Forum,
Hamirpur | 01975-225801 |
| 2. Vacant (Male Member) | -do- | |
| 3 Smt. Kanchan Bala, Member | -do-. | 94596-68915 |

DISTRICT CONSUMER FORUM, BILASPUR

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|----------------------------------|--------------------------------------|--------------|
| 1. Sh. Davinder Kumar, President | District Consumer Forum,
Bilaspur | 01975-225801 |
| 2. Sh. Pawan Kumar, Member | -do- | 94183-50198 |
| 3 Smt. Manorma Devi, Member | -do- | 98160-55456 |

Annexure- III

H. P. STATE CONSUMER DISPUTES REDRESSAL COMMISSION, SHIMLA-9
STATEMENT SHOWING POSITION OF POSTS SANCTIONED FOR STATE
COMMISSION.

<u>Sr. No.</u>	<u>Name of posts</u>	<u>No. of posts</u>	<u>Pay scale</u>
1.	President	1.	Last pay drawn as a Judge of High Court (Minus pension)
2.	Members (Part time)	2	Rs.1000/- per day of sitting.
3.	Registrar	1	HAS in his own pay Scale
4.	Assistant Registrar	1	Rs.15600 -39100 + Rs.5400 GP
5.	Superintendent Gr.1	1	Rs.15600-39100+ Rs.5400 GP.
6.	Private Secretary	1	Rs.15600-39100+ Rs.5400GP+Rs. 600/- All.
7.	Reader	1	Rs.15600-39100+ Rs.5400GP+ Rs.600/- All.
8.	Personal Assistant	1	Rs. 10300-34800+ Rs.4800 GP+Rs.300/-All.
9	Sr. Assistants	2	Rs.10300-34800+ Rs.4400 GP
10.	Accountant	1	Rs.10300-34800+ Rs.4400 GP
11.	Sr. Scale Stenographers	2	Rs.10300-34800+ Rs.4400G.P
12.	Record Keeper	1	Rs.10300-34800+ Rs.4400GP
13.	Civil Nazir	1	Rs.10300-34800+Rs.3200 G. P (Contract basis)
14.	Clerks/ Ahlmad	3	Rs.5900-20200+ Rs.1900 G P
15.	Clerks contract basis	2	Rs.5900-20200+ Rs.1900 G. P
16.	Drivers	3	Rs.5910-20200+ Rs.2000GP+300/-All.
17.	Process Server	1	Rs.4900-10680+ Rs.1400 G P
18.	Process Server (Contract basis)	1	Rs. 4900-10680+Rs.1400 G P
19.	Peons	3	Rs.4900-10680+ Rs.1300 G P
20.	Peons (contract basis)	2	Rs.4900-10680+Rs. 1300 G P
21.	Chowkidar	1	Rs.4900-10680+ Rs.1300 G P
22	Safai Karamchari (Daily wage)	1	At the rate approved by the State Govt. from time to time.
23.	(Part time)	1	Part time (Four hours) at the rate approved by the Govt. from time to time.
24.	Mali (Part time)	<u>1</u>	-do-

Total. Rs 35

Govt.

Annexure-V

H.P. STATE CONSUMER DISPUES REDRESSAL COMMISSION, SHIMLA-9

Budget allocated for the financial year 2016-2017 under Major Head 2408-Food Storage & Warehousing, 01-Food, 001-Direction & Administration, 02- District Forum Employees (SOON) Non-Plan.

(Amount in Rs.& Lac.)

Demand-22

<u>Sr. No.</u>	<u>SOE</u>	<u>Buget allocation</u>
1.	Salary	4, 92, 86,000/-
2.	Wages	2, 93,000/-
3.	T.E.	7, 29,000/-
4.	O.E.	21, 00,000/-
5.	M.R	4, 85,000/-
6.	RRT	1, 40,000/-
7.	A &P	77,000/-
8	H &E	51,000/-
9.	Training	1,000/-
10.	M.V. (Purchase)	6, 54,000/-
11.	M.V.	8, 36,000/-
11.	T.T.A.	2, 20,000/-
12.	Honorarium	<u>10, 74,000/-</u>

Total Rs .5, 59,46,000/-