

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

**1. Particulars of its Organisation, Function and Duties.**

1.1 Name of the Organisation.

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 employees:**

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 Distts. two posts of Members in each District have been created and the President of whole time Distt. Forums alongwith 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>
1.	2.	3.
1.	Distt. Forum, Shimla	Solan, Sirmour, Kinnaur Distts.
2.	Distt. Forum, Kangra	Chamba. Distt.
3.	Distt. Forum, Mandi	Kullu , Lahaul & Spiti Distts.
4.	Distt. Forum, Una	Hamirpur and Bilaspur Distts.

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 Asstt. Registrar, Office Supdts, 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 categories of the 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)  
Appeals (FA)
- 2) Misc .Application (MA)
- 3) Revision Petitions (RP)

**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 Board, Councils, Committees and other bodies consisting of two or more persons constituted as its part or for the purpose of its advice, and as to whether meeting of those Boards, Councils, Committees and other bodies are open to the public, or the minutes of the such meetings are accessible to the 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 its agency, indicating the particulars of all the plans, proposed expenditures and reports on disbursement 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 Antyodya 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 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 the citizens for obtaining information, including the working 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.

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

16.1 The particulars of public information officers are as follows.

**State Commission**

- |   |                     |
|---|---------------------|
| i.) Sh. Bahadur Singh, Assistant Registrar    | PIO.                |
| ii.) Sh. Devi Singh Negi, Superintendent Gr-I | APIO.               |
| iii.) Dr. D. K Gupta, H.A.S Registrar.        | Appellant Authority |

**District Consumer Forum, Shimla**

- |   |                     |
|---|---------------------|
| i.) Sh. D. S. Khenal , President                                | PIO                 |
| ii) Sh. Sudhir Goel, Supdt.Gr-II                                | APIO                |
| iii). Mr. Justice Surjit Singh.<br>President, State Commission. | Appellate Authority |

**District Consumer Forum, Mandi**

- |  |                     |
|--|---------------------|
| i.) Sh. Rajeev Bhardwaj, President                             | PIO                 |
| ii.) Sh. Ramesh Thakur, Supdt. Gr-II                           | APIO                |
| iii.) Mr. Justice Surjit Singh.<br>President, State Commission | Appellate Authority |

**District Consumer Forum, Kangra at Dharamshala**

- |  |                     |
|--|---------------------|
| i.) Sh. Suresh Kumar Chaudhary, President                      | PIO                 |
| ii.) Sh. Biri Singh, Supdt.Gr-II                               | APIO                |
| iii.) Mr. Justice Surjit Singh.<br>President, State Commission | Appellate Authority |

**District Consumer Forum, Una**

- |  |                     |
|--|---------------------|
| i.) Sh. B. R Chandel, President                                | PIO                 |
| ii.) Sh. Vipin Kumar, Supdtd.Gr-1                              | APIO                |
| iii) Mr. Justice Surjit Singh.<br>President, State Commission. | Appellate Authority |

**17. Such other information as may be prescribed are**

The Judgments and cause list of State Consumer Commission and District Forums are accessible on Commission web site <http://www.hpconsumercommission.nic.in>

Annexure- III

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

<b><u>Sr. No.</u></b>	<b><u>Name of posts</u></b>	<b><u>No. of posts</u></b>	<b><u>Pay scale</u></b>
1.	President	1.	Last pay drawn as a Judge of High Court
2.	Members	2	Rs.1000/- per day of sitting.
3.	Registrar	1	Rs.15600-39100+7600 GP
4.	Assistant Registrar	1	Rs.10300-34800+5400 GP
5.	Private Secretary	1	Rs.10300-34800+5000 GP
6.	Court Secretary	1	Rs.10300-34800+5000 GP
7.	Superintendent Gr-I	1	Rs.10300-34800+5000 GP
8.	Sr. Scale Steno	2	Vacant
9	Sr. Assistant	2	Rs.10300-34800+3800 GP
10.	Accountant	1	Rs.10300-34800+3800 GP
11.	Personal Assistant	1	Rs.10300-34800+ Rs.4200 G.P
12.	Record Keeper	1	Rs.10300-34800+3800 GP
13.	Civil Nazir	1	Rs.10300-34800+Rs.3200 G. P (Contract basis)
14.	Clerks/ Ahalmad	3	Rs.5910-20200+1900 G P
15.	Clerks contract basis	2	Rs.5900-20200+1900 G.P
16.	Drivers	3	Rs.5910-20200+2000 GP+300/-SPL.All.
17.	Process Server	2	Rs.4900-10680+1400 G P
18.	Peons	4	Rs.4900-10680+1300 G P
19.	Peons contract basis	1	Rs.4900-10680+Rs.1300 G. P
20.	Chowkidar	1	Rs.4900-10680+1300 GP
21.	Safai Karamchari ( Daily wage)	1	At the rate approved by the State Govt. from time to time.
22.	(Part time)	1	
23.	Mali	<u>1</u>	-do-

**Total. Rs 35**



**Annexure-1**

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

<b><u>Sr. No.</u></b>	<b><u>Designation</u></b>	<b><u>Name</u></b>	<b><u>Telephone Number</u></b>	
			<b><u>Office</u></b>	<b><u>Residence</u></b>
			Fax No.2620855	
1.	President	Hon'ble Mr. Justice Surjit Singh.	2620854	2805454 98167-50002
2.	Member Female	Smt. Prem Chauhan	2620855	94180-07730 2808746
3.	Member Male	Sh. Chander Shakher	2622491	2622287 98164-10668
4.	Registrar	Dr. D.K.Gupta H.A.S.	2620797	94184-73675 2623675
5.	Asstt. Registrar	Sh. Bahadur Singh	2620026	94590-92167
6.	Private Secretary	Sh. Narinder Mehta	2620854	94180-11411
7.	Supdt. Grade-1	Sh. Devi Singh Negi	2620855	94599-69830
8.	Court Secretary	Sh. Ravi Shankar Sood	2620855	94184-01144 2655650

**Annexure-II**

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

**TELEPHONE DIRECTORY**

<b><u>Sr. No.</u></b>	<b><u>Name and Designation</u></b>	<b><u>Address of Distt. Forum</u></b>	<b><u>Phone Nos.</u></b>	
<b><u>DISTRICT FORUM SHIMLA</u></b>			<b><u>Office</u></b>	<b><u>Residence</u></b>
1.	Sh. D. S Khanel, President	District Consumer Disputes Redressal Forum, Shimla	2622049 Mob.No.94181-08444	2650182
2.	Smt. Yogita Dutta	-do-	Mob.No.94180-21286	
3.	Sh. Charanjit Singh, Member	-do-	Mob.No.94180-24238	
<b><u>DISTRICT FORUM, SOLAN</u></b>				
1.	Sh. D.S. Khanel, President	District Consumer Forum, Solan	2622049 Mob. No.94181-08444	2650182
2.	Smt. Arun Bala Sharma, Member	District Consumer Forum, Solan		94180-48393
3.	Sh. Jitender Paul, Member	-do-		98163-69233
<b><u>DISTRICT FORUM, SIRMOUR</u></b>				
1.	Sh. D. S Khanel ,President	District Consumer Forum, Sirmour.	2622049 Mob.No.94181-08444	2650182
2.	Smt. Kavita Kashyap	-do-		94182-68350
3.	Sh. Vinod Raj Gupta	-do-		---
<b><u>DISTRICT FORUM KINNAUR</u></b>				
1.	Sh. D. S Khanel, President	District Consumer Forum, Kinnaur	2622049 Mob.No.94181-08444	2650182
2.	Sh. Vijay Negi, Member	-do-	Mob. No. 98050-24002 01785-225502	
3.	( Member Female) Vacant			

### **DISTRICT FORUM, MANDI**

- |                                   |                                   |                    |              |
|-----------------------------------|-----------------------------------|--------------------|--------------|
| 1. Sh. Rajeev Bhardwaj, President | District Consumer Forum,<br>Mandi | 223770             | 236999       |
|                                   |                                   | Mob.No.94181-07654 |              |
| 2. Smt. Rama Verma, Member        | -do-                              | Mob.No.94181-56590 | 01907-275497 |
| 3. Sh. Lal Singh, Member          | -do-                              | Mob.No.94181-94880 |              |

### **DISTRICT FORUM, KULLU**

- |                                     |                                    |                    |        |
|-------------------------------------|------------------------------------|--------------------|--------|
| 1. Sh. Rajeev Bhardwaj, President.  | District Consumer Forum,<br>Kullu. | 223770             | 236999 |
|                                     |                                    | Mob.No.94181-07654 |        |
| 2. Smt. Satya Bhama Member          | -do-                               | Mob.No.94184-12122 |        |
| 3. Sh. Kamal Prakash Sehgal, Member | -do-                               | Mob.No.94181-54725 |        |

### **DISTRICT FORUM, LAHAUL & SPITI**

- |                                  |   |                     |             |
|----------------------------------|---|---------------------|-------------|
| 1 Sh. Rajeev Bhardwaj, President | District Consumer Forum,<br>Lahaul &Spiti | 223770              | 236999      |
|                                  |   | Mob. No.94181-07654 |             |
| 2. Sh. Rajesh Sharma, Member     | -do-                                      | -                   | 94180-66537 |
| 3. Female Member ( Vacant )      | -do-                                      | -                   | -           |

### **DISTRICT FORUM, DHARMSHALA**

- |                                  |   |                    |        |
|----------------------------------|---|--------------------|--------|
| 1. Sh. S.K. Chaudhary, President | District Consumer Forum,<br>Dharamshala | 224381             | 226380 |
|                                  |   | Mob.No.94180-01923 |        |
| 2. Ms Suman Sharma, Member       | -do-                                    | Mob.No.98166-62330 |        |
| 3. Sh. Sumesh Raj, Member        | -do-                                    | Mob.No.94180-80721 |        |

### **DISTRICT FORUM, CHAMBA**

- |                                   |                                    |                     |        |
|-----------------------------------|------------------------------------|---------------------|--------|
| 1. Sh. S. K Chaudhary , President | District Consumer Forum,<br>Chamba | 224381              | 226380 |
|                                   |                                    | Mob. No.94180-01923 |        |
| 2. Sh. Ashok Kumar, Member        | -do-                               | Mob.No.94181-21086  |        |

3. Female Member ( Vacant)

**DISTRICT CONSUMER FORUM.UNA**

- |                                 |                                 |                                     |
|---------------------------------|---------------------------------|-------------------------------------|
| 1. Sh. B. R. Chandel, President | District Consumer Forum,<br>Una | 225801 223802<br>Mob.No.94183-38444 |
| 2. Sh. Navin Thakur, Una        | - do-                           | Mob. No.94186-93722                 |
| 3. Smt. Minakshi Rana, Una      | -do-                            | Mob.No. 94180-18176                 |

**DISTRICT CONSUMER FORUM, HAMIRPUR**

- |                               |                                      |                                     |
|-------------------------------|--------------------------------------|-------------------------------------|
| 1 Sh. B. R Chandel, President | District Consumer Forum,<br>Hamirpur | 225801 223802<br>Mob.No.94183-38444 |
| 2. Smt. Sushma Sharma, Member | -do-                                 | Mob.No.94182-98027                  |
| 3. Sh. Digvijay Singh, Thakur | -do-.                                | Mob.No.98171-76555<br>01972-224752  |

**DISTRICT CONSUMER FORUM, BILASPUR**

- |                                  |                                      |                                      |
|----------------------------------|--------------------------------------|--------------------------------------|
| 1. Sh. B. R Chandel, President   | District Consumer Forum,<br>Bilaspur | 225801 223802<br>Mob. No.94183-38444 |
| 2. Sh. Shyam Lal, Thakur, Member | -do-                                 | Mob.No.94180-59235                   |
| 3 Kumari Manorma Devi            | -do-                                 | Mob.No.94160-55456                   |

**Annexure-V**

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

**Budget allocated for the financial year 2010-2011 under Major Head 2408-Food storage & Warehousing 01-Food,001-Direction & Administration, 02 Staff of District Forum.**

**(Amount in Lakhs)**  
**2011-2012**

<b><u>Sr. No. SOE</u></b>	<b><u>Budget allocation</u></b>
1. Salary	Rs. 254.30
2. Honorarium	Rs. 15.00
3. Wages	Rs. 01.93
4. Traveling Expenses	Rs. 05.87
5. Office Expenses	Rs. 15.92
6. Medical Re-imbusement	Rs. 03.30
7. Rent Rate & Taxes	Rs. 00.42
8. Motor Vehicle	Rs. 17.53
9. Advertisement & Publicity	Rs. 00.46
10. Hospitality & Entertainment	Rs. 00.01
11. T.T.A.	Rs. 02.66
12. Training	Rs. 01.00