H.P. STATE CONSUMER DISPUTES REDRESSAL COMMISSION, SHIMLA-171009.

No.HP/CPC/1-4/94-III **Dated:**

OFFICE ORDER

In exercise of powers conferred under Section 46(2) & 70 (3) of the Consumer Protection Act, 2019 and Section 4(1) (b) of the Right to Information Act, 2005, the Hon'ble President, H.P. State Consumer Disputes Redressal Commission is pleased to distribute the work amongst the officers and employees of Himachal Pradesh State Consumer Disputes Redressal Commission and District Consumer Commissions as under with immediate effect:-

OFFICERS & OFFICIALS OF STATE COMMISSION.

REGISTRAR:

i. To act as Head of the ministerial establishment.

ii. Overall supervision of the working of the Registry and overall incharge of all functions of the State Commission.

iii. To assist the Hon'ble President, H.P. State Consumer Commission in decisions making and formulation of policies, schemes, programmes relating to the affairs of H.P. State Consumer Commission and District Consumer Commissions.

iv. To oversee the General Administration of H.P. State Consumer Commission including personnel, finance, accounts and to monitor the compliance of Court orders and maintenance of proper records of Court cases/returns and Court accounts etc.

v. To act as Controlling Officer in respect of State Commission.

vi. To act as an Appellate Authority under Right to Information Act, 2005 in respect of State Commission.

vii. To act as Reporting Officer of the Annual Confidential Reports of Class-I officers of State Commission.

viii. To act as Reviewing Officer of the Annual Confidential Reports of Class-II & III employees of State Commission.

ix. To act as accepting authority of Annual Confidential Reports of class-IV employees of State Commission.

x. Sanctioning of G.P.F., Advances and withdrawals from G.P.F, of Hon'ble President and gazette/non-gazetted officers of the State Commission.

xi. Issuance of all kinds of service certificates/No objection certificates relating to financial matters.

xii. Sanctioning of incurring certain expenses as Controlling Officer in respect of the State Commission as per the delegation of powers by the Hon'ble the President under H.P.F.R.

xiii. To discharge the functions under the provisions of Consumer Protection Act, Rules and Regulations.

xiv. To exercise such financial powers as per the delegation of powers by the Hon'ble President under H.P.F.R.

xv. Marking of Daks to the Joint Registrar and other concerned.

xvi. Any other matter which has not been specifically assigned to any other officers.

JOINT REGISTRAR:

i. To assist the Registrar/ Hon'ble President of the State Commission in the performance of his duties and responsibilities.

ii. To effectively supervise the work and conduct of all functionaries under him and to present the cases, matters and schemes to the Registrar and Hon'ble President in a precise manner with all possible solutions and suggestions.

iii. To act as Public Information Officer in respect of State Commission under Right to Information Act, 2005.

iv. To act as Reporting Officer of the Annual Confidential Reports of Class- II & III employees of State Commission and Reviewing Officer of Class-IV employees of State Commission.

v. To act as Drawing & Disbursing Officer in respect of the establishment of State Commission.

vi. To discharge functions under the Consumer Protection Act, Rules and Regulations.

vii. Compliance of court orders and signing of certified copies passed by the Hon'ble State Commission and sending of various types of periodical statements to the State government and Hon'ble National Consumer Disputes Redressal Commission.

viii. Marking of Daks in the absence of Registrar.

ix. Any other matter assigned by the Registrar and Hon'ble President.

PRIVATE SECRETARY:

i. Taking dictation in shorthand and its transcription in the best manner possible.

ii. Attending to telephone calls of Hon'ble President.

iii. To maintain engagement diary of Hon'ble President.

iv. To maintain office/personal record of Hon'ble President.

v. Any other work as assigned by the Hon'ble President or superior authorities from time to time.

SUPERINTENDNT GRADE-I:

i. To supervise and exercise control over the dealing assistants responsible for disposal of work relating to establishment of State Commission.

ii. To himself deal files relating to, secret, confidential urgent or complex matters and also to scrutinize cases received from the dealing hands and further submit the cases to the Joint Registrar/Registrar for disposal.

iii. To act as Drawing and Disbursing Officer in respect of the establishment of State Commission, in the absence of Joint Registrar.

iv. To present all cases, matters to the higher authorities in a precise manner with all possible solutions and suggestions.

v. To issue orders in accordance with the decisions taken by the superior authorities, under proper authentication.

vi. To issue certified copy of the orders passed by State Commission and compliance of the orders of State Commission in the absence of superior authorities.

vii. To act as reporting Officer of the Annual Confidential Reports of Class-IV employees of State Commission.

viii. To act as Assistant Public Information Officer under Right to Information Act in respect of State Commission.

ix. Any other work as assigned by superior authorities from time to time.

READER(STATE COMMISSION):

i. To work as Reader in the Court of Hon'ble State Commission.

ii. To monitor preparation of daily cause list.

iii. To maintain Peshi register and relevant registers.

iv. Scrutiny of complaints, appeals, revisions, to check fees etc.

v. Giving proper Parcha Peshi to the parties.

vi. To upload by the 7th day of each month, the particulars of the pending matters, in which arguments have been heard, but the order has not been pronounced by the State Commission for more than forty-five days on the official website.

vii. To upload the cause list on the official website and display the same on the notice board.

viii. Any other work as assigned by Hon'ble President, Registrar, Joint Registrar or superior authorities from time to time.

Personal Assistant/Sr.Scale Stenographer:

i. Taking dictation in shorthand and its transcription relating to Court orders, zimni order and judgments, etc.

ii. Attending to telephone calls of the officer with whom attached.

iii. To maintain engagement diary of the officer concerned.

iv. To maintain office/personal record of the officer.

v. Uploading of daily zimni orders, orders and final orders on the official website of State Commission.

vi. Any other work as assigned by superior authorities from time to time.

Senior Assistant, Accountant, Record Keeper, Civil Nazir, Clerk, JOA (IT):

Budget, Finance & Accounts

i. Preparation of budget, Central Grants, Pay & Allowances, GPF, CPF, GIS, Medical Attendance, T.A., Income Tax, Loan and Advances, Vehicle Maintenance & repair, News papers and periodicals, periodical returns, annual plans, Reconciliation of Accounts, Audit paras, PAC/CAG matters.

ii. Preparation of bills, court accounts and cash handling, maintenance of building, office equipments, Telephone, Electricity and water, Furniture & Fixture, Stationery and store articles, etc.

General Administration/Personnel/Establishment.

i Establishment of new offices, sanction of posts, Appointment & Recruitment, Seniority and Promotion, Confirmation, Reservations, Transfer and Posting, Retirements, Training, Conduct and Discipline, Delegation of Powers, Leave, Administrative Reforms.

iii. Maintenance of personal files, services book and all records relating to service matters.

iv. Preparation, compilation and filing of Monthly/Quarterly/yearly periodical returns and submissions of information sought by various concern.

v. Meetings, Efficiency in Administrations, ACRs, Right to Information, Protocol & Liaison work.

vi. Lok Sabha and Assembly questions.

Vii Computerization, Diary, Dispatch, etc.

Court Section

i. Institutions of complaints/appeals, scrutiny, prepare cause list, compliance of court orders on each case file taken on the day and hearing, issue of notices, summons, warrants, etc.

ii. Maintain record of registration, daily disposal, interim orders, prepare/issue of copy of orders and exhibited documents, release of original documents, inspection of files, submissions of record requisitioned by the appellate courts, indexing and consignment of decided court files, preparation and issue of certified copies of final orders, maintenance of Record Rooms.

iii. Monthly/quarterly progress report of consumer complaints/appeals, maintenance of records relating to relief and compensation, etc., matters/correspondences relating to consumer protections and other matters as assigned by the Hon'ble State Commission and President from time time.

Bailiff:

i. To execute orders passed by the Hon'ble State Commission in the same manner as if it were a decree made by a court in a suit.

ii. To execute the warrants issued by the Hon'ble State Commission.

iii. To discharge duties of class-III employee as assigned by the higher authorities from time to time

iv. Any other work as may be assigned by the higher authorities.

Driver:

i. To drive the official vehicles of the Hon'ble State Commission.

ii. To maintain log book of the vehicle and get the same checked and verified from the superior authorities.

iii. Any other work as assigned by the superior authorities from time to time.

Process Server:

i. To serve the notices/summons/issued by the Hon'ble Consumer Commission(s) in accordance with the rules.

ii. Any other work as may be assigned by the higher authorities from time to time.

Peons:

i. To carry out the job of distribution/delivery of dak within and outside the office.

ii. To ensure the cleanliness and up keep of the sections/rooms wherein they are deputed. They are also supposed to maintain the office furniture, fixture and equipments etc. in good condition.

iii. Any other work as may be assigned by the higher authorities from time to time.

Chowkidar:

i. To keep watch and ward to the office properly before and after the office hours.

ii. To take every possible precautionary measures relating to prevention of fire, theft and damage to the government property.

iii. Any other work as may be assigned by the higher authorities from time to time.

Safai Karamchari:

i. To sweep, clean and mop the rooms, corridors, verandas and compounds.

ii. To clean the urinals, baths, washbasins etc. daily and properly.

iii. Apart from this, any duty assigned by the superiors from time to time.

DISTRICT CONSUMER COMMISSION.

Superintendent Gr.II

i. To supervise and exercise control over the dealing assistants responsible for disposal of work relating to establishment of District Consumer Commission.

ii. To himself deal files relating to, secret, confidential urgent or complex matters and maintenance of service books, etc. and also to scrutinize cases received from the dealing hands and further submit the cases to the learned President for disposal.

iii. To present all cases, matters to the learned President in a precise manner with all possible solutions and suggestions.

iv. To issue orders in accordance with the decisions taken by the learned President, District Commission & Hon'ble State Commission, under proper authentication.

v. To act as reporting Officer of the Annual Confidential Reports of Class-IV officials of District Commission.

vi. To act as Assistant Public Information Officer under Right to Information Act in respect of District Commission.

vii. Any other work as assigned by the learned President District Commission and superior authorities of the State Commission from time to time.

Personal Assistant:

i. Taking dictation in shorthand and its transcription relating to Court orders, zimni order and judgments, etc.

ii. Attending to telephone calls of the learned President.

iii To maintain engagement diary of the learned President.

iv To maintain office/personal record of the learned President.

v Uploading of daily zimni orders, orders and final orders passed by the District Commission on the official website.

vi Any other work as assigned by learned President and superior officers from time to time.

Reader:

i. To work as Reader in the Court of District Commission.

ii. Preparation of daily cause list and its display on the notice board as well as on the official website,

iii. To maintain daily cause list and relevant registers.

iv. Scrutiny of complaints and to check fees etc.

v. Giving proper Parcha Peshi to the parties.

vi. To prepare a periodic monthly return of institution and disposal of cases.

vii. To upload by the 7th day of each month, the particulars of the pending matters, in which arguments have been heard, but the order has not been pronounced by the State Commission for more than forty-five days on the official website.

viii. To upload the cause list on the official website and display the same on the notice board.

ix. Any other work as assigned by the learned President and superior authorities from time to time.

Civil Nazir:

i. Budget, pay and allowances, GPF/CPF/GIS, medical attendance, travelling allowance, income tax, loan and advances, vehicle maintenance and repair.

ii. Reconciliation of accounts with Accountant General/Treasury, PAC matter, Audit, Audit Para.

iii. Preparation of bills and all miscellaneous matters pertaining to the accounts.

iv. Any other work as assigned by the learned President and superior authorities from time to time.

Record Keeper:

i. To maintain record room of the District Commission.

ii. To maintain decided files of the District Commission.

iii. To supply copy of the final order to the parties free of cost as required under the Act and the rules made thereunder. In case a party requires an extra copy, it shall be issued to him duly certified.

iv. Any party desiring to get a certified copy of any document on the file of the Consumer Commission and any miscellaneous order be supplied on payment as per rules.

v. Preservation of records and weeding out.

vi. Record of decided files requisitioned by the Hon'ble State Commission and Hon'ble National Commission.

vii. Any other work as assigned by the learned President and superior authorities from time to time.

Clerk/Ahlmad/JOA(IT)

i. To maintain registers relating to registration of consumer complaints etc.

ii. Issuance of notices/summons/warrants and compliance of orders of Consumer Commission on each case file of the day of hearing.

iii. To maintain inspection registers etc.

iv. To maintain diary/dispatch register.

v. Any other work as assigned by the learned President of Consumer Commission and superior authorities from time to time.

Driver:

i To drive the official vehicle of the Consumer Commission.

ii To maintain log book of the vehicle and get the same checked and verified from the superior authorities.

iii Any other work as assigned by the learned President of Consumer Commission and superior authorities from time to time.

Process Server:

i To serve the notices/summons/issued by the Hon'ble Consumer Commission(s) in accordance with the rules.

ii Any other work as may be assigned by the learned President of Consumer Commission and higher authorities from time to time.

Peons:

i To carry out the job of distribution/delivery of dak within and outside the office.

iii To ensure the cleanliness and up keep of the sections/rooms wherein they are deputed. They are also supposed to maintain the office furniture, fixture and equipments etc. in good condition.

iii Any other work as may be assigned by the learned President of Consumer Commission and higher authorities from time to time.

Chowkidar:

i To keep watch and ward to the office properly before and after the office hours.

ii To take every possible precautionary measures relating to prevention of fire, theft and damage to the government property.

iii Any other work as may be assigned by the learned President of Consumer Commission and higher authorities from time to time.

Safai Karamchari:

i To sweep, clean and mop the rooms, corridors, verandas and compounds.

ii To clean the urinals, baths, washbasins etc. daily and properly.

iii Apart from this, any duty assigned by the superiors from time to time.

...

Detail of sanctioned post of officers and employees of Himachal Pradesh State Consumer Commission and four whole time District Consumer Commissions at Shimla, Mandi, Kangra at Dharamshala and Una.

Sr.No.	Name of the posts	No. of sanctioned post.
1.	Registrar	1
2.	Joint Registrar	1
3.	Private Secretary	1
4.	Superintendent Grade-1	1
5.	Reader (State Consumer Commission)	1
6.	Personal Assistant (State Consumer Commission)	1
7.	Superintendent Grade-II (District Commissions)	4
8.	Personal Assistant (District Consumer Commissions)	4
9.	Reader (District Consumer Commissions)	4
10.	Sr. Scale Stenographer (State Consumer Commission)	4
11.	Sr. Assistant (State Consumer Commission)	3
12.	Accountant (State Consumer Commission)	1
13.	Record Keeper (State Consumer Commission)	1
14.	Record Keeper (District Consumer Commission)	4
15.	Civil Nazir (State Consumer Commission)	1
16.	Civil Nazir (District Consumer Commission)	4
17.	Clerk/Ahlmad/JOA(IT) (State Consumer Commission)	6
18.	Clerk/Ahlmad/JOA(IT) (District Consumer Commission)	8
19.	Bailiff (State Consumer Commission)	2

19.	Driver (State Consumer Commission)	3
20.	Driver (District Consumer Commission)	4
21	Process Server (State Consumer Commission)	2
22.	Process Server (District Consumer Commission)	4
23.	Peon (State Consumer Commission)	5 + Two on daily wages
24.	Peon (District Consumer Commissions)	8
25.	Chowkidar (State Consumer Commission)	1
26.	Chowkidar (District Consumer Commissions)	4
27.	Safai-Karamchari (State Consumer Commission)	One on daily wages One on part-time
28.	Safai-Karamchari (District Consumer Commissions)	Three on part-time Two on daily wages

INSTRUCTIONS REGARDING MAINTENANCE OF ADMINISTRATIVE FILES AND THE MANNER OF DEALING WITH ADMINISTRATION MATTERS.

i. The administrative and office files should in future be stitched after perforation of file papers at two suitable points on the left side.

ii. The administrative records of the Registry must be properly maintained in a manner that they are readily available for reference in future.

iii. As and when any communication/information is circulated, the officers/officials of the Registry or to the subordinate Consumer Commissions, the records showing such circulation must be maintained properly so that in future, a plea is not raised that such matter was not brought to the notice of a particular person or class.

iv. All the officials will ensure that all Rules, instructions, guidelines and precedents relevant for consideration of the subject matters are clearly set out in the office noting before submission to the higher authority and notes should be duly numbered.

v. Ordinarily no communication/application/representation/submission/ file, which is required to be put up before the Hon'ble President, State Consumer Commission, should take more than 15 days in any event from the date of receipt/initiation. This is, however, the outer time limit and the processing period for each matter should depend upon the nature of the case being dealt with.

vi. The official concerned with the receipt and opening of dak envelopes shall invariably open the envelopes in such a manner that postal seal, postal stamp and address of the sender and that of the addressee are not damaged in any manner.

Registrar,
H.P. State Consumer Commission,
Kasumpti, Shimla-9.

Endst. No.HP/CPC/1-4/94-III -1223 Dated: 11-04-2022

Copy forwarded to :-

1. The Registrar, National Consumer Disputes Redressal Commission, New Delhi.
2. The Principal Secretary, (F,CS&CA) to the Govt. of Himachal Pradesh, Shimla-2.
3. The Presidents, District Consumer Disputes Redressal Commissions, Shimla, Mandi, Una and Kangra at Dharamshala.
4. The Technical Support Staff, H.P. State Consumer Disputes Redressal Commission, with a direction to upload the office order on the official website of the State Commission for information of all concerned.
5. File No.HP/CPC/1-4/94-III.

Registrar,
H.P. State Consumer Commission,
Kasumpti, Shimla-171009.