

**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 Dharmshala, 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>
<u>1.</u>	<u>2.</u>	<u>3.</u>
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 thereunder. 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 or used by its employees for discharging its functions.

5.1 The H.P. State Consumer Commission is governed by the Consumer Protection Act, 1986 and the following main rules/regulations have been framed from time to time:

- a) The Consumer Protection Rules, (Central Govt.) 1987.(copy enclosed)
- b) The H.P. Consumer Protection Rules, 1988. (Copy enclosed)
- c) Consumer Protection Regulations, 2005. ( Copy enclosed)

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)
- 2) Appeals (FA)
- 3) Misc .Application (MA)
- 4) 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 judgements 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.



ii.) Sh.Devi Singh Negi, Superintendent Gr-I	APIO.
iii). Sh. D.K Gupta, H.A.S Registrar.	Appellant Authority
<u>District Consumer Forum, Shimla</u>	
i.) Sh.R.L.Azad, President	PIO
ii) Sh.Sudhir Goel, Supdt.Gr-II	APIO
iii).	Appellate Authority
President, State Commission.	
<u>District Consumer Forum, Mandi</u>	
i.) Sh.Rajeev Bhardwaj, President	PIO
ii.) Sh.Ramesh Thakur, Supdt.Gr-II	APIO
iii.)	Appellate Authority
President, State Commission	
<u>District Consumer Forum, Kangra at Dharamshala</u>	
i.) , President	PIO
ii.) Sh.Biri Singh, Supdt.Gr-II	APIO
iii.)	Appellate Authority
President, State Commission	
<u>District Consumer Forum, Una</u>	
i.) President (Vacant)	PIO
ii.) Supdt.Gr-II ( Vacant)	APIO
iii.)	Appellate Authority
President, State Commission.	

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	1	Rs.10300-34800+3800 GP
9.	Sr. Scale Steno	1	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 GP
15.	Clerks contract basis	2	Rs.5900-20200+1900 G.P
16.	Drivers	3	Rs.5910-20200+2000 GP+300/-SP.All.
17.	Process Server	2	Rs.4900-10680+1400 GP
18.	Peons	3	Rs.4900-10680+1300 GP
19.	Peons contract basis	2	Rs.4900-10680+Rs.1300 G.P
20.	Chowkidar	1	Rs.4900-10680+1300 GP
21.	Safai Karamchari time ( Daily wage)	2	At the rate approved by the State Govt from to time.
22.	Mali	1	-do-

Total. Rs 35

**Annexure-IV**

**H.P. STATE CONSUMER DISPUTES REDRESSAL COMMISSION SHIMLA-9**  
**STATEMENT SHOWING NUMBER OF POST SANCTIONED FOR DISTRICT**

<b><u>FORA</u></b>	<b><u>Whole time District Forum</u></b>					<b><u>Total</u></b>
	<b><u>Shimla</u></b>	<b><u>Mandi</u></b>	<b><u>Kangra</u></b>	<b><u>Una</u></b>	<b><u>other</u></b>	
1 .President in the pay scale of Distt.& Session Judge	1	1	1	1		4
2. Member (Part time) Rs,750/ -per sitting	2	2	2	2	16	24
3. Superintendent Gr-II Rs.10300-34800+4200 GP	1	1	1	1		4
4. Reader Rs.10300-34800+3800 GP	1	1	1	1		4
5. Personal Assistant Rs.10300-34800+4200 GP	1	1	1	1		4
6. Record Keeper Rs.5910-20200+2400 GP	1	1	1	1		4
7. Civil Nazir on Contract basis Rs.10300-34800+Rs.3200 GP	1	1	1	1		4
8. Clerks Rs.5910-20200+1900 GP	1	1	1	1		4
9. Clerks on Contract basis Rs.5910-20200+Rs.1900 GP	1	1	1	1		4
10. Drivers Rs.5910-20200+2000 GP +300/-Spl.All.	1	1	1	1		4
11. Process Server Rs.4900-10680+1400 GP	1	1	1	1		4
12. Peon Rs.4900-10680+1300 GP	2	2	2	2		8

13. Chowkidar Rs.4900-10680+1300 GP	1	1	1	1		4
14. Safai Karamchari Part time/Daily wages as per rates approved by the State Govt.	<u>1</u>	<u>1</u>	<u>1</u>	<u>1</u>		<u>4</u>
	16	16	16	16	16	80

**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		2620854	
2.	Member Female	Smt.Saroj Sharma	2620855	98161-28717
3.	Member Male	Sh.Chander Shekhar	2622491	2622287
4.	Registrar	Sh.D.K. Gupta H.A.S.	2620797	94184-73675 2623675
5.	Asstt. Registrar	Sh.Surinder Kumar	2620026	2652028
6.	Private Secretary	Sh. Bahadur Singh	2620854	2625576
7.	Supdt.Grade-1	Sh. Devi Singh Negi	2620855	94180-40299
8.	Court Secretary	Sh. Ravi Shanker Sood	2620855	9418401144

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.L.Azad,President	District Consumer Disputes Redressal Forum, Shimla	2622049	2625365
2.	Smt.Karuna Machan,Member	-do-		94181-89262
3.	Sh.Charanjit Singh, Member	-do-		94180-24238
		-		
<u>DISTRICT FORUM, SOLAN</u>				
1.	Sh.R.L.Azad,President	District Consumer Forum, Solan	2622049	2625365
2.	Sh.Virender Thakur, Member	-do-		94180-87585
3.	Smt.Aruna Bala Sharma,Member	-do-		94180-48393
		-		
1.	Sh.R.L.Azad,President	District Consumer Forum, Sirmour.	2622049	2625365
2.	Female Member ( Vacant)	-do-	-	-
3.	Sh.Satish Kumar, Member	-do-		94184-53281
		-		
<u>DISTRICT FORUM KINNAUR</u>				
1.	Sh. R.L.Azad,President	District Consumer Forum, Kinnaur	2622049	2625365
2.	Sh. Vijay Negi, Member	-do-		98050-24002
3.	Female Member (vacant)	-do-	-	-

DISTRICT FORUM, MANDI

1. Sh. Rajeev Bhardwaj, President	District Consumer Forum,	223770	236999
2. Smt. Alknanda Handa, Member	-do-		235806
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3. Sh. Lal Singh, Member	-do-		94181-94880

DISTRICT FORUM, KULLU

1. Sh. Rajeev Bhardwaj, President	District Consumer Forum, Kullu.	223770	236999
2. Smt. Satya Bhama, Member	-do-		Mob.No.94184- 12122
3. Sh. Kamal Prakash Sehgal, Member	-do-		Mob.No.94181- 54725
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DISTRICT FORUM, LAHAUL & SPITI

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

DISTRICT FORUM, DHARMSHALA

1. Sh. , President	District Consumer Forum, Dharmshala	224381	226380
2. Ms Suman Sharma, Member	-do-		98166-62330
-			
3. Sh. Sumesh Raj, Member	-do-		94180-80721
-			

DISTRICT FORUM, CHAMBA

1. Sh., President	District Consumer Forum, Chamba	224381	226380
2 Smt. Anita Thakur, Member	-do-		94186-55151
-			
3 Sh. Ashok Kumar, Member	-do-		94181-21086
-			

DISTRICT CONSUMER FORUM.UNA

1. President ( Vacant)	District Consumer Forum, Una	225801	238802
2. Sh.Ajay Sharma,Member	- do-		94180-79721
3.Smt.Saroj Modgil, Member	-do-		94184-68784

DISTRICT CONSUMER FORUM, HAMIRPUR

1 President ( Vacant )	District Consumer Forum, Hamirpur	225801	238802
2. Smt.Sushma Sharma, Member	-do-		94182-98027
3. Sh. Digvijay Singh, Thakur	-do.		98171-76555

DISTRICT CONSUMER FORUM, BILASPUR

1. President ( Vacant )	District Consumer Forum, Bilaspur	225801	238802
2. Sh.Shyam Lal, Member	-do-		94180-59235
3. Smt. Manorma Chauhan,Member	-do-		94160-55456

**Annexure-V**

**H.P. STATE CONSUMER DISPUES 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)**

<b><u>Sr.No.</u></b>	<b><u>SOE</u></b>	<b><u>Buget allocation</u></b>
1.	Salary	Rs. 199.48
2.	Honorarum	Rs. 10.00
3.	Wages	Rs. 00.99
4.	Travelling Expenses	Rs 5.46
5.	Office Expenses	Rs. 14.47
6.	Medical Re-imburement	Rs 2.88
7.	Rent Rate & Taxes	Rs. 00.42
8.	Motor Vehicle	Rs. 11.13
9.	Advertisement & Publicity	Rs. 0.31
10.	Hospitality & Entertainment	Rs. 00.01
11.	T.T.A.	Rs. 00.01
12.	Training	Rs.02.01