

GOVERNMENT OF ANDHRA PRADESH

ABSTRACT

CONSUMER AFFAIRS-SETTING UP OF STATE CONSUMER INFORMATION CENTRE (SCIC)- CONSTITUTION OF MONITORING COMMITTEE-ORDERS- ISSUED.

CONSUMER AFFAIRS, FOOD & CIVIL SUPPLIES (CS.III) DEPARTMENT.

G.O.Ms No.

Date: -12-2004.

Read the following.

G.O.Ms. No.7, CA.F & CS (CS.III) Department dated 13-3-2003.

ORDER:

In the Government Order read above, Government approved the project of Building Consumer Awareness and permitted for setting up of Consumer Education Information and Protection Wing in the Department with full fledged testing lab and for constitution of State and District Consumer Information Centers.

The Commissioner of Civil Supplies proposed to set up the State Consumer Information Centre in Civil Supplies Bhavan, Opp. Errum- Manzil, Hyderabad , reported the functional aspects of State Consumer Information Centre and proposed for constitution of Monitoring Committee to ensure smooth functioning of the SCIC.

Government have examined the proposal in detail and keeping in view the need to strengthen the Consumer Movement and Consumer Awareness hereby approved the proposal for setting up of SCIC and for constituting the Monitoring Committee .

The functional aspects of the SCIC are

1. The SCIC should function as information, resource, guidance and testing centre and to work in liaison with Department of Legal Metrology, Institute of Preventive Medicine, in handling issues relating to quality, weights and adulteration .
2. The SCIC will register, discuss and redress consumer grievances and to handle consumer complaints and offers legal guidance to those wishing to file suits in the consumer court. In case the consumer gives sufficient grounds for his being(BPL) Below Poverty line, shall be given legal aid and the SCIC shall take up the case with District Fora for which the consumer has to give affidavit to this effect .
3. The SCIC will guide and monitor the work of DCICs, CVOs and Consumer Clubs in the State and to Develop a data base of the Voluntary Consumer Organisations and to develop annual calendar of activities in advance and send it to Consumer clubs.
4. The SCIC should develop a web enabled software for consumers to file grievances using internet.

5. SCIC is given statutory authority to settle petty matters in "Lok Adalat" manner where relief is awarded immediately.

Functional aspects of Laboratory:

1. After due registration of the samples brought by the consumers, on the spot in their presence the tests will be conducted in the SCIC and in case the product requires a battery of other tests, it will be sent to Food laboratory, Nacharam.
2. If prime facie cheating is established and consumer wants to pursue the case legally, necessary advice will be given by the SCIC..

Functional aspects of information and Resource centre.

1. The SCIC should spread Consumer Movement by involving more and more people and increase consume awareness through consumer education, disseminate information on all aspects of Consumer Protection i.e., information regarding legal and administrative procedures , information regarding Consumer Courts and their procedures through print & electronic media.
2. The SCIC should develop Computerized data base on State wide consumer activities, Print and publish literature magazine on consumer awareness, hold seminars and group discussions on consumer related issues and mediate the direct interaction of consumers and manufactures .

Monitoring Committee for the State Consumer Information Centre

The Commissioner of Civil Supplies is requested to constitute the Monitoring committee to ensure the smooth functioning of the SCIC with the following.

1. Commissioner of Civil Supplies. Chairman
2. Director of Civil Supplies Vice-Chairman.
3. Deputy Director (Consumer Affairs) Convener.
4. Two District Supply Officers nominated by the Chairman. Members.
5. G.M. Finance, A.P. State Civil Supplies Corporation Limited, Hyderabad. Member.
6. Accounts Officer, O/o CCS, Hyderabad. Member.
7. Nominated Members from Dept. of Legal Metrology, Institute of Preventive Medicine, Bureau of Indian Standards Members.
8. Registrar A.P. State Commission, Hyderabad. Member.
9. President District forum I, Hyderabad. Member.
10. President District forum II ,Hyderabad. Member.
11. Seven representatives of Consumer Voluntary Organisations nominated by the Chairman. Members.

TERMS & CONDITIONS.

1. The Monitoring Committee shall meet once in a month and give directions for effective functioning of the SCIC.
2. The expenditure pertaining to the SCIC including the library, laboratory and the salaries of the computer programmer, lab assistant, one assistant maintaining the SCIC shall be met from the Consumer Awareness Budget allotted to the CCS only. No additional funds will be released separately towards the maintenance of the SCIC.
3. Toll free 24 hours phone facility applicable for the state shall be installed for consumers to file their grievances in the SCIC.

(BY ORDER IN THE NAME OF GOVERNOR OF ANDHRA PRADESH)

EX OFFICIO SECRETARY TO GOVERNMENT

To
The Commissioner of Civil Supplies, Hyderabad.
The Director of Civil Supplies, Hyderabad.
All Members of the Monitoring Committee.
The President, A.P. State Consumer Disputes Redressal Commission, Hyderabad.
The Registrar, A.P. State Consumer Disputes Redressal Commission, Hyderabad.

Copy to
The Secretary, Min. of CA, F & PD, Dept. of Consumer Affairs, GOI, Krishi Bhavan, New Delhi-110 001.
The VC & Managing Director, APSSCC Ltd, C.S. Bhavan, Hyderabad.
The Controller, Legal Metrology Department, Musheerabad, Hyderabad.
The Director, Institute of Preventive Medicine, A.P., Hyderabad.
The Director, Bureau of Indian Standards, Hyderabad.
The Commissioner, Information & Public Relations Department, Hyderabad.
All Collectors/Joint Collectors/District Supply Officers.
PS to the Minister (CA, F & CS)
Pr. Secretary to C.M.
PS to CS.
Spare .