

## **NOTES ON CONSUMER AFFAIRS**

### **CONSUMER AWARENESS SCHEME:**

The main focus of the Department of Consumer Affairs, Food and Civil supplies, Government of Andhra Pradesh is to protect the rights of consumers and to empower them. Measures taken for protection of consumer rights in A.P is as follows:

**1. Consumer Clubs:** - 2522 consumer clubs have been established in 13 Districts of Andhra Pradesh and released an amount of Rs1,13,84,000/- @Rs20,000/- per Consumer club. Each consumer club shall be under the guidance of an active Teacher guide / Lecturer of the school/College. Hon'ble Minister for CA,F&CS has proposed to establish Consumer Clubs in Model Schools all over A.P to strengthen consumer movement at school/ college level during the meeting conducted on 8.8.2017. Accordingly, an amount of Rs.8,05,000/- has been released for setting up of consumer clubs in 161 model schools in AP @ Rs.5,000/- to each Model School and Training Program to Teacher Guide of Consumer Clubs will also be undertaken.

### **2. Consumer Information Centers:**

- a) State Consumer Information Centre (SCIC).
- b) District Consumer Information Centre (DCIC).
- c) Mandal Consumer Information Centre (MCIC).

#### **a. State Consumer Information Centre:**

State Consumer Information Centre (SCIC) which works as an information, resources, counseling and guidance centre will be set up soon with proper infrastructure at the O/o CCS.

#### **b . District Consumer Information Centers(DCIC):**

The DCIC shall act as counseling and guidance centre to consumers in protection of their rights. At present 15 DCIC are functioning in 13 Districts of which two Additional DCICs at Tirupathi and Parvathipuram of Vizianagram district. As per the promise of Hon'ble Minister for Civil Supplies during the meeting with CVOs of all districts on 8.8.2017, the financial assistance of Rs.25,000/- to each DCICs towards publicity material was sanctioned and released besides providing one computer and printer to DCICs. In addition to this, in January 2018, an amount of Rs.3,00,000/- was sanctioned to 15 DCICs @ Rs.20,000/- each.

**::2:**

### **C .Mandal Consumer Information Centers:**

Total 258 Mandal Consumer Information Centers have been established in the State to protect the interests of agriculturists by educating them about the unfair trade practices of manufacturers/dealers of seeds, fertilizers, pesticides, agricultural equipments, etc., by creating the knowledge corridor for consumer protection and to lead the consumer movement at the grass root level with the participation of CVOs and people of all sectors spread over in the Mandal and sanctioned an amount of Rs.14.70 lakhs to these MCICs.

### **3. A P State Consumer Welfare Fund:**

AP state Consumer Welfare Fund was set up to take up various activities for the benefit of the consumers in the state. So far an amount of Rs.2,27,40,000 lakhs has been sanctioned to active CVOs from A.P. State Welfare Fund.

### **4. State Consumer Protection Council:**

The State Consumer Protection Council has been re-constituted vide G.O.Ms.No.25 CA, F&CS-CS-III Dept., dt.19-12-2017 with the Hon'ble Minister (CS) as the Chairman and Ex-Officio Secretary to Govt, CA,F & CS as the Vice Chairman along with one Member from each political party, official, non-official members, representatives nominated by GOI, representatives of State Government, State Utilities and Public sector. The first meeting of State Consumer Protection was held on 12.6.2018 and discussed various issues perturbing the consumers and concerned departments were addressed to resolve the problems. Second meeting will also be held soon.

### **5. District Consumer Protection Council:**

Vide G.O.Ms.No.4, CAF&CS(CS.III) Department, dtd:23.2.2018, Government have issued orders for constitution of District consumer Protection Councils in all districts for the term of three (3) years under the Chairmanship of the Collector & District Magistrate and consisting of official and non official members as per the provisions of the Consumer Protection Act. Accordingly, DCPCs were constituted in Srikakulam, Visakhapatnam, East Godavari, Krishna and Chittoor and in the remaining districts under process.

**::3::**

### **6. World Consumer Rights Day & National Consumer day :**

Government of Andhra Pradesh is celebrating World Consumer Rights Day on 15<sup>th</sup> March and National Consumer day on 24<sup>th</sup> December of every year at the Mandal/ District/ State level in association with the consumer voluntary organizations/Students and various departments like Health, Legal Metrology, PSU oils companies, Local Bodies etc., which are working for the welfare of the consumers. Workshops and exhibitions are conducted on the same day. In order to bring out the consumer awareness among the students of both at school and college level, competitions are conducted on the theme communicated by GOI and distribute cash prizes to the winners on the eve of National Consumer day.

### **7. Publicity Material :**

Publicity material like posters, pamphlets, brochures, reading material etc are provided for spreading consumer awareness. The Department has also given wide publicity by displaying information on consumer protection and consumer awareness at Bus shelters, Buses, Hoardings ,Central Electrical poles, Public Transport areas like Railway Stations and Railway Trains.

The Department is publishing a magazine with the title "Viniyogadeepika" and distributing the same to all the Districts at free of cost to create awareness in the consumers.

### **8. Department web site :**

The Department has developed a web site [www.apcivilsupplies.gov.in](http://www.apcivilsupplies.gov.in) for the benefit of the consumers.

### **9. Consumer Help Line Service:**

A.P State Consumer helpline centre was established in the O/o Commissioner of Civil Supplies, Vijaywada with Toll free numbers of 1800-4250082 and 1967. The grievances on PDS system and consumer problems are being registered through these numbers and resolved as early as possible.

&&&

