

**STATUS OF CONSUMER PROTECTION MOVEMENT IN THE
STATES/UNION TERRITORIES (AS ON 11-7-1988)***

<i>S.No.</i>	<i>State/UT</i>	<i>Status</i>
1.	Andhra Pradesh	<p>Approval of the Central Government conveyed for setting up of 23 District Forums.</p> <p>Set up Consumer Protection Council under the chairmanship of Chief Minister. First meeting has been held.</p> <p>Notified Rules under the Consumer Protection Act, 1986.</p> <p>National Institute of Consumer Studies, Hyderabad at the State level, already coordinating working of various consumer organisations. Institute has formed 20 consumer councils and has covered all the districts in the State and is extending its activities to divisional and mandal level.</p> <p>Constituted a State level coordinating group under the Chairmanship of Agriculture Production Commissioner for enforcing the various issues relating to consumer protection.</p> <p>Set up Food Advisory Committees comprising five non-officials (four youth and one lady) for each Fair Price Shop even in rural areas.</p> <p>There are 31 voluntary consumer organisations in the State. Financial assistance is given to voluntary organisations by the State.</p> <p>State Government is enforcing Essential Commodities Act, Prevention of Black-</p>

Source : *Supplied along with the notice dated 18 August, 1988 for the Third Meeting of 'the Central Consumer Protection Council' set up under the Consumer Protection Act, 1986 by the Ministry of Food and Civil Supplies, Government of India, New Delhi.

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		Marketing and Maintenance Act, Standards of Weights & Measures Act and Prevention of Food Adulteration Act. A Vigilance Cell attached to Civil Supplies Department has been set up to ensure proper enforcement of consumer protection laws.
2.	Arunachal Pradesh	<p>Set up State level Consumer Protection Council.</p> <p>Notified State Commission and 11 District Forums.</p> <p>The business of arranging supply of essential items, in different areas is undertaken by Government itself. As such, various problems of profiteering, unfair practices etc. do not exist in the State. The State is however, streamlining the functioning of their Department of Legal Metrology for stricter implementation of Arunachal Pradesh Weights & Measures Act. Their main problem is of strengthening the infrastructural facilities for PDS, as supply of essential commodities is to be made in difficult areas and severe weather and road conditions.</p>
3.	A & N Islands	<p>Set up Consumer Protection Council. First meeting held. Approval of Central Government conveyed for setting up of State Commission. Two District Forums notified.</p> <p>There are three voluntary organisations. The Essential Commodities Act and the Standards of Weights & Measures Act are being enforced. Rules under PFA Act are being enforced.</p>
4.	Assam	Set up Consumer Protection Council.

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		<p>First meeting held. Framed 30 Sub-divisional level committees. So far 11 meetings of such committees at different District/Sub-Divisions have been held.</p> <p>Organised Seminar on consumer protection at State level and District level in 1987 with financial assistance from the Centre.</p> <p>There are 2 voluntary consumer organisations.</p> <p>PFA Act (The Prevention of Food Adulteration Act, 1954) Standards of Weights & Measures Act and Essential Commodities Act are in force in the State.</p>
5.	Bihar	<p>At the State level there is a Consumer Protection Council under the chairmanship of Minister of Supply and Commerce, the last meeting of which was held in December, 1987. Similarly Councils have been constituted at the Commissionary and District level, which meet regularly. Consumer Protection Cell has also been opened at the State and District level to receive grievances of the consumers and take remedial action.</p> <p>Constituted State Commission and set up one District Forum under Consumer Protection Act, 1986 which have started functioning w.e.f. 6-4-88. Consumer Protection Rules notified.</p> <p>A separate Directorate of Consumer Affairs is functioning.</p> <p>Two State level seminars on consumer protection with the assistance of Government of India were held during 1986 and 1987.</p> <p>There are 18 voluntary agencies in the State.</p>

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		The Essential Commodities Act, Standards of Weights & Measures Act and PFA Act are being enforced.
6.	Chandigarh	<p>Set up Consumer Protection Council. Consumer Protection Rules notified. Approval of the Central Government conveyed for setting up State Commission and District Forum.</p> <p>The various consumer protection laws are being enforced.</p> <p>Organised one exhibition in 1987 with financial assistance from the Centre. There are three Voluntary Consumer Organisations.</p>
7.	Dadra & Nagar Haveli	<p>Set up Consumer Protection Council. First meeting was held on 12.5.88.</p> <p>Notified Rules under the Consumer Protection Act, 1986.</p> <p>There is one voluntary consumer organisation enforcing PFA, Weights and Measures & Essential Commodities Acts.</p>
8.	Delhi	<p>Set up Consumer Protection Council. Second meeting was held on 23.5.88.</p> <p>Notified Rules under Consumer Protection Act, 1986.</p> <p>One District Forum notified.</p> <p>Organised Regional level seminar with financial assistance from the Centre.</p> <p>Set up a Directorate of Consumer Affairs in 1985. Also set up complaint counters in all 44 circles. A central control room is functioning in the Office of Commissioner, Food Supplies & Consumer Affairs. A special Inspection Cell under the direct control of Commissioner, Food & Supplies</p>

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and Consumer Affairs also set up to conduct inspection of retail outlets and circle offices. Representatives of voluntary organisations have given certain powers of inspection of Fair Price Shops, Kerosene Depots, Coal Depots and to act on the complaint of consumers.

Training programme for officers of the Department of Food & Civil Supplies and Delhi State Civil Supplies Corporation were organised, where one session was devoted to consumer protection. Directorate of Consumer Affairs have taken up programmes on education of children on aspects like detection of short-weights and measures, adulteration of foodstuff and hazards of incorrect handling of LPG cylinders.

There are 23 Voluntary Consumer Organisations. The Chief Executive Councilor periodically meets the organisations to discuss and review their working.

9. **Goa**

Set up State level Consumer Protection Council. The first meeting was held on 8.1.88.

Notified Rules under the Consumer Protection Act, 1986.

Central Government has given approval to set up State Commission and one District Forum under Consumer Protection Act, 1986.

At the village panchayat level also, there is a watchdog committee to monitor the distribution of controlled commodities and availability of essential commodities.

The Essential Commodities Act, PFA Act, Standards of Weights & Measures Act

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10.	Gujarat	<p>are being enforced.</p> <p>There is one voluntary consumer organisation.</p> <p>Set up Consumer Protection Council.</p> <p>Approval of Central Government conveyed for setting up 'State Commission' and three 'District Forums'.</p> <p>Notified Gujarat Consumer Protection Rules 1988.</p> <p>Organised Regional level seminar with assistance from Centre in 1987.</p> <p>There are 56 Voluntary Consumer Organisations. State Govt. giving financial assistance to such organisations for consumer movement.</p> <p>There is an apex body "Consumer Affairs and Protection Agency of Gujarat" (CAPAG) to represent consumer interests at State level. It has organised two exhibition-cum-demonstration programme. A Consumer Guidance Cell was also established in the office of Food and Civil Supplies Controller, Ahmedabad. The cell provides enough guidance to the voluntary organisations. To protect the rights of the consumers, vigilance committees have been formed in Ahmedabad, Baroda, Rajkot and Surat. District Civil Supplies Advisory Committees have been renamed as "Grahak Suraksha and District Civil Supplies Advisory Committee". These Committees will also deal with the consumer problems in their monthly meetings. State Government has also ordered for the setting up of a Committee called village Civil Supplies & Consumer Protection Advisory Committee to inspect Fair Price Shops.</p>

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11.	Haryana	<p>At State level, there is a Consumer Protection Advisory Council under the Chairmanship of Minister for Food and Supplies. However, the Council under the Consumer Protection Act, 1986 is yet to be set up. Advisory Committees have also been constituted at district and sub-divisional level. The committees meet regularly to redress the grievance of the consumers. State Govt. proposing to set-up "State Commission" and two "District Forums".</p> <p>There are two voluntary consumer organisations in the State. Also there are some voluntary agencies in rural areas which are being asked to take up the consumer movement.</p> <p>Enforcing Essential Commodities Act, Standards of Weights & Measures Act and Prevention of Food Adulteration Act.</p>
12.	Himachal Pradesh	<p>Central Government has given approval for setting up of State Commission under Consumer Protection Act, 1986.</p> <p>There is one voluntary consumer agency.</p> <p>A cell for consumer affairs has been set up in the Department of Civil Supplies for building consumer movement and watch the PDS (public distribution system).</p> <p>Organised one State level seminar in 1987 with assistance from Centre.</p>
13.	Jammu & Kashmir	<p>State Government enacted J&K Consumer Protection Act, 1987.</p> <p>Rules framed and are under process.</p> <p>Organised State level seminar in Jammu in 1987.</p>

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14.	Karnataka	<p>There are four voluntary consumer organisations and also committees having both officials and non-officials in the cities of Jammu & Srinagar which meet and advise on the steps to be taken against adulteration and profiteering etc.</p> <p>In the year 1984, the State Government constituted Karnataka Consumer Protection Board, which coordinates the activities of all the voluntary consumer organisations to see that consumer protection is available not only in urban areas but also in the rural areas.</p> <p>There are 28 Voluntary Consumer Organisations of which a good number is in rural areas. These organisations produced films on 'Food Adulteration', 'Drug Adulteration', 'Cheating by Weights & Measures', 'Misleading Advertisements and Publicity' and 'General Consumer Awareness'.</p> <p>A seminar of voluntary consumer organisations was held in January 1986.</p>
15.	Kerala	<p>The State Civil Supplies Department has been designated as nodal agency for reviewing the progress in the implementation of various consumer laws.</p> <p>Notified Consumer Protection Rules.</p> <p>There are 18 voluntary consumer organisations in the State. The Kerala State Civil Supplies Corporation is trying to bring all voluntary consumer organisations, which are now operating within limited areas under its fold and coordinating their activities for achieving better results.</p> <p>Seminars on consumer protection were</p>

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		conducted at Calicut, Ernakulam and Trivandrum for educating the consumers on their rights.
16.	Lakshadweep	<p>Constituted Consumer Protection Council. Approval of Central Government conveyed for setting up of one District Forum.</p> <p>Rules under Consumer Protection Act, 1986 are being framed.</p> <p>There is no Voluntary Consumer Organisation.</p> <p>No serious problem of adulteration, black-marketing, hoarding etc. as PDS is functioning mainly through cooperatives and population in the islands being very small, people know each other and anti-social activities are very limited.</p>
17.	Maharashtra	<p>Set up Consumer Protection Council.</p> <p>Notified Rules under the Consumer Protection Act, 1986.</p> <p>Approval of the Central Government conveyed for setting up of one State Commission. State Government proposes to set up five District Forums.</p> <p>Consumer Protection Cells function at State, Divisional and District levels, to promote consumer protection movement in their areas of jurisdiction.</p> <p>Vigilance Committees have been set up at Village, Taluka and District level to monitor the functioning of PDS. Representatives of voluntary consumer organisations are also participating in these committees. The committee members have been authorised to visit Fair Price Shops and made reports to various authorities.</p>

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		<p>There are 18 voluntary consumer organisations. Some of them publish monthly reviews and organise seminars and exhibitions. The State Government also organises seminars and exhibitions. Documentary films are exhibited on Television, Essential Commodities Act, PBA Act, Standards of Weights & Measures Act and PFA Act are being enforced.</p>
18.	Madhya Pradesh	<p>Set up Consumer Protection Council. Consumer Protection Rules notified. Propose to set up State Commission and 9 District Forums. There are four Voluntary Consumer Organisations. Consumer laws are being enforced.</p>
19.	Manipur	<p>It has a Consumer Protection Cell in the Dte. of Food & Supplies to undertake the following task:</p> <ul style="list-style-type: none"> (i) To motivate and monitor the working of voluntary consumer organisations; (ii) To coordinate activities of State Government Departments responsible for implementation of various consumer protection laws e.g. Essential Commodities Act, Prevention of Food Adulteration Act, etc. (iii) To attend consumers' grievances and take steps for their redressal; (iv) To undertake consumer information and education programme through mass media. <p>There is one voluntary consumer organisation.</p>

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		For want of funds State has not yet set up Consumer Protection Council, State Commission and District Forum. A District level Consumer Advisory Committee has also been set up.
20.	Meghalaya	A Consumer Protection Council has been set up at the State level, the last meeting of which was held on 19.8.87. However, the Council under the Consumer Protection Act, 1986 is yet to be set up. Price Monitoring Committees have been set up at district level to review the position of availability and prices of essential commodities, specially not covered in public distribution system. The Committees include representatives of business/trade local officials and members of public especially women folk and meet regularly. Supply Advisory Committees have also been framed for each Fair Price Shop in rural areas to ensure that the PDS (Public distribution system) functions satisfactorily. Identified certain voluntary organisations for consumer movement and taking steps to give them financial assistance.
21.	Mizoram	Constituted Consumer Protection Council. Notified Rules under Consumer Protection Act, 1986. Notified 3 District Forums. There is one Voluntary Consumer Organisation.
22.	Nagaland	Has constituted a Consumer Protection Council under the chairmanship of Chief Minister. Notified Rules under Consumer Protection Act, 1986.

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		<p>Constituted District level Consumer Protection Committee in all the Districts.</p> <p>Enforcing Standards of Weights & Measures Act and Essential Commodities Act.</p>
23.	Orissa	<p>Constituted a State level consumer protection council.</p> <p>Notified Orissa Consumer Protection Rules, 1986.</p> <p>There are four voluntary consumer organisations in the State. Government is trying to persuade other voluntary agencies to take up consumer movement also. Representatives of voluntary organisations have been associated with various committees constituted from State to village level. Committees meet periodically. State Government have given a grant to some of the leading voluntary consumer organisations in the State.</p> <p>A State level seminar on consumer protection was held in 1987 with assistance from Centre.</p> <p>Enforcing the Essential Commodities Act, PFA Act, Standards of Weights & Measures Act etc.</p>
24.	Punjab	<p>Rules under Consumer Protection Act, 1986 notified.</p> <p>Nigran Committees, associating members of public constituted at District, Sub-Division and Block level to oversee the functioning of the Public Distribution System.</p> <p>The constitution of State level Consumer Protection Council is in final stage. The setting up of State/District Forums under consideration.</p>

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		<p>There are two voluntary consumer organisations.</p> <p>An inter-departmental cell of the Departments concerned with consumer interest has been set up.</p> <p>The Essential Commodities Act, Standards of Weights & Measures Act and PFA Act are being enforced.</p>
25.	Pondicherry	<p>Set up Consumer Protection Council.</p> <p>Notified Rules under Consumer Protection Act, 1986.</p> <p>Approval for setting up of State Commission and one District Forum given by Centre.</p> <p>Organised one State level seminar in 1987.</p> <p>There are 5 voluntary consumer organisations. Identity cards issued to members of voluntary agencies with powers of inspection and receiving complaints etc. on FPS.</p>
26.	Rajasthan	<p>Set up Consumer Protection Council and first meeting held on 15.5.1988.</p> <p>Notified Rules under Consumer Protection Act, 1986.</p> <p>State Commission notified.</p> <p>Set up 5 District level Consumer Protection Councils.</p> <p>Food and Civil Supplies Department coordinating with other Departments matter relating to consumer affairs.</p> <p>Vigilance Committees have been set up at district, sub-division, block and panchayat level. Problems and complaints related</p>

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		<p>with consumers are discussed in monthly meetings of these Committees.</p> <p>There are 5 voluntary consumer organisations.</p> <p>Enforcing EC Act, PBA Act, PFA Act and Standards of Weights and Measures Act.</p>
27.	Sikkim	<p>Set up Consumer Protection Council.</p> <p>Rules are being framed under Consumer Protection Act, 1986.</p> <p>Enforcing EC Act and Standards of Weights and Measures Act, PFA Act.</p> <p>There are no voluntary consumer organisations at present.</p>
28.	Tamil Nadu	<p>Set up State level Consumer Protection Council and first meeting was held on 25.4.1988.</p> <p>Organised State level seminars in 1987 with financial assistance from Centre.</p> <p>There are 49 voluntary consumer organisations, some of which conduct seminars etc. on consumer awareness. The Government of Tamil Nadu has provided financial assistance to conduct a consumer education camp at Trichy.</p> <p>The Food Department was redesignated as Food and Consumer Protection Department to coordinate the various activities of consumer protection.</p> <p>There are vigilance committees with which voluntary agencies have been associated for FPS and at Taluk level. The Committees include women also.</p> <p>Mini Analyser Kits containing basic equipments and few chemicals to test the</p>

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		quality of essential commodities distributed to Departmental Stores and Civil Supplies Offices etc. Lessons on Consumer Protection for incorporating in the syllabus of 5th standard being finalised. Such lessons to be added to Adult Education Programme also. Colleges instructed to conduct classes on detection of food adulteration. Also brought out pamphlet on "Quick test for Adulterants" for distribution through PDS and other agencies. Enforcing EC Act, PFA Act, Standards of Weights and Measures Act, Drugs and Cosmetics Act and Agricultural Produce (Grading and Marking) Act.
29.	Tripura	Set up Consumer Protection Council in 1987. State Government proposes to set up one District Redressal Forum. Notified Rules under Consumer Protection Act, 1986. At present three voluntary consumer organisations functioning in the State. Enforcing consumer laws.
30.	Uttar Pradesh	State level Consumer Protection Council has been constituted. Rules under Consumer Protection Act, 1986 notified. There are 14 voluntary consumer organisations. They have set up Dte. of Consumer Affairs.
31.	West Bengal	Set up Directorate of Consumer Affairs. Constituted State level Consumer Protection Council.

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		<p>Notified the Rules under Consumer Protection Act, 1986.</p> <p>There are three Voluntary Consumer Organisations.</p> <p>Advisory Committees are in every Panchayat Samiti, Zilla Parishad and Municipality.</p> <p>Essential Commodities Act, Standards of Weights and Measures Act, Prevention of Food Adulteration Act are being enforced.</p>
32.	Daman and Diu	<p>Central Government has approved proposal for setting up of two District Forums.</p>