

1	The particulars of its organization, functions & duties	<p>ABOUT SCDRC</p> <p>1. HISTORY</p> <p>CONSUMER PROTECTION ACT 2019</p> <p>For better protection of the interests of consumers and for that purpose to make provision for the establishment of consumer councils and other authorities for the settlement of consumer disputes and for matters connected therewith the Indian Parliament enacted the Consumer Protection Act, 2019 (35 of 2019) on 09th August, 2019. Act is not punitive or preventive in nature, rather it is compensatory. This Act is divided into eight chapters. Chapter 1 of the Act is introductory/preliminary which includes short title, extent, and commencement, application and definitions. Chapter-2 is regarding formation, procedure for meetings and objects of the Consumer Protection Councils. Chapter- 3 includes establishment of Central Consumer Protection Authority. Chapter-4, includes establishment of Consumer Disputes Redressal Agencies like District Commissions, State Commissions and National commission, there composition, jurisdiction and working process. Chapter- 5 includes establishment of Mediation Cell. Chapter- 6 includes Product Liability. Chapter-7 is regarding Offences and Penalties. Chapter-8 includes other miscellaneous matters.</p> <p>In exercise of the powers conferred by sections 29 and 43, read with clauses (n) and (w) of sub-section (2) of section 101 of the Consumer Protection Act, 2019 (35 of 2019), the Central Government has enacted the Consumer Protection (Qualification for appointment, method of recruitment, procedure of appointment, term of office, resignation and removal of the President and members of the State Commission and District Commission) Rules, 2020.</p> <p>In exercise of the powers conferred under clauses (h) & (m) of sub-section (2) of section 102 of the Consumer Protection Act, 2019 (35 of 2019), the State Government has enacted the Consumer Protection (Salary, allowances and conditions of service of President and Members of the State Commission and District Commission) Rules, 2020.</p> <p>ESTABLISHMENT OF STATE COMMISSION AND DISTRICT COMMISSIONS IN THE STATE</p> <p>Rajasthan State Consumer Dispute Redressal Commission was established under Consumer Protection Act, 2019. In District Ajmer, Alwar, Barmer, Banswara, Baran, Bharatpur, Bhilwara, Bikaner, Bundi, Chittorgarh, Churu, Dausa, Dholpur, Dungarpur, Ganganagar, Hanumangarh, Jaipur, Jaisalmer, Jalore, Jhalawar, Jhunjhunu, Jodhpur, Karauli, Kota, Nagaur, Pali, Pratapgarh, Rajsamand, Sawai Madhopur, Sikar, Sirohi, Tonk, Udaipur the District Commissions were established and 4 Circuit Benches in Bikaner, Jodhpur, Kota, Udaipur were established. So, at present, along with the State Consumer Commission, Jaipur a total number of 37 District Commissions and 4 Circuit Benches are functional in the State of Rajasthan.</p> <p>2. FUNCTIONS AND DUTIES (IN BRIEF)</p> <p>State Commission deals with the consumer complaints, where the value of goods and services paid as consideration exceeds Rs. 50 Lacs but does not exceed Rs. 2 Crore.</p> <p>Under the Consumer Protection Act 2019, District Commissions deal with the complaints where the value of the goods or services paid as consideration does not exceed 50 lacs. These are the Quasi-Judicial Bodies.</p>
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2.	The powers & duties of its officers and employees	THE POWERS/ DUTIES OF THE OFFICER	
1	President	Hon'ble President is the overall head of State Commission. The officers and other employees of the State Commission discharge their functions under the general superintendence of the President. (Section 46 of Consumer Protection Act, 2019)	
2	Members	Members assist the President during the quasi-judicial proceedings.	
4	Registrar	Registrar is the Head of Department and head of ministerial staff. He performs his duties under general superintendence of the President and as per directions given by him.	
5	Deputy Registrar	Deputy Registrar is the head of office and exercises the powers of DDO. He performs his duties as per directions given by the Registrar and the President of State Commission.	
6	Private Secretary/ Personal Assistants/Senior Scale Stenographers and Steno Typists	They carry out work relating to taking dictation and typing of judgments, orders and administrative work assigned to them by the Presidents and Members of the respective Commission. The PAs/Stenographers and the Steno-typists also assist the Members in taking dictation and typing of office notes/letters.	
7	Accountant	Deals with all the account matters of the Department	
8	Reader	They assist the respective Benches of the District Commissions and State Commission during quasi-judicial proceedings.	
9	Senior Assistant, Junior Assistant/clerk	They are also responsible for depositing of fees, cheques/DDs for preparation of FDRs, maintaining the Registers, preparing list of decided cases and consigning the same to Record Room and any other duty as may be assigned by the Head of Department and Head of Office of the State Commission. They are also responsible for Receipt of complaints, First Appeals, Revision Petitions, Execution and Miscellaneous Applications, dispatch of certified copies of judgments, preparation of monthly statements, depositing of fee, cheques /DDs for preparation of FDRs, processing the cases for refund as per quasi-judicial orders, preparing list of decided cases and consigning the same to Record Room, maintaining the Store and any other duty which may be assigned by the Head of Department and Head of Office of the State Commission.	
11	Driver	Drives the office car of the Officers and Members State Commission, Rajasthan.	
12	Peon	Assist the officers as well as staff.	
13	Sweeper cum Chowkidar	Cleanliness of office /building premises and guarding the Building premises round the clock.	
3.	The procedure followed in the decision making process, including channels of supervision and accountability.	The State Commission and District Commissions are responsible for hearing and disposal of consumer disputes under the provision of Consumer Protection Act, 2019 and Rules and Regulations framed there under.	

4.	The norms set by it for the discharge of its functions.	As per provisions of Consumer Protection Act, 2019 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, 2019. In addition to this the Consumer Commissions are required to decide cases those are old in nature on priority basis.
5.	The rules, regulations, instructions, manuals and records, held by it or under its control or used by its employees for discharging its functions	<p>5.1 The Rajasthan State Consumer Commission is governed by Consumer Protection Act, 2019</p> <p>a) The Consumer Protection Rules 2020 b) Consumer Protection Regulations 2020</p> <p>5.2 Record of Consumer complaints/ appeals is maintained and kept in Record Room of the Commission/ District Commission by the employees and the copies are supplied as per the provisions of Consumer Protection Act, 2019 and General Rules.</p>
6.	A statement of the categories of documents that are held by it or under its control	<p>The following category of documents / record are held by the State Commission and District Commissions:</p> <p>a) Consumer Complaints (CC) b) Appeals (FA) c) Miscellaneous Applications (MA) d) Revision Petitions (RP) e) Execution Applications (EA)</p>
7.	The 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	The State Commission and District Commissions being quasi-judicial institutions headed by the Presidents, no arrangement for consultation with or representation of members among public exists.
8.	A statement of the boards, 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 meetings of those boards councils, committees and other bodies are open to the public, or the minutes of such meetings are accessible for public	There is State Commission at State Level and District Commissions at District level. The judgements of these quasi-judicial institutions are announced in open court and accessible on Commission website https://www.rscdrc.food.rajasthan.gov.in
9.	A directory of its officers and employees	<p>1. First Appellant Authority Mr. Ashok Kumar Sharma, (Registrar) - 0141-2372237</p> <p>2. SPIO Mrs. Neha Sharma, (Deputy Registrar) - 0141-2360805</p>
10.	The monthly remuneration received by each of its officers and employees, including the system of compensation as provided in its regulations	<p>The monthly remuneration received by Hon'ble President and Members of State Consumer Commission is as per the norms of Rajasthan Consumer Affairs Department Notification Number F89(9)/CA/CP/2020/III Dated 25/08/2021.</p> <p>The monthly remuneration received by Judicial Officers of State Consumer Commission is as per the norms of Rajasthan Judicial Services Pay Rules.</p> <p>The monthly remuneration received by Employees of State Consumer Commission is as per the norms of Rajasthan Revised Pay Rules 2017.</p>

11.	The budget allocated to each of its agency, indicating the particulars of all plans, proposed expenditures and reports on disbursements made	The Finance Department, Government of Rajasthan make necessary Budget provisions for State Consumer Commission and District Consumer Commission under Budget Head 3456-00-001(01)-07 (State Fund)
12.	The manner of execution of subsidy programs, including the amounts allocated and the details of beneficiaries of such programs	NA
13.	Particulars of recipients of concessions, permits or authorizations granted by it	NA
14.	Details in respect of the information, available to or held by it, reduced in an electronic form	Official web-site (www.rscdrc.food.rajasthan.gov.in) All judgment details pertaining to the Consumer Protection Act 1986/2019 and the case status can be obtained through internet, from http://confonet.nic.in
15.	The particulars of facilities available to citizens for obtaining information, including the working hours of a library or reading room, if maintained for public use	1. Official web-site (www.rscdrc.food.rajasthan.gov.in) can be accessed through internet 24*7 2. Guidelines for RTI PORTAL 2.1 Offline Process The applicant can send an IPO of Rs 10 as information fee along with the application form for information coming under RTI 2005 2.2 Online Process The applicant can get the information coming under RTI 2005 by paying the prescribed information fee of Rs 10 on the RTI portal operated by the state government. 3. The Citizens are free to file complaints for Redressal of their disputes relating to any defecting goods and deficiency in services and the court library is accessible to the litigants and their counsels as per their requirement.
16.	The names, designations and other particulars of the Public Information Officers	1. SPIO Mrs. Neha Sharma (RJS), Deputy Registrar, SCDRC, Rajasthan 2. APIO Mr. Rajesh Kumar (AAO I) 3. First Appellant Authority Mr. Ashok Kumar Sharma (RJS), Registrar, SCDRC, Rajasthan
17.	Such other information as may be prescribed	1. Official web-site of SCDRC (www.rscdrc.food.rajasthan.gov.in) 2. All judgment details pertaining to the Consumer Protection Act 1986/2019 and the case status can be obtained through internet, from http://confonet.nic.in