

Grassroots Reachout & Networking in Rajasthan  
through Consumer Action (GRANIRCA)

# Status of Consumer Protection in Rajasthan



Ministry of Consumer Affairs,  
Food & Public Distribution  
Government of India

सत्यमेव जयते

25 years  
1983 2008  
CUTS  
International



#1012

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# 1

## *Background*

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Consumer Unity & Trust Society (CUTS) has been instrumental in bringing various changes at the policy level as well as in redressal mechanism for protection of consumers' interests. CUTS was also behind the enactment and strengthening of the Consumer Protection Act 1986. *To know more about CUTS, please visit our website <http://www.cuts-international.org>.*

However, even after about 25 years of enactment of such a dynamic and unique Act, the situation of consumers is still not good in India. The changed scenario of globalisation, technological advancement and emergence of various new sectors has further posed many new challenges before consumers today. Therefore, to address such issues, CUTS has initiated a project entitled, 'Grassroots Reachout & Networking in Rajasthan through Consumer Action' (GRANIRCA) with the support of the Department of Consumer Affairs, Ministry of Consumer Affairs, Food and Public Distribution, Government of India under the Consumer Welfare Fund (CWF).

The objective of the project is to generate more capable consumers by way of equipping them with knowledge & skills and build up zealous grassroots' activists through intensive training, capacity building and orientation programmes on consumer protection issues to create an enabling environment at the grassroots. The duration of the project is of three years, i.e. January 2010-December 2012. It would cover all seven divisions and would be implemented in 12 districts, i.e. Tonk, Chittorgarh, Kota, Bundi, Alwar, Banswara, Jodhpur, Jalore, Churu, Sikar, Dholpur and Dausa.

*For more information please visit: [www.cuts-international.org/cart/GRANIRCA](http://www.cuts-international.org/cart/GRANIRCA)*

## The Project Map



The research study was conducted by joint efforts of GRANIRCA project team (*Deepak Saxena, Amarjeet Singh, Arjun Kant Jha and Nikita Srivastva of CUTS CART*) and district partners of the project (list is below) under the overall guidance of George Cheriyan, Director, CUTS International & Head, CUTS Centre for Consumer Action, Research & Training (CUTS CART).

The project team was mainly responsible for conceptualisation of idea, development of research questionnaire, monitoring, assisting and guiding the district partners in data collection, data feeding and analysis for preparing the research document.

Where's the district partners were mainly responsible for collection of data from the targeted authorities in their respective districts and sending to the project team.

### List of District Partners

S.N.	District	District Partner	Nodal Person	Contact No.
1.	Banswara	Vagad Vikas Sansthan 3/16, Ratti Talai, Banswara 327 001	Nemraj Shehlot	Ph: 02962-244781 Mob: 9414103139/ 9887144675 Fax: 02962-244781 Email: vagad_vikas@rediffmail.com malotavdhesh@gmail.com
2.	Chittorgarh	CUTS Centre for Human Development (CUTS CHD) Rawla, Senth, Chittorgarh 312 025	Ashish Tripathi	Ph: 01472-241472 Fax: 01472-247715 Mob: 98292 85938 (MGG) 0983167608 (Ashish) E-mail: chd@cuts.org; at4@cuts.org
3.	Bundi	Richmonds' Kala Sahitya and Shikshan Society Tilak Chowk, Old Post office Street Bundi- 323 001	Rajeev Saxena	Ph: 0747-2444124 Mob: 94613 32814 Email: rajivshawari@yahoo.co.in
4.	Kota	Oxford Shikshan Prashikshan Vikas Sansthan, House of Munshi Mohd. Yasin, Hiran Bazar, Chandra Ghata 50 Kota – 324 006	Anwar Ahmed Khan	Ph: 0744-2501712 Mob: 93514 99789/ 9314629282 Email: anwar.kotasw@gmail.com
5.	Jodhpur	Native Institute of Desert Awareness and Knowledge Society (NIDAN) 9B/2, Opp. Bishnoi Dharmashala, Near Mangal Tower, Ratanada, Jodhpur – 342 011	Tejveer Choudhary	Ph: 291-2227907 Mob: 94132 49745 Email: nidanjodhpur@gmail.com; c_tejveer@rediffmail.com

*Contd...*

S.N.	District	District Partner	Nodal Person	Contact No.
6.	Jalore	'SANKALP' Sansthan Hospital Road P. - Ahore, Jalore – 307 029	Mahendra Kumar Ojha	Ph: 02978- 222312 (R) 222147, Fax: 222966 Mob.: 94145 34193 Email: sankalpsansthan6@gmail.com
7.	Churu	Manav Pragati Sansthan Usmanabad Colony, Behind New Bus Stand Churu – 331 001	Pradeep Poonia	Ph: 01562-258054 Mob: 94146 65855 Email: mpsrajgarh170@yahoo.co.in
8.	Tonk	MMM Sikshan Evam Jan Seva Sansthan Khoja Bawari, Near Police Line Tonk – 304 001	Gopal Lal Saini	Ph: 0143-268 7730 Mob: 98293 47200/ 92141 67972 Email: mmmsansthan_tonk@rediffmail.com
9.	Dholpur	Samajik Vikas Samiti VP- Attarsuma (Baseri) Dholpur- 328 022	Rakesh Kumar Parmar	Ph: 05646-272012, (O) Fax: 05646-266263 Mob: 97840 16835 / 9460646335 Email: vsdholpur@gmail.com
10.	Alwar	Shubham Mahila Prashikshan Sansthan Aate Wali Gali, Alwar- 301 001	Sushila Devi	Ph: 09352 606266 (Sushilaji) 09783376432 (Vikas) 9928459181 (Kishan Snehi) Email: smahilasansthan@yahoo.com
11.	Dausa	K B Social Welfare Society Nidhivan Colony, Near Shyam Mandir, Nai Mandi Road Dausa – 303 303	Kamlesh Kumar Bohra	Ph: 01427-220684 Mob: 94142 71208 Email: kbmsvskamlesh10@gmail.com
12.	Sikar	Jila Upbhokta Jagaran Samiti H.No. 548, Sector 10 Anand Nagar, Sikar-332 001	Satya Narain Sikhwal	Ph: 01572-252705 Mob: 94140 39705 Email: mukesh.sikhwal@yahoo.com

## 2

# *Research Methodology*

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### 2.1 Objectives

The primary objective of the research was to find out the status and performance of the key authorities/institutions responsible for strengthening consumer protection at the district level (see Box 1) in all 12 project districts.

The secondary objective was to build the capacity of the district partners about the functions and schemes etc. of these departments as well as to initiate communication between them and the partners. It further resulted in good participation of these officials in Public Interface Meetings (PIMs) held in these districts.

<b>Box 1: Key Authorities for Enhancing Consumer Protection at District level</b>
<ul style="list-style-type: none"><li>• District Consumer Disputes Redressal Forum</li><li>• Collector of the District</li><li>• District Supply Officer</li><li>• Drug Control Officer/Inspector</li><li>• Chief Medical &amp; Health Officer</li><li>• District Weight &amp; Measures Inspector</li></ul>



### 2.2 Research Elements

- Existence/appointments
- Performance of their duties for consumer protection during 2008-2009
- Issues hampering their performance, if any

### **2.3 Questionnaire**

A questionnaire was developed by the project team keeping in view the functions/mandate of the targeted respondents and the research elements. It was discussed with the district partners, field tested in Jaipur and further distributed among them with few revisions, in order to gauge the status of different departments at the district level. The revised questionnaire was translated into Hindi, keeping in view the ease of the surveyors as well as respondents to comprehend it better.

English copy of the questionnaire is annexed as Annexure 1 of this document.

### **2.4 Research Methodology**

A personal interview of the targeted authorities/concerned staff with the help of the research questionnaire was adopted as a research method.

# 3

## *Role of the Targeted Authorities in Consumer Protection and Key Research Findings*

---

The purpose of the section is to provide brief information about the targeted officials so that any person before coming to the findings and recommendations can understand their mandate and the real situation at the ground.

### **3.1 District Consumer Disputes Redressal Forum (District Forum)**

The District Forum is the lowest in hierarchy of consumer dispute redressal mechanism under the Consumer Protection Act (COPRA), 1986. It has a President and two members. It can entertain complaints where the value of the goods or services and the compensation claimed does not exceed ₹20,0000.

As per Section 9 of the Act, each District Forum shall consist of a person who is, or has been, or is qualified to be a District Judge, who shall be its President and two other members, one of whom shall be a woman. Every proceeding shall be conducted by the President of the District Forum and at least one member thereof sitting.

As per the Act, the District Forum should hear consumer complaints as expeditiously as possible and to make endeavour to decide the complaint within a period of three months from the date of receipt of notice by

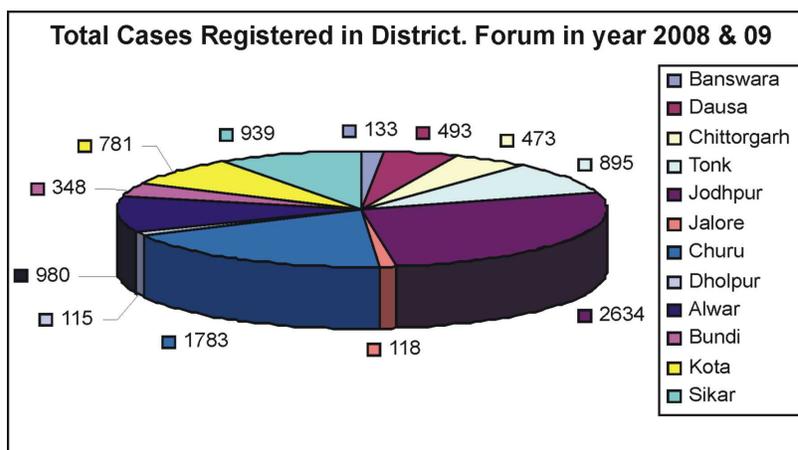
opposite party where the complaint does not require analysis or testing of commodities and within five months if it requires analysis or testing of commodities.

**Key Research Findings**

- There is delay in appointments of the members and the President in the District Forum. Out of 12, only seven district forums are having required three members, four are working with two members and District Forum at Sikar is defunct, having no member. Some of the presidents are also given extra charge of adjoining districts where post is vacant.
- Very low percentage (only 26 percent) cases are disposed within the prescribed period of 90 or 150 days under the COPRA. Delay in appointment of members and President and extra charge of other districts are the main reasons for this.

<b>Table 1: Disposal of Consumer Cases</b>				
<b>SN</b>	<b>Name of District</b>	<b>Appointment in District Forum</b>	<b>Cases registered in 2008-2009</b>	<b>Cases disposed of within stipulated time</b>
1	Banswara	2 (P+ M)	133	26
2	Dausa	2 (P+F) P appointed recently	493	10
3	Chittorgarh	All 3	473	354
4	Tonk	All 3	895	274
5	Jodhpur	2 (P+F)	2634	515
6	Jalore	All 3	118	117
7	Churu	All 3	1783	449
8	Dholpur	All 3	115	48
9	Alwar	1 (P)	980	559
10	Bundi	All 3	348	41
11	Kota	All 3	781	122
12	Sikar	None	939	0
			<b>Total 9692</b>	<b>Only 26%</b>
• <i>P denotes President, F denotes female member and m denotes male member</i>				

**Data Chart: 1**



**Table 2: Status of Appointments in District Fora**

S.N.	District Forum	President	Male Member	Female Member
1	Banswara	G.S. Surana, (Exe. President of 3 Districts)	Vacant	Archana Dave
2	Dausa	Vacant	Vacant	Pushpa Gupta
3	Chittorgarh	S.R. Gande,	Prahlad Rai Soni	Shashi Mathur
4	Tonk	M.D. Bilochi,	Abdul Aziz	Renu Trivedi
5	Jodhpur	Murlidhar Vaishnav	Vacant	Veena Rathore
6	Jalore	K.S. Verma,	Rajendra Solanki	Anju Charan
7	Churu	Giriraj Prasad Gupta	Karni Singh Nirvan	Santosh Parihar
8	Dholpur	Dev Chand Meena	Yadunath Sharma	Alka Singh
9	Alwar	Hari Ram Meena	Vacant	Brijlata Khandelwal
10	Bundi	O.P. Chorasaya	Dwarka Lal	Usha Bhandari
11	Kota	Vidya Sagar Tak	Ram Bahadur Kulshrestha	Raj Kumari Jain
12	Sikar	Vacant	Vacant	Vacant

*Note: This status was at the time of study, but recently some appointments are done by state government in District Fora.*

- Very few (less than three percent) complaints represented by consumers themselves without engaging any advocate. Latter amendments in the Act are promoting engagement of advocates by making the process complicated.
- Many members are not playing the active role as envisaged under the Act. There is need to build the capacity of the members so that they can play effective role in decision making.
- Some big districts like Jodhpur should have more than one District Forum to timely dispose of large number of consumer complaints.

### 3.2 District Collector

The District Collector being the chairperson of the District Consumer Protection Council has significant role in consumer welfare and protection at the district level. He is also empowered for sanctioning financial assistance to various schemes related to consumer awareness and protection.

As per Section 8A of the Act, the state government shall establish for every district, by notification, a council to be known as the District Consumer Protection Council with effect from such date as it may specify in such notification.

- (1) The District Consumer Protection Council (hereinafter referred to as the District Council) shall consist of the following members, namely:

The Collector of the district (by whatever name called), who shall be its Chairman; and such number of other official and non-official members representing such interests as may be prescribed by the state government.

- (2) The District Council shall meet as and when necessary but not less than two meetings shall be held every year.
- (3) The District Council shall meet at such time and place within the district as the Chairman may think fit and shall observe such procedure in regard to the transaction of its business as may be prescribed by the state government.

The objective of District Council is to promote and protect, within the district, the rights of the consumers:

- (a) the right to be protected against the marketing of goods and services which are hazardous to life and property;
- (b) the right to be informed about the quality, quantity, potency, purity, standard and price of goods or services, as the case may be so as to protect the consumer against unfair trade practices;
- (c) the right to be assured, wherever possible, access to a variety of goods and services at competitive prices;
- (d) the right to be heard and to be assured that consumer's interests will receive due consideration at appropriate forums;
- (e) the right to seek redressal against unfair trade practices or restrictive trade practices or unscrupulous exploitation of consumers; and
- (f) The right to consumer education.

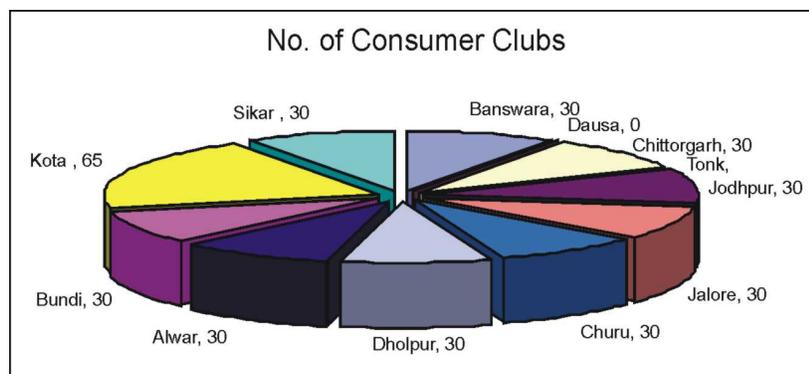
#### ***Key Research Findings***

The COPRA, 1986 has envisaged a well-thought design of consumer protection councils, from national to district level to promote and protect the rights of the consumers. These councils have miserably failed in their mandates and during the research it came out that in most of the districts these councils are either not established or have not come out of paper.

The Central and state governments are announcing various schemes such as consumer clubs in education institutes, financial assistance to consumer organisations and consumers to fight cases, awards for consumer activists etc.

Total 335 consumer clubs have been established in 12 project districts in various middle/high/higher secondary schools/colleges affiliated to the government recognised Board/University. This scheme was launched by the Central Ministry in 2002 and which was further decentralised and transferred to the state governments with effect from April 01, 2004.

But state government is not taking steps to sustain consumer clubs established earlier. The study revealed that no financial assistance was provided to consumer clubs during 2008-2009. However, most of the districts are in favour of continuing the scheme, if financial resources are made available.



There is a scheme to present awards on consumer day to recognise the contribution of any consumer activist or organisation. But whatsoever reasons, this is not followed in its true spirit, as only in two districts, such awards were given to consumer activists/organisations during 2008-09.

### 3.3 District Supply Officer

District Supply Officer is responsible for coordination among various departments working for consumer protection at the district level and for proper functioning of Targeted Public Distribution System (TDPS) as well as gas agencies.

#### *Key Research Findings*

The TPDS is the life line for poor consumers but more than 652 complaints were received by District Supply Officers (DSOs) related to PDS dealers. Similarly 206 complaints were received against gas agencies. DSOs responsible for coordination among various departments working for consumer protection at district level should be more proactive to address all these issues.

- Most of the complaints received by DSOs are related to PDS and large numbers of licenses were cancelled. Same is the case with gas agencies.
- The amount given to consumer organisations for providing legal assistance to peruse their consumer complaints in forums is only ₹300.
- There is need to take stern action against PDS dealers who are denying the right to food to the poor and disadvantaged by committing irregularities in the PDS system.

**Table 3: Complaints Received by District Supply Officers**

District	Complaints received in 2008-09	Complaints disposed off	Complaints against PDS	Licenses of PDS dealers cancelled	PDS dealers given notice	Complaints against gas or notice issued	Licenses of gas agencies cancelled
Banswara	81	81	64	139	13	17	4
Dausa	35	35	35	18		3	3
Chittorgarh	20	14	36	6	3	8	2
Tonk	35	34	34	2	97	6	departmental action
Jodhpur	142	96	142	4	142	30	30 notice - no cancellation
Jalore	11	11	85	79	6	9	9 notice
Churu	46	46	46	4	129	3	3 notice
Dholpur	12	12	21	12		2	2
Alwar	130	77	130	5		36	23 security forfeited
Bundi	63	54	48	0	1	1	0
Kota	32	nm	28	0	0	1	0
Sikar	60	60	17	0	17	96	1

<b>Table 4: Status of DSO's Appointments</b>		
<b>District</b>	<b>Name of DSO</b>	<b>Coordinates</b>
Banswara	Subhash Chandra Kumawat	9414323189, 242270
Dausa	Ramesh Chand Meena	9414662870, 223564
Chittorgarh	Shayam Sunder Sharma	9829643071, 240951
Tonk	Ram Chander Bairwa	9950186279, 247511, 246770
Jodhpur	Vijay Pal Singh	9460190340, 2650317
Jalore	Virendra Singh Shekhawat	9413373206, 222227
Churu	Hartal Singh	941463258, 250927
Dholpur	Bachan Lal Nainawat	9828521307, 220814
Alwar	Om Prakash Chouhan	9414300497, 2344553
Bundi	Omkar Singh Kaviya	9829233474, 2442815
Kota	Rakesh Jaiswal	9829217400, 2323874
Sikar	Shravan Kumar Gurjar	270417, 9414460483

### **3.4 District Drug Inspector**

Regulatory control over the quality of drugs in the county is exercised by both the Central and state governments through the provisions of the Drugs & Cosmetics Act, 1940 and the Drugs & Cosmetics Rules, 1945 made there under. The manufacture and sale of drugs is looked after by the state drugs control authorities appointed by the state governments while imports, market authorisation and new drugs are the responsibility of the Central Government. The Central Drugs Standards Control Organisation (CDSCO) with the Drugs Controller General (India) as its head is the central regulatory body for enforcing the quality standards of drugs, cosmetics and medical devices at the Central Government.

The Drug Control Officer/Inspector is appointed to ensure implementation of the Drugs & Cosmetics Act, 1940 and Rules at the district level.

#### ***Key Research Findings***

The number of samples of drugs taken by inspectors is very few, which shows that they are not taking adequate steps to accomplish their duties. Even in case of failed samples they have not taken stern action against the drug vendors. The working of drug inspectors is not in a transparent manner

and many denied providing the required information. This may imply that either they are not discharging their duties effectively or not maintaining data properly.

- The appointment of the drug inspectors at district level is not satisfactory. Many are given charge of two or three districts which was hampering their work efficiency.
- In most of the districts lab for testing of drugs/medicines are neither established by the government nor upgraded time to time.

### 3.5 Chief Medical and Health Officer

Chief Medical and Health Officer (CMHO) is responsible for the proper implementation of the Prevention of Food Adulteration Act and the Rules

Table 5: Status of Appointment of Drug Control Officers		
District	Name of DCO	Coordinates
Banswara	Ramakant Sharma	Drug Control officer, CMHO Office, Banswara. H. 9571064566
Dausa	Ajay Phatak	PMO office, Govt. Hospital, Dausa, 01427-230077
Chittorgarh	Subhash Chand Jain	PMO, Chittorgarh, 01472-247286
Tonk	Vacant- Anil D.I. on deputation	9468668017
Jodhpur	Dinesh Taneja	Joint Director, M& H Services, Jodhpur, 0291-2721438
Jalore	Bharat Goswami (Information not provided)	CMHO, Jalore, 02973-222246
Churu	Vacant- Kota DCO has additional Charge. (Information not provided)	PMO, Churu. 9829401014, 01562-257664.
Dholpur	Vacant- Add. Charge with DCO Swai Madhopur	
Alwar	O.P. Yadav	P M O, Alwar, 0144-222333
Bundi	Devendra Kumar Garg (Information not provided)	P M O, Bundi. 0747-443456
Kota	Vacant due to transfer (Information not provided)	Joint Director, M& H Services, Zone, Kota. 0744-2320961
Sikar	Sunil Mittal	Shri Kalyan Hospital Campus, Sikar. 01572-258003

Table 6: Status of Cases of Adulterated and Sub-standard Items								
District	Complaints received of food adulteration in 2008-09	Complaints disposed off	Samples taken of food items	Sample passed	Sample failed	Result awaited	Action in failed sample	Case of food adulteration registered
Banswara	1	1	0	0	0	0	0	0
Dausa	Nil	Nil	137	126	11	Nil	Challan	Nil
Chittorgarh	62	51	58	12	35	11	notice	45
Tonk	Nil	Nil	247	183	64	0	Challan in court	61
Jodhpur			147	97	50	0	Notice & forwarded for action	0
Jalore	Nil	Nil	175	141	34	0	Legal action	0
Churu	Nil	Nil	115	100	15	0	Challan	15
Dholpur	0	0	96	76	20		0	20
Alwar	0	0	983	898	85	0	Challan	85
Bundi	3	3	199	173	26	0	Challan in court	26
Kota	6	6	161	151	10	0	Challan	90
Sikar	18	18	446	412	34	0	Challan in court	34

at the district level, enacted to take care of the menace of food adulteration. The Act makes provision for prevention of adulteration of food products and lays down that no person shall manufacture for sale, store, distribute any adulterated or misbranded food products not conforming to the standards laid down under the Rules. Provisions of this Act are mandatory and contravention to these rules leads to both fine and imprisonment.

The Food Safety & Standards Act 2006, is going to be implemented soon as a replacement to Prevention of Food Adulteration Act, 1954. Under the Act, the CMHO will work as a district level designated officer with the licensing/registration authority.

### ***Key Research Findings***

The problem of adulterated and sub-standard food items is the first and foremost concern of the consumers as well as the state government. After the 'Shudh Ke Liye Yudh' there is considerable increase in sample taken of food items by the health department. Good number of samples taken (2083) of food items to check quality and most of them (81 percent) passed in the tests.

<b>Table 7: Status of Appointment of CMHOs</b>		
<b>District</b>	<b>Name of CMHO</b>	<b>Coordinates</b>
Banswara	H.L. Tabiyar	CMHO office, Banswara, 02962-251303
Dausa	O.P. Bairwa	CMHO office, Dausa, 01427-223577
Chittorgarh	Radhe Shyam Boyat	Civil Hospital, Chittorgarh
Tonk	Ramphool Meena	01432-244099/247681
Jodhpur	R.C. Mathur	Swasthay Bhawan, Jodhpur
Jalore	Kishan Singh Rathore	CMHO office, Jalore, 02973-222246
Churu	Vijay Jindal	CMHO office, Churu
Dholpur	A.A. Khanjada	CMHO office, Dholpur, 9414714005
Alwar	Meghraj Meena	CMHO office, Alwar, 9649908074
Bundi	Hemraj Niyarat	CMHO, Bundi , 9461140555
Kota	Gajendra Singh Sisodia	CMHO Kota
Sikar	R.K Meena	CMHO, Sikar, 01572-270446, Email: meenadratan@yahoo.co.in

In case of failed samples stern action is not being taken to punish the offenders and set examples for others not to indulge in such malpractices.

The proper and timely analysis of samples is crucial for punishing the offenders but delay and lurch in lab analysis and taking legal action is helping the offenders to defy the law.

### **3.6 District Legal Metrology Inspector**

He is responsible for proper implementation of the Standards of Weights & Measures Act, 1976, the Standards of Weights & Measures (Packaged Commodities) Rules, 1977, the Standards of Weights & Measures (Enforcement) Act, 1985 and the Standards of Weights & Measures (General) Rules, 1987 in the district. Use of any unverified & unstamped Weights & Measures in any circumstances is an offence and if any such incidence comes under notice consumer can complain in the office of Weights & Measures Inspector in the District.

The legal metrology department take care of the stamping and verification of weights & measures like petrol pumps, weights, electronic and mechanical weighing machines and also keep a check on the accuracy of weights & measures.

In Rajasthan, Department of Industries is responsible for implementation of all these Acts, since there is no separate Department for Legal Metrology.

#### ***Key Research Findings***

The Weights & Measures (Legal Metrology) inspectors, responsible to ensure the accuracy of weights and measures as well as standard of packaged commodities are not taking proactive steps to check this and punish offenders. Only 65 complaints received by them in year 2008-2009 shows that general public is not aware about their role, work and functions.

In Rajasthan, there is no separate legal metrology department but the Industrial Department is given extra responsibility to look into these issues, which is also responsible for poor performance of the department.

Table 8: Details of Weights & Measures Inspectors		
S.N.	District	Name & coordinates of W&M Inspector
1	Banswara	Mikaram Jariya, Inspector, Jila Udyog Kendra, Banswara, 02962-242798
2	Dausa	Arvind Kumar Shrivastava, Inspector, W&m office, Dausa, 01427-224430
3	Chittorgarh	Bhagwan Shah Marwah; Inspector, DSO office, Chittorgarh
4	Tonk	Sultan Singh Meena, Inspector, W&M, Tonk 01432-2473287
5	Jodhpur	S.R. Dewasi -9413521219- W&M office, 5th Round circle, Jodhpur
6	Jalore	S.N. Sharma, Inspector, W&M, Jula Udyog Kendra, Jalore, 02973-222381
7	Churu	Yogesh Kumar Sharma, Inspector, W&M, Jila Udyog Kendra, Churu, 01562-250936
8	Dholpur	K.D. Gupta, Inspector, W&M, Jila Udyog Kendra, Dholpur, 9413838046
9	Alwar	Sanjay Pradhan, Inspector, W&M, Jila Udyog Kendra, Alwar
10	Bundi	Ghasi Lal Meena/ Pramod Nigam, Jula Udyog Kendra, Bundi
11	Kota	Harimohan Sharma, Inspector, W&M Deppt, Jila Udhdyog Kender, Kota
12	Sikar	Sohan Lal Yogi 9462386529. W&M office, Jila Udyog Kendra, Sikar

Table 9: No. of W&M Inspections in 2008-09	
Banswara	20
Dausa	182
Chittorgarh	9
Tonk	data not available
Jodhpur	0
Jalore	7745
Churu	0
Dholpur	0
Alwar	62
Bundi	0
Kota	0
Sikar	0

## *Key Advocacy Issues and Recommendations*

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- The consumer protection councils should be made fully functional.
- The vacancies in districts should be filled immediately and the recruitment process should start well in advance.
- These departments should work in a proactive manner to protect the interest of consumers, not merely fulfilling the minimum targets.
- There should be a separate department for legal metrology.
- Big districts should have more than one permanent District Forum.
- There should be proper follow up and monitoring of cases registered to ensure that the culprits are punished as soon as possible.
- The schemes of consumer clubs, financial assistance to consumers filing complaints, financial assistance to consumer organisations and reward to consumer activists should be provided adequate financial resources as well as proper implementation. These are crucial for ensuring consumer protection in the state.
- For better transparency and accountability these departments should make proactive disclosure of their functions, schemes and action taken by them. Till date, the Consumer Fora, Department of Consumer Affairs and Public Distribution, Legal Metrology etc. do not have their websites even at the state level. Some officials denied providing information required for the study. In some cases, information was sought under the Right to Information (RTI) Act.

## 5

# *Conclusion and the Way Forward*

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The research is part of larger agenda of the project “to ensure and enhance strong consumer movement at the grassroots in the selected districts of the state by way of ensuring an enabling environment for protecting consumer interest”.

The research study was conducted after the state launch cum orientation workshop for district partners, who played an important role in collecting the data from their respective districts. Further the preliminary findings were discussed in the first phase of the Public Interfaces Meetings held in the project districts.

As mentioned earlier the objective of the research is to find out the ground reality of performance of various departments responsible for consumer protection at the district level, therefore the findings of the research will be shared with concerned policy makers, implementers and media.

The preliminary findings were shared with media which has given very good coverage to the same, resulting in many positive steps by the state government such as filing of vacant posts in districts, ordering to take strict action against food adulteration and so on.

*For more information about press release and media coverage, please visit: [http://www.cuts-international.org/CART/GRANIRCA/In\\_media.htm](http://www.cuts-international.org/CART/GRANIRCA/In_media.htm)*

It is hoped that the relevant officials will take concrete action on the issues highlighted and recommendations mentioned in the report.

After the research, district level trainings workshops were held to create a well informed cadre of consumer activists in project districts. The findings of the study will be discussed in the forthcoming activities, i.e. State Level Media Workshop and State Level Feedback Roundtable.

## Annexure: 1 (Research Questionnaire)

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**Grassroots Reachout & Networking in Rajasthan through Consumer Action (GRANIRCA Project)**



### QUESTIONNAIRE

#### **\*\*\*Declaration\*\*\***

The main objective of this consumer survey is to determine the status and performance of the concerned agencies/institutions responsible for consumer protection at district level in all project districts under the GRANIRCA Project of CUTS in partnership with Department of Consumer Affairs, Ministry of Consumer Affairs, Food and Public Distribution, Government of India under the Consumer Welfare Fund.

Views/opinions expressed by a respondent would not be challenged by any officer/authority at any stage. Respondents are therefore requested to share their views in a fair and frank manner without any fear.

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#### **For more information /clarification contact:**

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Web: [www.cuts-international.org/cart/GRANIRCA](http://www.cuts-international.org/cart/GRANIRCA)

### 1. Office of the District Consumer Disputes Redressal Forum

Q. No	Questions	Response	Additional Remarks (if Any)
1.	Does the forum comprise of all three officials at present? If yes, please give names - President_____ Member male_____ Member female_____ 1.1 In case of absence of one or two members, does the forum's proceeding get affected? 1.2 Whether, two members really taking part in forum's proceedings and judgments delivering?	Yes No Yes No Yes No Yes No Yes No	
2.	How many cases were filed before the forum in the year 2008-2009?		
3.	How many of them were disposed off within statutory limit of 90 or 150 days?		
4.	If not, what are the reasons behind the delay in disposal of cases within prescribed time? 1. Vacancy of president/ members 2. Lack of staff 3. Lack of infrastructure (computer/office etc.) 4. Adjournment sought by advocates/parties 5. Delay in lab testing 6. Any other (please specify)	Please tick relevant	
5.	Please mention the number of complaints received by the District Consumer Forum in the year 2008-2009	Yes/No	

Contd...

Q. No	Questions	Response	Additional Remarks (if Any)
	<p>Whether aggrieved consumers, registered consumer organisations, government bodies also represents their cases other than lawyers?</p> <p>If yes, then what would be percentage of those cases?</p>		
6.	<p>Details of the respondent:</p> <p>Name:</p> <p>Designation:</p> <p>Address:</p> <p>Phone No:</p> <p>Email ID:</p>		
7.	<p>Details of the surveyor:</p> <p>Name:</p> <p>Organisation:</p> <p>Date of interview:</p> <p>Signature:</p>		

## 2. Office of the Collector of the District

Q. No	Questions	Response	Additional Remarks (if Any)
1.	Does District Consumer Protection Council exist in the district (as per the COPRA)?	Yes No	
2.	If yes, who are the members? Provide details		
3.	If it does not exist, then what are the reasons for it?		
4.	Do you think District Consumer Protection Council should be constituted/activated in your district?	Yes No	
5.	Is District Level Coordination Committee for consumer clubs is active in your district?	Yes No	
6.	How many consumer clubs are constituted in your district?		
7.	How much financial support was provided to consumers clubs in the year 2008-2009?		
8.	Was National Consumer Day celebrated in the district in the year 2008-2009?	Yes No	
9.	Was World Consumer Rights Day celebrated in the district in the year 2009-2010?	Yes No	
10.	If yes, what was the theme and total participation?		

*Contd...*

Q. No	Questions	Response	Additional Remarks (if Any)
11.	Do you think consumer club scheme has relevance and is contributing in consumer awareness and should be continued?	Yes No	
	Was any consumer activist/ organisation given youth award or appreciation in the district in the year 2008-2009?	Yes No	
12.	If yes, please provide list of them		
13.	Details of the respondent: Name: Designation: Address: Phone No: Email ID:		
14.	Details of the surveyor: Name: Organisation: Date of interview: Signature:		

### 3. Office of the District Supply Officer

Q. No	Questions	Response	Additional Remarks (if Any)
1.	Is District Supply Officer appointed in the district?		
2.	If yes, please mention name, address and contacts		
3.	How many complaints were received by DSO in the year 2008-2009?		
4.	How many of them were disposed off?		
5.	How many complaints were received against PDS dealers in the year 2008-2009?		
6.	How many licenses of PDS dealers were cancelled or notice issued in the year 2008-2009?		
7.	How many complaints were received against gas agencies/ dealers in the year 2008-2009?		
8.	How many licenses of gas agencies were cancelled or notice issued in the year 2008-2009 on the basis of consumer complaints? Or number of case filed against them.		
9.	Was there any amount provided for free legal assistance to consumers in district in the last year (2008-2009)?	Yes    No	
10.	If yes, how much and to whom? Please provide details		

Contd...

Q. No	Questions	Response	Additional Remarks (if Any)
11.	Was any Consumer Organisation given financial support under State Consumer Welfare Fund in your district in the year 2008-2009?	Yes    No	
12.	If yes, please provide details of amount and the list of organisations benefited. a. Limited Assistance Scheme- b. Monitoring of Consumer Clubs c. Any other		
13.	Details of the surveyor: Name: Organisation: Date of interview: Signature:		

#### 4. Office of the District Drug Inspector

Q. No	Questions	Response	Additional Remarks (if Any)
1.	Is District Drug Inspector appointed in the district?	Yes No	
2.	If yes, please mention name address and contacts		
3.	How many complaints were received by District Drug Inspector in the year 2008-2009?		
4.	How many of them were disposed off?		
5.	How many samples were taken of drugs/medicines in the year 2008-2009?		
6.	What was the analysis of the samples? No. of passed samples _____ No. of failed samples _____ Results Awaited:		
7.	Where is your laboratory situated?		
7.1	When was it established?  Last Up gradation Date:		
7.2	How much time does it takes to analyse a sample?	Less then one week More then one week	
8.	What action was taken in the matter of failed samples?		

*Contd...*

Q. No	Questions	Response	Additional Remarks (if Any)
10	How many complaints were received against chemists in the year 2008-2009?		
11.	How many licenses of chemist shops were cancelled or notice issued in the year 2008-2009 on the basis of consumer complaints?		
12.	Details of the respondent:: Name: Designation: Address: Phone No: Email ID:		
13.	Details of the surveyor: Name: Organisation: Date of interview: Signature:		

### 5. Office of the Chief Medical & Health Officer (CMHO)

Q. No	Questions	Response	Additional Remarks (if Any)
1.	Is CMHO or Deputy CMHO appointed in the district?	Yes No	
2.	If yes, please mention name, address and contacts		
3.	How many complaints related to food adulteration were received in the year 2008-2009?		
4.	How many of them were disposed off?		
5.	How many samples were taken of food items in the year 2008-2009?		
6.	What was the analysis of the samples? No. of passed samples _____ No. of failed samples _____ No. of result awaited _____		
7.	What action was taken in matter of failed samples of food items?		
8.	How many cases of food adulteration were registered in the year 2008-2009?		
9.	Details of the respondent: Name: Designation: Address: Phone No: Email ID:		
10.	Details of the surveyor: Name: Organisation: Date of interview: Signature:		

### 6. Office of the District Legal Meteorology Inspector

Q. No	Questions	Response	Additional Remarks (if Any)
1.	Is District Legal Meteorology Inspector appointed in the district?	Yes    No	
2.	If yes, please mention name, address and contacts		
3.	How many complaints were received in the year 2008-2009 by the inspector?		
4.	How many of them were disposed off?		
5.	How many inspections of Weights & Measures were done in the year 2008-2009?		
6.	What was the analysis of the inspections done? No. of inspections when W&M found correct _____ No. of inspections when W&M found faulty _____ No. of result awaited _____		
7.	What action was taken in matter of faulty weights & measures?		
8.	How many cases of faulty W&M were registered in the year 2008-2009?		
9.	Details of the respondent:: Name: Designation: Address: Phone No: Email ID:		

Contd...

Q. No	Questions	Response	Additional Remarks (if Any)
10.	Details of the surveyor: Name: Organisation: Date of interview: Signature:		



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