

Financial Year(2024-2025)
 A FRAMEWORK FOR TRANSPARENCY AUDIT

The RTI Act under section 4 provides a comprehensive framework for promoting openness in the functioning of the public authorities.

While Section 4(1) (a) provides a general guideline for record management, so that the information could be easily stored and retained, the sub-sections b, c and d of Section 4 relate to the organizational objects and functions. Sub-sections (b), (c) and (d) of Section 4 of the RTI Act and other related information can be grouped under six categories; namely, 1-organsiation and function, 2- Budget and programmes, 3- Publicity and public interface, 4- E. governance, 5- Information as prescribed and 6. Information disclosed on own initiative.

The requisite information in respect of our department i.e State Commission and District Commission-I/II, U.T Chandigarh in the prescribed format for third party audit is given hereunder:

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1. Organization and Function

S. No.	Item	Details of disclosure	Particulars
1.1	Particulars of its organization, functions and duties [Section 4(1)(b)(i)]	(i) Name of the Organization and its website	State Consumer Disputes Redressal Commission, Union Territory, Chandigarh. http://chdconsumercourt.gov.in and https://chandigarh.gov.in
		(ii) Head of the organization	President, State Consumer Disputes Redressal Commission, Union Territory, Chandigarh
		(iii) Vision, Mission and Key objectives	To Resolve consumer cases Under the Consumer Protection Act, 2019,
		(iv) Function and duties	As per Annexure-1 attached
		(v) Organization Chart	As per Annexure-II attached
1.2	Power and duties of its officers and employees [Section 4(1) (b)(ii)]	(i) Powers and duties of officers(administrative, financial and judicial)	As per Annexure-II attached /Consumer Protection Act-2019
		(ii) Power and duties of other employees	As per Annexure-II attached
		(iii) Rules/ orders under	As per Annexure-II attached Powers and duties are derived as per Consumer Protection Act-2019
		(iv) Exercised	As per Annexure-II attached Powers and duties are derived as per Consumer Protection Act-2019
		(v) Work allocation	As per Annexure-II attached

1.3	Procedure followed in decision making process [Section 4(1)(b)(iii)]	(i) Process of decision making. Identify key decision making points	As per Annexure- III attached
		(ii) Final decision making authority	
		(iii) Related provisions, acts, rules etc.	
		(iv) Time limit for taking a decisions, if any	As per Annexure- IV attached
		(v) Channel of supervision and accountability	As per Annexure- II attached
1.4	Norms for discharge of functions [Section 4(1)(b)(iv)]	(i) Nature of functions/ services offered	As per Annexure-IV attached
		(ii) Norms/ standards for functions/ service delivery	
		(iii) Process by which these services can be accessed	
		(iv) Time-limit for achieving the targets	
		(v) Process of redress of grievances	Mediation Cell/ Upbhokta Lok Adalat/ National Lok Adalat is conducted in a month.
1.5	Rules, regulations, instructions manual and records for discharging functions [Section 4(1)(b)(v)]	(i) Title and nature of the record/ manual/instruction.	As per Annexure-V attached Consumer Protection Act-2019 and Consumer Protection Rules 2020.
		(ii) List of Rules, regulations, instructions manuals and records.	
		(iii) Acts/ Rules manuals etc.	
		(iv) Transfer policy and transfer orders	As per Department Rules.
1.6	Categories of documents held by the authority under its control [Section 4(1)(b)(vi)]	(i) Categories of documents	As per Annexure-VI attached
		(ii) Custodian of documents/categories	As per Annexure-VI attached
1.7	Boards, Councils, Committees and other Bodies constituted as part of the Public Authority [Section 4(1)(b)(viii)]	(i) Name of Boards, Council, Committee.	As per Annexure-VIII attached
		(ii) Composition	
		(iii) Dates from which constituted	
		(iv) Term/ Tenure	
		(v) Powers and functions	
		(vi) Whether their meetings are open to the public?	
		(vii) Whether the minutes of the meetings are open to the public?	
		(viii) Place where the minutes if open to the public are available?	
1.8	Directory of officers and employees [Section 4(1)(b)(ix)]	(i) Name and designation	As per Annexure-IX attached
		(ii) Telephone , fax and email ID	Telephone No. 0172-2700183 Fax No. 0172-2784225 Email ID – stcomm-chd@nic.in

1.9	Monthly Remuneration received by officers & employees including system of compensation [Section 4(1) (b) (x)]	(i) List of employees with Gross monthly remuneration	As per Annexure-X attached
		(ii) System of compensation as provided in its regulations	As per Annexure-X attached
1.10	Name, designation and other particulars of public information officers [Section 4(1) (b) (xvi)]	(i) Name and designation of the public information officer (PIO), Assistant Public Information (s) & Appellate Authority	As per Annexure-XVI attached
		(ii) Address, telephone numbers and email ID of each designated official.	As per Annexure-XVI attached
1.11	No. Of employees against whom Disciplinary action has been proposed/taken (Section 4(2))	No. of employees against whom disciplinary action has been	Nil
		(i) Pending for Minor penalty or major penalty proceedings	
		(ii) Finalized for Minor penalty or major penalty proceedings	Nil
1.12	Programmes to advance understanding of RTI (Section 26)	(i) Educational programmes	Time to time training attended by the CPIO organized by the Chandigarh Administration.
		(ii) Efforts to encourage public authority to participate in these programmes.	
		(iii) Training of CPIO/APIO	
		(iv) Update & publish guidelines on RTI by the Public Authority Concerned.	RTI Information Updated on Official website at http://chdconsumercourt.gov.in (Under RTI Menu)

2. Budget and Programme

S. No.	Item	Details of disclosure	Particulars
2.1	Budget allocated to each agency including all plans, proposed expenditure and reports on disbursements made etc. [Section 4(1)(b)(xi)] (2020-2021)	(i) Total Budget for the public Authority	As per Annexure-XI attached
		(ii) Budget for each Agency and Plan and programmes	
		(iii) Proposed expenditures	
		(iv) Revised budget for each agency, if any	
		(v) Report on disbursements made and place where the related reports are available.	
2.2	Foreign and domestic tours during 2024-2025	(i) Budget	No separate budget for this purpose was allocated
		(ii) Foreign and domestic Tours by ministries and officials of the rank of Joint Secretary to the Government and above, as well as the headsof the Department. a) Places visited b) The period of visit c) The number of members in the official delegation d) Expenditure on the visit	Nil
		a) Information related to Procurement. b) Notice/tender enquires, and corrigendaif any thereon, c) Details of the bids awarded comprisingthe names of the suppliers of goods/ services being procured, d) The works contracts concluded – in any such combination of the above- and e) The rate /rates and the total amount which such procurement or workscontract is to be executed.	Such Purchases are made through Gem Portal as per Departmental Guidelines. Annexue - XII
2.3	Manner of execution of subsidy programme [Section 4(i)(b)(xii)]	(i) Name of the programme of activity	Nil (As per Annexure XII attached)
		(ii) Objective of the programme	
		(iii) Procedure to avail benefits.	
		(iv) Duration of the programme/scheme	
		(v) Physical and financial target of the programme	
		(vi) Nature/ scale of subsidy /amount allotted	

		(vii) Eligibility criteria for grant of subsidy	As per Annexure XII attached
		(viii) Details of beneficiaries of subsidy programme (number, profile etc)	
2.4	Discretionary and non-discretionary grants.	(i) Discretionary and non-discretionary grants/ allocations to State Govt./ NGOs/other institutions	N.A
		(ii) Annual accounts of all legal entities who are provided grants by public authorities	N.A
2.5	Particulars of recipients of concessions, permits of authorizations granted by the public authority [Section 4(1) (b) (xiii)]	(i) Concessions, permits Organizations granted by public authority	Nil (As per Annexure XII attached)
		(ii) For each concessions, permit or authorization granted a) Eligibility criteria b) Procedure for getting the concession/ grant and/or permits of authorizations c) Name and address of the recipients given concessions/ permits or authorizations d) Date of Award /permits of authorizations	
2.6	CAG & PAC paras	CAG and PAC paras and the action taken reports (ATRs) after these have been laid on the table of Administrator, U.T., Chandigarh.	Audit paras are replied adequately as and when received in the commission

3. Publicity Band Public interface

S. No.	Item	Details of disclosure	Particulars
3.1	Particulars for any arrangement for consultation with or representation by the members of the public in relation to the formulation of policy or implementation thereof [Section 4(1)(b)(vii)]	Arrangement for consultations with or representation by the members of the public	As per Annexure VII attached
		(i) Relevant Acts, Rules, Forms and other documents which are normally accessed by citizens	As per Annexure VII attached
		(ii) Arrangements for consultation with or representation by a) Members of the public in policy formulation/policy implementation b) Day & time allotted for visitors c) Contact details of Information & Facilitation Counter (IFC) to provide publications frequently sought by RTI applicants	
		Public- private partnerships (PPP)	
		(i) Details of Special Purpose Vehicle (SPV), if any	Nil
		(ii) Detailed project reports (DPRs)	
		(iii) Concession agreements.	
		(iv) Operation and maintenance manuals	

		(v) Other documents generated as par tof the implementation of the PPP (vi) Information relating to fees, tolls, or the other kinds of revenues that may be collected under authorization from the government (vii) Information relating to output sand outcomes (viii) The process of the selection of the private sector party (concessionaire etc.) (ix) All payment made under the PPP project	Nil
3.2	Are the details of policies / decisions, which affect public, informed to them [Section 4(1) (c)]	Publish all relevant facts while formulating important policies or announcing decisions which affect public to make the process more interactive; (i) Policy decisions/ legislations taken in the previous one year (ii) Outline the Public Consultation process. (iii) Outline the arrangement for consultation before formulation of policy.	Being Quasi-judicial department we act as per the provision of Consumer Protection Act, 2019 and rules 2020 framed there under In our office website http://chdconsumercourt.gov.in we have already given the procedure for filing the complaint/appeal/re vision petition and also necessary RTI Information. Being Quasi-judicial department we act as per the provision of Consumer Protection Act, 2019 and rules framed there under. No policy is made at our end.
3.3	Dissemination of information widely and in such form and manner which is easily accessible to the public [Section 4(3)]	Use of the most effective means of communication (i) Internet(website)	http://chdconsumercourt.gov.in
3.4	Form of accessibility of information manual/ handbook [Section 4(1)(b)]	Information manual/handbook available in (i) Electronic format	Yes Consumer Protection Act. 2019 Booklet Yes, PDF File can be downloaded/read from official website i.e https://chdconsumercourt.gov.in

		(ii) Printed Format	Yes Booklet (Consumer Protection Act-2019)
3.5	Whether information manual/handbook available free of cost or not [Section4(1)(b)]	List of materials available	Yes
		(i) Free of cost	Consumer Protection Act. 2019 Booklet PDF Format
		(ii) At a reasonable cost of the medium	Marginal Cost is fixed

4. E. Governance

S.No.	Item	Details of disclosure	Particulars
4.1	Language in which Information Manual/Handbook Available	(i) English	Yes
		(ii) Vernacular/ Local Language	English/Hindi
4.2	When was the information Manual/Handbook last updated?	Last date of Annual Updation.	N.A
4.3	Information available in electronic form [Section 4(1)(b)(xiv)]	(i) Details of information available in electronic form	As per Annexure XIV attached
		(ii) Name/ title of the document/record/other information	
		(iii) Location where available	
4.4	Particulars of facilities available to citizen for obtaining information [Section 4(1)(b)(xv)]	(i) Name & location of the facilities	As per Annexure XV attached
		(ii) Details of information made available	
		(iii) Working hours of the facility	
		(iv) Contact person & contact details (Phone, fax email)	
4.5	Such other information as may be prescribed under section 4(i) (b)(xvii)	(i) Grievance Redressal mechanism	As Mediation Cell /Lok Adalat described on office website
		(ii) Details of applications received under RTI and information provided	Yes 18...received and 18 disposed off during Financial year 2024-25
		(iii) List of completed schemes/projects/ Programmes	Nil
		(iv) List of schemes/ projects/program Underway	
		(v) Details of all contracts entered into including name of the contractor, amount of contract and period of completion of contract	
		(vi) Annual Report	
		(vii) Frequently Asked Question (FAQs)	NA
		(viii) Any other information such as a) Citizen's Charter	NA
		c) Six monthly reports loaded on the website or not	N.A.

		d)Performance against the benchmarks set in the Citizen's Charter	Being Quasi-judicial office, disposal of cases is made as per provision of CPA, 2019.
4.6	Receipt & Disposal of RTI applications & appeals	(i) Details of applications received and disposed	18 received and 18. disposed off during Financial year 2024-25
		(ii) Details of appeals received and orders issued	01 appeal received and 01. disposed off
4.7	Replies to questions asked in the parliament, if any. [Section 4(1)(d)(2)]	Details of questions asked and replies given	Parliament information are sought by Govt. of India or National Consumer Dispute Redressal Commission same are furnished accordingly.

5. Information as may be prescribed

S. No.	Item	Details of disclosure		Particulars
5.1	Such other information as may be prescribed	(i)	Name & details of (a) Current CPIOs & First Appellate Authority (b) (FAAs) CPIO & First Appellate Authority (FAAs) from 1.1.2015	Current: CPIO Sh. Rakesh S. Rawat Secretary (CPIO) Current FAA Mrs. Padma Pandey Member, SCDRC U.T. Chandigarh. Appellate Authority
		(ii)	Details of third party audit of voluntary disclosure	3 rd Party audit carried out on 27.06.2025
			(a) Dates of audit carried out (b) Report of the audit carried out	
		(iii)	Appointment of Nodal Officers not below the rank of Joint Director/ Additional Director	NA
			(a) Date of appointment (b) Name & Designation of the officers	
		(iv)	Consultancy committee of key stake holders for advice on suo-motu disclosure	NA
			(a) Dates from which constituted (b) Name & Designation of the officers.	
		(v)	Committee of PIOs/FAAs with rich experience in RTI to identify frequently sought information under RTI	No such subcommittee in the department NA
			(a) Dates from which constituted (b) Name & Designation of the Officers	

6. S. No.	Item	Details of disclosure	Particulars
6.1	Item / information disclosed so that public have minimum resort to use of RTI Act to obtain information	Information Disclosed on own Initiative	For the convenience of the litigants, necessary information has been posted on the office website at http://chdconsumercourt.gov.in and http://chandigarh.gov.in

ANNEXURE-1

PUBLICATION OF INFORMATION REGARDING ITEMS SPECIFIED IN
RULE 4(1)(b)(i) OF THE RIGHT TO INFORMATION ACT, 2005

(The particulars of the organization, functions and duties)

Sr. No.	Name of the Department	Function and duties (in brief)
1.	<p>The Consumer Disputes Redressal Commission (State Commission), U.T., Chandigarh,</p> <p>Plot No.5B, Sector 19B, Madhya Marg, Chandigarh, Phone No.2700183</p>	<p>State Commission deals with the consumer complaints where the value of goods or services paid as consideration exceeds Rs 50 Lacs but does not exceeds Rs.2.00 Crore , filed by the consumers under the Consumer Protection Act, 2019. Under the Act, State Commission also acts as Appellate Authority. The District Consumer Disputes Redressal Commission, deal with complaints where the value of goods or services paid as consideration does not exceed Rs 50 Lacs. These are the quasi- judicial Bodies. Complaints filed by the consumers for Redressal of their grievances are heard and disposed of by the President and two Members of the District Commission and similarly complaints and appeal cases are heard and decided by the State Commission comprising the President and four Members.</p>

ANNEXURE-2

PUBLICATION OF INFORMATION REGARDING ITEMS SPECIFIED IN
RULE 4(1)(b)(ii) OF THE RIGHT TO INFORMATION ACT, 2005

(The powers duties of the officers and employees)

Name of the Department:- State Consumer Disputes Redressal Commission
(State Commission), U.T., Chandigarh, Plot No.5B, Sector 19B, Madhya
Marg, Chandigarh, Phone No.2700183

Sr. No.	Name of the Post	Powers and duties (in brief)
1	President, State Commission	In the capacity of Head of Department has complete control over the staff. The bench of the State Commission comprising the President and Four Members is headed by the President
2.	Members, State Commission	Four Members assist the President during the quasi-judicial proceedings.
3.	Secretary, State Commission	In the capacity of Head of Office has the supervisory administrative control over the staff and financial matters and is Head of Registry and also DDO.
4.	Presidents- District Commission -I & II	In the capacity of Head of Office in respect of their respective Commission, they have administrative control over the staff with regard to quasi-judicial and administrative functioning. Each Commission comprises the President and two Members.
5.	Members District Commission -I & II	Two Members in each Commission assist the respective Presidents during the quasi-judicial proceedings.
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 zimini orders and administrative work assigned to them by the Presidents and Members of the State Commission/District Commissions. 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 a n d a d m i n i s t r a t i v e 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	They supervise the office of the District Commissions. 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 viz the President, State Commission and Head of Offices viz President, District Commission-I & II and Secretary, State Commission.
10	Junior Assistants/Clerks	Receipt of complaints, First Appeals, Revision Petitions, Execution and Miscellaneous Applications, dispatch of certified copies of judgments, preparation of monthly statements, depositing of fee, cheque /DDs for preparation of FDR s, 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 viz President, State Commission and Head of Offices viz President, District Commission -I & II and Secretary, State Commission.
11.	Driver	Drives the office car of the President, State Commission, U.T., Chandigarh.
12.	Peons	Assist the officers as well as staff.
13.	Sweeper -cum-Chowkidars	Cleanliness of office /building premises and guarding the Building premises round the clock.

ANNEXURE-3

**PUBLICATION OF INFORMATION REGARDING ITEMS SPECIFIED IN RULE
4(1)(b)(iii) OF THE RIGHT TO INFORMATION ACT, 2005
(The procedure followed in the decision making process, including
channels of supervision and accountability)**

Name of the Department:- State Consumer Disputes Redressal Commission
(State Commission), U.T., Chandigarh, Plot No.5B, Sector 19B,
Madhya Marg, Chandigarh, Phone No.2700183

STATE CONSUMER DISPUTES REDRESSAL COMMISSION (SCDRC)

Sr. No.	Nature/Type of work	Level at which the case is initiated. (Name of the Post)	Name of the post which deal with the case before the decision making authority.	Level at which decision is made. (Name of the post)
1.	a) Consumers Complaints in which consideration paid is above Rs.50.00 lacs and not exceeding Rs.2.00 crore filed by the complainants under the Consumer Protection Act, 2019 in the State Consumer Disputes Redressal Commission, U.T., Chandigarh. b) Appeals against the orders of District Commission-I & II c) Revisions Petitions, d) Execution Applications, e) Miscellaneous Applications	Consumer cases are filed in the Registry of the SCDRC and the same are scrutinized by the Secretary of the Commission who heads the Registry. The Secretary may take assistance of the Clerks/Junior Assistants.	Quasi judicial matters are placed before the Bench	The Bench of the State Consumer Disputes Redressal Commission comprises the Hon'ble President and four Members.

2. DISTRICT CONSUMER DISPUTES REDRESSAL COMMISSION-I & II (DCDRC-I & II)

1.	a) Consumers Complaints in which consideration paid upto Rs.50.00 lacs filed by the complainants under the Consumer Protection Act, 2019 in the District Consumer Disputes Redressal Commission-I & II, U.T., Chandigarh. b) Execution Applications, c) Miscellaneous Applications	Consumer cases are filed in the Registry of the SCDRC and the same are scrutinized by the Secretary of the Commission. He places the same before the President/SC for allotment to District Consumer Disputes Redressal Commission-I & District Consumer Disputes Redressal Commission-II	Quasi-judicial matters are placed before the Bench	The Benches of the District Consumer Disputes Redressal Commissions-I & II comprise the President and two Members each.
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ADMINISTRATIVE WORK 3F STATE COMMISSION & DISTRICT COMMISSION-I/II

1.	Establishment administrative work	Files are put up by the concerned Clerks/Junior Asstt./Sr. Asstt./Accountant to their respective Supervisory Incharge/ Head of Offices.	The respective Head of Offices i.e. the Secretary/SCDRC and the respective Presidents/DCDRC - I&II examine the relevant files and forward the same with proposal to the Head of Department.	The President/SCDRC being HOD and competent authority decides the proposals in respect of matters, falling within his Competence, and if considered necessary forwards the same to the Administrative Secretary in Chandigarh Administration for further consideration and decision.
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ANNEXURE-4

PUBLICATION OF INFORMATION REGARDING ITEMS SPECIFIED IN
RULE 4(1)(b)(iv) OF THE RIGHT TO INFORMATION ACT, 2005

(The norms set for the discharge of its functions)

Name of the Department:-

State Consumer Disputes Redressal Commission
(State Commission), U.T., Chandigarh, Plot No.5B, Sector 19B, Madhya
Marg, Chandigarh, Phone No.2700183

Sr. No.	Item of work	Norms set by the department (number of days taken for decision making)
1.	Issue of summons	Summons are issued immediately on receipt of the file from the Court. Normally this is done within 2-3 days.
2.	Issue interim order or final judgments	Orders and free certified copies of judgments are issued to the parties concerned immediately on receipt of file from the Commission and the District Commissions. Normally this is done without 2-3days.
3.	Inspection of pending files	On receipt of the application for inspection, suitable date and time within two three days is given to the applicant with the permission of Secretary, State Commission.
4.	Decision on consumer complaints	Consumer Complaints are decided by the Commission/District Commission after the completion of quasi-judicial requirements under the Consumer Protection Act, 2019. These are endeavored to be decided within 90/150 days, as per the provisions of the Act.

ANNEXURE-5

PUBLICATION OF INFORMATION REGARDING ITEMS SPECIFIED IN
RULE 4(1)(b)(v) OF THE RIGHT TO INFORMATION ACT, 2005

(The rules, regulations, instructions, manuals and records, held by it or under control or
used by employees for discharging functions)

Name of the Department:- State Consumer Disputes Redressal Commission
(State Commission), U.T., Chandigarh, Plot No.5B, Sector 19B, Madhya
Marg, Chandigarh, Phone No.2700183

Sr. No.	Name of the Act	Name of the Rules	Name of the Manuals	Instructions (Write circular No./date)	Any Other Record/ Document
1.	The Consumer Protection Act, 2019	Under Consideration Of Chandigarh Administration	As applicable to the Chd. Admin.	The Consumer Protection Regulations, 2020	Office orders issued from time to time to maintain the discipline and to ensure proper functioning.

**PUBLICATION OF INFORMATION REGARDING ITEMS SPECIFIED IN
RULE 4(1)(b)(vi) OF THE RIGHT TO INFORMATION ACT, 2005**

(Statement of the categories of documents that are held or under control)

Name of the Department: - State Consumer Disputes Redressal Commission
(State Commission), U.T., Chandigarh, Plot No.5B, Sector 19B, Madhya
Marg, Chandigarh, Phone No.2700183

Sr. No. Category of documents

1. State Consumer Disputes Redressal Commission, U.T., Chandigarh, is quasi- judicial Commission deal with the consumer complaints where the value of the goods or services paid as consideration exceeds Rs. 50 Lacs but does not exceed Rs. 2.00 crore, Appeals, Revision Petitions, Execution Applications, and Miscellaneous Applications. The District Consumer Disputes Redressal Commission, deal with complaints where the value of goods or services paid as consideration does not exceed Rs 50 Lacs, Execution Applications, Miscellaneous Applications etc. Every document like complaint, affidavit, reply and counter affidavit filed by the parties is kept in the relevant case file. Besides this,
proceedings and final judgments are also kept in the case file.

**PUBLICATION OF INFORMATION REGARDING ITEMS SPECIFIED IN
RULE 4(1)(b)(vii) OF THE RIGHT TO INFORMATION ACT, 2005**

**(The particulars of any arrangement that exists for consultation with,
or representation by the members of the public in relation to the
formulation of policy or implementation thereof.)**

Name of the Department:- State Consumer Disputes Redressal Commission
(State Commission), U.T., Chandigarh, Plot No.5B, Sector 19B, Madhya
Marg, Chandigarh, Phone No.2700183

Sr. No. Details/Type of arrangements made

- 1
- If any representations in relation to the formulation of Policy or implementation thereof is received, the same after due examination is transmitted to the Administrative Secretary, Food and Consumer Affairs, U.T., Chandigarh, for suitable decision.

ANNEXURE-8

PUBLICATION OF INFORMATION REGARDING ITEMS SPECIFIED IN
RULE 4(1)(b)(viii) OF THE RIGHT TO INFORMATION ACT, 2005

(Statement of the boards, councils, committees and other bodies)

Name of the Department:-

State Consumer Disputes Redressal Commission
(State Commission), U.T., Chandigarh, Plot No.5B, Sector 19B, Madhya
Marg, Chandigarh, Phone No.2700183

Sr. No.	Name of the Board(s)	Name of Council(s)	Name of Committee(s)	Name of Other bodies(s) constituted by the deptt.	Whether meetings of these bodies are open to the public (Yes/No)	Whether the minutes of such meetings are accessible for public (Yes/No)
1.	N.A.	N.A. required	Committees are constituted at the level of the department to deal with the administrative work to ensure transparency in the office functioning like ; Purchase Committee, Committee to deal with sexual harassment, Scrutiny Committee, Selection Committee etc.	Committees are constituted on the direction of the administration and at the level of Department.	No	No, only directions related to the public are displayed on the Notice Board.

ANNEXURE-9

PUBLICATION OF INFORMATION REGARDING ITEMS SPECIFIED IN
RULE 4(1)(b)(ix) OF THE RIGHT TO INFORMATION ACT, 2005

(Directory of the officers and employees)

Name of the Department:- State Consumer Disputes Redressal Commission
U.T. Chandigarh, Plot No.5B, Sector 19B, Madhya Marg, Chandigarh,
Phone No.2700183, Fax No. 2784225

Sr. No.	Name of Officer/ Employee	Designation	Telephone No. / Mobile Number
STATE COMMISSION (T.No.: 0172-2700183)			
1	Hon'ble Mr. Justice Raj Shekhar Attri	President	0172-2700183 (o)
2	Mrs. Padma Pandey	Member	0172-2700183 (o)
3	Sh. Rajesh K. Arya	Member	0172-2700183 (o)
4	Sh. Rakesh Singh Rawat	Secretary	0172-2700183 (o)
5	Sh. Ravi Bhatia	Private Secretary	0172-2700183 (o)
6	Sh. Pardeep Kumar	Accountant	0172-2700183 (o)
7	Sh. Ajay Dogra	Personal Assistant	0172-2700183 (o)
8	Sh. Sunil Dutt	Personal Assistant	99888478833
9	Mrs. Neelu Ahuja	Reader	7087004880
10	Mrs. Neelam Bharta	Junior Assistant	9872938844
11	Sh.Naresh Kumar Giri	SASE/TSP (NIC)	8146149036 Extn 238
12	Vacant	Clerk	01722700183
13	Sh.Shailendra Kumar Pal	Clerk	9988461817
14	Sh. Raju Gogna	Steno-typist	9872213190
15	Ms. Geeta	Steno-typist	9988051958
16	Sh. Avtar Singh	Driver	9888022254
17	Sh. Jagdish Tewari	Daftri	9417209739
18	Sh. Prem Singh	Peon	9417248357
19	Sh. Avtar Singh	Peon	9781772679
20	Sh. Brij Mohan	Peon	9988889349
21	Sh. Shamsher Singh	Peon	8360607702
22	Mrs. Mamta Devi	Peon	9478475825
23	Sh. Gulshan Kumar	Sweeper-cum-Chowkidar	01722700183 Extn 200
24	Vacant	Member	0172-2700183

DISTRICT CONSUMER DISPUTES REDRESSAL COMMISSION I, U.T. CHANDIGARH			
SNo.	Name of President/ Member/ Staff	Designation	Mobile Number
1	Sh. Pawanjit Singh	President	0172-2700172 (O)
2	Vaccant	Member	Vaccant
3	Sh. S.K. Sardana	Member	0172-2700172
4	Sh. Harish Giri	Personal Assistant	0172-2700172
5	Sh. Ashish Sharma	Senior Scale Stenographer	9501012476
6	Sh.Mahipal SIngh	Senior Scale Stenographer	9646137174
7	-----	-----	-----
8	Mrs. Asha Bajaj	Reader	9465228806
9	Sh. Balam Giri	Junior Assistant	9417182004
10	Sh. Birendra Singh Rawat	Clerk	9878139867
11	Sh. Pankaj Kumar	Peon	01722700183 Extn: 205
12	Sh. Tarsem Chand	Sweeper-cum-Chowkidar	01722700183 Extn: 200

DISTRICT CONSUMER DISPUTES REDRESSAL COMMISSION II, U.T. CHANDIGARH			
SNo.	Name of President/ Member/ Staff	Designation	Mobile Number
1	Sh.. Amrinder Singh SIidhu	President	0172-2700179 (O)
2	Vaccant	Member
3	Sh. Brij Mohan Sharma	Member	0172-2700179 (O)
4.	Sh. Chander Mohan	Personal Assistant	0172-2700179 (O)
5	Sh. Raj Kumar	Sr. Assistant	9988865150
6	Sh. Om Parkash	Senior Scale Stenographer	7696738636
7	Mrs. Neeraj	Reader	9815359922
8	Mrs. Kusum Dungriyal	Jr. Assistant	9872844099
9	Ms. Sujhata/Chandkali (Outsource)	Steno Typist	01722700183 Extn: 225
10	Mr. Sandeep Singh Negi	Clerk	9569351137
11	Sh. Vipin Chander	Peon	01722700183 Extn: 225
12	Sh. Fakir Chand	Sweeper-cum-Chowkidar	01722700183 Extn: 225

PUBLICATION OF INFORMATION REGARDING ITEMS SPECIFIED IN
RULE 4(1)(b)(x) OF THE RIGHT TO INFORMATION ACT, 2005

(Monthly remuneration received by the officers and employees)

Name of the Department: - State Consumer Disputes Redressal Commission
(State Commission), Union territory, Chandigarh, Plot No.5B, Sector 19B, Madhya Marg, Chandigarh. Phone No. 2700183

STATE CONSUMER REDRESSAL COMMISSION , U.T. CHANDIGARH		
Sr. No.	Name of the officer/employee	Monthly emoluments(Gross Salary) as per 31.03.2025
1	Justice Raj Shekhar Attri, President	Rs. 2,598,75/-
2	Mrs. Padma Pandey, Member	Rs. 2,28,178/-
3	Sh. Preetinder Singh, Member	Rs. 226938/-
4	Sh. Rajesh K.Arya, Member	Rs. 164581/-
5	Mr. Rakesh Singh Rawat, Secretary	Rs. 218107/-
6	Mr. Ravi Bhatia, Private Sectrary	Rs. 177259/-
7	Mr. Pardeep Kumar, Accountant	Rs. 140116/-
8	Mr. Sunil Dutt, PA	Rs. 130744/-
9	Mr. Ajay Dogra, Personal Assistant	Rs. 157205/-
10	Mrs. Neelu Ahuja, Reader	Rs. 108246/-
11	Mr. Raju Gogna, Steno Typist	Rs. 98212/-
12	Ms. Geeta, Steno Typist	Rs. 85303/-
13	Mr. Avtar Singh, Driver	Rs.86680/-
14	Ms.Neelam Bartia Junior Assistant,	Rs.86680/-
15	Mr. Shailendra Kumar Pal, Clerk	Rs.95444/-
16	Mr. Jagdish Tiwari, Daftri	Rs. 84844/-
17	Mr. Prem Singh, Peon	Rs. 80254/-
18	Mr. Avtar Singh, Peon	Rs. 82815/-
19	Mr. Brij Mohan Singh, Peon	Rs. 64801/-
20	Mr. Shamsher Singh, Peon	Rs. 74857/-
21	Mrs. Mamta Devi, Peon	Rs. 61536/-
22	Mr.Fakir Chand, Sweeper-Cum-Chowkidar	Rs 90254/-
23	Mr. Gulshan Kumar, Sweeper-cum-chowkidar	Rs. 54856/-

DISTRICT CONSUMER REDRESSAL COMMISSION - I, U.T. CHANDIGARH		
Sr. No.	Name of the officer/employee	Monthly emoluments(Gross Salary) as per 31.03.2025
1	Sh. Pawanjit Singh , President	Rs.190694/-
2	Mrs. Surjeet Kaur, Member	Rs. 118290/-
3	Sh. S.K. Sardana, Member	Rs. 186592/-
4
5	Mr. Harish Giri, Personal Assistant	Rs.157205/-

6	Mrs. Asha Bajal Monga, Reader	Rs. 140078/-
7	Mr. Balam Giri, Junior Assistant	Rs. 85000/-
8	Sh. Birendra Singh, Clerk	Rs. 80254/-
9	Mr. Ashish Sharma, Senior Scale Stenographer	Rs 121394/-
10	Mr. Pankaj Kumar, Peon	Rs. 54856/-
11	Mr. Tarsem Chand, Sweeper-cum-chowkidar	Rs. 80254/-

DISTRICT CONSUMER REDRESSAL COMMISSION - II, U.T. CHANDIGARH		
Sr. No.	Name of the officer/employee	Monthly emoluments(Gross Salary) as per 31.03.2025
1	Sh. Amrinder Singh Sidhu, President	Rs. 266842/-
2	Vacant –Member DCDRC-II	Rs. -----/-
3	Sh. Brij Mohan Sharma, Member	Rs. 218221/-
4	Sh.Sandeep Singh Negi, Clerk	Rs. 95444/-
5	Mr. Chander Mohan, Personal Assistant	Rs. 144230/-
6	Sh. Mahipal Singh, Senior Scale Stenographer	Rs. 102191/-
7	Sh . Om Parkash, Senior Scale Stenographer	Rs. 140078/-
8	Mrs. Neeraj Arora, Reader	Rs.140078/-
9	Mr. Raj Kumar, Supdt.	Rs. 135487/-
10	Mrs. Kusum, SA	Rs.94752/-
11	Mr. Vipin Chander, Peon	Rs.78317/-

Note: Monthly emoluments as per salary bill for March; 2025

ANNEXURE-11

PUBLICATION OF INFORMATION REGARDING ITEMS SPECIFIED IN RULE 4(1)(b)(xi) OF
THE RIGHT TO INFORMATION ACT, 2005

(Budget allocated to each of its agency, indicating the particulars of all
plans, revised expenditures and reports on disbursements made)

Name of the Department: - State Consumer Disputes Redressal Commission
(State Commission), Union territory, Chandigarh, Plot No.5B, Sector 19B, Madhya
Marg, Chandigarh. Phone No. 2700183

As on 31.03.2025			
Sr. No.	Head/Item of the budget	Proposed expenditure during the year (2024 -2025)	Disbursement made
1.	Salary	73159000/-	16351868/-
2.	Medical treatment	200000/-	Nil
3.	Office Expenditure	3500000/-	944649/-
4.	Wages	12735000/-	2209691/-

ANNEXURE-12

PUBLICATION OF INFORMATION REGARDING ITEMS SPECIFIED IN
RULE 4(1)(b)(xii) OF THE RIGHT TO INFORMATION ACT, 2005

(The manner of execution of subsidy programs, including the amounts allocated and
the details of beneficiaries of such programs)

Name of the Department:- State Consumer Disputes Redressal Commission
(State Commission), U.T., Chandigarh, Plot No.5B, Sector 19B, Madhya
Marg, Chandigarh, Phone No.2700183

Sr. No.	Scheme under subsidy given	Manner of execution of subsidy programme	Amount allocated (Rs.)	Detail of beneficiaries.
	Nil	Nil	Nil	Nil

ANNEXURE-13

PUBLICATION OF INFORMATION REGARDING ITEMS SPECIFIED IN RULE 4(1)(b)(xiii) OF THE RIGHT TO INFORMATION ACT, 2005

(Particulars of recipients of concessions, permits or authorizations granted)

Name of the Department:-

State Consumer Disputes Redressal Commission
(State Commission), U.T., Chandigarh, Plot No.5B, Sector 19B, Madhya Marg, Chandigarh, Phone No.2700183

Sr. No.	Concessions/Permit Authorization grant	Name of the recipient	Address of the recipient
Nil	Nil	Nil	Nil

ANNEXURE-14

PUBLICATION OF INFORMATION REGARDING ITEMS SPECIFIED IN RULE 4(1)(b)(xiv) OF THE RIGHT TO INFORMATION ACT, 2005

(Details in respect of the information, available, reduced in an electronic form.)

Name of the Department:- State Consumer Disputes Redressal Commission
(State Commission), U.T., Chandigarh, Plot No.5B, Sector 19B, Madhya Marg, Chandigarh, Phone No.2700183

Sr. No.	Type of information
1.	Office web-site http://chdconsumercourt.gov.in . All judgments details pertaining to the Consumer Protection Act 1986/2019 and the case status can be obtained through internet., from http://e-jagriti.gov.in

ANNEXURE-15

PUBLICATION OF INFORMATION REGARDING ITEMS SPECIFIED IN RULE 4(1)(b)(xv) OF
THE RIGHT TO INFORMATION ACT, 2005

(Particulars of facilities available to citizens for obtaining information)

Name of the Department:- State Consumer Disputes Redressal Commission
(State Commission), U.T., Chandigarh, Plot No.5B, Sector 19B, Madhya
Marg, Chandigarh, Phone No.2700183

Sr. No.	Facilities available	Remarks (No. of days in a week/Timings etc.)
1.	Personal enquiry from the office and through telephone. 0172 2700183	5 days in a week and timing 9.30 a.m. to 5.30p.m.
2.	Office web-site http://chdconsumercourt.gov.in can be accessed through internet. Chandigarh Administration website http://chandigarh.gov.in	24 hours

ANNEXURE-16

PUBLICATION OF INFORMATION REGARDING ITEMS SPECIFIED IN RULE 4(1)(b)(xvi) OF THE RIGHT TO INFORMATION ACT, 2005

(Names, Designations and other particulars of the Public Information Officers)

Name of the Department:-

State Consumer Disputes Redressal Commission
(State Commission), U.T., Chandigarh, Plot No.5B, Sector 19B, Madhya Marg, Chandigarh, Phone No.2700183

Sr. No.	Name of the State Publication Information Officer.	Designation	Telephone No. (Office/ Residence)		Assistant State Publication Information Officer	Telephone Number (Office/Residence)
1.	Sh. Rakesh Singh Rawat	Secretary	2700183(O) 9988871967	N.A	N.A.
Sr. No.	Name of the First Appellate Authority	Designation		Telephone No. (Office)	Mobile No	
1.	Smt. Padma Pandey (FAA)	Member, State Consumer Disputes Redressal Commission, U.T., Chandigarh		2700183 Extn: 226	0172 2700183 Extn: 226	