4. The SCIC should develop a web-enabled software for consumers to file
complaints to the Consumer Clubs.
5. The SCIC will guide and monitor the work of District Consumer
and State Consumer Protection Officers.

1. The functional aspects of the SCIC are:
   － Information Centre in Civil Supplies (CS) Department, Hyderabad.
   － Consumer Affairs Department, Hyderabad.
   － Consumer Affairs Department, Guntur.

2. The consumer protection body should be created to perform the following:
   － Registration and redress of consumer grievances and redress
   consumer grievances and redress of consumer grievances and redress
   consumer grievances and redress of consumer grievances and redress

3. The SCIC shall take the following measures:
   － Provide legal aid and legal representation in consumer cases.
   － Conduct consumer awareness programs.
   － Educate consumers on their rights and responsibilities.

4. The SCIC should function as an information resource, guidance and
   lending committee.

5. The consumer affairs department should be strengthened to ensure smooth
   functioning of the SCIC.

ORDER:

Date: 12-2-2004.

CONSUMER AFFAIRS, GOVERNMENT OF APRAHRA PRADESH.
Organizations nominated by the Chairman

1. Seven representatives of Consumer Voluntary

Member

10. President District Forum II, Hyderabad

Member

9. President District Forum I, Hyderabad

Member

8. Registrar A.P. State Commission,

Members

7. Nominee members from Dept of Legal

Member

6. Accountant Officer, O/o CCS, Hyderabad

Member

5. G M Finance, A.P. State Civil Supplies

by the Chairman

4. Two District Supply Officers nominated

Commissioner

3. Deputy Director (Consumer Affairs)

Vice-Chairman

2. Director of Civil Supplies

Chairman

1. Commissioner of Civil Supplies

Following:

Monitoring Committee to ensure the smooth functioning of the SCIC with the

Monitoring Committee for the State Consumer Information Centre

issues and mediate the direct intervention of consumers and manufacturers.

monitoring Consumer Couns and their procedures through print & electronic

information regarding legal and administrative procedures, dissemination of information on all aspects of consumer protection

people and increase consumer awareness through consumer education,

1. The SCIC should spread consumer movement by involving more and more

2. The SCIC should spread Consumer movement by involving more and more

2. If prime role clearing is established and consumer wants to pursue the

1. After our registration of the samples brought by the consumers, on the

3. SCIC is given statutory authority to settle petty matters in "Loc. Adalat"

4. Wherever feasible & warranted immediately
EX OFFICIO SECRETARY TO GOVERNMENT

(ORDER IN THE NAME OF GOVERNOR OF ANDHRA PRADESH)

For consumers to file their grievances in the SEC.

1. The Monitoring Committee shall meet once in a month and give directions.

2. The expenditure pertaining to the SEC, including the library, shall be borne as part of the Consumer Protection Programme. The assistance of one assistant programmer, if required, shall be released separately.

3. Toll free 24 hours phone facility applicable for the above shall be installed.

Terms & Conditions:

The Commissioner, Consumer Disputes Redressal Commission, Hyderabad
The President, A.P. State Consumer Disputes Redressal Commission, Hyderabad
The Director of Civil Supplies, Hyderabad
The Director of Civil Supplies, Hyderabad
The Secretary, Min. of CA&FP, Dept. of Consumer Affairs, G.O., K.R.I.T., Bhubaneswar.

Copy to
The Director General of Civil Supplies, Hyderabad
The Director General of Civil Supplies, Hyderabad
The Registrar, A.P. State Consumer Disputes Redressal Commission, Hyderabad
The President, A.P. State Consumer Disputes Redressal Commission, Hyderabad
All Members of the Monitoring Committee
All Members of the Monitoring Committee

To
PS to CS
PS to the Minister (CA, F & GS)
All Collectors/Joint Collectors/Assistant Supply Officers
The Commissioner, Information & Public Relations Department, Hyderabad
The Director, Bureau of Indus. Standards, Hyderabad
The Director, Institute of Preventive Medicine, A.P., Hyderabad
The Commissioner, Legal Metrology Department, Mumbai, Maharashtra, Hyderabad.

The VDC, Managing Director, APSCC, Lid, C.S. Bhubaneswar, Hyderabad.