

i) (a) **Details of the Organization:**

The details of organization are enumerated at **Annexure “A”** to this note.

(b) **Functions and duties:**

The State Commission and 22 District Commissions in the State of Haryana are performing quasi judicial function as enumerated in the Consumer Protection Act, 1986, Consumer Protection Regulation, 2005 and Consumer Protections Rules, 2004 as per amended Consumer Protection Act, 2019 (35 of 2019), Consumer Protection Regulation, 2020 at Consumer Protection rules, 2021 and amended from time to time.

ii) (1) On Judicial side the State Commission has

- a) Original/pecuniary jurisdiction of entertaining the consumer complaints involving an amount of Rs.50 lakh to Rs.2.00 crore.
- b) Appeals are filed before the State Commission against the orders of all the District Commission in the State of Haryana after depositing the fee of 50% of the awarded amount.
- c) Revision Petitions are also filed before the State Commission against the interim orders of the District Commission.
- d) Execution petitions are filed for execution of the orders passed in the consumer complaints.

(II) On administrative side the President, State Commission is Head of Department.

(III) On Judicial side the District Commission has

- a) Original /Pecuniary jurisdiction of entertaining the consumer complaints involving an amount upto Rs.50.00 Lakh.
- b) Execution petition are filed for execution of the orders passed in the consumer complaint.

(IV) On administrative side the President, District Commission is Head of Office.

State Commission and District Commission do not have their own set of manuals and function on judicial side as per provisions of the Consumer Protection Act, 1986, Consumer Protection Regulations, 2005 and Consumer Protection Rules, 2004 and w.e.f. 20.07.2020 Consumer Protection Rules, 2019, and Consumer Protection Regulation, 2020, Consumer Protection Rules, 2021 and on administration side the functions/powers enumerated in the C.S.R., P.F.R. etc. are exercised by its officers/employees.

iii) The State Commission does not deal with the public utility or public service in the State except redressal of consumer grievances while performing quasi judicial functions under the provisions of the Consumer Protection Act, 2019, Consumer Protection Regulations, 2020 and Consumer Protection Rules 2021. However, the work of each officer/official is subject to supervision as per departmental hierarchy detailed in point No.(i) (a) above.

iv) State Commission is not having its own set of Manuals except

- a) Consumer Protection Act, 2019, enacted by the Parliament.
- b) Consumer Protection Regulation, 2020 notified by the Hon'ble National Commission and
- c) Consumer Protection Rules, 2004 notified by the State Government. The revised Consumer Protection Rules has been notified w.e.f. 23.06.2021.

v) The quasi-judicial functions of the State Commission and District Commission are governed by Consumer Protection Act, 2019, Consumer Protection Regulations, 2020 and Consumer Protection Rules, 2021 as amended from time to time.

vi) Judicial record of the decided cases is maintained as permanent record of the State Commission as well as District Commission as the case may be.

vii) Since no public utility service or amenities are deal by this Commission, except the quasi judicial functions, the representatives or the members of the public are not associated.

viii) The main functions of the State Commission are quasi judicial functions for Redressal of consumer grivances/disputes as per provisions of Consumer Protection Act, 2019, Consumer Protection Regulations, 2020 and Consumer Protection Rules, 2021 as amended from time to time. There is no governing body/ board/council/committee causing writing of minutes and access of them to public.

ix) The Directory of the officers/employees of the State Commission and Presidents and Members of the District Consumer Commissions is appended as **Annexure "B"**.

x) The officers/officials of the State Commission and District Consumer Commissions receives salary in the pay scale prescribed by the State Govt. and they are not being paid any extra remunerations or compensation, hence no information in this

behalf. The post-wise pay band relating to the staff of State Commission is appended as **Annexure “C”**.

xi) The budget allocation under different sub heads/detailed heads under major head “2408-Food Storage and Warehousing (97-State Commission and 96-District Fora) (Non-Plan) Demand No.23 are appended at **Annexure “D”** for information.

xii) Since the public utility services are not dealt by this Commission, the subsidy is also not dealt by this Commission, hence no comments.

xiii) No concessions/permits or authorization to public or any body else is granted by this Department, therefore, no details can be submitted.

xiv) No information has been kept in an electronic form because of quasi judicial functions of the State Commission and District Commissions. However, the first certified copy of the order passed in the complaint/appeals/revision/civil Misc. application is supplied to the parties free of costs, thereafter copies are being supplied on payment of fee according to rule as mentioned in the Consumer Protection Regulations as amended upto date.

xv) The court hours in the State Commission and District Commission are observed as prescribed in Regulation No.5 of Consumer Protection Regulations and the official working hours of the State Commission and District Commission are the same as are of other Govt. departments in the State of Haryana. The library of law books and journals is being maintained for reference by the State Commission as well as by all the District Consumer Commission. No public reading rooms are being maintained by the State Commission and District Consumer Commission in the State of Haryana.

Mediation cell has been established under section 74 of the Consumer Protection Act, 2019 and is attached with State Commission as well as each District Consumer Commission in the State of Haryana.

xvi) The following officers of the State Commission have been declared as State Public Information Officer and Assistant State Public Information Officer vide order dated 01.07.2024 conveyed through Endst. No.988/SCDRC/RTI dated 01.07.2024.

Sh. Satyawan Singh , Joint-Registrar (Court)	State Public Information Officer
Sh. Sudhir Kumar, Superintendent.	Assistant State Public Information Officer.

Sh. Sant Parkash Sood, Judicial Member of this Commission has been appointed as **First Appellate Authority**.

The said information has also been displayed on the notice board of this Commission.

Similarly, all the Presidents and Assistant Registrar of the District Commissions in the State of Haryana are designated as State Public Information Officer and Assistant State Public Information Officer.

xvii) Any information as and when prescribed or desired will be submitted to Administrative Reforms Department.

Annexure A

At present the detail of staff provided to the State Commission and all the 22 District Commissions located at Ambala, Bhiwani, Charkhi Dadri, Faridabad, Fatehabad, Gurgaon, Hisar, Jind, Jhajjar, Karnal, Kaithal, Kurukshetra, Mewat, Narnaul, Panipat, Panchkula, Palwal, Rewari, Rohtak, Sirsa, Sonapat and Yamuna Nagar is as under:-

-	State Commission	District Commissions
Name of the Post	No. of posts	No. of posts in each District Commission
President	1	1
Member	4	2
Registrar	1	-
Joint Registrar	2	-
Assistant Registrar	-	1
Superintendent	2	-
Private Secretary	1	-
Reader	2	1
Judgment Writer	3	-
Section Officer	1	-
Dy. Superintendent	2	-
Accountant	1	1
Assistant	3	1
Stenographer	2	1
Steno-typist	4	2
Clerk	5	2
Driver	1	-
Daftri	1	-
Process-server	1	1
Peons	11	4
Sweeper-cum-Chowkidar	1	1
Chowkidar	1	-

ANNEXURE 'B'

**STATE CONSUMER DISPUTES REDRESSAL COMMISSION HARYANA
PANCHKULA.**

**DIRECTORY OF OFFICERS AND EMPLOYEES
STATE CONSUMER DISPUTES REDRESSAL COMMISSION.**

Sr. No.	Name of the Officers/	Designation	Telephone No.	
			Office	Residence
1.	Mr. Justice T.P.S. Mann	President	0172-2567364	0172-2743140 -2741560 9780008118
2.	Sh. Sant Parkash Sood	Judl. Member	0172-2566322	
3.	Vacant	Judl. Member	0172-2566322	
4.	Sh. Suresh Kumar Kaushik	Member	0172-2566322	
5.	Smt. Manjula Sharma	Member	0172-2566322	
6.	Vacant	Registrar	0172-2567364	
7.	Sh. Satyawar Singh	Joint-Registrar(Court)	0172-2566322	
8.	Sh. Vijay Sharma	Joint-Registrar(Admin)	0172-2566322	
9.	Sh. Satinder Kumar Dhanra Pvt.	Secretary	0172-2566322	
10.	Sh. Daya Shanker Verma	Superintendent	0172-2566322	
11.	Sh. Sudhir Kumar	Superintendent	0172-2566322	
12.	Sh. Umesh Kumar	Reader	0172-2566322	
13.	Sh. Sh. Ravish Kumar	Reader	0172-2566322	
14.	Smt. Preeti Sharma	Dy. Superintendent	0172-2566322	
15.	Sh. Gaurav	Dy. Superintendent	0172-2566322	
16.	Sh. Deepak Rawat	Judgement Writer	0172-2566322	
17.	Sh. Deepak Kamboj	Judgement Writer	0172-2566322	
18.	Sh. Gaurav	Judgement Writer	0172-2566322	
19.	Vacant	Section Officer	0172-2566322	
20.	Sh. Nanda Ballabh	Accountant	0172-2566322	
21.	Sh. Gopal Singh	Assistant	0172-2566322	
22.	Sh. Yogesh	Assistant	0172-2566322	
23.	Sh. Manoj	Assistant	0172-2566322	
24.	Smt. Joyti	Stenographer	0172-2566322	
25.	Sh. Hira Gupta	Stenographer	0172-2566322	
26.	Sh. Maha Singh	Steno-typist	0172-2566322	
27.	Vacant	Steno-typist	0172-2566322	
28.	Vacant	Steno-typist	0172-2566322	
29.	Vacant	Steno-typist	0172-2566322	

30.	Shredhar Acharya	Clerk	0172-2566322
31.	Sh. Dinesh Singh	Clerk	0172-2566322
32.	Sh. Nagender Singh	Clerk	0172-2566322
33.	Sh. Vikas	Clerk	0172-2566322
34.	Sh. Bharat Negi	Clerk	0172-2566322
35.	Sh. Som Bahadur	Driver	0172-2566322
36.	Sh. Yash Pal	Process Server	0172-2566322
37.	Sh. Subash ChandraPandey	Daftri	0172-2566322
38.	Sh. Sumit	Peon	0172-2566322
39.	Vacant	Peon	0172-2566322
40.	Sh.Deepak Kumar Rawat	Peon	0172-2566322
41.	Sh. Virender	Peon	0172-2566322
42.	Sh. Bikash MC	Home Peon	0172-2566322
43.	Sh. Jasbir	Home Peon	0172-2566322
44.	Sh. Shambhu	Peon	0172-2566322
45.	Sh. Gorav	Peon	0172-2566322
46.	Sh. Manjeet	Peon	0172-2566322
47.	Vacant	Peon	0172-2566322
48.	Ms. Soniya	Home Peon	0172-2566322
49.	Vacant	Chowkidar	0172-2566322
50.	Sh. Vishal Kumar	S.C.C.	0172-2566322

DISTRICT Commissions:**PRESIDENTS**

<u>Sr. No.</u>	<u>Name of the Presidents</u>	<u>District Forum</u>	<u>Telephone Nos.(office)</u>
1.	Smt. Neena Sandhu	Ambala	0171 – 2534370
2.	Vacant	Bhiwani	01664 – 246544
3.	Manjeet Naryal	Charkhi Dadri	01250-297877
4.	Sh. Amit Arora	Faridabad	0129 – 2262290
5.	Sh. Gulab Singh	Fatehabad	01667 – 230100
6.	Sh. Sanjeev Jindal	Gurgaon	0124 – 2330220
7.	Sh. Jagdeep Singh	Hisar	01662 – 233104
8.	Sh. Anil K.Sardana	Jind	01681 – 247100
9.	Dr. Neelima Shangla	Jhajjar	01251 – 256767
10.	Vacant	Kaithal	01746 – 235199
11.	Sh. Jaswant Singh	Karnal	0184 – 2267887
12.	Mrs Neelam Kashyap	Kurukshetra	01744 – 223220
13.	Vacant	Narnaul	01282 – 256318
14.	Sh. R.K.Dogra	Panipat	0180 – 2659701
15.	Sh. Sat Pal	Panchkula	0172 – 2580300
16.	Vacant	Rewari	01274 – 222731
17.	Sh. Nagender Singh	Rohtak	01262 – 245550
18.	Sh. Vijay Singh	Sonepat	0130 – 2222196
19.	Sh. Padam Singh Thakur	Sirsa	01666 – 247800
20.	Sh. Rajbir Singh	Yamuna Nagar	01732 – 227400
21.	Dr. Shahabuddin	Palwal	01275 – 247500
22.	Sh. Baljeet Singh	Mewat at Nuh	01267 – 274100

MEMBERS IN THE DISTRICT Commissions:

1.	Sh. Vinod Kumar Sharma Smt. Ruby Sharma	Ambala	0171 – 2534370
2.	Ms. Sashi Kiran Ms. Saroj Bala .	Bhiwani	01664 – 246544
3.	vacant Smt. Indira Bhadana	Faridabad	0129 – 2262290
4.	Vacant Sh.O.P.Tuteja	Fatehabad	01667 – 230100
5.	Ms Khushwinder Kaur Ms. Jyoti Siwach	Gurgaon	0124 – 2330220
6.	Dr. Amita Aggarwal Smt. Rajni Goyat	Hisar	01662 – 233104
7.	Sh. Guru Dat Goyal Vacant	Jind	01681 – 247100
8.	Sh. Mukesh Sharma Ms. Veena	Jhajjar	01251 – 256767
9.	Sh. Ramesh Kumar Ms. Harisha Mehta	Kaithal	01746 – 235199
10.	Smt. Neeru Aggarwal Smt. Saravjeet Kaur	Karnal	0184 – 2267887
11.	Sh. Sunil Mohan Tirkha Smt. Neelam	Kurukshetra	01744 – 223220
12.	Sh. D.M.Yadav Vacant	Narnaul	01282 – 256318
13.	Mrs.Rekha Chaudhary Sh. Vineet Kaushik	Panipat	0180 – 2659701
14.	Dr. Suman Singh Dr. Sushma Garg	Panchkula	0172 – 2580300
15.	Sh. Rajinder Parsad Sh. Sriniwas Khundia	Rewari	01274 – 222731
16.	Smt. Tripati Pannu Dr. Vijender Singh	Rohtak	01262 – 245550
17.	Dr. Shyam Lal Kumari Deepa Jain	Sonepat	0130 – 2222196
18.	Vacant Ms. Sukhdeep Kaur	Sirsa	01666 – 247800
19.	Sh. Jaswinder Singh Ms. Suman Rana	Yamuna Nagar	01732 – 227400
20.	Sh. Dharam Pal Rauhila Ms. Upasana Bagla	Palwal	01275 – 247500
21.	Wg.Cdr. Kailash Kr. Yadav Vacant	Mewat at Nuh	01267 – 274100
22.	Vacant Vacant	Charkhi Dadri	01250-297877

ANNEXAURE “C”

**POST-WISE PAY PARTICULARS WITH PAY BAND + GRADE PAY OF THE
EMPLOYEES RELATING TO THE STATE COMMISSION.**

Sr. No.	Name of the Post	Pay Band
1.	President	Rs.2,25,000/- fixed minus pension
2.	Member – 2	Rs.80,000/- fixed with 3% annual increment
3.	Judicial Member – 2	Rs.80,000/- fixed with 3% annual increment
4.	Registrar	FPL-11
5.	Joint-Registrar-2	FPL-10
6.	Superintendent – 2	FPL-7
7.	Pvt. Secretary	FPL-7
8.	Reader – 2	FPL-7
9	Section Officer	FPL-7
10.	Judgment Writer – 3	FPL-6
11.	Dy. Superintendent -2	FPL-6
12.	Assistant – 3	FPL-6
13.	Accountant	FPL-6
14.	Stenographer – 2	FPL-6
15.	Steno-typist –4	FPL-3 + Rs.100/- as Spl. Pay
16.	Clerk – 5	FPL-3
17.	Driver	FPL-4 + Rs.200/- as Spl. Pay
18.	Process Server	DL**
19.	Daftri	DL**
20.	Peon – 11	DL**
21	Chowkidar	DL**
22.	Sweeper-cum-Chowkidar	DL**

ANNEXURE-'D'

STATEMENT SHOWING THE BUDGET ALLOCATION FOR THE YEAR 2026-
27 UNDER THE MAJOR HEAD "2408-FOOD STORAGE AND
WAREHOUSING (97-STATE COMMISSION AND 96-DISTRICT FOR A) (NON-
PLAN) UNDER DEMAND NO.11.

SUB HEAD	97-STATE COMMISSION	96-DISTRICT FOR A
Pay (01)	3,50,00,000/-	24,00,00,000/-
DA (03)	1,60,00,000/-	12,00,00,000/-
Medical (67)	1,75,000/-	15,00,000/-
Contractual Service (69)	1,00,000/-	5,00,000/-
T.A (04)	2,00,000/-	7,00,000/-
M.V (21)	1,00,000/-	---
P.O.L (45)	2,50,000/-	---
R.R.T (06)	---	20,00,000/-
O.E (05)	36,00,000/-	40,00,000/-
Energy Charges (92)	7,00,000/-	30,00,000/-
LTC (70)	12,00,000/-	40,00,000/-
Wages (02)	1,00,000/-	1,00,000/-
Grant-Aid-General (09)	3,00,00,000/-	---
Grant for creation of capital assets (43)	-----	10,00,00,000/-
Ex-gratia (79)	1,00,000/-	80,00,000/-
Computerisation (IT) (88)	1,00,000/-	---
TOTAL	8,76,25,000/-	48,38,00,000/-

Attached under RTI Act
Superintendent
State Consumer Disputes
Redressal Commission
Haryana Panchkula
15/09/2026