

ANNEXURE-1

**PUBLICATION OF INFORMATION REGARDING ITEMS SPECIFIED IN
RULE 4(1)(b)(xiii) 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.	The Consumer Disputes Redressal Commission (State Commission), U.T., Chandigarh, Plot No.5B, Sector 19B, Madhya Marg, Chandigarh, Phone No.2700183	State Commission deals with the consumer complaints where the value of goods or services and the compensation if any, claimed exceeds Rs.20 lakhs but upto Rs.one crore, filed by the consumers under the Consumer Protection Act, 1986. Under the Act, State Commission acts as Appellate Authority. The two District Consumer Disputes Redressal Forums (District Forums) have original jurisdiction in complaints where the value of goods or services and the compensation, if any, claimed is upto Rs.20 lakhs. 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 Forums and similarly complaints and appeal cases are heard and decided by the State Commission <u>comprising the President and two Members.</u>

ANNEXURE-2

**PUBLICATION OF INFORMATION REGARDING ITEMS SPECIFIED IN
RULE 4(1)(b)(xiii) 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 two Members is headed by the President.
2.	Members, State Commission	Two 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- DF-I & II	In the capacity of Head of Office in respect of their respective Forums, they exercise control over the staff with regard to quasi-judicial and administrative functioning. Each Forum comprises the President and two Members.
5.	Members DF-I & II	Two Members in each Forum 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 Forums. The PAs/Stenographers and the Steno-typists also assist the Secretary in taking dictation and typing of office notes/letters.
7.	Accountant	Deals with all the account matters of the Department
8.	Reader	They assist the respective Benches of the District Forums and State Commission during quasi-judicial proceedings.
9.	Senior Assistant	They supervise the office of the District Forums. 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 Forums-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, cheques/DDs for preparation of FDRs, processing the cases for refund as per quasi-judicial orders, preparing list of decided cases and consigning the same to Record Room, maintaining the Store and any other duty which may be assigned by the Head of Department viz President, State Commission and Head of Offices viz President, District Forums-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 above Rs.20.00 lacs and upto Rs.1.00 crore filed by the complainants under the Consumer Protection Act, 1986 in the State Consumer Disputes Redressal Commission, U.T., Chandigarh. b) Appeals against the orders of District Forum-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 two Members.

2. DISTRICT CONSUMER DISPUTES REDRESSAL FORUM-I & II (DCDJ F-I & II)

1.	a) Consumers Complaints upto Rs.20.00 lacs filed by the complainants under the Consumer Protection Act, 1986 in the District Consumer Disputes Redressal Forum-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 Forum-I & District Consumer Disputes Redressal Forum-II.	Quasi-judicial matters are placed before the Bench	The Benches of the District Consumer Disputes Redressal Forums-I & II comprise the President and two Members each.
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ADMINISTRATIVE WORK OF STATE COMMISSION & DISTRICT FORUM-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/DCDRF-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
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(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 Forums. Normally this is done without 2-3 days.
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 Forums after the completion of quasi-judicial requirements and under the Consumer Protection Act, 1986. These are endeavoured to be decided within 90/150 days, as per the provisions of the Act.

ANNEXURE-5

**PUBLICATION OF INFORMATION REGARDING ITEMS SPECIFIED IN
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**(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, 1986	Chandigarh Consumer Protection Rules, 1987		The Consumer Protection Regulations, 2005	Office orders issued from time to time to maintain the discipline and to ensure proper functioning.

ANNEXURE-6

**PUBLICATION OF INFORMATION REGARDING ITEMS SPECIFIED IN
RULE 4(1)(b)(xiii) 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, and District Consumer Disputes Redressal Forums-I & II, U.T., Chandigarh are quasi-judicial Fora and deal with the consumer complaints where the value of the goods or services availed of and the compensation is above 20 lacs and upto 1 crore, Appeals, Revision Petitions, Execution Applications, and Miscellaneous Applications. The District Consumer Disputes Redressal Forums, deal with complaints where the value of goods or services availed of and compensation is upto 20 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, <u>proceedings and final judgments are also kept in the case file.</u>

ANNEXURE-7

**PUBLICATION OF INFORMATION REGARDING ITEMS SPECIFIED IN
RULE 4(1)(b)(xiii) 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
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(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.	Not required	Not 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)(xiii) 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 Jasbir Singh	President	0172-2700183 (O)
2	Sh. Dev Raj	Member	0172-2700183 (O)
3	Mrs. Padma Pandey	Member	0172-2700183 (O)
4	Sh. Rakesh Singh Rawat	Secretary	0172-2700183(o)
5	Sh. Jaspal Singh	Private Secretary	
6	Sh. Pardeep Kumar	Accountant	
7	Sh. Ajay Dogra	Personal Assistant	
8	Sh. Ravi Bhatia	Personal Assistant	
9	Mrs. Asha Bajaj Monga	Reader	
10	Sh. Birendra Singh	Clerk	
11	Sh. Shailendra Kumar Pal	Clerk	
12	Sh. Mahipal	Steno-typist	
13	Sh. Raju Gogna	Steno-typist	
14	Ms. Geeta	Steno-typist	
15	Sh. Sandeep Singh Negi	Clerk	
16	Sh. Avtar Singh	Driver	
17	Sh. Jagdish Tewari	Daftri	
18	Sh. Prem Singh	Peon	
19	Sh. Avtar Singh	Peon	
20	Sh. Brij Mohan	Peon	
21	Sh. Shamsher Singh	Peon	
22	Mrs. Mamta Devi	Peon	
23	Sh. Fakir Chand	Sweeper-cum-Chowkidar	
24	Sh. Gulshan Kumar	Sweeper-cum-Chowkidar	
25	Sh. Tarsem Chand	Sweeper-cum-Chowkidar	

DISTRICT CONSUMER DISPUTES REDRESSAL FORUM I, U.T. CHANDIGARH			
SNo.	Name of President/ Member/ Staff	Designation	Mobile Number
1	Sh. Rattan Singh Thakur	President	0172-2700172 (O)
2	Mrs. Surjeet Kaur	Member	
3	Sh. S.K. Sardana	Member	
4	Sh. Harish Giri	Personal Assistant	
5	Sh. Ashish Sharma	Senior Scale Stenographer	
6	Sh. Sunil Dutt	Senior Scale Stenographer	
7	Sh. Mahesh Kumar	Senior Assistant	
8	Sh. Raj Kumar	Reader	
9	Mrs. Neelu Ahuja	Clerk	
10	Sh. Balam Giri	Junior Assistance	
11	Sh. Pankaj Kumar	Peon	

DISTRICT CONSUMER DISPUTES REDRESSAL FORUM II, U.T. CHANDIGARH			
SNo.	Name of President/ Member/ Staff	Designation	Mobile Number
1	Sh. Rajan Deewan	President	0172-2700179 (O)
2	Sh. Ravinder Singh	Member	
3	Ms. Priti Malhotra	Member	
4.	Sh. Chander Mohan	Personal Assistant	
5	Sh. Om Parkash	Senior Scale Stenographer	
6	Sh. Mahipal	Senior Scale Stenographer	
7	Mrs. Neeraj Arora	Senior Assistant	
8	Sh. Ramesh Kumar	Reader	
9	Mrs. Kusum Dungriyal	Clerk	
10	Mrs. Neelam	Junior Assistant	
10	Sh. Vipin Chander	Peon	

ANNEXURE-10

**PUBLICATION OF INFORMATION REGARDING ITEMS SPECIFIED IN
RULE 4(1)(b)(xiii) 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 31.03.2018
1	Justice Jasbir Singh (Retd.), President	Rs.1,99125
2	Sh. Dev Raj, Member	Rs.38,000/-
3	Mrs. Padma Pandey, Member	Rs.38,000/-
4	Mr. Rakesh Singh Rawat, Secretary	Rs.105159/-
5	Mr. Jaspal Singh, Private Secretary	Rs.88,999/-
6	Mr. Pardeep Kumar, Accountant	Rs.70,785/-
7	Mr. Ravi Bhatia, Personal Assistant	Rs.78,120/-
8	Mr. Ajay Dogra, Personal Assistant	Rs.70,156/-
9	Mrs. Asha Bajaj, Reader	Rs.65,209/-
10	Mr. Raju Gogna, Steno Typist	Rs.47,862/-
11	Mr. Mahipal Singh, Steno Typist	Rs.47,862/-
12	Ms. Geeta, Steno Typist	Rs.42 780
13	Mr. Avtar Singh, Driver	Rs.46,395/-
14	Mr. Birender Singh, Clerk	Rs.40,575/-
15	Mr. Sandeep Singh Negi, Clerk	Rs.46,502/-
16	Mr. Shailendra Kumar Pal, Clerk	Rs.46,502/-
17	Mr. Jagdish Tiwari, Daftri	Rs.41,432
18	Mr. Prem Singh, Peon	Rs.40,053
19	Mr. Avtar Singh, Peon	/- Rs.39,114/-
20	Mr. Brij Mohan Singh, Peon	Rs.33,729/-
21	Mr. Shamsher Singh, Peon	Rs.35 981 -
22	Mrs. Mamta Devi, Peon	Rs.29,765/-
23	Mr. Fakir Chand, Sweeper-Cum-Chowkidar	Rs.42,463/-
24	Mr. Gulshan Kumar, Sweeper-cum-chowkidar	Rs.28 000

DISTRICT CONSUMER REDRESSAL FORUM - I, U.T. CHANDIGARH		
Sr. No.	Name of the officer/employee	Monthly emoluments(Gross Salary) as per 31.03.2018
1	Sh. Rattan Singh Thakur President ,DCDRF-II	Rs 58366/-
2	Mrs. Surjeet Kaur, Member	Rs.23,000/-
3	Sh. S.K. Sardanar	Rs.21,000/-
5	Mr. Mahesh Kumar, Senior Assistant	Rs 62,025/-
4	Mr. Harish Giri, Personal Assistant	Rs.74 285

6	Mr. Raj Kumar, Senior Assistant	Rs.51,258
7	Mr. Sunil Dutt, Senior Scale Stenographer	/- Rs.61,770/-
8	Mrs. Neelu, Junior Assistant	Rs.49,723/-
9	Mr. Balam Giri, Clerk	Rs.45,112/-
10	Mr. Ashish Sharma, Senior Scale Stenographer	Rs.59,881/-
11	Mr. Pankaj Kumar, Peon	Rs.27,560/-
12	Mr. Tarsem Chand, Sweeper-cum-chowkidar	Rs.39,339

DISTRICT CONSUMER REDRESSAL FORUM - II, U.T. CHANDIGARH		
Sr. No.	Name of the officer/employee	Monthly emoluments(Gross Salar) as per 28.02.2018
1	Sh.Rajan Dewan, President	Rs.1,39,583 /-
2	Sh.Ravinder Singh, Member	Rs.21,000/-
3	Mrs. Priti Malhotra	Rs.21,000/-
4	Mrs. Neeraj, Reader	Rs.65,209/-
5	Mr. Chander Mohan, Personal Assistant	Rs.67,214/-
6	Mr. Ramesh Kumar, Reader	Rs.65,209/-
7	Mr. Om Parkash, Senior Scale Stenographer	Rs.65,728/-
8	Vaccant , Senior Scale Stenographer	Rs.....
9	Ms.Neelam, Junior Assistant,	Rs.44,989
10	Mrs. Kusum, Clerk	Rs.46,502/-
11	Mr. Vipin Chander, Peon	Rs.36,231/-

Note:Monthly emoluments as persalary bill for March 2018

ANNEXURE-11

**PUBLICATION OF INFORMATION REGARDING ITEMS SPECIFIED IN
RULE 4(1)(b)(xiii) 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 31.03.2018

Sr. No.	Head/Item of the budget	Proposed expenditure during the year (2017-2018)	Disbursement made
1.	Salary	3 02,95,000/-	3,02,84,249
2.	Medical treatment	138000/-	136997/-
3.	Office Expenditure	45,00,000/-	45 00 000/-

ANNEXURE-12

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

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

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 <u>programme</u>	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 <u>Authorization grant</u>	Name of the <u>recipient</u>	Address of the recipient
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Nil

Nil

Nil

Nil

ANNEXURE-14

**PUBLICATION OF INFORMATION REGARDING ITEMS SPECIFIED IN
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(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 and the case status can be <u>obtained through internet.</u>

ANNEXURE-15

**PUBLICATION OF INFORMATION REGARDING ITEMS SPECIFIED IN
RULE 4(1)(b)(xiii) 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.	5 days in a week and timing 9 a.m. to 5 p.m.
2.	Office web-site http://chdconsumercourt.gov.in can be accessed through internet.	24 hours

ANNEXURE-16

**PUBLICATION OF INFORMATION REGARDING ITEMS SPECIFIED IN
RULE 4(1)(b)(xiii) 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)	Residential Address	Assistant State Publication Information Officer	Telephone Number (Office/Residence)	Residential Address
1.	Sh. Rakesh Singh Rawat	Secretary	2700183(O) 2714637(R)	# 267, Sector 22-A, Chandigarh	Sh. Jaspal Singh, Private Secretary	2700183 (O) 2616225 (R)	# 3049 Sector 45 D, Chandigarh

Sr. No.	Name of the First Appellate Authority	Designation	Telephone No. (Office)	Residential Address
1.	Sh. Rajan Dewan	President, District Consumer Disputes Redressal Forum-II, U.T., Chandigarh	2700172	#