

**JUSTICE BHANWAR SINGH**

**President,  
State Consumer Disputes Redressal Commission, U.P.  
2, Rana Pratap Marg (Moti Mahal)  
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**Dear Presidents and Members,**

The Institution of Consumer Disputes Redressal Forum is about twenty years old, yet I feel that it is in its infancy stage. Any institution or department, if nourished well, is bound to depict its unique image, excel with rapid progress and rise to greater heights. Methodical way of working, good governance and defined discipline are some of the basic features, required to be adopted. The provisions of the Consumer Protection Act, 1986 postulate that the grievances of the "consumers" are to be redressed by the Forums - comprising distinguished persons having judicial background, knowledge of Economics, Law, Commerce and Administration. Obviously, the main object of the Act to be achieved is to help the "consumers" through the dignitaries of excellent background. It is, therefore, the pious duty of all those, who are manning the State and the District Consumer Forums which are functional in our State to build up this institution with hard work, sincere labour and high integrity.

To build up an institution, discipline in all circles is the first essential requirement. During my current small span of less than two months I have come across a bizarre situation coming out of lot many complaints of various kinds. I am distressed to note that in some of the District Forums the Presidents and Members do not come to office in time and also leave at a short while after they come, i.e. much before the timings prescribed for the Forum are over. Some of them even dare not to come at all and at times some of the Members challenge the authority of the President of the District Forum if he points out or requests Members to be punctual while attending the proceedings of the Forums. It is a very serious matter. Punctuality is the first step of the ladder to reach the top.

Then, some of the Presidents and Members prolong delivery of judgments for months together and also do not bother to concur or dissent within a reasonable time with the judgments received by them from the other colleagues. They with-hold the files unnecessarily for a long period. Some of the Presidents have also reported that the Members express towards them a feeling and gestures of disregard. They also suppress the files to their custody and have reservation in handing them over to the other Member or



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the President. One impediment or the other is also caused in proceeding with the case if seemingly there is difference of opinion. From many Districts, a large number of complaints relating to integrity and misconduct against the Presidents and Members are being received.

I am fully aware of the problems the President and the Members as also the staff-personnel of the District Forums are posed with. In many Districts, I have noted, adequate buildings are not available, the staff is inadequate and the necessary infrastructure including furniture etc. is lacking. All these inadequacies cause hurdle in smooth functioning of the Forums.

I assure all the Presidents and Members posted across the state of Uttar Pradesh that I will sincerely endeavour to get rid of all the problems but it will take some time to restore complete normalcy. I hope and believe that all the teething problems will soon be over.

I wish all of you good luck and request to kindly have a good rapport amongst yourselves, a feeling of mutual regard, and ensure full time devotion in the Forum from 10.30 AM to 4.00 P M. It is also expected from all of you to observe excellent conduct and high integrity and observe strict discipline in all respects, so that image of our Forums is accelerated and the object for which Consumer Protection Act was enacted is achieved.

Shortly you will receive a circular containing a few guidelines for day-to-day functioning

With best wishes,

Yours sincerely

  
(Bhanwar Singh)

President and Members of All District Forum