ANNEXURE V

NATIONAL AWARD ON CONSUMER PROTECTION

INTRODUCTION

The Government accords a high priority to the programme of Consumer Protection. Concern for the consumer is also included in the Twenty-point Programme, 1986 of the Government. To promote a strong and broad-based consumer movement in the country, particularly at the grass root level, the Government encourages formation of voluntary consumer organisations in both urban and rural areas which are willing to generate awareness amongst the consumer about their rights; bringing out new ideas on consumer protection; undertake research and any other activity which directly contributes towards voluntary consumer movement in the country. To recognise the efforts made by the voluntary consumer organisations in this field and to provide them incentive, the Central Government has decided to institute a scheme of National Award to voluntary consumer organisations for their excellence in consumer protection programme. Under the scheme, 3 awards in order of merit will be given in the shape of prize money of Rs. 50,000/-, Rs. 40,000/- and Rs. 30,000/- to the first three voluntary organisations. All the recipients of awards will also be given Certificate of Merit.

ELIGIBILITY FOR AWARDS

The voluntary consumer organisations including women organisations applying for the awards must fulfil the following conditions.
i) It should be a voluntary consumer organisation working for the promotion and protection of consumer interests;

ii) It should have a legal status. For this purpose it should be registered under the Societies Registration Act, 1860 or any other similar statute;

iii) It should have been in existence for the cause of consumer protection for at least three years;

iv) It should be non-political, non-official and under non-proprietary management;

v) It should not be run for profit to any individual or group of individuals but should serve the general public without distinction of caste, creed, colour and religion;

vi) It should not have received any grant-in-aid for the same purpose from any other Department/Ministry of the Central Government.

The performance of the voluntary consumer organisations including women group which will apply for this award will be judged from their work in one or more of the following fields.

i) innovative approach to solve the problems of consumers;

ii) to take up important consumer cause;

iii) putting up special efforts for the redressal of consumer grievances;

iv) to undertake research and bring out innovative ideas in the field of consumer protection;

(v) promoting consumer movement particularly in the rural areas by organising seminar, publishing of literature on consumer protection, etc.;

(vi) by undertaking testing programme relating to quality, quantity, standardisation for various consumer products;

(vii) educating consumers about their rights and how to exercise them; or
(viii) any other activity which directly or indirectly contributes towards consumer protection and spreading the message of voluntary consumer movement.

**HOW TO APPLY FOR THE AWARD.**

(i) The award will relate to each calendar year.

(ii) The aspirant organisation will submit two copies of the report of its activities to the concerned State Government/UT Administration.

(iii) The report will indicate activities of the organisation under clear heads and will also include brief background of the consumer organisation.

(iv) The report should be written in legible handwriting preferably typed in double space.

(v) The consumer organisation will give an undertaking that it will abide by the rules and regulations of this scheme.

(vi) The consumer organisation will clearly indicate that it will not have any copyright claim over the report submitted by them for the purpose of this award and the Government will have right to publish the material forwarded by the awardee organisation.


**PROCEDURE FOR SELECTION**

I) The concerned State Government/UT Administration will verify the activities of aspirant consumer organisation. In case State Government finds the work as commendable, it will forward one copy of the report submitted by the organisation to Central Government with its recommendations and comments for the purpose of this award.

ii) While assessing the performance of consumer organisations, the State Government/UT Administration will give preference to consumer organisations functioning in the rural, tribal or backward area. Similar preferences should also be given to women consumer organisations. In case of urban based consumer organisations, State Government/UT Administration will particularly see the performance of that particular organisation in the rural areas and its visible impact on the welfare of the consumers.
iii) The recommendations and comments of the State Government along with the report of the activities of the organisation should reach the Central Government by 15 April, 1993. It is desirable that the State Government/UT Administrations should send the reports of 2-3 top applicants in a year for final consideration by the Central Government.

iv) The selection will be made by a Committee chaired by Secretary (CS, CA & PD) in the Central Government. Other members will be representatives of Planning Commission, Ministry of Finance, Department of Rural Development (CAPART) and an active consumer activities who has done outstanding work in the field of consumer protection to be nominated by Ministry of Civil Supplies, consumer Affairs & Public Distribution every year. Such representative should not belong to the organisation which is aspirant for award for the particular year. Joint Secretary incharge of Consumer Protection will be Member-secretary.

v) The recommendations of the Committee will be submitted to Minister incharge of Ministry of Civil supplies, Consumer Affairs & Public Distribution for approval/consideration.

vi) The Central Government reserves the right not to give any award in a year when no consumer organisation is found eligible for this purpose.
PROFORMA FOR STATE/UT EXAMINING NATIONAL AWARD ON CONSUMER PROTECTION

(NAME OF STATE/UT: ____________)

1. Year to which award relates
2. Name and Address of the organisation
3. Whether the organisation is registered
4. Whether it has been in existence for the last 3 years
5. Whether it has received any grant from the Central Govt. for the same purpose
6. Whether it has given both the undertakings as specified in the scheme of award (see (v) & (vi) under the heading "How to apply for the award".
7. Area of operation of the organisation
8. Activities of the organisation
9. Whether activities of the organisation in 1992 have been verified by the State Government
10. Impact of the activities of the organisation on Consumer Movement as observed by the State Administration
11. Whether one copy of the report is enclosed for perusal of the Central Government
12. Recommendation of the State Government

SIGNATURE OF THE SECRETARY
FOOD & CIVIL SUPPLIES DEPTT.
GOVERNMENT OF ----------