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अपर सचिव
उपभोक्ता मामले, खाद्य एवं
सार्वजनिक वितरण मंत्रालय
उपभोक्ता मामले विभाग
भारत सरकार

Additional Secretary
Ministry of Consumer Affairs, Food and
Public Distribution
Department of Consumer Affairs
Government of India
March 15, 2021

D.O. No.J-24/2/2021-CPU

Dear Principal Secretaries,

In terms of Section 74 (1) of the Consumer Protection Act, 2019, State Government shall establish, by notification, a Consumer Mediation Cell to be attached to each of the District Commissions and the State Commissions of that State for facilitating settlement of consumer disputes by mediation. In terms of Section 75 (1) of the ibid Act, the State Commission or the District Commission, as the case may be, shall prepare a Panel of the Mediators to be maintained by the Consumer Mediation Cell attached to it.

2. In terms of Section 6 (1) & (3) and 8 (1) & (3) of the ibid Act, every State Government shall, by notification, establish a State Consumer Protection Council to be known as the State Council and for every District, A district Consumer Protection Council to be known as the District Council. Both the State and District Councils shall meet as and when necessary but not less than two meetings shall be held every year.

3. As per the direction of Government of India, all the Central Sector Schemes administered by this Department are implemented through PFMS, for which, the Implementing Agency have to be registered and mapped on PFMS for obtaining the financial assistance under the above mentioned schemes. The Implementing Agencies are further required to use EAT (Expenditure, Advance Transfer) Module of PFMS for flow of funds. After the registration and mapping of the scheme in PFMS, State Government has to inform and furnish the name of Nodal Officer for each scheme.

4. In view of the above, I shall be grateful if you direct the concerned officers to
- Notify the setting up of State Council and District Councils;
 - Immediately prepare a Panel of Mediators and **conduct mediation proceedings by hiring space for specific hearings until the permanent Mediation Cells are set up in each of the Consumer Commissions in the State.**
 - Register the schemes in PFMS and also furnish the name of Nodal Officer and map the details of Implementing Agencies for each scheme to enable the Central Government to release grant under various schemes.

Yours sincerely,


(Nidhi Khare)

Secretary
Department of Food, Civil Supplies & Consumer Affairs
(All States/UTs)