


MOST IMMEDIATE

**No. N-22/2/2021-P&C
Government of India
Ministry of Consumer Affairs, Food & Public Distribution
(Department of Consumer Affairs)**

Krishi Bhavan, New Delhi
Dated 14th January, 2021

Subject: - Monthly Summary for the Cabinet for the month December, 2020 in respect of Department of Consumer Affairs – regarding.

The undersigned is directed to enclose herewith as Annexure to this letter, the unclassified portion of the Monthly Summary for the Cabinet for the month of December, 2020 in respect of Department of Consumer Affairs for kind information.


(Jasbir Tiwari)

Under Secretary to the Govt. of India
Ph. No. 23381233

To

Copy with enclosures, forwarded to through email

1. All Members of Council of Ministers.
2. PIB/Ministry of Information & Broadcasting.
3. Secretary to Vice- President.
4. Cabinet Secretary, Cabinet Secretariat Rashtrapati Bhavan, New Delhi.
5. Secretaries to the Government of India. (As per the list)
6. Chairmen, Union Public Service Commission, Dholpur House, New Delhi.
7. Deputy Chairman, NITI Aayog, Yojana Bhavan, New Delhi.
8. Director (NIC) for uploading on the website of the Department.
9. Assistant Director Official Language of the Department.

DEPARTMENT OF CONSUMER AFFAIRS

Monthly Summary for the month of December, 2020

1. Celebration of National Consumer Day, 2020:

1.1 The Department celebrated the National Consumer Day 2020 on December 24, 2020 by organizing a virtual programme on the provisions of the Consumer Protection Act, 2019. The programme had a digital presence of over 550 participants from Consumer Organizations, NGOs, National, State and District Consumer Commissions, BIS and various industry associates. The underlying theme was how to build awareness about the key sections of the Act, such as liability of traders / manufacturers, safeguards against unfair trade practices, etc. The school children who had won awards in the online National Poster Competition organized by IIPA, were also felicitated during the event.

1.2 On this occasion, the Hon'ble Minister for Consumer Affairs, Food & Public Distribution virtually inaugurated the newly constructed Phase-II building of National Test House Mumbai. The new premises of NTH would house high quality testing facilities for testing products such as Air Conditioners, Toys and e-Vehicle Batteries.

2. E-filing of consumer complaints:

2.1 E-filing of consumer complaints is one of the most important features of the Consumer Protection Act, 2019. For implementation of this feature, an e-filing application, "edaakhil.nic.in" has been developed. The e-filing application has already been launched in the National Consumer Disputes Redressal Commission and the State Consumer Disputes Redressal Commissions of Delhi, Maharashtra and Andaman and Nicobar Islands. The application was launched in nine other states and UTs – namely, Bihar,

Chhattisgarh, Jharkhand, Gujarat, Chandigarh, Andhra Pradesh, Odisha, Uttar Pradesh and Madhya Pradesh - on National Consumer Day. The Department is coordinating with these State Governments/UTs to make the application 'e-daakhil' available through Common Service Centres to consumers who lack the wherewithal for e-filing of a complaint in the Consumer Commission.

3. Consumer Awareness and Publicity Initiatives:

3.1 With the objective of empowering consumers through awareness generation, the Department has developed 26 Videos in Hindi and the regional languages, on the provisions of the new Consumer Protection Act, 2019, such as e-Commerce, Product Liability, e-Filing of complaints, and also on the Rules regarding mandatory display of information on packaged commodities under the Legal Metrology Act. The consumer awareness videos have been shared with the Ministry of Panchayati Raj and ICAR for screening in Panchayats and Krishi Vigyan Kendras respectively. Material for display through posters, about the process of lodging of consumer complaints on the National Consumer Helpline, has also been shared with the State Governments and Department of Posts for wide dissemination.

4. Online Portal for services:

4.1 Under the Legal Metrology Act, 2009, the following activities of the Department involve industry interface:

- (i) registration of importers of weights and measures;
- (ii) registration of manufacturer/ packer/ importer of packaged commodities;
- (iii) nomination of Directors;
- (iv) approval of models of weights and measures

4.2 Keeping in view the need to facilitate ease of doing business, online portals were developed for the above and made operational from November 2020. An option was given initially to submit applications in online and physical mode. The response was encouraging, and in the month of December 2020, 128 applications out of total 250, were received in the online mode. The time required for processing the applications for the first three categories has now reduced to 3 days from the earlier 3-4 weeks. From January 1, 2021, all the applications are being accepted only in the online mode.

4.3 Insofar as the fourth category, namely, testing and approval of models is concerned, the portal would enable real-time monitoring of the time taken by the different Regional Reference Standard Laboratories (RRSLs) to test the models submitted by manufacturers. This is expected to expedite the process, along with bringing in objectivity and transparency into the system.

5. Important Meetings held during the month:

- 5.1 One Meeting of the GoM was held on 29.12.2020 regarding 'Review of Prices of Essential Commodities'.
- 5.2 One Meeting of the CoS was held on 10.12..2020 regarding 'Review of Prices of Essential Commodities'.
- 5.3 A meeting was held with CIPHET.