

MOST IMMEDIATE

No. N-22/2/2021-P&C

Government of India

Ministry of Consumer Affairs, Food & Public Distribution
(Department of Consumer Affairs)

Krishi Bhawan, New Delhi

Dated 15th November, 2021

**Subject: - Monthly Summary for the Cabinet for the month October, 2021
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 October, 2021 in respect of Department of Consumer Affairs for kind information.



(D.K. Sonker)

Director

Ph. No. 2338 6210

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 October, 2021

Important activities/decisions of the department of Consumer Affairs during the month of October 2021.

1. Ease of compliance under the Emblems and Names (PIU) Act:

1.1 From time to time, references are made to the Department by Registrars/Sub-Registrars under the Act, in matters where the name sought to be registered by an Association/Trust/Society etc. appears to suggest patronage of the Government of India or of any authority /corporation constituted by the Government under any law.

Taking into account the need to streamline the mechanism, the Department has made the entire process on-line, and launched a portal for online submission of such references. An All-India level workshop was held on October 29, 2021 with the Registrars/Sub-Registrars of all States / UTs to share information about the online system and demonstrate the features of the portal, as also the documents that are required to be uploaded. This online mechanism, which will be operationalized from December 1, 2021, is likely to reduce the overall time taken, thus bringing in both efficiency and transparency.

2. Consumer Protection initiatives:

2.1. During the month, the E-daakhil portal for online filing of grievances in Consumer Commissions started functioning in Sikkim. With this, the total number of States/UTs which have launched the e-filing portal is 22 and 476 Consumer Commissions are now covered. The National Commission (NCDRC) is already providing E-dakhil services for consumers to register online complaints.

2.2. As a part of celebrating 'Azadi ka Amrit Mahotsava', the Department has initiated a country-wide drive for expeditious resolution of consumer complaints, with special focus on oldest pending cases in the State Consumer Commissions and District Consumer Commissions. The outcome, based on the ranking of the State and District Commissions, will be declared on March 15, 2022 i.e., on 'World Consumer Rights Day'.

2.3. In the context of combating the menace of cyber-fraud, a meeting was held with Telecom Regulatory Authority of India (TRAI) officials, and officers of the Ministry of Home Affairs, National Payments Corporation of India (NPCI), Indian Cybercrime Coordination Centre (I4C) and National Consumer Helpline. The objective is to develop an integrated strategy through pro-active coordination between stakeholders. To begin with, the training of NCH personnel in how to guide victims of cyber fraud to lodge their complaints online and on the

cyber-crime helpline number, has been completed. The Department has also initiated an advocacy campaign for making consumers better informed and aware.

3. Legal Metrology Act – Amendment to Packaged Commodities Rules:

3.1 With view to promoting ease of doing business while balancing consumer rights and interests, the Legal Metrology (Packaged Commodities) Rules 2011 have been amended as follows:

The mandatory requirement of standard pack sizes for various types of commodities has been done away with. In order to ensure that consumers are able to compare prices and make an informed choice, Unit Sale Price for all pre-packed commodities meant for retail sale has been introduced.

The declaration of month and year of manufacture of pre-packed commodities has been made mandatory; the option for declaring month and year of import has been done away with as it was leading to ambiguity in the case of imported commodities.

The declaration of MRP on the pre-packed commodities has been simplified; the mandatory MRP declaration would now be in Indian currency inclusive of all taxes.

The declaration of quantity sold in numbers has been made simpler by clarifying the manner in which the quantity in number can be expressed.