



# ANNUAL REPORT 2016-17

## Department of Consumer Affairs

Ministry of Consumer Affairs, Food and Public Distribution  
Govt. of India

**Consumers...  
assert your Rights**





# ANNUAL REPORT

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## 2016-17



सत्यमेव जयते

Government of India  
Department of Consumer Affairs  
Krishi Bhawan, New Delhi-110114



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**An aware consumer  
Is an empowered consumer**





## CHAPTER

## 1

## DEPARTMENT OF CONSUMER AFFAIRS: AN OVERVIEW

The Department of Consumer Affairs (DCA) is one of the two Departments under the Ministry of Consumer Affairs, Food & Public Distribution. The mandate of the Department is consumer advocacy.

India was a pioneer in consumer advocacy with the Consumer Protection Act (CPA), a path breaking legislation at the time, enacted in 1986 and the establishment of a separate government department dedicated to consumer affairs as early as in 1997. Translating this mandate into action entails:

- Enabling consumers to make informed choices;
- Ensuring fair, equitable and consistent outcomes for consumers; and
- Facilitating timely and effective consumer grievance redress.

### 1.1 The Year at a Glance:

Several new initiatives have been undertaken to mainstream consumer advocacy on a government wide basis. These include:

- The 30th meeting of the Central Consumer Protection Council (CCPC) was held under the Chairmanship of Minister of Consumer Affairs, Food and Public Distribution, Shri Ram Vilas Paswan, on 19th April, 2016 at Vigyan Bhawan, New Delhi in which discussions were held on coordination between Department of Consumer Affairs and the FSSAI with regard to prevention of food adulteration, developing and adopting standards for piped drinking water, conducting awareness campaigns in rural areas, mechanism to regulate e-commerce, etc.
- A regional Consultation Meeting with the States of Eastern and North-Eastern region was held on 21.04.2016 at Patna under the chairmanship of the Union



Minister of Consumer Affairs, Food & Public Distribution. Ministers of Food, Civil Supply and Consumer Affairs of Bihar and Jharkhand had also participated in the meeting. After discussion on various issues the Presidents of the State Consumer Disputes Redressal Commission, Secretaries of the Department of Food, Civil Supplies and Consumer Affairs of the States and the Controllers of Legal Metrology of the concerned States, who had attended the meeting, had agreed to fill up on priority the existing vacancies of Members in the consumer Fora, establish State Consumer Helplines, implement the Confonet programme, fix stock limit in case of pulses and dal and such other essential commodities when enabled by the Centre under Essential Commodities Act.

- Bureau of Indian Standards (BIS) successfully hosted the 20th Plenary Meeting of 'ISO/TC 85 Nuclear Energy, Nuclear Technologies and Radiological Protection' from 4th – 8th April 2016 at New Delhi, India.
- A Technical Cooperation Program (TCP) between BIS and Saudi Standards, Metrology and Quality Organization (SASO) of Saudi Arabia was signed on 3rd April, 2016 during the visit of the Prime Minister of India to Saudi Arabia on 2-3 April 2016. The objective of this TCP is to facilitate closer cooperation and providing a mechanism by which parties can work together towards mutual benefit in the field of standardization, conformity assessment and training and also facilitate sharing of expertise and mutual trade.
- A meeting of the Group on Cartelization, hoarding etc. of pulses was held under chairmanship of Secretary (CA) on 16.6.2016. The States and enforcement agencies were asked to keep vigil and pressure on speculators, cartellers, hoarders and unscrupulous traders of pulses in Mandies and markets to bring the prices down upto or below ₹120/ kg in Tur Dal and Urad Dal and ₹60/ kg for Chana.
- With effect from 9th June 2016, BIS has extended its simplified procedure for grant of licence under the Product Certification scheme to include products covered under compulsory certification except for



the product requiring approval from other Statutory Bodies. It is compulsory for manufacturers to obtain BIS licence before they are permitted to manufacture such products.

- Secretary Consumer Affairs chaired a meeting of around 130 companies including major e-commerce companies at Mavalanker Hall, New Delhi in which the companies were impressed upon the need for early resolution of the consumer complaints.
- Minister of Consumer Affairs Food & Public Distribution Shri Ram Vilas Paswan chaired a meeting of Stakeholders on Direct Selling on 29.7.2016 wherein the views of various of stakeholders were sought on the draft Guidelines on Direct Selling. The Direct Selling guidelines were subsequently finalized and issued on 9.9.2016. Under the Direct Selling guidelines all the Direct Selling entities are mandated to submit declaration along with undertaking in the prescribed Performa regarding compliance to guidelines.
- BIS is also actively involved in Regional and Bilateral Cooperation Programmes pertaining to standardization, testing, certification, training etc. So far, BIS has signed 31 MoU and 6 Bilateral Cooperation Agreements (BCA) with National Standards Bodies of other countries. During the year 6 MoUs (Indonesia, Kenya, Mali, Nigeria, Vietnam and Saudi Arabia) and a BCA with ABNT, Brazil were signed.
- BIS augmented its test facilities at Guwahati and Patna Laboratories for testing of Plywood and allied products.
- In the National Consultation Meeting of Ministers of States/ UTs in charge of Food, Civil Supplies and Consumer Affairs held on 21.5.2016 at New Delhi, an action plan was decided to control the rising prices of pulses and edible oil and a number of steps in the action plan such as rationalization of stock limits on pulses, implementation of programmes on increase in production of pulses, and edible oil seeds, exemption of Vat and local taxes on pulses etc by States/UTs were required to be implemented.
- Minister, Consumer Affairs, Food & Public Distribution addressed all the Chief Ministers of the States / UTs vide DO letter dated 13.8.2016 communicating the Centre's concern



for speedy and effective redressal of Consumer disputes and has requested them to accord priority to address the problems relating to filling up vacancies, providing support staff, prescribing uniform remuneration to the Members and adopting uniform selection process of presidents & Members of Consumer Fora with a view to improving the functioning of the Consumer Fora.

- Secretary (CA) has written to Chief Secretaries of the States/UTs States on 26th of October, 2016 requesting them to create a dedicated Police Force under the Essential Commodities Act, 1955 on priority basis on the lines of Tamil Nadu Civil Supplies Crime Investigation Department and also for creation of a separate Department of Consumer Affairs with mandate similar to the Union Department of Consumer Affairs.
- A meeting of Principal Secretaries/Secretaries, of States, Department of Civil Supplies and Consumer Affairs was held on 17.9.2016 at National Agriculture Science Complex (NASC), New Delhi. The States agreed to rationalize the stock limit on pulses, to create an exclusive police department for investigation of offences under the EC Act.
- A meeting was also held on 15.9.2016 with traders, chaired by the Minister for Consumer Affairs, Food & Public Distribution wherein it was agreed to keep the margin between wholesale prices and retail prices of pulses at a minimum not exceeding 10% in metro cities.



- Minister for Consumer Affairs, Food & Public distribution inaugurated Consumer Mela on 20th October, 2016 at Connaught Place in New Delhi. The ‘mela’ was organised to bring consumers, companies, regulators and Department of Consumer Affairs on one platform for Consumer Awareness and grievance redressal and on the spot registration of grievances.



- Central Government approved the extension of stock limit on sugar beyond 28.10.2016 vide Central order No. S.O. 3341(E) dated 27.10.2016
- A delegation led by Secretary (CA) visited Mozambique and Myanmar during the year to explore the possibility of signing MOU for long-term imports of pulses. A team of scientists had visited Mozambique with sample of pulses seeds to explore the situation and get first hand exposure of the ground reality. An MoU was signed with Mozambique on 7th July, 2016 for promotion of production and trade of pulses
- World Standards Day was celebrated by BIS on 14th October 2016. This year's theme was "Standards Build Trust". The World Standards day function at Scope Complex, New Delhi was inaugurated by Hon'ble Minister for Consumer Affairs, Food and Public distribution. The inauguration was followed by technical session on the theme of the World Standard Day, 2016.
- In order to build up buffer stock of pulses under PSF scheme, import of 4,06,000 pulses consisting of 1,50,500 MT of Tur, 42500 MT of Urad, 70,000 MT of Chana and 1,35,00 MT of Lentils was approved and contracted as decided by PSFMC and contracted.
- Vigilance Awareness Week was celebrated in the Department from 31.10.2016 to 5.11.2016 with the theme "Public Participation in Promoting Integrity and Eradicating Corruption". Banners and posters were displayed widely at prominent places of Krishi Bhawan and various competitions such as essay and debate competitions and nukkad natak were held to promote vigilance awareness.
- An integrated webportal for registering consumer complaints/ grievances was created in August, 2016.
- A delegation headed by the Director General, Office of Consumer Protection, Bhutan made an institutional visit to Department of Consumer Affairs to learn about the consumer protection measures in place in India.
- National Consumer Day, 2016 was celebrated on 24th December, 2016 at Vigyan Bhawan, New Delhi, and was presided over by the Minister, CAF&PD. The theme was "Alternative Dispute Resolution for quick Redressal of Consumer Disputes". Representatives from the State Governments, State Consumer Disputes Redressal Commission, National Consumer Disputes Redressal Commission (NCDRC), Industry Bodies, Institutions, VCOs etc., attended the celebration. During the celebration, new consumer Friendly initiatives were launched such as mobile application and short code of Integrated Grievances Redressal System, the mobile

application “Smart Consumer” on Bar Code Reader, Online Mediation Centre of National Law School of India University (NLSIU) Bengaluru, On line Consumer Communities & Google partnership on “Safety of Consumer in the digital world”.

- The Department has taken initiative to write an advisory to all the State Governments to highlight the fact that service charge is optional. It is up to the discretion of the consumers to pay it or not to pay it.
- 
- To enable effective market intervention, Government approved an increase in the size of the strategic buffer stock for pulses to upto 20 lakh tonnes, to be built through both domestic procurement and imports. Domestic procurement was undertaken during the Kharif and Rabi 2015-16 and is ongoing during the current Kharif marketing season (KMS) 2016-17. Imports of 4,06,000 MT pulses has also been contracted. As a result, for the first time, India has a pulses buffer of almost 11 lakh tonnes (as on 12th February, 2017), comprising of a mix of 5 pulses, namely, Chana, Masur, Tur, Urad and Moong. During the ongoing KMS 2016-17, the domestic procuring agencies NAFED, FCI and SFAC have procured 2.12 lakh tonnes of Moong, 2.71 lakh tonnes of Tur and 0.87 lakh tonnes of Urad, thus building the buffer stock as well as benefitting farmers by assuring them remunerative prices or MSP. Imports of 4,06,000 MT of pulses have been contracted by MMTC and STC. These consist of 1,58,500 MT of Tur, 42,500 MT of Urad, 70,000 MT of Chana and 1,35,000 MT of Lentils.
  - Given the uptrend in prices of Chana, Chana is being released to States/UTs and Central Agencies based on specific demand and in the open market through auction to augment supply and moderate prices. Till date, 13,285.681 MT of Chana has been allocated to Maharashtra, Andhra Pradesh and Nagaland while 1700 MT of Chana has been allocated to Central Agencies viz. NAFED, Kendriya Bhandar, Safal and NCCF, FCI, NAFED and SFAC have been directed to conduct e-auction of 40,000 MT of Chana from buffer stock by December, 2016, and these agencies have auctioned 37,180.28 MT of Chana so far. In addition MMTC has auctioned 1000 MT of imported chick pea.

- The standard on gold was revised and published in November 2016 to include only three caratages i.e, 14, 18 and 22 under hallmarking instead of existing 10 grades of purity. This is expected to avoid confusion amongst consumers and also reduces chance of their being cheated.
- BIS revised the standard of Package drinking water. In the revised standard the definition of packaged drinking water has been changed to cover different types of packaged drinking water, so that the manufacturers of packaged drinking water do not escape mandatory certification of BIS by using deceptive names like flavoured water, herbal water etc

## 1.2 Commitment to Consumers

The DCA seeks to empower consumers through awareness and education; enhance consumer protection through prevention of unfair trade practices; enable quality assurance and safety through standards and their conformity; and ensure access to an affordable and effective grievance redress mechanism.

Consumer markets for goods and services have undergone profound transformation since the enactment of the Consumer Protection Act in 1986. Liberalization, privatization and deregulation; innovations in new technologies and products; the growth of new consumer services; and the rising aspirations of the consumers for better goods and services have been the major drivers of change. The modern marketplace contains a plethora of increasingly complex products and services. The emergence of global supply chains, rise in international trade and the rapid development of e-commerce have led to new delivery systems for goods and services and have provided new opportunities for consumers. Equally, this has rendered the consumer vulnerable to new forms of unfair trade and unethical business practices.

Addressing these challenges requires policy coherence; coordinated programme implementation; harmonization of regulatory action and an institutional mechanism by which the interventions of government produce optimal results. Taking the benefits of good governance to the common citizen has been the primary focus of the Department. This is done in partnership with multiple stakeholders – relevant line departments of the government of India, state governments, regulatory agencies, and voluntary consumer organizations.

## 1.3 Impact of Technology on Consumers

Information technology is quickly altering the way people do business all over the world. Business processes are transforming rapidly and Internet technology, mainly the World Wide Web (www) as an electronic medium of exchange has given rise to a de-territorial virtual market place. The new

age consumer often engages with a remote but interactive marketplace characterized by high levels of heterogeneity and therefore needs to be digitally enabled. In the business-to-consumer segment, sales through the web have been increasing manifold over the last few years. The number of consumers who use the Internet not just for mining information but also for purchasing goods is growing.

Innovative product and service delivery systems like Direct Selling, Multi-Level Marketing and e-commerce do sometimes pose problems typical of cross-border transactions in both goods and services; risks of poor quality and unsafe products; as well as predatory, exploitative and unfair trade practices. These pose new challenges to creating awareness among consumers to prevent consumer detriment besides rendering the grievance redress process impersonal and the dispute resolution process complex, time consuming and expensive.

The department is therefore working on an institutional apparatus that combines the strengths of the government and the voluntary sector, is technology driven and is geared to making timely interventions. The Consumer Protection Bill, 2015 and the newly enacted Bureau of Indian Standard Act, 2016 are efforts to provide the basis for such praxis.







## CHAPTER

## 2

### 2. THE DEPARTMENT AND ITS MANDATE

- The Department has been entrusted with administering:
  - Internal Trade
  - The Bureau of Indian Standards Act, 1986
  - The Bureau of Indian Standards
  - The Consumer Protection Act, 1986
  - The Essential Commodities Act, 1955 (10 of 1955) (Supply, Prices and Distribution of Essential Commodities not dealt with specifically by any other Department)
  - The Prevention of Black Marketing and Maintenance of Supply of Essential Commodities Act, 1980 (7 of 1980)
  - Consumer Cooperatives
  - Regulation of Packaged Commodities
  - The National Test House

#### 2.1 Functional and Organisational Set up

Shri Ram Vilas Paswan took charge as Cabinet Minister in the Ministry of Consumer Affairs, Food & Public Distribution with effect from 26th May 2014.

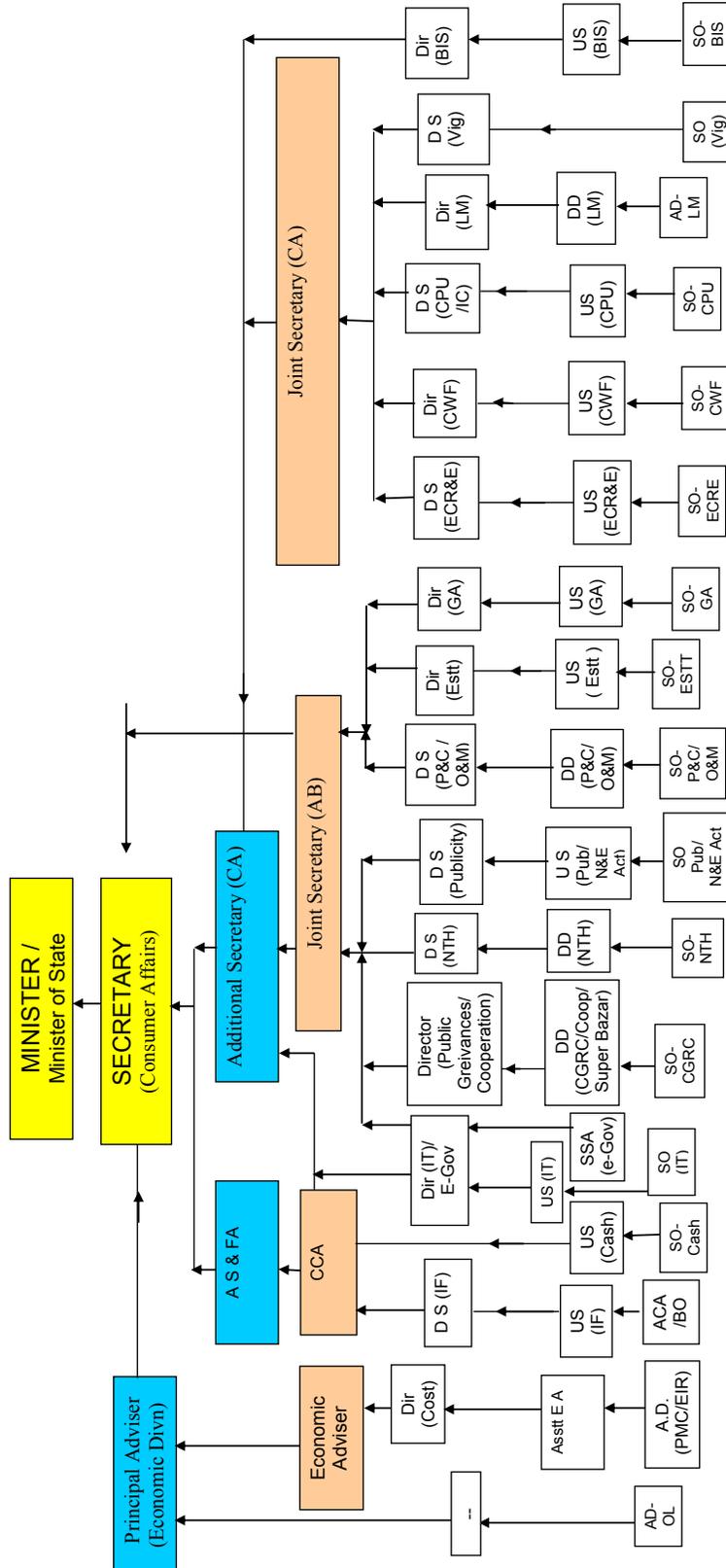
Shri C R Chaudhary took charge as Minister of State in the Ministry upon inclusion in the Council of Ministers with effect from 12.07.2016.

Shri Hem Kumar Pande, IAS assumed charge as Secretary, Consumer Affairs (CA) with effect from 2nd May, 2016 (FN). A Principal Economic Adviser, an Additional Secretary, two Joint Secretaries and one Economic Advisor assist the Secretary (CA).

#### 2.2 Citizens' Charter

Citizens' Charter of the Department of Consumer Affairs, a declaration of commitment of the Department to achieve excellence in the formulation and implementation of policies and procedures of the Department of Consumer Affairs for the benefit of consumers and the public at large, is available at <http://consumeraffairs.nic.in>. The document is updated every year.

**ORGANISATION CHART OF DEPARTMENT OF CONSUMER AFFAIRS (As on 1<sup>st</sup> - March - 2017)**



**PM**C – Price Monitoring Cell, **EIR** – Economic Intelligence Research, **ECRE** – Essential Commodities Regulation & Enforcement, **LM** – Legal Metrology, **NTH** – National Test House, **Coop** – Cooperation, **BIS** – Bureau of Indian Standards, **CGRC** – Consumer Grievances Redressal Cell, **CWF** – Consumer Welfare Fund, **CPU** – Consumer Protection Unit, **P&C** – Parliament & Coordination, **IT** – Internal Trade, **O&M** – Organisation & Methods, **GA** – General Administration, **Estt** – Establishment, **Vig** – Vigilance, **IF** – Integrated Finance, **OL** – Official Language, **IC** – International Cooperation.

### 2.3 Right to Information Act, 2005

The information required to be made available to the citizens under Section 4 of the Right to Information Act, 2005 is posted on the Departmental website <http://consumeraffairs.nic.in>. The list of Central Public Information Officers of various Divisions for providing information to the public under the Act is also available on the Department's website along with the details of First Appellate Authorities. The status of implementation of the RTI Act in the department and the details of the reports sent to CIC are displayed on the website under RTI Section. Online RTI applications and First Appeals are being disposed since the launch of RTI Web portal with effect from 22nd May 2013. Till 31st December 2016, 7737 RTI applications and 299 First Appeals have been received through the online RTI portal, in addition to physically received applications in the department. From January 2017, Subordinate Offices, Autonomous and Quasi-Judicial Bodies functioning under the department have been linked through online RTI MIS network to facilitate online filing of RTI applications and appeals.

All tender notices and other decisions of public importance are being posted on the website regularly. E-procurement and e-processing of tenders in the CPP Portal ([eprocure.gov.in](http://eprocure.gov.in)) in procurements costing more than the prescribed limit as stipulated by the Ministry of Finance, Department of Expenditure instructions for all Ministries/Departments are being followed from 1st January, 2012 onwards.

### 2.4 Vigilance

The Department of Consumer Affairs has a Chief Vigilance Officer (CVO). The Joint Secretary (CA) is designated as the CVO in addition to his normal duties assigned to the post. The Deputy Secretary (Vigilance) and the Vigilance Section support the CVO.

This Department monitors the vigilance work of the Bureau of Indian Standards (BIS), the National Consumer Cooperative Federation of India Ltd. (NCCF), the National Test House (NTH) Kolkata, the Indian Institute of Legal Metrology (IILM) Ranchi and the National Consumer Disputes Redress Commission (NCDRC).

The CVOs of the subordinate organizations report to CVO of the Department in vigilance matters where necessary in addition to sending their progress reports to the Central Vigilance



Commission. Vigilance Officers have also been appointed in all attached/subordinate Offices under this Department like NTH and its regional labs, IILM to coordinate with CVO in vigilance related matters and issue of Vigilance Clearances.



1. The IT cell of the Department is actively involved in automation of many manual tasks of various Divisions of the Department. During the year 2016, a web portal <http://consumerhelpline.gov.in> was launched by the Department which was totally developed in-house by the NIC cell. This portal integrates various stakeholders of the Consumer Grievance Redressal process and provide a common platform for all to put in place effective and efficient consumer grievance redressal mechanism. The Call for Proposals under the Consumer Welfare Fund Scheme has been fully automated from application stage to release of funds. The daily retail and wholesale prices of 22 essential commodities is being collected from all India across 100 centers through the online application Price Monitoring System developed in-house by the NIC. For the automation of inventory management in the Department a software e-store has been developed and deployed. E-office has been implemented which takes care of electronic filing system. Two twitter handles @consaff for addressing consumer grievances including e-commerce related and @jagograhaakjago for creating awareness amongst consumers were created during the year and are being regularly watched and important information pertaining to consumers disseminated through these handles.
2. The automation and Networking of Consumer Fora and Commissions across the country is supported by the CONFONET Project of the Department which is being implemented by the NIC.
3. Various e-governance projects such as CompDDO, E-granthalaya, RTI (Right To Information) software, e-Samiksha, Parliament Q & A, BAS (Biometric Attendance System), e-visitor, CPGRAMS, VLMS (VVIP Letter Monitoring System), AVMS (Accredited Vacancy Monitoring System), e-Tendering and Procurement, Vacancy Details posting on DOPT site and Sparrow which are centrally deployed by NIC have been implemented successfully in the department. NIC is also extending support during the Pragati Conference of the Hon'ble Prime Minister. E-books were designed and hosted during the year 2016.



# KNOW YOUR RIGHTS



Right to

**SAFETY**

Right to Consumer

**EDUCATION**

Right to

**REDRESSAL**

Right to

**CHOOSE**

Right to be

**INFORMED**

Right to be

**HEARD**

National Consumer Helpline No.

**1800-11-4000 (Toll Free)**

Online Complaints :

[www.consumerhelpline.gov.in](http://www.consumerhelpline.gov.in)



@consaff,

@Jagograhakjago



**Department of Consumer Affairs**

Ministry of Consumer Affairs, Food and Public Distribution

Government of India

Website : [www.consumeraffairs.nic.in](http://www.consumeraffairs.nic.in)



## CHAPTER

## 3

**3. CONSUMER ADVOCACY****3.1 CONSUMER WELFARE FUND**

The Central Excise and Salt Act, 1944 was amended in 1991 to enable the Central Government to create a Consumer Welfare Fund (CWF) where the money which is not refundable to the manufacturers, etc. is being credited. The Consumer Welfare Fund Rules were notified in the Gazette of India in 1992. Guidelines for seeking financial assistance from Consumer Welfare Fund were framed based on the report of a working Group set-up in 1993, which have been subsequently revised twice, in 2007 and 2014.

Financial assistance from CWF is given to various Institutions including Universities, Voluntary Consumer Organization (VCOs) and States to promote and protect the welfare of the consumer, create consumer awareness and strengthen consumer movement in the country, grants from CWF have been given in the following major areas:

- (i) Creation of Consumer Law Chairs/ Centres of Excellence in Institutions/Universities of repute to foster research and training on consumer related issues.
- (ii) Innovative projects for spreading consumer literacy and awareness.
- (iii) Setting up of Grahak Suvidha Kendras (GSKs).
- (iv) Establish Consumer Welfare Fund at the State level, through co-contribution.

A Call for proposal inviting proposals for financial assistance from the Consumer Welfare Fund from eligible VCOs/NGOs/Institutions in digital/electronic format was uploaded on the website of the Department of Consumer Affairs for the period from 01.01.2016 to 31.01.2016. A sum of ₹39.46 crore was available in the Consumer Welfare Fund as on 31.03.2016. Of this balance, a budget provision of ₹15.50 crore was provided during the financial year 2016-17. An amount of ₹6.01 crore has been utilized as on 31.12.2016 from the Consumer Welfare Fund.



The Department of Consumer Affairs has initiated a number of steps to promote a responsible and responsive consumer movement in the country which is in line with the best international practices. These include setting up of complaint handling, counselling guidance mechanism, comparative testing of product and services, schemes for promoting involvement of Research Institution in Consumer Protection, Creation of Chair/Centers of excellence in Institutions/Universities, training programme and Information, Education and Communication(IEC) programmes for consumer awareness. Further, Grahak Suvidha Kendras (GSKs) were set up in Ahmedabad, Bengaluru, Jaipur, Kolkata and Patna on a pilot basis during 2015-2016 to serve as 'one stop' facilitation centre for a variety of services to consumers including information dissemination, consumer awareness and education, training, counselling, mediation, grievance redress and assistance in approaching consumer courts. After a mid-term review, these GSKs are proposed to be converted into Zonal Consumer Helplines (ZCH), which will be networked with the National Consumer Helpline. An additional ZCH is proposed to be set up in Guwahati to cater to the consumers in the North East Region.

### **3.2 CONSUMER WELFARE FUND IN STATES:**

In the year 2003, all the States/UTs were impressed upon to set up a Consumer Welfare Fund at the State level, so that voluntary efforts for promoting the consumer movement could be strengthened at grass root level through financial support. Seed money was released by the Central Government as its share for this purpose in the ratio of 50:50 by the Centre and State. The State/UT Government to become eligible to receive the one time grant should deposit their share in a non-plan, non-lapsable public account and may draw up their own guidelines for administering this Fund, which should not be inconsistent with the Central guidelines. The ratio of sharing was revised in 2004 from 50:50 (Seed money) to 75:25 (Corpus fund) by the Centre and State (90:10 in the case of Special Category States/UTs). In order to further strengthen the Consumer Welfare Fund in all the States/UTs, in the year 2010 it was decided that States/UTs which are willing to establish a corpus fund of ₹10.00 Crore will be supported by the Central Government by contributing 75% (90% in case of special category States) of that amount as Central share from the Central Consumer Welfare Fund. Such corpus fund is to be credited in separate account, interest generated from which could be utilized for financing state/local level programmes. Corpus Fund has been set up in Eleven States/UTs viz. Gujarat, Andhra Pradesh, Orissa, West Bengal, Bihar, Nagaland, Karnataka, Tamil Nadu, Madhya Pradesh, Kerala and Haryana..

### **3.3 PROJECTS UNDER CWF:**

The endeavour of the Department is to partner with credible and committed voluntary consumer organisations in the task of raising awareness amongst consumers as well as to redress their

grievances where possible. Towards this end the Department has created some key collaborative platforms. The brief outline of some of these are as follows:

### **3.3.1 SETTING UP OF COMPLAINT HANDLING/ COUNSELLING/ GUIDANCE MECHANISM**

#### **1.1 National Consumer Helpline (NCH)**

A National Consumer Helpline which was operating from Delhi University is now being operated from the Centre for Consumer Studies at IIPA, New Delhi from May 2014. The Project recognizes the need of consumers for a Telephone Helpline to deal with a multitude of problems arising in their day-to-day engagement with the market, business and service providers.

Consumers from all over the country can access the toll-free number 1800-11-4000 or short code 14404 and seek telephonic counselling for problems that they face as consumers relating to various sectors. The service is available in English and Hindi. The project was sanctioned ₹4.50 crore in 2014 for a period of three years, out of which grant in aid of ₹3.00 crore has been released so far.

National Consumer Helpline supports consumers by:

- Guiding consumers in finding solutions to problems related to products and services.
- Providing information related to companies and regulatory authorities.
- Facilitating consumers in filing complaints against defaulting service providers
- Empowering consumers to use available consumer grievance redress mechanisms and educating consumers about their rights and responsibilities.

#### **1.2 Healis Sekhsarai Institute for Public Health**

The Department of Consumer Affairs approved in February, 2015 a project proposal for an amount of ₹1.50 crore over a period of two years to Healis Sekhsarai Institute for Public Health, Mumbai for Consumer Safety of Children from Health Hazards of Tobacco Products with the following objectives:-

- (a) Make 100,000 educational institutes COTPA compliant and tobacco free – in the states of Madhya Pradesh, Maharashtra and Uttar Pradesh;
- (b) Support Swachh Bharat campaign by reducing tobacco-product related litter and spitting in and around these educational institutes;
- (c) Create awareness about above by media activities in block/districts of project areas.

Grant-in-aid of ₹131.25 lacs for the project has been released in two instalments. According to the Report submitted by HEALIS, the objectives of the project has been achieved with 1,46,331 schools made COTPA compliant and tobacco free.

### **1.3 Consumer Education and Research Centre (CERC), Ahmedabad**

The Department of Consumer Affairs approved in July, 2015 a project proposal for an amount of ₹1.00 crore over a period of five years to be released in five equal instalments of ₹20.00 lacs each year to Consumer Education and Research Centre (CERC), Ahmedabad for bringing out National Consumer Magazine INSIGHT ( in Hindi Grahak Sathi) for 5 years. Grant-in-aid of ₹39.68 lacs for the project has been released so far. The target of circulation of 2500 copies in the 1st year and 3500 copies in the 2nd year has been achieved. In addition, 90000 e-copies are also in circulation. The objectives of the project are as under:-

- (a) Promote consumer education, by disseminating consumer information on a mass scale, and consumer research;
- (b) Collect and print successful cases of complaints redressed and consumer court decisions from all over India so that readers avoid similar mistakes or are motivated to take up action in their own district/state forums;
- (c) Provide a platform for all consumer bodies to spread information about themselves and their achievements to attract local complainants, It will be a magazine of all VCOs who can't have their own publication-a mouthpiece of the consumer movement in the country.

### **1.4 SAVERA, New Delhi**

The Department of Consumer Affairs has approved in July, 2016 a project proposal for an amount of ₹30 lakh (including 25% VCOs contribution) over a period of one year to SAVERA for 'Publication and Circulation of the Hindi Magazine - Grameen Upbhokta' in Bihar State only on pilot basis. Grant-in-aid of ₹16.87 lacs for the project has been released so far. The objectives of the project are as under:-

- (a) To publish a monthly magazine in Hindi for Hindi speaking people in Bihar State;
- (b) To educate and inform the rural consumers of all commodities and services, with documentary evidences about the decisions of different Consumer Forums across India which are directly linked with them;
- (c) To publish research studies findings and any other activity which contributes directly towards mass consumer movement in the country;

- (d) To Provide a platform to the consumers to share their grievances, suggestions and analysis as well as best practices in consumer protection and consumer welfare;
- (e) To provide valuable information to the rural consumers concerned with agricultural sector, health sector, banking sector, social development sector, educational sector etc.

### **1.5 Consumer Unity & Trust Society (CUTS), Jaipur**

The project of Consumer Unity & Trust Society (CUTS), Jaipur for conducting the study on consumer safety in India and to publish “State of Consumer Safety in India Report” has been approved with a total cost of ₹33.45 lacs out of which financial assistance of ₹25.00 lacs will be provided by this Department in three instalments. Grant-in-aid of ₹10.00 lacs for the project has been released so far. Draft report has since been submitted by CUTS. The objectives of the project are as under:-

- (a) To enhance consumer safety in India and to promote of consumer interest contributing towards the national interest;
- (b) To recommend actionable steps to strengthen consumer safety in India;
- (c) To conduct comprehensive research on the state of consumers safety in selected sectors and come up with a research report on the ‘State of the Consumer Safety Report.

## **3.3.2.COMPARATIVE TESTING OF PRODUCTS & SERVICES**

### **2.1 CONCERT, Chennai**

In August, 2014, the project of Comparative Testing of 16 products and 4 services by CONCERT, Chennai at a cost of ₹142.30 lacs (including 10% VCO’s contribution) was approved, out of which this Department’s share of ₹128.07 lakh has been released as grant-in-aid to CONCERT. The comparative testing of 8 products and 2 services has been completed. The objectives of the project are as under:-

- To provide a professional and unbiased evaluation of the products basic features and special claims.
- To highlight lack of safety features to vendors and the public.
- To develop “How to buy” guides which explains all the features clearly; profile of users needing such special features; and let the lay consumers make a learned decision on what suits them best; and whether they need to pay a premium for these features.

- Be a catalyst in raising the standard, quality and safety of the products.

## 2.2 Consumer Education and Research Centre (CERC), Ahmedabad

- (i) CERC has been sanctioned in 2012 an amount of ₹1.25 crore grant-in-aid to expand its consumer protection and service activities over a period of 5 years. Out of which an amount of ₹1.00 crore has been released so far. Laboratory tests are conducted on products and the test reports published in their magazine.
- (ii) The department has also approved in September, 2015 a project at cost of ₹20.00 lakh (including 15% VCO's contribution) for comparative testing of products for food adulteration, presence of heavy metals and pesticides to CERC, out of which ₹17.00 lacs has been released. The objectives of the project are as under:-
  - Promote consumer education, by disseminating consumer information on a mass scale, and consumer research;
  - Collect and print successful cases of complaints redressed and consumer court decisions from all over India so that readers avoid similar mistakes or are motivated to take up action in their own district/state forums;
  - Provide a platform for all consumer bodies to spread information about themselves and their achievements to attract local complainants, It will be a magazine of all VCOs who can't have their own publication- mouthpiece of the consumer movement in the country.

### 3.3.3 CREATION OF CHAIR/CENTRE OF EXCELLENCE IN INSTITUTIONS/ UNIVERSITIES:

- (i) A Chair on Consumer Law and Practice has been established in **National Law School of India University (NLSIU), Bangalore**. The primary objective of the Chair is to act as a "Think Tank" for the DCA on research and policy related issues on consumer law and practice and also to develop Consumer Affairs as a distinct subject of study at Under Graduate and Graduate levels. Department has approved ₹1.00 crore over a period of two years to be released in two equal instalments of ₹50.00 lacs each year to National Law School of India University (NLSUI), Bangalore for setting up 'Online Consumer Mediation Centre'. Grant-in-aid of ₹1.00 crore has since been released. The objectives of the project are as under:-
  - To assist consumer redressal machinery in mediating such consumer complaints/appeals as the Fora/Commissions may deem fit to be referred to online mediation under the

Consumer Protection Act;

- To enable consumers to directly avail the Centre's online mediation service in relation to their grievance, by the disputing parties mutually agreeing to negotiate/mediate through the online mediation process;
- To conduct certificate training programmes for mediators to be appointed by Consumer Redressal Fora, the Centre and for individual mediators for the purpose of mediation exclusively on consumer related disputes.

(ii) **National Law Institute University, Bhopal, M.P.** Grant-in-aid of ₹94.45 lacs over a period of 5 years has been sanctioned for establishment of a Chair at NLIU. The key objectives of the project are to study how Consumer Protection Law adapts itself to changing socio economic realities, to study key issues relating to Unfair Trade Practices (UTP's) and propose equitable solutions, to develop and promote knowledge, training and research capabilities in law related to Consumer Protection and UTP's and to foster knowledge transfer and promote cooperation within areas affected by UTP's. An amount of ₹72.64 lakh has been released so far. The suggested activities of the Chair are:-

- To study how Consumer Protection Law adapts itself to changing socio economic realities;
- To study key issues relating to UTPs as well as RTPs and propose equitable solutions;
- To develop, promote knowledge, training, and research capabilities in the law related to Consumer Protection and UTPs;
- To transfer knowledge and promote cooperation within areas affected by Consumer Protection and UTPs.

(iii) **Dr. Ambedkar Law University, Chennai** was sanctioned in June, 2011 an amount of ₹94.45 lacs to set up a Chair on Consumer Law and Jurisprudence over a period of five years. An amount of ₹34.00 lacs has been released so far. The objectives of the project are as under:-

- (a) To promote legal education and well being of the community generally;
- (b) To develop in the student and research scholar a sense of responsibility to serve the society in the field of law by developing skills in regard to advocacy legal services, legislation, law reforms and the like;
- (c) To organize lectures, seminars, symposia and conferences;

- (d) To provide access to legal education of large segments of the population and in particular to the disadvantaged groups;
- (e) To promote acquisition of legal knowledge in rapidly developing and changing society and to continually offers opportunities for upgrading knowledge, training and skills in the context of innovation, research and discovery in all field of human endeavours.
- (vi) **Centre for Consumer Studies by IIPA:** - A grant of ₹850.77 lacs spread over a period of five years was sanctioned to IIPA in 2007-08 for setting up Centre for Consumer Studies (CCS). Additional funds of ₹137.55 lacs and ₹35.00 lacs have also been sanctioned to CCS IIPA. The main objectives of the project are as under:-
- To sponsor research and evaluation studies in the field of consumer welfare;
  - To identify the practical problems faced by consumers;
  - To provide solution to the practical problems being faced by the consumers;
  - To have necessary inputs for formulation of policy/program/scheme for the protection and welfare of consumers;
  - To provide grants for publication of the results of research and evaluation studies and other related literature;
  - To sponsor Seminars/Workshops/Conferences, etc., on consumer related issues and to sanction grants for organizing such programs.

The project of Centre for Consumer Studies (CCS), at IIPA has now been extended beyond June, 2015 with financial support of ₹15.00 crores for a period of 5 years. Out of this sanctioned amount, an amounting of ₹242 lakh has been released so far.

### 3.4 PUBLICITY

The Department has been conducting a countrywide multimedia awareness campaign since 2005 on various issues related to consumer rights and responsibilities across diverse subjects. “Jago Grahak Jago” has today become a household axiom. More recently, joint publicity campaigns have been launched in partnership with the National Pharmaceutical Pricing Authority (NPPA) on medicines in print media.

The consumer awareness campaign is implemented through the Directorate of Audio and Visual Publicity (DAVP), the Doordarshan Network (DD), the All India Radio (AIR) and The Lok Sabha TV. The year-wise allocation and expenditure on the campaign during last five years is set out in table 1.

**Table 1: Year-wise allocation and Expenditure on Consumer Awareness during the Last Five Years**

(₹ In crores)

S. No.	Year	BE	RE	Expenditure
1	2011-12	87.23	87.23	85.73
2	2012-13	89.00	58.00	66.46
3	2013-14	75.00	71.00	68.07
4	2014-15	75.00	76.47	71.50
5	2015-16	75.00	80.00	71.30
6	2016-17	60.00	60.00	51.34 (approx) till 31.12.2016

A brief overview of the multi-media campaign to reach out to consumers across diverse sectors and geographies is given below:

### 3.4.1 PUBLICITY THROUGH DOORDARSHAN

Doordarshan (DD) has a significant geographic reach. It also has a diverse viewership cutting across the urban-rural population segments. DD has been the primary electronic medium for the “Jago Grahak Jago” campaign. DD enables the department to reach out to the target audience in remote areas and the vast rural population of the country.

### 3.4.2 PUBLICITY THROUGH ALL INDIA RADIO AND FM STATIONS

All India Radio provides the unique dimension of having access to almost 99% of the country’s population and on account of easy portability of radio sets the medium provides an effective platform for reaching out to the migrant population, construction workers, farm labourers and farmers who often carry radio sets with them while at work or during travel. FM Stations as a medium of publicity have shown tremendous growth. Therefore, the network of FM Stations of the AIR as well as private FM Stations empanelled by DAVP have been utilized as part of the publicity campaign under ‘Jago Grahak Jago’. This Department regularly uses audio spots during the hugely popular programme “Mann Ki Baat” of Prime Minister of India.

### **3.4.3 PUBLICITY THROUGH PRINT MEDIA USING NEWSPAPER ADVERTISEMENTS:**

Advertisements have been released through DAVP in national dailies as well as regional newspapers in local languages in accordance with the new advertisement policy of the DAVP. Each advertisement has been released through a network of over 300 newspapers throughout the country. Leading DAVP empanelled magazines have also been used for the publicity. The print advertisements and Ad spots for the electronic media have focused on subjects of interest to a wide cross-section of society. Some of these include:-

- Maximum Retail Price (MRP) by which consumers have been educated about the concept of MRP and related issues.
- Education and awareness on quantity assurance or the value for money through the various provisions of weights and measures as for checking the labels of Packaged Commodities, getting the gas cylinder checked for its correct weight, etc.
- Education and awareness about the three-tier consumer dispute resolution mechanism.
- Information on how to file a complaint, where to file a complaint and the format of the complaint letter.

### **3.4.4 PUBLICITY THROUGH ELECTRONIC MEDIUM:**

The Department has promoted video spots on various consumer related issues such as the provisions of Consumer Protection Act, Grievance Redress system, MRP, ISI and Hall-Mark which are telecast through Doordarshan and the Satellite channels such as Sony, Star Plus, ABP News, IBN7 News, NDTV India News, Doordarshan National Network, DD-I, Regional channels such as the ETV Network, ZEE TV network, Discovery and other popular satellite channels.

### **3.4.5 PUBLICITY IN NORTH EASTERN STATES:**

The Doordarshan Kendras of North Eastern States ensure that the message reaches out in the local language. The audio as well as video spots were produced in the local languages specific to the North-eastern region such as Assamese, Khasi, Garo, Mizo, Manipuri and Naga. The AIR Kendras, the private FM channels and the newspapers having editions in NE region are being utilised for taking the campaign to the Northeast. A Special campaign has been carried out through the newspapers in the NE region.

### **3.4.6 USE OF SPORTS AND OTHER SPECIAL EVENTS:**

In order to reach maximum number of consumers, the Department has telecast/ broadcast video/

audio spots containing consumer related information during the Rio Olympics 2016 and special programmes of Independence Day, New Year, etc. where the audience's interest was maximum.

### **3.4.7 PUBLICITY THROUGH THE OUTDOOR MEDIUM:**

To reach out to consumers in a vast country like India, outdoor publicity has to be an integral part of any Multi Media Publicity Campaign. The mediums available through DAVP such as Access Card, Airport (Hoarding/Unipole), Audio Advertisement at Bus Stands, Boarding Pass, Bridge Panel, Bus Queue Shelter, Display Board (Railway Station), Electricity Bill, Gantries, LCD/LED/ Plasma TV Screen, Railway Train Panels, Metro Trains are suitably utilized for the publicity campaign.

#### **Use of New Media:**

This year new mediums like SMS have been utilized for consumer awareness campaign. In its effort to ensure consumer awareness for all, this Department has released One video spot on the occasion of National Consumer Rights Day (24.12.2016) having Sign language interpretation. This was done in furtherance of Government of India's commitment towards creating accessible and inclusive society.

### **3.4.8 The Rural Consumer**

The rural consumer was earlier not considered an important segment in the market due to low purchasing power and the limited size of the market. However, liberalization and privatization of the economy has resulted in our markets being integrated with global supply chains. This combined with the information explosion and aggressive marketing has given rise to a rapidly growing rural demand for consumer goods. Saturation of the urban markets and the lure of the vast untapped rural market are now market forces that the producers of consumer goods and the providers of services can no longer resist. However, as the exposure to mass media and information technology grows, rural consumers are emerging more informed about products and services, and their dependence on the traditional reference groups is gradually waning.

### **3.4.9 SPECIAL SCHEME ON ASSISTANCE TO STATE GOVERNMENTS / UTs:**

Considering the fact that active involvement of State Governments in awareness campaign is crucial in taking forward the movement to rural, remote and backward areas, State/UT Governments have been actively associated in expanding the area of consumer awareness. In fact the effectiveness of the scheme is enhanced by the involvement of States/UTs/PRI. The provision for grant in-aid/ support to States/UTs has been one of the key components of the Consumer awareness scheme.

### 3.4.10 NEW INITIATIVES IN THE FIELD OF CONSUMER AWARENESS

In order to create awareness amongst the people living in rural & backward areas, this Department has decided to take part in important fairs/festivals of various States/UTs, in view of the fact that such fairs/festivals draw a large number of people from rural & backward areas. In line with the said decision, this Department has participated in the Shravani Mela, Sonapur Mela, 350th Prakashotsav in Bihar and Nagaur cattle fair in Rajasthan, this year where “Upbhokta Mandap” was set up for dissemination of Consumer Rights & Responsibilities related information through flyers, Audio Visual medium and one to one interaction.





Reading the  
fine print of  
every contract  
matters...

Don't just sign  
and repent later !

National Consumer Helpline :  
1800-11-4000 (Toll Free)  
Online Complaints :  
[www.consumerhelpline.gov.in](http://www.consumerhelpline.gov.in)



@consaft  
@jagograhakjago



Department of Consumer Affairs  
Ministry of Consumer Affairs,  
Food and Public Distribution  
Govt. of India  
Website : [www.consumeraffairs.nic.in](http://www.consumeraffairs.nic.in)



**CHAPTER****4****4. CONSUMER PROTECTION**

Consumer movement is a socio-economic movement which seeks to protect the rights of consumers in relation to the goods purchased and services availed. Government has been according high priority to better protect consumer interests. The Department of Consumer Affairs, has initiated a number of steps to promote a responsible and responsive consumer movement in the country. Such measures include the use of multi-media campaign for promoting consumer awareness and encouraging consumers' involvement through efforts of Government and Non-Governmental Organizations and others.

**4.1 THE MAIN OBJECTIVES OF THE CONSUMER PROTECTION PROGRAMME ARE: -**

- a) To create suitable administrative and legal mechanisms which would be within the easy reach of consumers and to interact with both Government and non-Governmental Organizations to promote and protect the welfare of the consumers.
- b) To involve and motivate various sections of society including consumer organizations, women and youth to participate in the programme.
- c) To generate awareness among consumers about their rights and responsibilities, motivate them to assert their rights so as not to compromise on the quality and standards of goods and services and to seek redressal of their disputes in consumer fora, if required.
- d) To educate the consumers as to be aware of their rights & social responsibilities.

**4.2 THE CONSUMER PROTECTION ACT, 1986**

One of the most important milestones in the area of consumer protection /consumer movement in the country has been the enactment of Consumer Protection Act, 1986. This Act was enacted to better protect the interests of consumers by creating a mechanism for dispute resolution exclusively for consumers. It is one of the most progressive and comprehensive piece of legislations creating an exclusive three-tier quasi-judicial consumer disputes redressal machinery at the National, State and District levels. As on date, 624 functional District Fora out of a total of 658, 35 State Commissions and the National Commission have been established in the country.

### **4.3 SALIENT FEATURES OF THE ACT ARE:**

- a) The Act enshrines six rights of consumers namely, Right to Safety; Right to be informed; Right to choose; Right to be heard; Right to seek redressal & Right to consumer education.
- b) The provisions of the Act are in addition to and not in derogation of the provisions of any other law for the time being in force.
- c) It is an umbrella legislation covering goods & services, but excluding transactions not involving consumers from the purview of the Act.
- d) A consumer can seek redressal against any manufacturer and trader of goods/service provider, so long as the goods purchased or service availed of was for a consideration.
- e) The Act provides for simple, inexpensive and timely redressal of consumer complaints.
- f) The provisions of the Act are not only compensatory in nature but also preventive and punitive in character.
- g) The Act provides for establishing a three-tier consumer dispute redressal machinery at the National, State and District levels commonly known as National Commission, State Commission and District Forum respectively.
- h) The Act also provides for setting up of Consumer Protection Councils at the Central, States & District level, which are advisory bodies to promote and protect the rights of the consumers.

### **4.4 CONSUMER PROTECTION BILL, 2015**

With a view to modernize the legislation on consumer protection to keep pace with the changes in markets, to ensure fair, equitable and consistent outcomes for consumers and to enable swift executive intervention in the nature of class action both to prevent consumer detriment and to provide redress to a class of consumers, it was proposed to carry out comprehensive amendments to the existing Consumer Protection Act, 1986 by way of a fresh Bill and repealing of the existing Consumer Protection Act, 1986. The Consumer Protection Bill, 2015 was introduced in the Lok Sabha on 10th August, 2015.

### **4.5 THE SALIENT FEATURES OF THE BILL INCLUDE:**

- (a) The establishment of an executive agency to be known as the Central Consumer Protection Authority (CCPA) to promote, protect and enforce the rights of consumers. This fills an institutional void in the regulatory regime extant. Currently, the task of prevention or acting

against unfair trade practices is not vested in any authority. The CCPA will be the executive agency that will make interventions when necessary to prevent consumer detriment arising from unfair trade practices and to initiate class action including enforcing recall, refund and return of products.

- (b) Provisions for “Product Liability” action for or on account of personal injury, death, or property damage caused by or resulting from any product with basis for product liability action and the liability of a manufacturer to a claimant.
- (c) Provision for “Mediation” as an Alternate Dispute Resolution (ADR) mechanism which aims at giving legislative basis to resolution of consumer disputes through mediation, thus making the process less cumbersome, simple and quicker. This will be done under the aegis of the consumer fora.
- (d) Several provisions aimed at simplifying the consumer dispute adjudication process in the consumer fora are envisaged. These include, among others, enhancing the pecuniary jurisdiction of the Consumer Disputes Redressal Agencies, increasing minimum number of Members in the consumer fora to facilitate quick disposal of complaints, power to review their own orders by the State and District Commission, constitution of ‘Circuit Bench’ to facilitate quicker disposal of complaints, reforming the process for the appointment of the President and Members of the District Fora, enabling provisions for consumers to file complaints electronically and file complaints in consumer fora that have jurisdiction over the place of residence of the complainant, and deemed admissibility of complaints if the question of admissibility is not decided within the specified period of 21 days.

## 4.6 SCHEMES FOR STRENGTHENING CONSUMER PROTECTION

Though the responsibility of establishing consumer fora at the District and State levels are that of the States/UTs, the Central Government has been implementing the following schemes for improving the functioning of consumer fora:

### 4.7 CONFONET

The scheme of ‘Computerization and Computer Networking of Consumer Fora in the country, (CONFONET)’ aims to digitalise the functioning of the Consumer Fora at all the three tiers throughout the country to enable access of information and quicker disposal of cases. The CONFONET project has provided an ICT solution for efficiency, transparency, systemizing of working and e-governance at the consumer fora for speedy delivery of information to the consumers. The registration of complaints, recording of proceedings, issue of notices, generation of cause lists,

recording of judgments, record-keeping and generation of statistical reports etc. are carried out through the Case Monitoring application software which has been developed and implemented by NIC to facilitate entry of consumer cases online in the consumer fora. Through the portal <http://confonet.nic.in>, consumers have easy access to accurate and dependable information regarding cause lists, judgments, case status and case history. Quick search facility using case number, complainant name, respondent name etc. and free text search for judgments is also available.

#### 4.8 STRENGTHENING CONSUMER FORA

The Central Government has been extending financial assistance to States/UTs for strengthening the infrastructure of consumer fora so that minimum level of facilities are made available at each consumer forum, which are required for their effective functioning. Infrastructural facilities being provided under the scheme, include construction of new buildings of the consumer fora, carrying out addition/alteration/renovation of existing buildings and grant for acquiring non-building assets such as furniture, office equipment etc.

#### 4.9 STATE CONSUMER HELPLINE

Under this scheme State Consumer Helplines are being set up by State Governments with the objective to encourage Alternate Consumer Disputes Redressal mechanism at State level and help in resolving cases through mediation. These State Helplines are being networked with the Nodal Portal set up at the Centre for Consumer Studies under IIPA. Under this scheme, State Governments are being provided onetime non-recurring grant for establishing the State Helpline and recurring grant for five years for smooth running the State Consumer Helpline. It is the responsibility of State Government to run the Helpline later on.

#### 4.10 OTHER INITIATIVES TOWARDS CONSUMER PROTECTION

**Inter-Ministerial Monitoring Committee (IMMC) on Misleading Advertisement:** Ministry reconstituted IMMC on misleading advertising with the objective to monitor misleading advertisements and unfair trade practices, identify and recommend appropriate legislative measures and suggest on an on-going basis institutional measures for intervention.

**NATIONAL CONSUMER HELPLINE (NCH):** It is a project that operates under the Centre for Consumer Studies at Indian Institute of Public Administration. The Project recognizes the need of consumers for a Telephone Helpline to deal with multitude of problems arising in their day-to-day dealings with business and service providers. NCH provides a National Toll Free No-1800-11-4000. SMS can also be sent to +918130009809 (charges apply) mentioning the name and city. A consumer can call to seek information, advice or guidance for his queries and complaints.

#### 4.11 ACHIEVEMENT DURING THE YEAR 2016-17:

**INGRAM :** An Integrated Grievance Redress Mechanism (INGRAM) portal was launched for bringing all stakeholders such as consumers, Central and State Government Agencies, private companies, regulators, Ombudsmen and call centers etc. on to a single platform. The portal will help in creating awareness among consumers to protect their rights and inform them of their responsibilities. Consumers can register online their grievances through this portal. The National Consumer Helpline is accessible now through this portal.

**Mobile Application and Short code:** As value added services, a mobile application and easy to remember five-digit short code 14404 have been launched for consumers from across the country to access National Consumer Helpline.

**Smart Consumer Application:** The Department in association with GSI India has launched a mobile application “Smart Consumer” to enable the consumer to scan the bar code of the product and get all details of the product such as name of the product, details of manufacturer, year and month of manufacture, net content and consumer care details for making complaint in case of any defect.

#### 4.12 ONLINE CONSUMER MEDIATION CENTRE

Online dispute is a branch of dispute resolution which uses technology to facilitate the resolution of disputes between parties. In this respect it is often seen as being the online equivalent of alternative dispute resolution (ADR). Online Dispute Resolution (ODR) is a wide field, which may be applied to a range of disputes including Business to Consumer disputes (B2C). It seems to be particularly apt for these disputes, since it is logical to use the same medium (the internet) for the resolution of e-commerce disputes when parties are frequently located far from one another.

The Online Consumer Mediation Centre (OCMC) is established at the National Law School of India University, Bengaluru under the aegis of Ministry of Consumer Affairs, Government of India. The Centre aims to provide for a state-of-the-art infrastructure for resolving consumer disputes both through physical as well as online mediation through its platform. The Center will provide innovative technology for consumers and organisations to manage and resolve conflicts and to propel online mediation as a first choice to resolving consumer disputes. This is an innovative tool that affords consumers better access to justice through quick and easy redressal mechanism and at the same time provide opportunity for businesses to maintain good customer relations.

**Campaign for raising awareness about internet safety:** With Government of India’s mission to encourage the public to adopt the digital payment system, in the near future several crores

of hitherto digital non literate consumers are going to use internet for the first time for buying various services and pay for the same. In order to protect the consumer on the online environment, a comprehensive one year campaign for raising awareness about internet safety amongst Indian consumers is being run in partnership with Google. The campaign will integrate the internet safety message into everyday tasks that Indian consumers undertake over internet - whether it be doing financial transactions, using emails, doing e-Commerce or simply surfing the internet for information in collaboration with Government of India in the Jago Grahak Jago campaign.

The partnership will also extend to training of select VCOs, government officials and National Consumer Helpline counsellors through a series of trainer's programmes who will further conduct mass training programmes. Awareness generation is also going to be through a knowledge management portal which will be in the form of a micro site on the department website.

**Online Consumer Communities:** In association with the Local Circles, a social media platform, the Department has launched a platform 'Online Consumer Communities' for citizens to discuss and opine about governance and daily life issues. With Local Circles, a citizen can get connected with their Government, City, Causes, Neighborhood, Interest, needs and any other communities they are a part of. When citizens get connected and become communities, it leads to transparency, easy availability of trusted information, easier collective action to address common issues and an easier/better urban daily life. Using Local Circles, organizations can reach out to citizens and understand collective issues, challenges, solutions, opportunities, and pulse at macro or micro levels.

### **4.13 NATIONAL CONSUMER DAY 2016**

The Department celebrated National Consumer Day with the theme "**Alternative Consumer Dispute Resolution**" on 24th December, 2016 in Vigyan Bhavan, New Delhi. The Programme was presided over by Shri Ram Vilas Paswan, Hon'ble Union Minister of Consumer Affairs, Food and Public Distribution.

Hon'ble Justice D.K. Jain, President, National Consumer Disputes Redressal Commission (NCDRC), New Delhi and Shri C.R. Chaudhary, Hon'ble Minister of State for Consumer Affairs, Food & Public Distribution graced the occasion and addressed the participants on the theme. Hon'ble Justice Jasbir Singh, President, Chandigarh UT Consumer Commission, and Sh. B.C. Gupta, Hon'ble Member, NCDRC, were the other speakers.



Several new initiatives of the Department on consumer grievance redressal and consumer education, leveraging new age technologies were launched.



**UNGCP:** The UN General Assembly on 22nd December 2015 approved the revised United Nations Guidelines on Consumer Protection (UNGCP) 2015. India had actively participated in the process of revision of the UNGCP and had emphasized for having an oversight mechanism. This has come in the form of the Intergovernmental Group of Experts (IGE). Under Guideline 95 of the revised UNGCP 2015, an Intergovernmental Group of Experts (IGE) has been constituted. The first meeting of the IGE on United Nations Guidelines on Consumer Protection (UNGCP) was held in

Geneva on 17-18th October, 2016 under the aegis of UNCTAD. The Indian delegation led by Shri C. R. Chaudhary, Hon'ble Minister of State for Consumer Affairs, Food and Public Distribution attended the meeting. In the High-level segment on 17th October, 2016 Minister of State made a statement on behalf of India in which he highlighted the various initiatives India has already undertaken on consumer welfare and protection such as the three tier quasi-judicial mechanism on redressal of consumer disputes, the Jago Grahak Jago campaign of India to educate the consumers



about their rights, institutional mechanisms put in place in India for consumer advocacy such as the Consumer Welfare Fund, the National and State Consumer Helplines, the GAMA portal to handle misleading advertisements etc.,. He informed the gathering about the initiatives taken by India in implementing the revised UNGCP in the country by way of forming a Task Force to study the guidelines and to suggest the way forward.

#### **4.14 ACTIVITIES CARRIED OUT DURING SWACHHTA PAKHWADA**

The Ministry of Consumer Affairs, Food & Public Distribution observed the Swachhta Pakhwada during the fortnight 16th to 31st October, 2016. During the Swachhta Pakhwada a number of activities were undertaken as under:

### 4.15 CONSUMER MELA

The Department of Consumer Affairs organized Consumer Mela on 20th October, 2016, during the Swachhta Pakhwada, at Central Park, Connaught Place, New Delhi for consumer awareness and possible grievance redressals, on the spot registration of grievances. Over 2000 visitors thronged the Mela to register their grievances.

**जागो ग्राहक जागो**

स्वच्छ भारत  
एक कदम स्वच्छता की ओर

उपभोक्ता मामले विभाग  
उपभोक्ता मामले, खाद्य और सार्वजनिक वितरण मंत्रालय  
भारत सरकार

के द्वारा

**उपभोक्ता जागरूकता सप्ताह**  
20-27 अक्टूबर, 2016

एवं

**स्वच्छता पखवाड़ा**  
16-31 अक्टूबर, 2016

का

**उपभोक्ता मेला**  
20 अक्टूबर, 2016

में शुभारम्भ

**श्री राम विलास पासवान**  
केन्द्रीय मंत्री, उपभोक्ता मामले, खाद्य एवं सार्वजनिक वितरण

के कर कर्मती द्वारा

**श्री सी.आर. चौधरी**  
राज्य मंत्री, उपभोक्ता मामले, खाद्य एवं सार्वजनिक वितरण

की गरिमामयी उपस्थिति में किया जायेगा

स्थान: सेंट्रल पार्क, कनॉट प्लेस, नई दिल्ली  
समय: प्रातः 11:00 बजे से सायं 07:00 बजे तक

हमेशा याद रखें

- गुणवत्ता चिन्ह जैसे कि आईएसआई मार्क, एममार्क, हॉलमार्क खरीदने से पहले देखें।
- मिठाई के पैसे दे दिखें के नहीं।
- हमेशा एमआरपी मूल्य, एक्सपायरी तिथि, वजन, मात्रा सामान खरीदने से पहले देखें एवं खरीद के बाद बिल अवश्य लें।
- एक जागरूक उपभोक्ता ही जिम्मेदार उपभोक्ता है।

उपभोक्ता संबंधी मुद्दों के संबंध में / कस्टीमर के क्वि काल कर: **1800-11-4000** [www.consumerhelpline.gov.in](http://www.consumerhelpline.gov.in)

आप अपनी शिकायतें दर्ज कर सकते हैं [www.consumerhelpline.gov.in](http://www.consumerhelpline.gov.in)

वेबसाइट: [www.consumeraffairs.nic.in](http://www.consumeraffairs.nic.in)

मन्न की बात  
के लिए अपने विचार और सुझाव दें  
अपने विचार प्रकल्पों को साझा करें पूरे देश के साथ साझा

अपनी राय Narendra Modi App पर साझा करें  
1992 पर एक मिनट कॉल दें  
या [www.mygov.in](http://www.mygov.in) पर लॉगइन करें

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**JAGO GRAHAK JAGO**

स्वच्छ भारत  
एक कदम स्वच्छता की ओर

Department of Consumer Affairs  
Ministry of Consumer Affairs, Food & Public Distribution  
Government of India  
is Organising

**Consumer Awareness Week**  
20 - 27 October, 2016

&

**Swachhta Pakhawada**  
16 - 31 October, 2016

Launch at

**CONSUMER MELA**  
20th October, 2016

by

**Shri Ram Vilas Paswan**  
Union Minister of Consumer Affairs, Food & Public Distribution

in the august presence of

**Shri C. R. Chaudhary**  
Minister of State for Consumer Affairs, Food and Public Distribution

at

Central Park, Connaught Place, New Delhi-110001  
Time: 11:00 AM - 07:00 PM

Always Remember

- Always check Quality marks such as ISI mark, Agmark, Hallmark before buying
- Before purchase check MRP, Expiry Date, Weight & Quantity and insist on bill of your purchase
- Pay for the SWEETS, Not for the BOX
- An Aware Consumer is a responsible Consumer

For any help/clarification on consumer issues, call: **1800-11-4000** [www.consumerhelpline.gov.in](http://www.consumerhelpline.gov.in)

You can login your complaints at [www.consumerhelpline.gov.in](http://www.consumerhelpline.gov.in)

Website: [www.consumeraffairs.nic.in](http://www.consumeraffairs.nic.in)

GIVE IDEAS & SUGGESTIONS FOR MANN KI BAAT  
YOUR THOUGHTS MAY BE SHARED BY THE PM WITH THE ENTIRE NATION

SHARE YOUR INPUTS ON THE NARENDRA MODI APP THROUGH A MISSED CALL ON 1922 OR LOGIN TO WWW.MYGOV.IN

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मेरी सरकार

The main objective of the mela was to bring the consumers and companies face to face so as to resolve the grievances to the extent possible and also to make the consumers aware about their responsibility towards Swachhta.

The Mela was inaugurated by the Union Minister for Food and Consumer Affairs, Shri Ram Vilas Paswan. Industry Associations -FICCI, ASSOCHAM, CII, PHD CEMBER and DICCI - as well as sector regulators like TRAI, FSSAI, BIS participated in the Mela. Apart from National Consumer Helpline, BIS, FSSAI, NTH, NCDRC, Weights and Measures, reputed private companies also participated in the Mela.



Hon'ble Minister of Consumer Affairs, Food and PD announced to organize consumer awareness week and consumer melas across the country every year beginning from World Consumer

Rights Day. This will help in bringing Consumers, Companies, Regulators on one platform for consumer awareness and their grievance redressals. During the Consumer Mela, the Minister administered Swachhta Oath and appealed to the people to keep their surroundings clean. Nukkad Natak on consumer awareness and Swachhta, and Poster making competition for School children were also organized during the event.



#### 4.16 CONSUMER AWARENESS WEEK

Consumer awareness week was observed during 20-27 October, 2016. This was launched during the Consumer Mela. The Consumer awareness week not only focused on the rights of the consumers but also on their responsibilities, including towards cleanliness. All State Governments and stakeholders were requested to observe the Consumer Awareness Week in their respective states

Secretary, Consumer Affairs participated in a live talk show on Doordarshan on 24th October on the theme.

#### NUKKAD NATAK



#### 4.17 PUBLICITY CAMPAIGN ON SWACHHTA

Nationwide campaign on consumer awareness including consumers' responsibility towards Swachhta was carried out on Doordarshan and major Cable & Satalite channels, which ended on 31st October, 2016. The campaign was also carried out on 25 FM, 32 Vividh Bharati, 119 primary channels, all regional news channels and Man Ki Baat programme of AIR and also on private FM channels on all India basis from 21-27 October coinciding with the Consumer Awareness Week and in digital cinemas throughout the country since 18th October, 2016.

Activities in the Field Offices/Organisations

Bureau Of Indian Standards (BIS)

As an initiative of BIS for significant and innovative work beyond the bare minimum housekeeping activities, various Branch Offices of BIS organised awareness programmes in various Government schools/schools run by local bodies located in rural areas targeting students of Class 5th and above. During these awareness programmes, the students were educated on segregation of solid waste, use

of dustbins for bio-degradable and non-degradable waste, and composting of bio-degradable waste in simple language which is easily followed by the students, preferably in local language based on the Indian Standard recently developed on Solid Waste Management. During the awareness programmes, an 8-minute film on Street Food Vendors prepared by BIS based on Indian Standard was screened



for the students to make them conscious of hygienic conditions.

#### 4.18 National Test House (NTH)

**NTH adopted three schools** i.e. Jainmati Ujagarmal Jain Inter college, Kabinagar, Ghaziabad, Amchi Shalla Zillah Parishad School in Tivri village, Distt Palghar, and Amchi Shalla Zillah Parishad School in Waliv village, Distt Palghar. In Amchi Shalla Zillah Parishad School in Tivri village the students were made aware about Swachhta. NTH distributed liquid soap and soap dispensers and installed one water purifier with RO to provide clean drinking water to the students.

**IILM, RANCHI:** It undertook cleaning of common areas and pathways surrounding the office.



### 4.19 CONSUMER FORA

A number of Consumer Fora including the National Commission carried out various Swachhta related activities.

**NCDRC, DELHI**



**STATE COMMISSION,  
RAIPUR, CHHATISGARH**



**STATE COMMISSION, PUDUCHERRY**

### Cleanliness Godliness



**DISTRICT FORUM, SEONI, MP**



**SCDRC, CHENNAI**





# CHECK BEFORE YOU BUY

Packaged products depicting correct information  
Are the right choice for consumers

### Checklist

- Name and address of Manufacturer/Packer/Importer
- General or common name of the product
- Quantity/ Number in standard unit
- MRP Rs. incl. taxes
- Consumer Grievance contact person details
- Month and Year of Manufacturing
- Manufacturing and expiry date for consumables



**Department of Consumer Affairs**  
Ministry of Consumer Affairs, Food and Public Distribution  
Government of India  
Website : [www.consumeraffairs.nic.in](http://www.consumeraffairs.nic.in)



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**National Consumer Helpline :**  
**1800-11-4000 (Toll Free)**

**Online Complaints :**  
[www.consumerhelpline.gov.in](http://www.consumerhelpline.gov.in)



## CHAPTER

## 5

## 5. CONSUMER GRIEVANCE REDRESS

Under the Consumer Protection Act, 1986, a three-tier quasi-judicial mechanism has been set up in the country to adjudicate complaints filed before them and to provide speedy redress to consumers. This includes the National Consumer Disputes Redressal Commission (National Commission) at the apex level with territorial jurisdiction over the whole country and pecuniary jurisdiction to consider consumer disputes/complaints involving claims above ₹1.00 crore and with appellate jurisdiction over State Commissions, 35 State Consumer Disputes Redressal Commissions (State Commissions) with territorial jurisdiction over the State/ UT concerned and financial jurisdiction to entertain consumer complaints involving claims above ₹20.00 lakhs and up to ₹1.00 crore and with appellate jurisdiction over the District Fora and 658 District Consumer Disputes Redressal Fora (District Forum) with territorial jurisdiction over the district and pecuniary jurisdiction up to ₹20.00 lakhs.

As per the latest reports made available by the National Commission, the average % disposal of disputes in all three levels of Consumers Fora in the country is an impressive 91.23%. The total number of cases filed and disposed of in the National Commission, State Commissions and District Fora, as on 31.12.2016, since inception, are given below:

Sl. No.	Name of Agency	Cases filed since inception	Cases disposed of since inception	Cases Pending	% of total Disposal
1	National Commission	106711	94581	12130	88.63%
2	State Commissions	728526	627289	101237	86.10%
3	District Forums	3853422	3551649	301773	92.17%
	<b>TOTAL</b>	<b>4689280</b>	<b>4274136</b>	<b>415144</b>	<b>91.15%</b>

Statement of disputes filed/disposed of/pending in National Commission, State Commission and District Fora are at **Annexures-I & II**.

Fourteen cities across India have been notified by the Central Govt. where the National Commission can hold its Circuit Bench sittings in addition to New Delhi where it ordinarily functions. In pursuance of this provision in the law, the National Commission has been holding Circuit Bench

sittings every year since 2005. During 2015-16, Circuit Bench sittings of National Commission were held twice in Chandigarh and once in Bhopal. A total 122 disputes were disposed of.

National Consumer Helpline (NCH) operates under the umbrella of the Center for Consumer Studies, Indian Institute of Public Administration, under an MoU with the Dept. of Consumer Affairs, Govt. of India. It was set up with a vision to empower consumers and assist them in their consumer related grievances, without them necessarily having to go to a consumer forum. Just by calling a toll free number, an aggrieved consumer gets free, fast and informed advice. NCH can be contacted on a National toll free number 1800-11-4000, and also by short code 14401 which can be used by consumers to seek information, advice or guidance for their queries and complaints through a telephonic call. Additionally, consumers can register their complaint directly on web and can also send an SMS to 08130009809, for registering their complaint or for information and guidance.

## 5.1 OBJECTIVE OF NCH

The objective of NCH is to create awareness amongst the public about their consumer rights as well as to inform them about the avenues available for the resolution of their complaints. NCH also provides a platform to companies under their ‘Convergence’ programme to proactively resolve their customer grievances amicably.

The year 2016-17 has been significant for NCH, due to major expansion of the capacity as well as an increase in the ambit of work undertaken. Prior to this, the service was available on 14 dask, and from August 2016, the capacity has been increased to 60 dask. The new integrated web portal [www.consumerhelpline.gov.in](http://www.consumerhelpline.gov.in) made by NIC, was launched by the Department. All calls and complaints received at NCH whether



directly on the web, by toll free, postal letters, email etc. are logged in to this software. This portal has a facility of transmission of complaints directly to the Convergence company, Govt. Dept. and Regulators, as well as show and inform the complainant by e-mail of the redressal provided on

real time basis. For Companies who are not a part of ‘Convergence’, the email ids are searched from public domains and the Registration of Companies Hall of the Ministry of Corporate Affairs. Complaints related to local dealers, shopkeepers, and non consumer issues are closed and disposed with relevant advice.

During Financial Year 2016-17, in the period April – July when NCH was operating on the previous software, the average calls received were 19000 every month, and with the introduction of Integrated Grievances Redressal Mechanism (INGRAM) and expansion by adding more desks and capacity, the average call volume in the period Aug – Dec averages 27,000 calls a month. In addition, NCH also handles complaints registered on CPGRAM portal which are forwarded by the Department.



The **Jagruti** initiative of NCH is towards making a smart consumer, by educating and empowering them, and programmes on Community Radio is one such medium. In earlier years, NCH has conducted programmes on Radio Jamia, Delhi University Community Radio, Apna Radio etc. This year, a program was conducted on Suno Sharda – the community Radio of Sharda University, for the student community and people working and living in Greater Noida. Consumer rights, responsibilities and various types of issues faced by consumers in different sectors like Banking, Telecom, LPG/PNG, Education, Food Safety and Electricity etc. was explained.

In addition, NCH has participated in the Consumer Mela organized by Department of Consumer Affairs on 20th October 2016 at Central Park, Connaught Place, New Delhi with an objective of bringing all stake holders on one platform for Consumer Awareness and grievance redressal. National Consumer Helpline actively participated in the Mela as



well as ensured that some of the Convergence partners also participated. For the Mela, National Consumer Helpline had scripted, directed and performed a Nukkad Natak of 30 minutes duration, on the theme of Misleading Advertisements, not to fall prey to agents who make false promises, and the importance of reading labels on packaged foods as well as ensuring that no one pays more than the maximum retail price. It was widely appreciated.



NCH had also put a stall in two Diwali Melas held in Delhi with the objective of educating consumers on pre-purchase and post purchase advisories, as well as to showcase the role of National Consumer Helpline in resolving consumer grievances under the umbrella of 'JAGO GRAHAK JAGO'. NCH distributed brochures, flyers, bookmarks and pocket books on consumer rights and responsibilities in English and Hindi to everyone who visited the stall.

The highlight of the year was undoubtedly the visit of the Minister of Consumer Affairs, Food & Public Distribution, Mr. Ram Vilas Paswan to NCH, Minister of State Sh. C.R. Chaudhary on 12th July 2016. He heard calls at the call center and appreciated the guidance given by the counselors to complainants who call up to seek information. The encouragement received from the Minister greatly boosted the morale of all at NCH and CCS, IIPA.





**If you feel wronged  
as a Consumer...**

**Seek Redressal in  
Consumer Forum**

**District Level  
Cases upto  
Rs. 20 Lacs**

**State Level  
Cases above  
Rs. 20 Lacs,  
upto Rs. 1 Crore**

**National Level  
Cases of more than  
Rs. 1 Crore**

**Locate the Consumer Forum  
in your area at...  
[www.ncdrc.nic.in](http://www.ncdrc.nic.in)**

National Consumer Helpline :  
**1800-11-4000 (Toll Free)**  
Online Complaints :  
[www.consumerhelpline.gov.in](http://www.consumerhelpline.gov.in)

  
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**Department of Consumer Affairs**  
Ministry of Consumer Affairs,  
Food and Public Distribution  
Govt. of India  
Website : [www.consumeraffairs.nic.in](http://www.consumeraffairs.nic.in)

doae 08101130050/1517



## CHAPTER

## 6

**6. CONSUMER COOPERATIVES**

- i. NCCF, a national level consumer cooperative federation, was set up on 16th October, 1965 and is administered under the Multi State Cooperative Societies (MSCS) Act 2002. The affairs of NCCF are managed by a Board of Directors, comprising both elected and nominated members as per the provisions of MSCS Act and the bye-laws of the NCCF. Commercial operations of NCCF are handled at the headquarters at New Delhi and through its 29 branches/sub-branches located mostly in the State Capitals and other important centers in the country.
- ii. The main objectives of NCCF are to provide supply support to the consumer cooperatives and other distributing agencies for distribution of consumer goods at reasonable and affordable rates besides rendering technical guidance and assistance to the consumer cooperatives.
- iii. The total paid-up share capital of NCCF as on 31.03.2016 was ₹14.49 Crore. This amount had been contributed by the members, out of which the contribution of the Government of India is ₹9.48 Crore. The Government of India now holds about 65.43 % of total paid-up share capital in NCCF.
- iv. The membership of NCCF comprises of the primary and wholesale societies, state consumers cooperatives federation and various national level organizations such as NCDC, NAFED, NCUI and the Government of India (through Department of Consumer Affairs, Ministry of Consumer Affairs, Food and Public Distribution).
- v. NCCF provides linkage between the producer/manufacturer, the wholesaler/retailer and the consumers. It is primarily engaged in the wholesale distributive trade. It also undertakes supplies to Government Departments which mainly relate to stationery, computer peripherals and consumables and items of general merchandise. Of late, NCCF has also made foray in the area of e-governance services, construction and other government campaign.
- vi. The turnover of NCCF and its profitability during the last three year is as under:-

Category	2014-15 (Audited)	2015-16 (Audited)	2016-17 (Provisional upto Nov 16)
Sales	602.85	778.67	450.79
Gross Margin	16.17	18.00	9.86
Other Receipts	16.55	11.64	5.00
Net Profit/ (Loss)	4.45	(1.30)	2.12

- vii. The sales turnover achieved by NCCF during the year 2016-17 (upto 30.11.2016) was ₹450.79 crore. Bulk of the sales related to supply of grocery & general merchandise items. NCCF has, so far, earned a net profit of ₹212.44 lakhs (including interest income of FDR amount of ₹396.35 Lakhs) during the year 2016-17.



# CONSUMER IS KING CORPORATES Keep your customers happy & satisfied...



- ▶ Put a Consumer Grievance Redressal mechanism in place.
- ▶ Place your policy of return, refund, replacement etc. on your website along with FAQs for consumers.
- ▶ Nominate Nodal officers to handle consumer grievances and give their contact details on your website.
- ▶ **FOR BETTER PROTECTION OF CONSUMERS AND YOUR BRAND, OPT FOR CONVERGENCE WITH NATIONAL CONSUMER HELPLINE BY LOGGING ON TO [www.nationalconsumerhelpline.in](http://www.nationalconsumerhelpline.in)**

clawp 08101130041/1617



National Consumer  
Help Line (Toll Free) Number  
**1800-11-4000**  
On line complaint  
[www.consumerhelpline.gov.in](http://www.consumerhelpline.gov.in)



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Issued in Public Interest by

**Department of Consumer Affairs**

Ministry of Consumer Affairs, Food and Public Distribution  
Government of India, Krishi Bhawan, New Delhi - 110 001

Website : [www.consumeraffairs.nic.in](http://www.consumeraffairs.nic.in)



## CHAPTER

## 7

### 7. QUALITY ASSURANCE AND STANDARDS

#### 7.1 GENERAL

The Bureau of Indian Standards was set up as a statutory organization under the Bureau of Indian Standards Act, 1986 by taking over the assets and liabilities of the Indian Standards Institution (ISI) that came into existence in 1947. The Bureau has its Headquarters in New Delhi. It has a network of 5 regional offices, 33 branch offices and 8 laboratories.

The mandate of BIS is to formulate standards that promote quality of goods and services. The Bureau provides technical support to industries and services sector by way of updated standards, developing new standards in emerging technologies, and providing certification of goods and services for ensuring quality and safety. The performance of BIS in its principal activities are indicated below:

#### 7.2 STANDARDS FORMULATION

BIS formulates need based Indian Standards in line with National priorities. It also harmonizes National standards with International standards in order to facilitate adoption of International standards by industry and thereby facilitating trade. Upto Dec 2016, 5049 Indian Standards have been harmonized with International Standards, which is more than 83% of standards where corresponding ISO/IEC Standards exist. Existing Indian Standards are reviewed, once in five years. During April – Dec 2016, 408 Standards (New and revised) were formulated. Also a total number of 2060 Standards were reviewed. The total number of standards in force, as on 31 Dec 2016 was 18998.

#### INTERNATIONAL ACTIVITIES

##### International Participation:

BIS, in its capacity as the National Standards Body of India, represents India in International Organization for Standardization (ISO) and through the Indian National Committee of IEC in the International Electrotechnical Commission (IEC). It is actively involved in development of International Standards in its capacity as Participating (P) member or Observer (O) member on various Technical Committees and Sub-Committees. BIS launched the first Young Professionals Programme through a workshop for Electrotechnical Sector held on 21 July, 2016 at BIS Headquarters New Delhi.

## **BILATERAL AND REGIONAL COOPERATION PROGRAMMES:**

BIS is also actively involved in Regional and Bilateral Cooperation Programmes pertaining to standardization, testing, certification, training etc. So far, BIS has signed 31 MoUs and 6 Bilateral Cooperation Agreements (BCA) with National Standards Bodies of other countries. During this period, 6 MoUs (Indonesia, Kenya, Mali, Nigeria, Vietnam and Saudi Arabia) and a BCA with ABNT, Brazil were signed.

BIS has also been playing an active role in regional standardization activities under the South Asian Regional Standards Organization (SARSO) and Pacific Area Standards Congress (PASC). BIS jointly with SARSO organized an Awareness Programme on Regional Standardization on 27 July, 2016 at New Delhi.

## **7.3 PRODUCT CERTIFICATION**

### **(a) Certification of Domestic Products**

BIS operates a Product Certification Scheme under the Bureau of Indian Standards Act, 1986 and the Rules and Regulations framed there-under. Presence of Standard Mark (popularly known as ISI mark) on a product indicates its conformity to the relevant Indian Standard. Before granting license to any manufacturer, BIS ascertains the availability of required infrastructure and capability of the manufacturer to produce and test the product conforming to the relevant Indian Standard. Samples drawn from the production line as well as from the market are tested in BIS laboratories/recognized independent laboratories to ensure conformance of the product to the relevant Indian Standard. BIS also conducts surveillance visits to ensure conformance of licensees' products to the relevant Indian Standard. The certification scheme is voluntary in nature, except for 107 product standards that have been made mandatory by the Central Government on considerations of public health and safety.

During April - December 2016, 2844 new licences were granted, which include 09 products covered for the first time under the scheme. The total number of Indian Standards which have been covered under BIS Certification Marks Scheme are 948. The total number of operative licences as on 31st March 2016 was 31347 which increased to 32758 by December 2016.

### **(b) Foreign Manufacturers Certification Scheme (FMCS)**

Since 1999, BIS operates a separate scheme for certification of foreign manufacturers. Under the Scheme, foreign manufacturers can seek certification from BIS for marking their product with the BIS Standard Mark. There are 621 such licences held by foreign manufacturers against 77 Indian Standards. During the period April - Dec 2016, 129 licences were granted under the Foreign Manufacturers Certification Scheme.

(c) **Registration Scheme for Self Declaration of Conformity (S-DoC)**

Ministry of Electronics & Information Technology (MeitY) has notified “Electronics and Information Technology Goods (Requirement for Compulsory Registration) Order, 2012” in October 2012 for 15 product categories of electronics items. Another 15 product categories were added by MeitY under this order in November 2014. BIS has been granting registration for self-declaration of conformity for these items to manufacturers, located either in India or abroad. Since its launch, BIS has granted 7576 registrations (as on 31 Dec 2016).

(d) **HALLMARKING SCHEME OF GOLD/SILVER JEWELLERY**

- (i) **Hallmarking of Gold & Silver Jewellery:** Hallmarking of Gold Jewellery was started by BIS in April 2000 to provide third party assurance to consumers on the purity of gold jewellery. The scheme for Hallmarking of Silver Jewellery / artefacts was launched in October 2005. Under the Scheme, the jewellers are granted licence to sell hallmarked jewellery as per relevant Indian standards. For hallmarking of the jewellery or artefacts, licensed jeweller is required to submit all the articles to Assaying & Hallmarking (A&H) centres recognized by BIS along with declaration of purity. A&H Centre after testing the jewellery for purity as per relevant Indian standards apply hallmark on such jewellery which is found conforming to the Indian Standard including declared fineness.

**Revision of Indian standard IS 1417:2016 on Gold hallmarking:** The Indian Standard on Gold Hallmarking was revised in Nov 2016 and has been made effective for implementation with effect from 1 January 2017. The Hallmarked Gold jewellery will now be available in three grades i.e, 14 Carat, 18 Carat and 22 Carat only instead of 10 grades earlier, keeping in view the interest of the consumer. The caratage will also be marked on jewellery in addition to fineness for convenience of consumers, e.g. for 22 carat jewellery, 22K will be marked in addition to 916.

- (ii) **Progress of Hallmarking Scheme:** During the period Apr 2016 - Dec 2016, number of hallmarking licence have grown from 15368 to 18299 while the number of BIS recognized Assaying and Hallmarking centres have increased from 363 to 425. During the same period 2.10 crore articles of gold and silver jewellery/ artefacts have been hallmarked.
- (iii) **Implementation of the Scheme for setting up of gold hallmarking/ assaying centres in India with central assistance:** Under the Plan Scheme for Hallmarking, during this period, for infrastructural building assistance, was provided to six A&H centres in the states of West Bengal, Jharkhand, Gujarat, Punjab & Haryana. Under the capacity building, six programmes have been organized for training of artisans and one programme for training of trainers was organised.

- (iv) **Jeweller Awareness Programme:** For increasing awareness among jewellers regarding hallmarking scheme, 30 programmes were organized during the period by various branch offices of BIS.

## 7.4 MANAGEMENT SYSTEMS CERTIFICATION

BIS operates the following Management Systems Certification services as per the corresponding standards:

1. Quality Management System (QMS) Certification Scheme as per IS/ISO 9001:2015
2. Environmental Management System (EMS) Certification Scheme as per IS/ISO 14001:2015
3. Occupational Health and Safety Management System (OHSMS) Certification Scheme as per IS 18001:2007
4. Hazards Analysis and Critical Control Point (HACCP) Scheme as per IS 15000:2013
5. Food Safety Management System (FSMS) Certification Scheme as per IS/ISO 22000:2005
6. Service Quality Management System (SQMS) Certification Scheme as per IS 15700:2005
7. Energy Management System (EnMS) Certification Scheme as per IS/ISO 50001:2011
8. Medical Devices Quality Management Systems Certification Scheme as per IS/ISO 13485:2003
9. Integrated (QMS and HACCP) as per IS/ISO 9001 & IS 15000.

Under these Management Systems Certification schemes, there are 1318 operative licences as on 31 December 2016.

## 7.5 LABORATORY

BIS has established eight laboratories. The Central Laboratory was started in 1962. Subsequently, four regional laboratories at Mohali, Kolkata, Mumbai and Chennai and three branch office laboratories at Patna, Bangalore and Guwahati were established. The purpose of establishing BIS laboratories is to support the activities of BIS product certification scheme where samples are drawn from the licensees/applicants and also from the market and tested for conformance. The BIS laboratories have facilities for testing of products in the fields of chemical, microbiological, electrical and mechanical disciplines.

In order to ensure that BIS laboratory services keep pace with developments at the international level, the laboratories at Mumbai, Kolkata, Chennai, Mohali, and Sahibabad have been accredited by the National Accreditation Board( NABL) as per ISO/IEC 17025. BIS also operates Laboratory Recognition Scheme (LRS) for recognition of outside laboratories. The scheme is based on ISO/IEC 17025, which are in line with the norms adopted by the NABL.

There are 175 BIS recognized labs, which include reputed R&D organizations, technical institutions, Government labs and labs in private sector. The services of such laboratories are utilized where it is economically not viable to develop test facilities in BIS laboratories.

Testing capacity of Gold and Silver Referral Assaying Laboratory operating at Southern Regional Laboratory, Chennai has been doubled.

Testing facility for testing containers for Packaged Drinking Water as per IS 15410:2013 has been created at Patna Branch Laboratory & Guwahati Branch Laboratory. Testing facility for Plywood & Wood Products has been established in Eastern Regional Office Laboratory, Patna Branch Laboratory & Guwahati Branch Laboratory.

In Western Regional Office Laboratory, partial testing facilities have been converted to complete testing facilities for Sodium Benzoate (Food Grade) as per IS 4447:1994 & Benzoic Acid (Food Grade) as per IS 4448:1994 and has also upgraded the testing facilities for four Milk products i. e. Milk Powder (IS 1165), Condensed Milk, Partly Skimmed and Skimmed Condensed Milk (IS 1166), Skimmed Milk Powder Standard Grade [IS 13334 (Pt-1)] and Skimmed Milk Powder Extra Grade [IS 13334 (Pt-2)]. In Bangalore Branch Laboratory, partial testing facilities for Solar Flat Plate Collectors as per IS 12933 (Pt-1):2003 and complete testing facilities for LED Lamps as per IS 16102(Pt -1):2012 have been created.

Test facilities for determination of Nitrogen by Steam Distillation Method as per IS 228 (Pt-19):1998 in samples of steels as per IS 1786, IS 2830, IS 2062 & IS 432 (Pt-1) etc. have been created in Northern Regional Office Laboratory & Patna Branch Laboratory.

Partial test facility for testing of Disinfectant Fluid – Phenolic Type as per IS 1061:1997 has been created at Eastern Regional Office Laboratory.

## 7.6 CONSUMER AFFAIRS ACTIVITIES IN BIS

The Consumer Affairs Department in BIS interfaces with the public and consumers. It's activities comprise sale of standards, consumer awareness programmes and enforcement. In addition, events of importance like World Standards Day, etc. are handled by this Department.

Programmes under following categories have been conducted:

- (a) **Consumer Awareness Programmes:** For promoting the concept of standardization, certification and to create quality consciousness among consumers, awareness programmes

are organized on a regular basis through various Regional Offices and Branch offices of BIS. During April – December 2016, 132 such programmes were organized by Regional Offices / Branch offices throughout the country.

- (b) **Industry Awareness Programmes:** To propagate the concept of standardization, product certification, management systems certification and other BIS activities amongst Industries, 29 Industry Awareness Programmes were conducted during the period April – December 2016. The programme consisted of lectures and discussions. Standards relating to specific industrial sectors, depending on concentration of industries in the area were also highlighted, during such programmes.
- (c) **Educational Utilization of Standards (EUS) Programmes:** BIS organizes programmes for students and faculty of colleges and technical institutes to inculcate amongst the young students the concepts and benefits of standardization. During the period April – December 2016, BIS organized 16 EUS Programmes.
- (d) **World Standards Day:** BIS celebrated the World Standards Day on 14 Oct 2016 at BIS HQ, New Delhi and other ROs/BOs, to pay tribute to the collaborative efforts of thousands of experts worldwide, who develop voluntary technical agreements that are published as International or National Standards. This year the theme for World Standards Day was ‘Standards Build Trust’. The celebration at New Delhi was inaugurated by Hon’able Minister for Consumer Affairs Food and Public Distribution, Govt. of India, Shri Ram Vilas Paswan, in the presence of Hon’ble Minister of State for Consumer Affairs, Food and Public Distribution, Govt. of India, Shri C.R. Chaudhary. The celebration also included a technical seminar on the theme.



- (e) **Citizen Charter and Public Grievance cell:** Citizen's Charter has been implemented and is being monitored. Consumer complaints relating to BIS certified products are reviewed and monitored every month.
- (f) **Enforcement:** The BIS Standard Mark (ISI Mark) is a mark of quality. Consumers as well as the organized purchasers prefer ISI marked products. During the period, April – December 2016, BIS carried out 75 successful search and seizures all over the country on firms misusing ISI mark. BIS has also issued press releases regarding the enforcement raids for giving wide publicity with the intention to create awareness among the consumers about the unscrupulous manufacturers misusing the ISI mark.

## 7.7 TRAINING SERVICES

### (i) Training Programmes for Industry

During the period April – December 2016, the National Institute of Training for Standardization (NITS) organized 37 in-house programmes and 61 open programmes including 12 Lead Auditors Courses, 2 programmes for applicants and licensees for 1588 Participants from Industry. In addition, 2 programmes on consumer protection, 2 programmes for technical committee members and a customized programme on Standardization and Quality Assurance was conducted for Indian Railways Probationary Officers during May 2016.

### (ii) International Training Programmes for Developing Countries

- a. The 13th International Training Programme on 'Management Systems', organized during 29 August - 23 September 2016, was attended by 32 participants from 13 developing countries with the financial support from Ministry of External Affairs, Government of India.
- b. The 49th International Training Programme on 'Standardization and Quality Assurance', organised during 17 October - 09 December 2016, was attended by 35 participants from 27 developing countries with the financial support from Ministry of External Affairs, Government of India.



**(iii) Training Programmes for BIS Employees**

During the period April – December 2016, 23 programmes were exclusively organized for BIS officials, which included the following:

1. Orientation training programme for Sc. B (2014 Batch)
2. Transition Training programme on QMS as per IS/ISO 9001:2015
3. Induction training programme for newly appointed UDCs
4. Training programme on self-declaration of conformity
5. Induction training for newly recruited Technical Assistants (Lab) & Sr. Master Technicians
6. Refresher course on product certification
7. Training programme on Leave, TA & Medical Rules, GFR for Group B & C employees
8. Training Programmes on Laboratory Quality Management System and Audits as per IS/ISO 17025
9. Training programme on IS 12
10. Training programme on RTI
11. Induction training programme for newly recruited Jr. Stenographers
12. Training programme for SO/PS for LDCE exam
13. Training programme on preventive vigilance
14. Training programme on packaged drinking water
15. Training Programme on PVC Insulated Cables as per IS 694:2010
16. Training for Trainers on Hallmarking for Group A Officers

Around 536 BIS employees have been trained in these programmes.

**(iv) New Programmes developed by NITS**

- Emergency preparedness based on EMS and OHSMS
- Training program on Social Accountability and Corporate Social Responsibility

**7.8 INFORMATION TECHNOLOGY**

Concerted efforts are being made to digitize the activities and business processes of BIS. As a part of this endeavour, following initiatives have been undertaken:

- a) The Standards Formulation software has been enhanced further to cater the various functions of standardization activity. This software automates all the stages involved in the formulation of standards and their amendments.
- b) An online web portal is operational for managing the Compulsory Registration Scheme. A payment gateway has been integrated with this portal to facilitate payments online to all stakeholders.
- c) A module has been developed & made operational for International Relations Department, BIS, to host WTO-TBT notifications. It enables outside users to register themselves to receive email notifications. Also, it facilitates stakeholders to submit comments online.
- d) A Human Resource & Finance Management System for managing support services of BIS (such as HR, Finance, Accounts, Administration, Establishment, etc.) has been procured from CDAC, Noida and the same is under customization to suit BIS requirements.
- e) An android application (BIS CARE) is operational for lodging complaints from smart phones. This application has been upgraded in-line with latest trends prevailing in the mobile app technology and is under testing.

## 7.9 PUBLIC RELATIONS

To publicize ISI mark and Hallmark amongst common consumers, a number of publicity activities are undertaken by BIS. During the current financial year up to December 2016, an amount of ₹9.03 crore has been spent on publicity, out of which the expenditure on print and electronic and outdoor media was ₹2.43 crore, ₹3.59 crore and ₹3.01 crore, respectively.

## 7.10 DEVELOPMENT IN THE NORTH-EAST REGION

The total operative certification licences in all seven North Eastern States up to December 2016 was 787 (487 licences for product and 300 licences for Hallmarking).

BIS also has a laboratory at Guwahati with testing facilities in the mechanical field and tests products like high strength deformed steel bars (HSD steel bars), corrugated and semi-corrugated asbestos cement sheet, PET Bottles & Jars for Packaged Drinking Water and Plywood etc.

## 7.11 PLAN SCHEMES

BIS is implementing following two Central Sector Schemes under 12th Five year Plan (2012 -17)

- a) Scheme for setting up A&H Centres in deficient districts.
- b) National System for Standardization for Strengthening Standardization at National and International level.

## 7.12 RESERVATION FOR SCHEDULED CASTES/SCHEDULED TRIBES/ OTHER BACKWARD CLASSES AND PHYSICALLY HANDICAPPED PERSONS

The total staff strength of Group A (Non-Scientific Cadre), B & C (including Group D) as on 31 December 2016 was 1035, Group-wise representation of SC/ST/OBC and Physically Handicapped (PH) persons are as indicated below:

Group	Existing Strength	SC	ST	OBC	Physically Handicapped (PH)	PH-ST	EX-servicemen
A	39	10	02	03	01@	01@	03
B	438	84	21	09	04	-	-
C	388	74	34	82	17	-	01
D*	170	66	13	02	02	-	-
<b>Total</b>	<b>1035</b>	<b>234</b>	<b>70</b>	<b>96</b>	<b>24</b>	<b>1</b>	<b>04</b>

@ One official who belongs to ST category, is also a physically handicapped, therefore he has been counted at both places i.e. PH & PH-ST

\*Group D, on completion of training as per the decision of GOI on the recommendations of 6th Central Pay Commission, are now treated as Group 'C' employees.

## 7.13 SCHEMES FOR PERSONS WITH DISABILITIES

- i) As per the GOI instructions, 3% reservation is being provided to the persons with disabilities in direct recruitment under Group A, B, C & D posts. Further 3% of the vacancies in case of promotion to Group C and D posts, in which direct recruitment does not exceed 75% is also being reserved for persons with disabilities.
- ii) BIS also allows 12 Casual Leaves to the Physically challenged/ disabled people instead of 08 Casual Leaves permissible to a normal employee.
- iii) Moreover, physically challenged/disable people are being paid Transport Allowance at double the rates prescribed for other employees.



Department of Consumer Affairs  
Ministry of Consumer Affairs,  
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davp 08101/130034/1617

### Some of the luminaries who had been part of the National Test House



Dr. Atmaram



Dr. J.C. Ghosh



Dr. L.C. Verma



Dr. Meghnad Saha



Prof. P.C. Mahalanobis



Sir Shanti Swarup Bhatnagar

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## CHAPTER

## 8

**8. NATIONAL TEST HOUSE**

The National Test House (NTH) is a premier scientific & technical test and quality evaluation system of laboratories for industrial, engineering, consumer etc. products under the administrative control of the Government of India since the year 1912. This century old Scientific and Technological Organization was established originally by the Indian Railways as a captive test and quality evaluation laboratory (originally known as Government Test House) at Alipore, Kolkata with a view to examine the quality of various materials and products used by the Indian Railways. The first regional laboratory was set up by NTH in Mumbai in the year 1963 and subsequently at Chennai (1975), Ghaziabad (1977), Jaipur (1994) and Guwahati (1996). The Laboratory at Kolkata is known as Regional Laboratory (Eastern Region).

The National Test House works in the field of Testing, Evaluation Scientific Research and Quality Control of various engineering/non-engineering materials and finished products, calibration of measuring equipment/instruments and devices etc. To be precise, the NTH issues test certificates in scientific & engineering fields to certify conformity to national/international/standards/specifications or customer standard specifications etc. or to detect quality specifications.

Over the years with its competent and experienced scientists NTH has been able to widen its scientific services and presently it is providing services in the field of test and quality evaluation of Industrial and consumer products, calibration and measurement of machineries and devices, impart training to industrial professionals, research and development on test methodologies and standardization through its regional laboratories Kolkata, Mumbai, Chennai, Ghaziabad, Jaipur and Guwahati. In the development of indigenous industries to build up new generation India, National Test House serves as a bridge consultant in between industrial research and marketable products under strict quality control.

**DETAILS OF STAFF STRENGTH AS ON 31.12.2016**

	Gazetted	Non-Gazetted	Total
Sanctioned	201	503	704
Actual	144	266	410

**FACILITIES AVAILABLE IN NTH LABS:****8.1 TESTING & EVALUATION SERVICES IN THE FOLLOWING FIELDS:**

- Chemical
- Mechanical

- Electrical
- Civil Engineering
- Non-Destructive Testing
- Rubber, Plastics, Paper & Textiles (RPPT)

## 8.2 CALIBRATION SERVICES (ECHELON LEVEL-II):

- Mechanical parameters
- Electrical & Thermal parameters

Facilities for Calibration are available at present in Mechanical and Electrical areas in the Eastern Regional Centre and in Mechanical area in Western Regional Centre & Mechanical, Electrical & Thermal areas in Southern Region of NTH.

## 8.3 PLAN ACTIVITY:

To enable NTH to play its role effectively in the field of quality control, material evaluation, standardization and assistance in industrial development, it has been brought under the Plan Scheme. The Scheme envisages augmentation and modernization of testing facilities for the benefit of small scale industries in particular. The activities of the NTH are being regular covered under the scheme since 5th Five Year Plan.

## 8.4 EXPENDITURE INCURRED (INCLUDING MAJOR WORKS OUTLAY)

(₹ in lakh)

Sl. No	Name of the Regions	2014-15 (Upto 31st March, 2015)			2015-16 (Upto 31st March, 2016)			2016-17 (Upto 31st Dec, 2016)		
		Plan	Non-Plan	Total	Plan	Non-Plan	Total	Plan	Non-Plan	Total
1.	NTH (ER), Kolkata	1366.96	1225.84	2592.80	1433.85	1167	2600.85	375.38	1040.11	2260.38
2.	NTH (WR), Mumbai	68.89	419.82	488.71	76.21	436.92	513.13	56.82	419.74	409.5
3.	NTH (SR), Chennai	70.96	441.19	512.15	61.45	436.37	497.82	38.33	404.66	388.07
4.	NTH (NR), Ghaziabad	75.92	530.84	606.76	87.66	537.14	62408	53.83	476.91	500.99
5.	NTH (NWR), Jaipur	68.96	132.41	201.37	49.73	141.50	191.23	33.86	145.32	156.15
6.	NTH (NER), Guwahati	19.53	89.09	108.62	21.31	96.33	117.64	23.31	121.83	84.76
	<b>Total</b>	<b>1671.23</b>	<b>2839.19</b>	<b>4510.42</b>	<b>1730.21</b>	<b>2815.26</b>	<b>4545.47</b>	<b>581.53</b>	<b>2608.57</b>	<b>3799.85</b>

## 8.5 REVENUE PERFORMANCE FOR THE THREE YEAR PERIOD 2016-2017

(₹ in lakh)

Sl. No	Name of the Region	2014-15	2015-16	2016-17 (upto Nov, 2016)
1	NTH (ER), Kolkata	496.05	506.5	377.27
2	NTH (WR), Mumbai	238.77	297.35	174.96
3	NTH (SR), Chennai	329.31	409.53	257.77
4	NTH (NR), Ghaziabad	476.86	522.92	346.42
5	NTH (NWR), Jaipur	145.67	160.92	117.76
6	NTH (NER), Guwahati	41.22	42.11	28.86
	<b>Total</b>	<b>1727.88</b>	<b>1939.33</b>	<b>1303.04</b>

The office cum laboratory building of NTH (NER) Guwahati was inaugurated by Shri Ram Vilas Paswan, Minister CAF&PD on 19.02.2016.



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**JAGO  
GRAHAK  
JAGO**

**Total Weight of  
LPG Cylinder:  
29.5 Kg**

**Weight of Gas :  
14.2 Kg**

**Weight of  
Empty Cylinder :  
15.3 Kg**

For incorrect weight, complain to Controller of Legal Metrology  
(Weights & Measures) of the concerned State/Union Territory.  
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Ministry of Consumer Affairs,  
Food and Public Distribution  
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Website : [www.consumeraffairs.nic.in](http://www.consumeraffairs.nic.in)



## CHAPTER

## 9

**9. WEIGHTS AND MEASURES**

1. The Legal Metrology Act, 2009 (1 of 2010) has come into force on 01.04.2011 and has repealed the Standards of Weights & Measures Act, 1976 & Standards of Weights & Measures (Enforcement) Act, 1985 w.e.f 01.04.2011. The Central Government has made seven rules for the better implementation of the Act. The State Govt. has also made their Legal Metrology (Enforcement) Rules. The following Legal Metrology Rules have been framed under the Legal Metrology Act, 2009 for protection of consumer interest.
  - a) The Legal Metrology (Packaged Commodities) Rules, 2011
  - b) The Legal Metrology (General)) Rules, 2011
  - c) The Legal Metrology (Model Approval) Rules, 2011
  - d) The Legal Metrology (National Standard) Rules, 2011
  - e) The Legal Metrology (Numeration) Rules, 2011
  - f) The Indian Institute of Legal Metrology Rules, 2011
  - g) The Legal Metrology (Government approved test centres) Rules, 2013
2. The Department has already adopted new specifications in The Legal Metrology (General)) Rules, 2011 in accordance with the recommendations of the International Organization of Legal Metrology (OIML). The Rules cover new specifications of Automatic rail weighbridges, Clinical thermometers, Automatic gravimetric filling instruments, Standard Weights for testing higher capacity weighing machines, Discontinuous totalizing automatic weighing instruments, Sphygmomanometer (Blood Pressure measuring instruments) & CNG gas dispensers etc.
3. The Legal Metrology (Weights and Measures) laws are enforced through State Government. The Government ensures through Legal Metrology Act, 2009 that all weight and measure used for trade or commerce or for protection of human health and safety are accurate and reliable so that users are guaranteed for correct Weightment and Measurement. This in turn enables the consumer to get the right quantity for which he has paid for.

4. The Legal Metrology (Weights and Measures) regulation in India also regulate the sale of commodities in “Pre-Packed form”. The Legal Metrology (Packaged Commodities) Rules, 2011 require mandatory declaration of certain basic information namely name of Manufacturer/Importer/Packer, common or generic name of the commodity, net quantity, month & year in which the commodity is manufactured/pre-packed/imported, retail sale price of the package and consumer care details on the packages to safeguard the interest of consumers. The Rules also require importers to provide these basic declarations on imported packages, similar to those for indigenous packages.

#### **5. Regional Reference Standards Laboratories**

- (i) The Central Government has established five Regional Reference Standards Laboratories (RRSL) at Ahmedabad, Bangalore, Bhubaneswar, Faridabad and Guwahati. These RRSLs serve as a vital link in dissemination of the values of national standards of Legal Metrology down to the commercial level. Two more laboratories at Varanasi, (Uttar Pradesh) and Nagpur, (Maharashtra) are proposed to be established. The laboratories maintain Reference Standards of appropriate accuracy for Verification of Legal standards of the States, Calibration of weighing and measuring instruments, Model approval tests of weighing and measuring instruments, Training and Seminars on weights and measures. Each laboratory on an average provides calibration service to about 200 industries in the region.

Performance Report is at Annexure-1

- (ii) RRSL, Bangalore, Bhubaneswar and Guwahati are accredited by NABL.

#### **6. Indian Institute of Legal Metrology, Ranchi.**

To impart training to the enforcement officials of Legal Metrology (Weights and Measures), the Institute has been running a four months basic-training course. The Institute has been conducting trainings, seminars on Consumer Protection for the non-judicial members of the State Commission, Districts Forum set up under the Consumer Protection Act. The Institute in addition, conducts workshops and seminars of shorter duration on specific topics to update the knowledge of the enforcement officers on the latest developments in the field of legal Metrology. On an average, the Institute trains about 200 personnel a year.

#### **7. Work under taken during the 11th Five year plan**

The Department has taken up schemes to modernize the RRSLs at Ahmedabad, Bhubaneswar, Bangalore, Faridabad, Guwahati and the Indian Institute of Legal Metrology at Ranchi

which provides training to the enforcement officials of the States and UTs. The construction of a new laboratory, for testing/ calibration of flow meter, building for RRS� Bhubaneswar, Faridabad and Bangalore has been completed.

These Laboratories have been modernized by providing Electrical Tests Facilities for the testing of the electronic indicator of any type of Weights and Measures.

Under the scheme “Strengthening of weights and Measures of States/ UTs” grant in aid of ₹141.12 crore was released during the XIth Five Year Plan.

#### **8. During the 12th Five Year Plan**

Under the XIIth five year plan scheme ₹300 crores have been allotted for the Legal Metrology for strengthening of infrastructure. The grant released till date during 2016-17 is ₹11.0 Crore.

#### **9. ISO: 9001 Certification**

Legal Metrology Division has completed all requirements and obtained for ISO: 9001 Certification. All RRS�s and IILM, Ranchi has also ISO 9001 certified organizations.

#### **10. International Co-operation**

The Legal Metrology Division of the Department of Consumer Affairs adopts the recommendations of the International Organization of Legal Metrology and India is a member of OIML. Director (LM) is the member of International Committee of Legal Metrology (CIML) and other technical committees of OIML.

International Conference has been attended by Additional Secretary and Director (Legal Metrology) at Stars burg, France.

Department of Consumer Affairs had a Technical Co-operation programme with Govt. of Japan called “Country focused Training Course for Social and Industrial Infrastructure in Legal Metrology in India”.

First batch of 12 Legal Metrology Officers from all over India have attended the course from 22nd February, 2015- 14th March, 2015 and Second Batch of 15 Legal Metrology Officers from all over India attended the course from 24th January, 2016 to 20th February, 2016.





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## CHAPTER 10

### 10 ECONOMIC DIVISION

#### 10.1 PRICE MONITORING CELL

Price Monitoring Cell was set up in 1998 for keeping a close watch on the prices of selected food items as well as the structural and other constraints affecting their availability, and ensuring timely intervention for improving the market availability and thereby moderating prices. Initially, PMC was tasked for monitoring prices of 14 essential commodities across 18 centres in the country. Over the span of about 18 years of its creation, the scope of PMC has expanded and as of today the coverage of commodities monitored has been expanded to 22 and the number of reporting centres has increased to 100. The 22 commodities being monitored by PMC include five item's groups i.e., Cereals (Rice & Wheat), Pulses (Gram, Tur, Urad, Moong, Masur), Edible Oils (Groundnut Oil, Mustard Oil, Vanaspati, Soya Oil, Sunflower Oil, Palm Oil ), Vegetables (Potato, Onion, Tomato), and other items (Atta, Sugar, Gur, Milk, Tea, and Salt). List of 100 price reporting centres across the country is at Annexure I.

**10.1.1** Based on price data of 22 essential commodities compiled from 100 centres, price report on trends of retail & wholesale price across the country is being released on daily basis positively by 5:00 P.M. The price data can be accessed at Departments web site <http://fcamin.nic.in> which is updated regularly. The report essentially covers:-

- Comparative Wholesale and Retail prices of 22 essential Commodities.
- All India daily average prices of essential commodities.
- Wholesale and Retail prices of essential commodities at 100 select centres.
- Daily wholesale and Retail prices along with variation of select 22 essential commodities at 100 centres during the fortnight.
- Spot and futures prices of seven commodities i.e. Gram, Wheat, Maize, Mustard Seed, Sugar, Soya oil and Palm Oil collected daily from National Commodity Exchange (NCDEX) by e-mail.

**10.2** Besides the daily price monitoring the specific tasks handled by PMC during the year covered the following:-

### **10.2.1 Reports/ Agenda notes/Analysis/Review based on price data and other related information.**

**10.2.1.1** PMC prepares agenda Notes on price trends of selected essential commodities for Cabinet Committee/ Committee of Secretaries/PMO after analyzing prevailing price situation as well as relevant other factors, both domestic and international which affect prices. PMC also prepares item specific analysis/appraisal notes e.g. onion, pulses, edible oils, sugar etc. as and when required. A fortnightly report based on price trends and other related inputs and is being sent to PMO. Weekly reports on price trends of selected essential commodities are also being sent to Department of Agriculture, Cooperation & Farmers Welfare, Chief Economic Adviser, Ministry of Finance and PIB, Min. of I&B.

### **10.2.2 INTER-MINISTERIAL COMMITTEE.**

**10.2.2.1** PMC coordinates the Inter-Ministerial Committee set up under the chairmanship of secretary (CA) to review prices of 22 essential commodities. During the year, Inter-Ministerial Committee (IMC) meetings were held on weekly basis to take important policy decisions/recommendations for stabilizing the prices of 22 essential commodities. The IMC discussions/appraisals were also communicated to Cabinet Secretariat, PMO beside press releases. So far 57 IMC meetings has been held including commodity specific discussion on Pulses, Onion, Potato, Tomato and Oilseeds/Edible Oils etc. Some of the important recommendation of the IMC are as follows:-

- MEP on Potato which was subsequently imposed by Department of Commerce to moderate rising potato prices.
- Reduction in Import duty on potatoes from 30% to 10%.
- Reduction in import duty on Palm Oil which was also flagged in Committee of Secretaries Meeting.

### **10.2.3 PRICE STABILIZATION FUND (PSF):-**

**10.2.3.1** The Price Stabilization Fund (PSF) was set up with an initial corpus of ₹500 crore to tackle inflationary trends of important agri-horticultural commodities like onion, potatoes and pulses to protect the interests of consumers. These commodities would be stored and, in case of increase in market prices, be sold to help bring down the prices. It was also felt that such market intervention initiatives by Government would not only help send the appropriate market signal but also deter speculative/hoarding activities. To begin with, the Fund was to be used only for market interventions in case of perishable agri-horticultural commodities such as onion and potato which showed extreme volatility of prices. Subsequently, pulses were also covered. As

per the scheme, the PSF is to be used to grant interest free advance of working capital to Central Agencies, State/UT Governments/Agencies to undertake such market intervention operations. Apart from domestic procurement from farmers/wholesale mandis, import may also be undertaken with support from the Fund.

**10.2.3.2** Price stabilization operations are determined at the Centre by the Price Stabilization Fund Management Committee (PSFMC) headed by Secretary of the administrative department. The Corpus Fund is managed by Small Farmers Agribusiness Consortium (SFAC) on behalf of the administrative department. Likewise in the States/UTs, the price stabilisation operations are to be managed by the State level PSFMC and operated out of the State level Corpus Fund. Interest free advances from the PSF corpus may be made both to Central Agencies and to State level Corpus. The State level Corpus is created with a sharing pattern between GOI and State in the ratio of 50:50, which is 75:25 in case the North Eastern States.

**10.2.3.3** As per the Government's decision, the PSF plan scheme was transferred to the Department of Consumer Affairs (DOCA) w.e.f. 1st April, 2016 from Department of Agriculture, Cooperation & Farmers (DAC&FW). Accordingly, the Price Stabilization Fund Management Committee (PSFMC) was re-constituted with Secretary (Consumer Affairs) as the Chairperson. There is also a Sub-Committee for investing surplus from PSF corpus chaired by FA, M/o CA, F&PD. During the year Government took a decision to increase the size of the strategic buffer of pulses from the initial 1.5 Lakh tones to twenty Lakh tones to be created through both domestic procurement as well as imports. Till now, 16 meetings of the Re-constituted PSMFC have been held. Important achievements under PSF include the following:-

- Major achievement is the creation of buffer stock of pulses and onions with support under Price Stabilization Fund (PSF) scheme of the Department
- The strategic buffer of pulses is being built both through domestic procurement by FCI, NAFED and SFAC, and imports by MMTC and STC
- For the first time in the country a strategic buffer stock of pulses has been created. As on 12.02.2017, around 10.95 lakh tonnes of pulses procured or contracted for imports comprising 6.89 lakh tonnes of domestic pulses and 4.06 tonnes of imported pulses including import contracts.
- States have been requested to take the benefit of available stock of pulses under PSF. As on 10.02.2017 around 54,160 MT of subsidized unmilled pulses consisting of Tur, Urad, Chana and Masoor from the buffer stock has been allocated to States/Agencies for direct distribution to public/consumer at a reasonable rate.
- Government has also entered into an MoU contract with Mozambique to ensure assured

supply of pulses, and is considering similar offers from other pulses producing countries

- In case of buffer stock of Onions, around 17,747 MT was procured by SFAC and NAFED

### 10.3. OVERALL TRENDS IN INFLATION BASED ON CONSUMER PRICE INDEX (CPI) & WHOLESALE PRICE INDEX (WPI)

**10.3.1** Headline inflation based on Consumer Price Index (Combined), which remained sticky around 9-10 per cent in 2012 – 2014, moderated significantly to 5.9 per cent in 2014-15 and further to 4.9 per cent in 2015-16. CPI inflation for April-November 2016 averaged 5.0 per cent and presently stands at 3.6 per cent in November 2016. Food inflation based on Consumer Food Price Index (CFPI) which was 6.4 per cent in 2014-15 moderated to 4.9 per cent in 2015-16. Food inflation for April-November 2016 averaged 5.6 per cent and stood at 2.1 per cent in November 2016. Core inflation (non-food non fuel) during April –November 2016 averaged 4.8 percent and stood at 5.0 percent in November 2016.

**10.3.2** Inflation based on Wholesale Price Index (WPI) moderated to 2.0 per cent in 2014-15 and further to -2.5 per cent in 2015-16. WPI averaged 2.8 percent during April-Nov 2016 and is currently placed at 3.2 per cent in November 2016. WPI food inflation which stood at 4.9 per cent during 2014-15 declined significantly to 2.6 per cent in 2015-16. It recorded 4.4 per cent in November 2016. Core inflation (manufactured products), which was 2.4 per cent in 2014-15 declined to negative 1.5 percent in 2015-16 and stood at 1.6 per cent in November 2016.

#### 10.3.3 Details of month-wise inflation for Consumer Price Index (CPI) and Consumer Food Price Index (CFPI) is as follows:

	Description	Weights	Nov-15	Apr-16	May-16	Jun-16	Jul-16	Aug-16	Sep-16	Oct-16	Nov-16
CPI-Combined (Base 2012=100)	All Groups	100.00	5.4	5.5	5.8	5.8	6.1	5.0	4.4	4.2	3.6
	Food (CFPI*)	39.1	6.1	6.4	7.5	7.8	8.4	5.9	4.0	3.3	2.1
	Cereals and products	9.7	1.7	2.5	2.6	3.1	3.9	4.1	4.3	4.4	4.1
	Pulses & products	2.4	46.1	34.2	31.6	26.9	27.5	21.9	14.3	4.1	0.2
	Vegetables	6.0	3.9	5.0	10.8	14.8	14.0	1.0	-7.2	-5.7	-10.3
	Sugar & confectionary	1.4	-8.6	11.2	14.1	16.8	21.9	24.8	25.8	23.6	22.4
	Oils & fats	3.6	6.6	5.1	4.7	4.0	5.0	4.9	4.7	4.0	2.7
	Fuel and light	6.8	5.3	3.0	2.9	2.9	2.7	2.5	3.1	2.9	2.8
	Core( Non-food Non & fuel)	47.3	4.6	4.9	4.7	4.6	4.6	4.7	4.9	5.0	5.0

Source: MOSPI, \*CFPI: Consumer Food Price Index

Note: Figures for last one month for CPI-Combined are provisional.

10.3.4 Details of month-wise inflation for Wholesale Price Index (WPI) is presented below

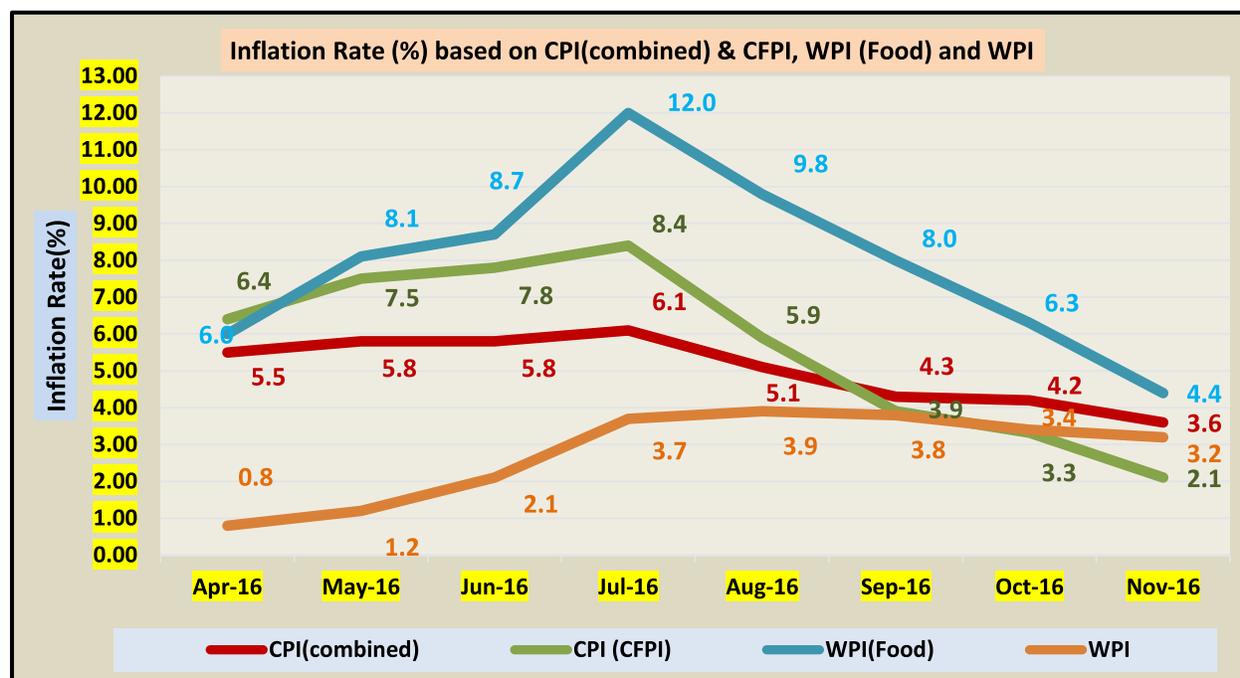
WPI inflation (in per cent)

	Description	Weights	Nov-15	Apr-16	May-16	Jun-16	Jul-16	Aug-16	Sep-16	Oct-16	Nov-16
<b>WPI</b> (Base 2004-05 = 100)	<b>All Commodities</b>	<b>100.00</b>	<b>-2.0</b>	<b>0.8</b>	<b>1.2</b>	<b>2.1</b>	<b>3.7</b>	<b>3.9</b>	<b>3.8</b>	<b>3.4</b>	<b>3.2</b>
	All Food	24.3	4.1	6.0	8.1	8.7	12.0	9.8	8.0	6.3	4.4
	Pulses	0.7	58.4	36.5	35.8	26.6	38.3	34.2	24.0	21.8	21.7
	Wheat	1.1	4.4	5.0	6.9	9.8	9.8	10.3	10.0	6.3	10.7
	Vegetables	1.7	13.3	2.9	13.3	17.2	28.4	0.2	-10.4	-10.0	-24.1
	Potato	0.2	-52.9	40.8	63.8	66.1	62.1	67.2	73.6	60.6	37.0
	Sugar	1.7	-11.2	17.3	22.4	26.4	33.0	35.4	32.9	29.6	31.8
	Edible Oils	3.0	4.7	5.4	4.0	3.6	4.9	6.5	6.1	4.6	4.0
	<b>Fuel &amp; Power</b>	<b>14.9</b>	<b>-11.0</b>	<b>-4.8</b>	<b>-5.8</b>	<b>-2.8</b>	<b>-1.0</b>	<b>1.6</b>	<b>5.6</b>	<b>6.2</b>	<b>7.1</b>
	<i>Core (non-food manufactured products)</i>	55.0	-1.9	-0.5	-0.2	-0.3	0.1	0.5	0.7	1.0	1.6

Source: O/o Economic Adviser, DIPP

Note: Figures for last two months for WPI are provisional.

10.3.5 Graph showing the trend in the rate of inflation in CPI (Combined), CFPI, WPI (Food) and WPI during April, 2016 to November, 2016



Source: D/o Industry Policy & Promotion.

## 10.4 COMMODITY – WISE TREND IN AVAILABILITY & PRICES OF ESSENTIAL FOOD ITEMS

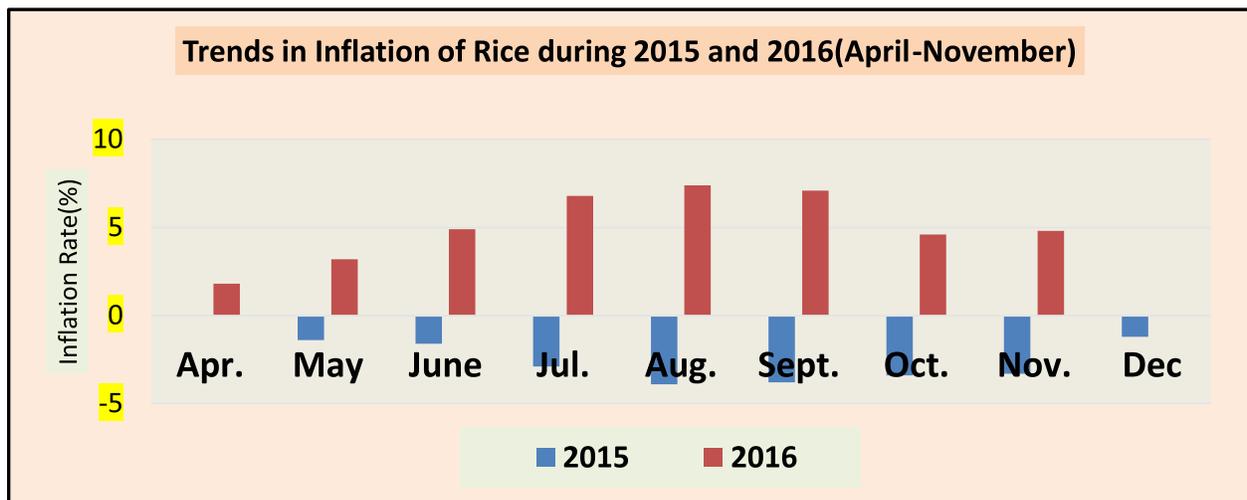
The availability of most of the essential food items remained comfortable except select pulses. Monthly average retail prices of 22 essential commodities at major metropolitan cities from April, 2016 to November, 2016 are given in Annexure I. Commodity-wise position on prices, area and production of essential commodities are briefly analyzed in the following paragraphs.

### 10.4.1 RICE

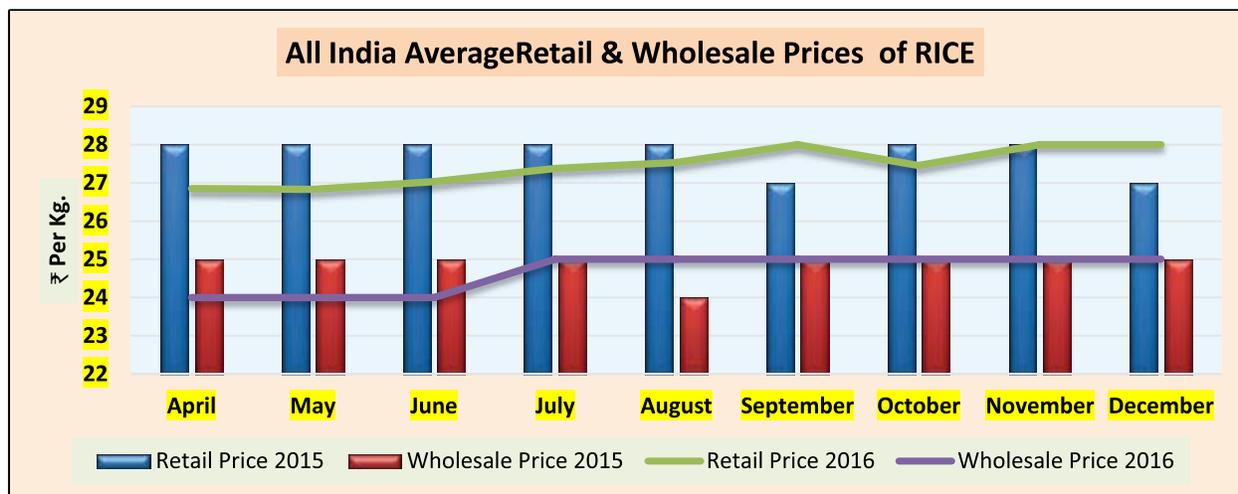
**10.4.1.1** As per the 1st advance Estimates of Department of Agriculture, Cooperation and Farmer Welfare, Kharif production of rice is estimated at 93.88 million tonnes which is marginally higher than the 1st advance Estimate of last year at 90.61 million tonnes. As per the data on sown area released by Directorate of Economics & Statistics, as on 29.12.2016, area sown under Rice (Rabi) for 2016-17 is estimate at 10.68 lakh Ha as against 14.77 lakh Ha during the corresponding period last year.

**10.4.1.2** During the current year (April, 2016- December, 2016), the retail prices of rice have shown a mixed trend at most of the reporting centres. The all India monthly average retail prices of rice varied in the range of ₹27-28 as may be seen from the graph below. The price variation across centres were in the range of ₹18-47 per Kg during April 2016 to December, 2016 while the range was between ₹17-42 per kg during the same period last year.

**10.4.1.3** The trend in inflation rate of rice during April 2015-December 2015 and April 2016 to November 2016 are shown in the graph



10.4.1.4 The trend in inflation rate of rice during April 2015-December 2015 and April 2016 to November 2016 are shown in the graph



Source: State Civil Supplies Departments

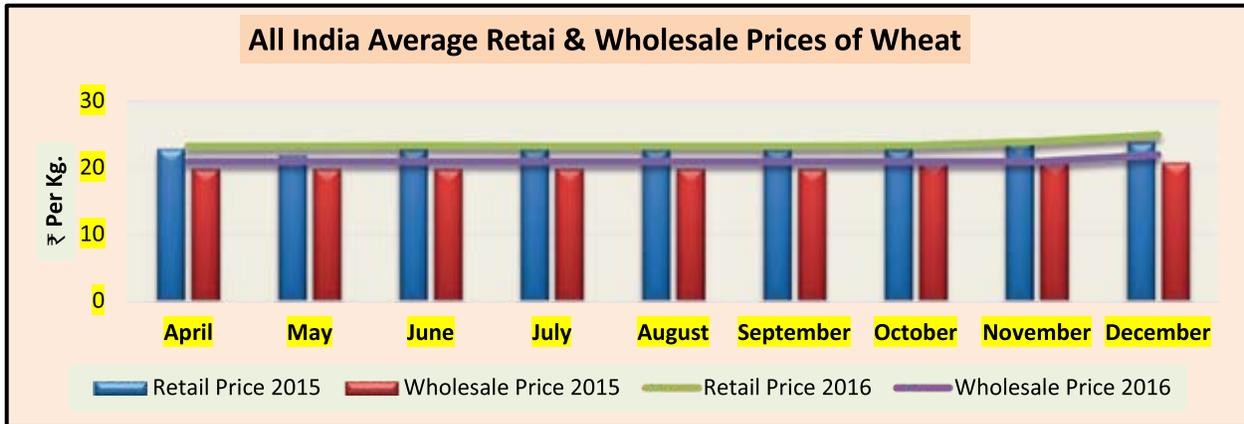
As on December 2016 the total stocks of rice was 110.59 lakh tonnes in central pool as compare to 99.47 lakh tonne during the corresponding month last year.

## 10.4.2 WHEAT

10.4.2.1 As per the latest advance Estimates of Department of Agriculture, Cooperation and Farmer Welfare, on 22.9.2016 targeted production of wheat for the year 2016-17 has been set at 96.50 million tonnes which is marginally higher than the 4th advance Estimate figure of 93.50 million tonnes during 2015-16. According to the latest data released by Department of Agriculture, Cooperation and Farmers Welfare as on 29.12.2016, the area sown under Wheat (rabi) for 2016-17 is estimate at 292.39 lakh Ha against the estimates of 271.46 lakh Ha for corresponding period of last year. As on December 2016, 164.96 lakh tonnes of actual stock of wheat was available in the central pool with FCI and State agencies as compared to 268.79 lakh tonnes for December 2015.

10.4.2.2 The all India monthly average retail prices of wheat were in the range of ₹23-25 per kg during April – December 2016 as against ₹22-24 per Kg over the same period last year. The wholesale price for the same period ranged between ₹21-22 per kg in 2016 as against ₹20-21 per kg in 2015 as may be seen from the graph below.

10.4.2.3 The All India monthly average retail and wholesale prices of Wheat from April 2014 to December 2015 are shown in the graph



Source: State Civil Supplies Department

### 10.4.3 PULSES

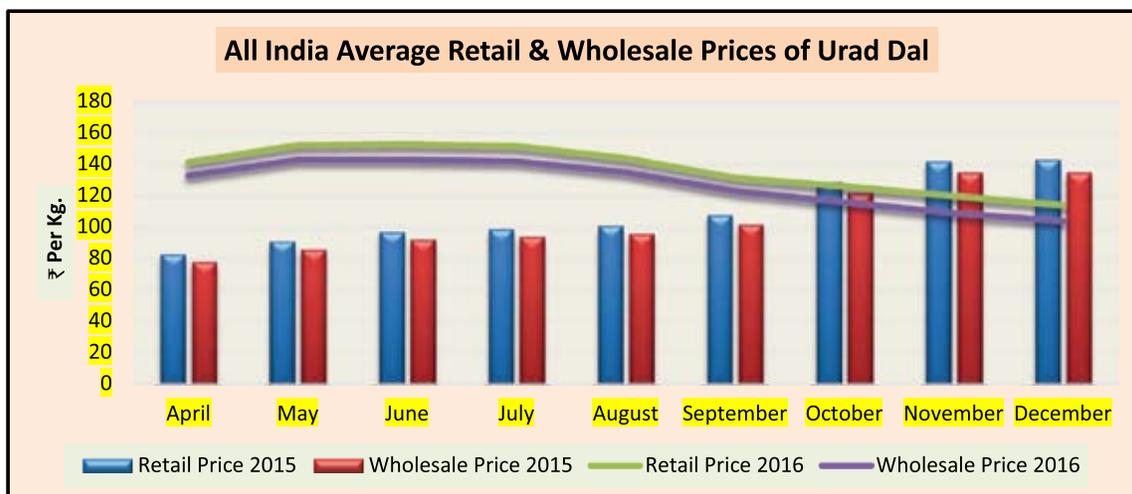
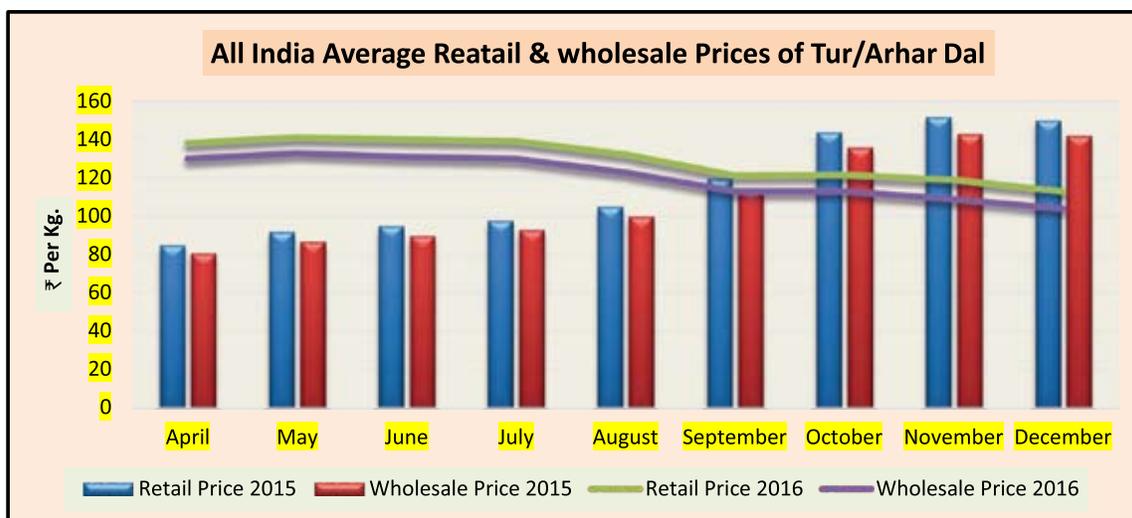
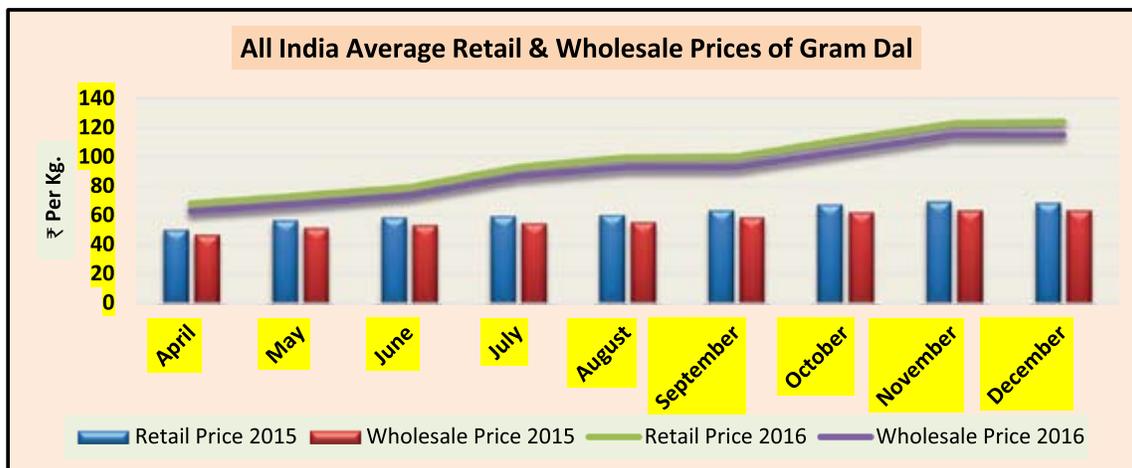
**10.4.3.1** As per the 1st Advance Estimates for 2016-17, production of kharif pulses is estimated at 8.70 million tonnes as against 5.56 million tonnes indicated in the 1st Advance Estimate of 2015-16. Production of major pulses (kharif) for 2016-17 is estimated at (figures in brackets indicate the 1st Advance Estimate for 2015-16): Tur 4.29 MT (2.61 MT), Moong 1.35 MT (0.86 MT) and Urad 2.01 MT (1.37 MT). As per the 1st Advance Estimates for 2016-17 data released by Directorate of Economics & Statistics, area sown under pulses (Rabi) 2016-17 is estimated at 136.09 lakh Ha which is higher by 19.79% as compared to the 113.6 lakh Ha sown during the 4th Advance Estimates of 2015-16. As per the 1st Advance Estimates for 2016-17 areas under Tur, Urad and Moong is expected to increase as compared to the 4th Advance Estimates figure of 2015-16. The retail as well as wholesale prices of all major pulses were lower during 2016 (April- December) as compared to the corresponding period last year except Gram dal

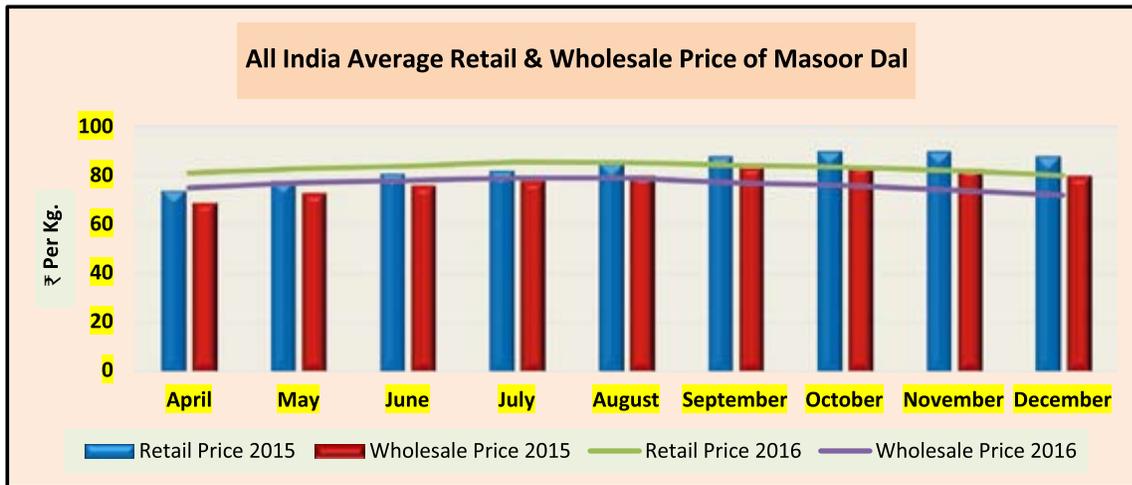
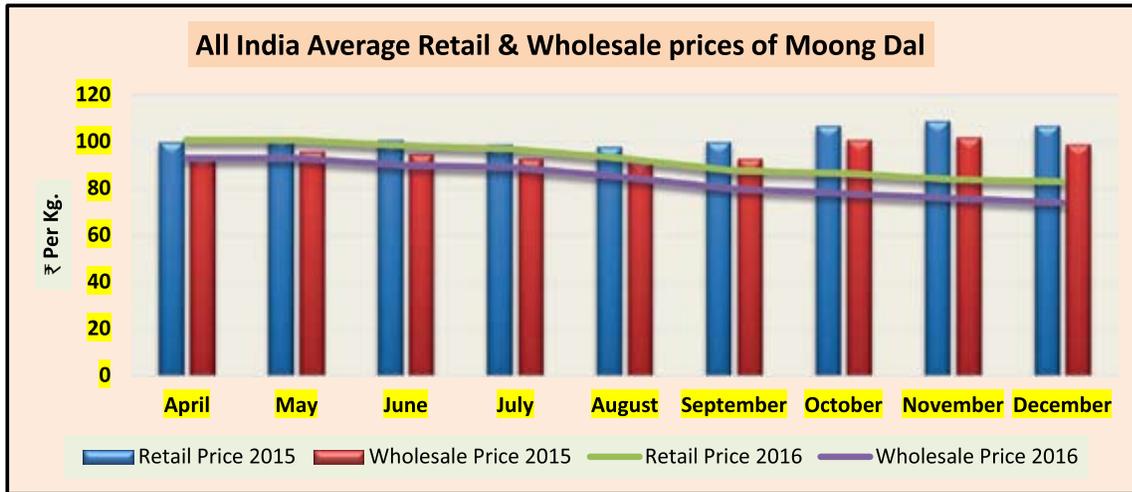
#### 10.4.3.2 Price Range of Retail prices of pulses during April-December (2015-16 & 2016-17)

Pulses	Price Range	Price Range
	(April, 2015- December 2015) (₹/kg)	(April, 2016- December, 2016) (₹/kg)
Gram dal	35-88	52-159
Tur/Arhar dal	55-210	64-180
Urad dal	52-198	73-198
Moong dal	67-135	55-150
Masoor dal	57-120	52-120

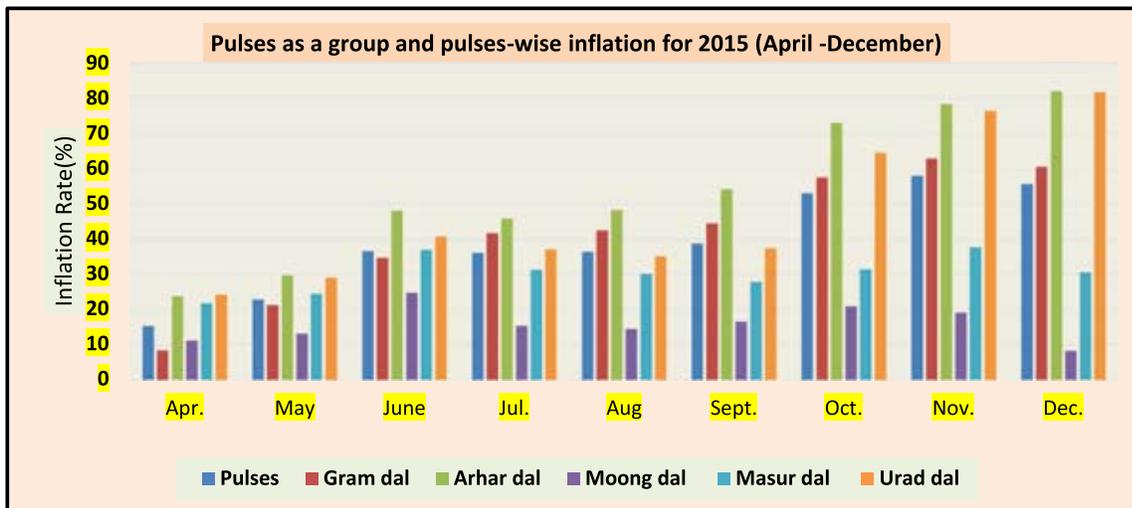
Source: - State Civil Supplies Departments

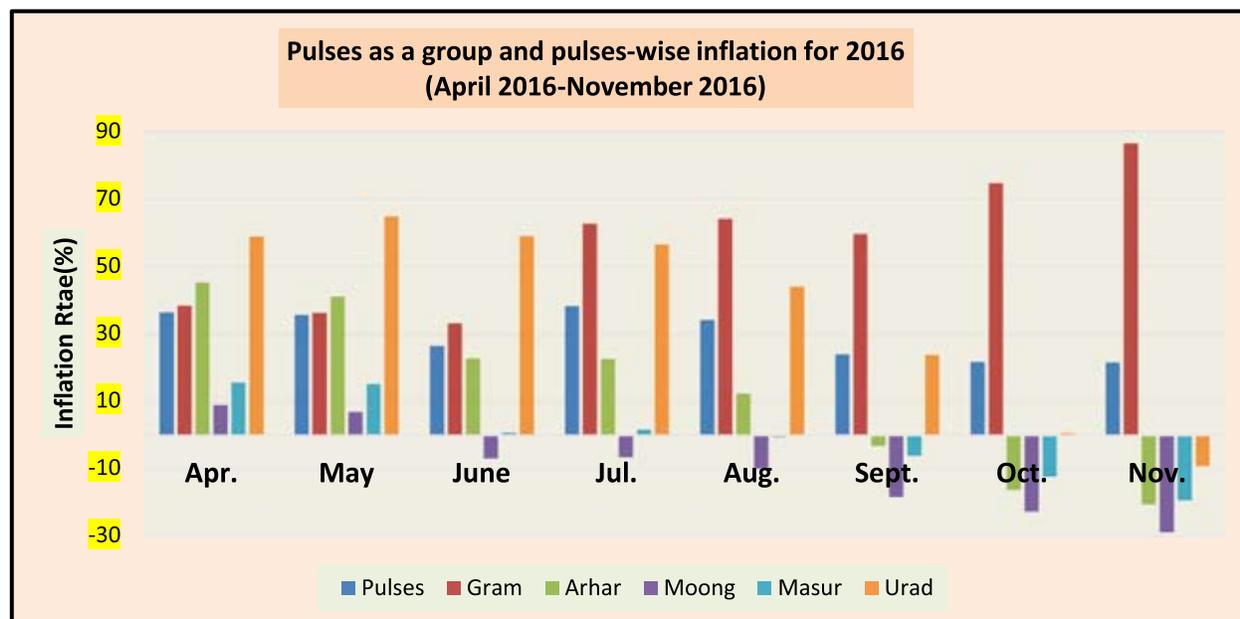
10.4.3.3 The All India monthly average retail and wholesale prices of gram dal, tur/arhar dal, urad dal, moong dal & masoor dal are shown in the graphs below





10.4.3.4 The inflation rate of pulses overall and pulse-wise during April 2015-December 2015 and April 2016 to November 2016 are shown in the graph





Source: Department of Industrial Policy and Promotion

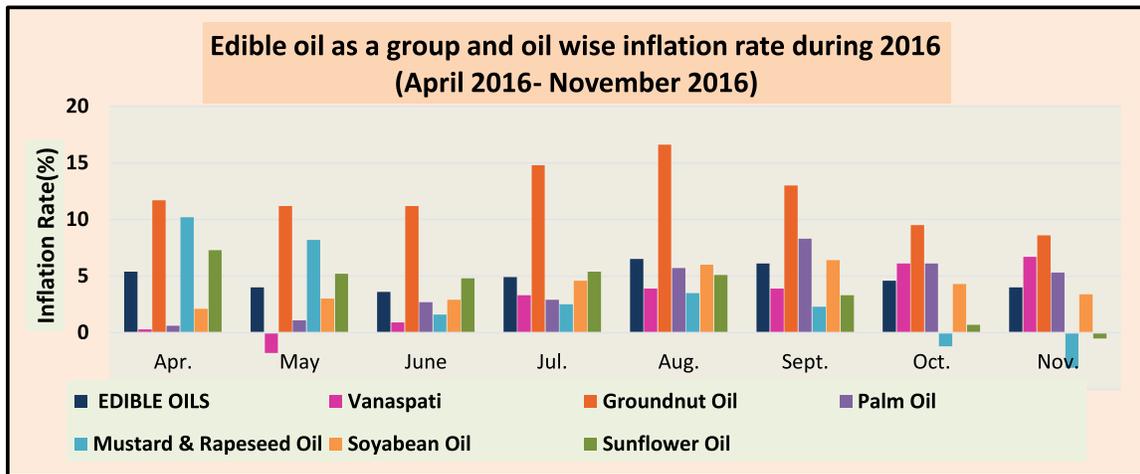
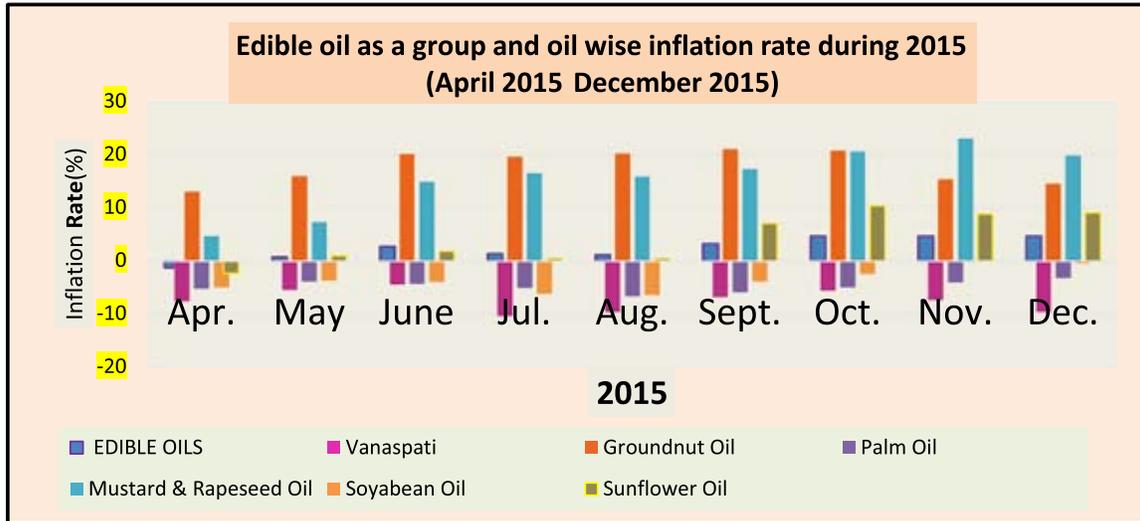
## 10.4.4 EDIBLE OILS

**10.4.4.1** According to the 1st Advance Estimates for the year 2016-17, released by Ministry of Agriculture, Coordination and Farmers welfare production of Kharif oilseeds is estimated at 233.63 lakh tonnes as against Advance Estimate of 198.90 lakh tonnes for the last year. This higher overall estimated production of kharif oil seed is due to the increase in the production of Groundnut to 64.98 lakh tonnes from 51.07 lakh tonnes, Nigerseed to 1.01 lakh tonnes from 0.96 lakh tonnes, sunflower to 1.34 lakh tonnes from 1.16 lakh tonnes and Soyabean to 142.23 lakh tonnes from 118.32 lakh tonnes. However, the production of Castor seed is estimated to decrease to 17.31 lakh tonnes from 19.44 lakh tonnes and sesamum to 6.75 lakh tonnes from 7.95 lakh tonnes.

**10.4.4.2** More than 50% of the domestic requirement of edible oils is met through imports, of which Crude Palm Oil and Soyabean oil constitutes the major share.

As per the 1st Advance Estimates released by the Department of Agriculture, Cooperation & Farmers Welfare on 22.09.2016 for production of nine cultivated oil seeds during the year 2016-17 (November-October) total production has been estimated at 233.63 lakh tones as against the 1st Advance estimates figure of 198.90 lakh tones for 2015-16

**10.4.4.3** The inflation rate of Edible oil overall and edible oil-wise during April 2015-December 2015 and April 2016 to October 2016 are shown in the graph.



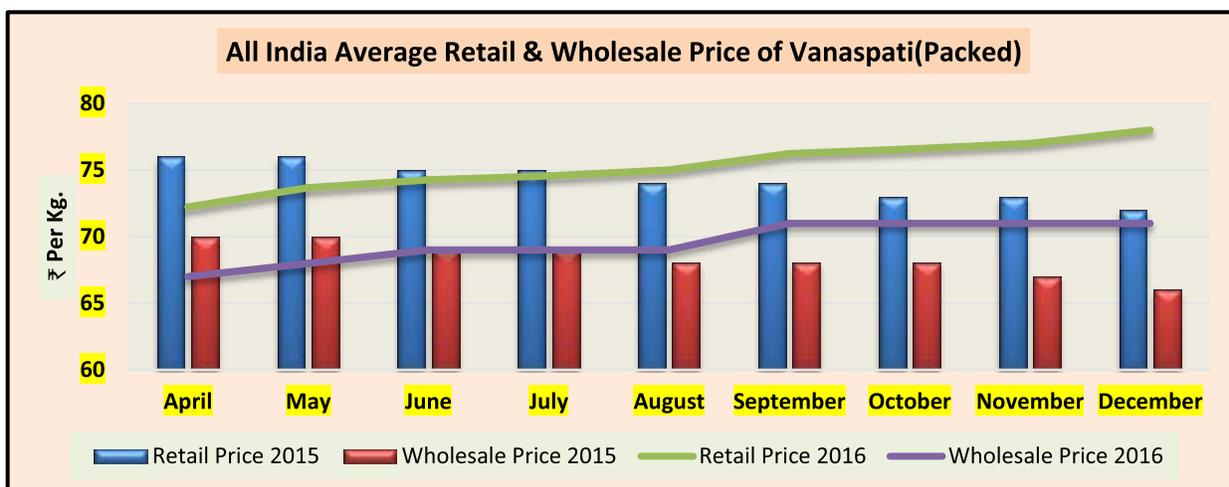
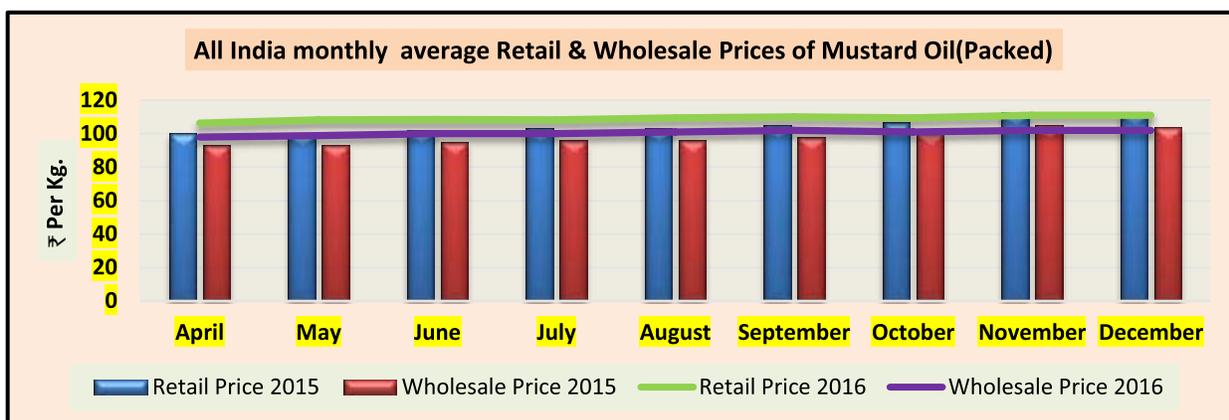
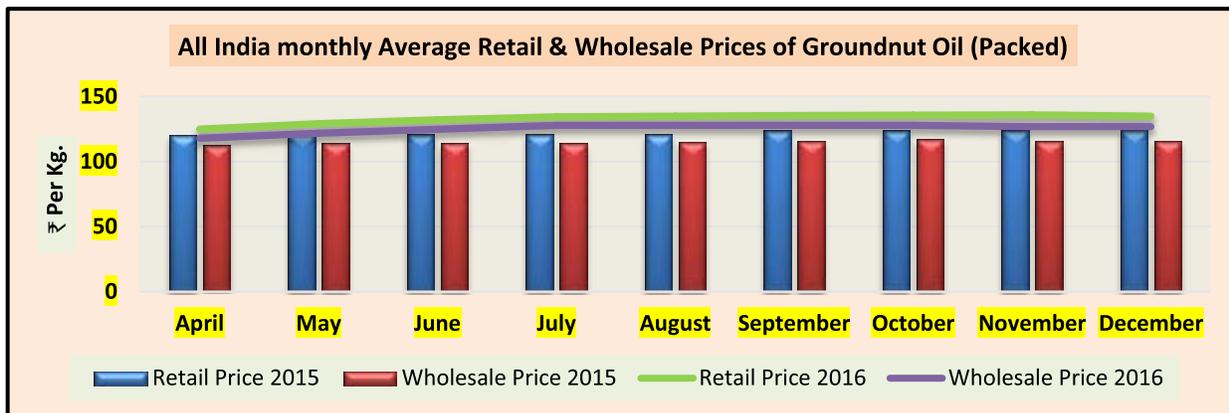
Source: Department of Industrial Policy and Promotion

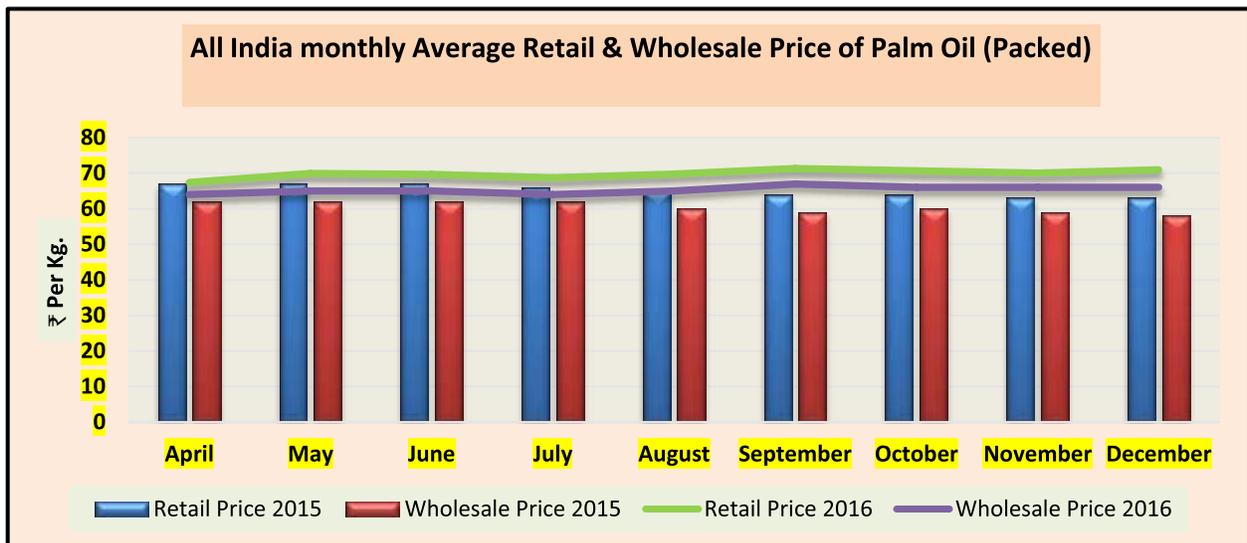
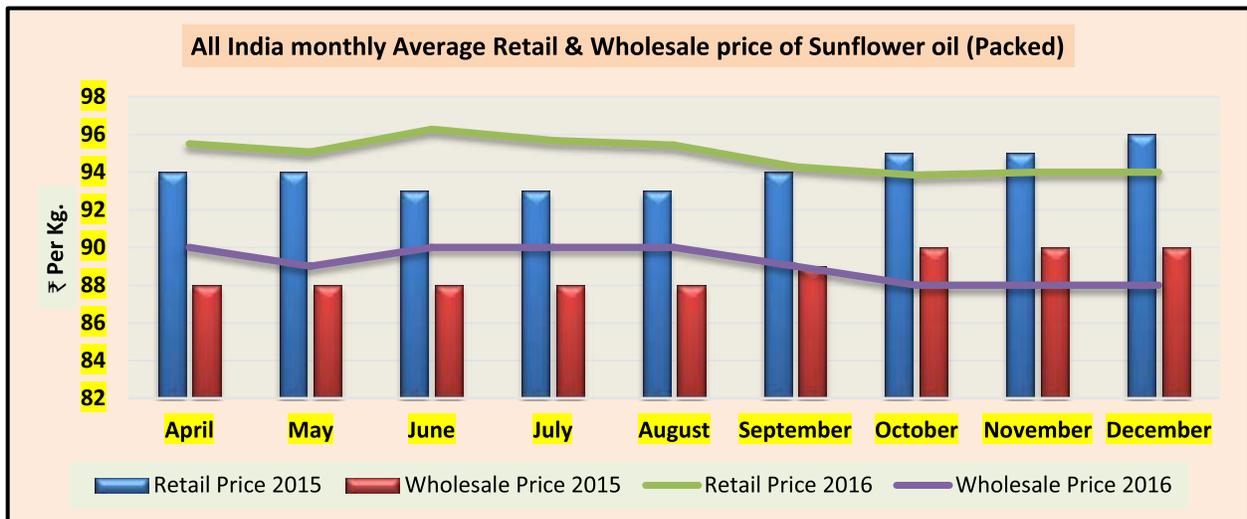
**10.4.4.4 Price range of Edible oils during April-December (2015-16 & 2016-17)**

Edible oils	Price Range (April,2015- December 2015) (₹/kg)	Price Range (April, 2016- December, 2016) (₹/kg)
	Mustard oil	72-175
Vanaspati	46-120	55-120
Groundnut oil	72-208	67-182
Palm oil	48-96	52-131
Soya oil	65-121	60-125
Sunflower oil	73-192	74-192

Source: - State Civil Supplies Departments

10.4.4.5 The All India monthly average retail and wholesale prices of Groundnut oil, mustard oil, Vanaspati, Sunflower oil, Soya oil, Palm oil are shown in the graphs below :





Source: - State Civil Supplies Departments

## 10.4.5 VEGETABLES

**10.4.5.1** Government kept a close watch on the prices and availability of vegetables, especially onion, potato and tomato. Details of retails and wholesale prices, inflation, production and other related statistics w.r.t. onion, potato and tomato is as follows:

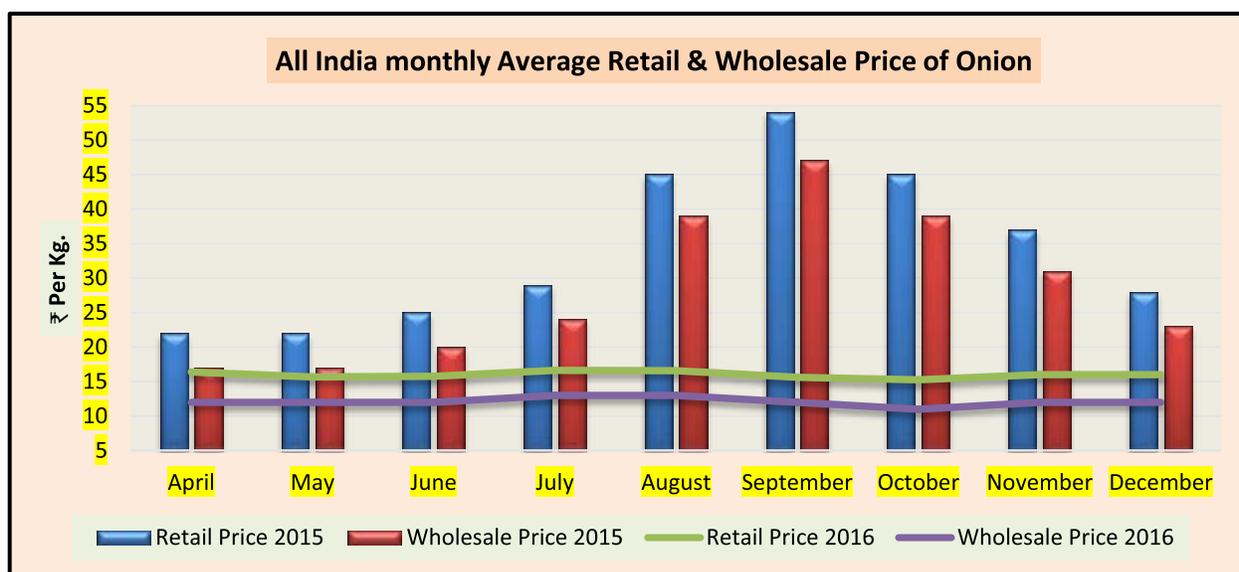
### 10.4.5.2 ONION

**10.4.5.2.1** As per 3rd Advance Estimate of National Horticultural Board for 2015-16, area under onion cultivation has been estimated at 12.25 lakh Ha during 2015-16 compare to final estimates of 11.73 lakh Ha for the previous year i.e. 2014-15. The production of onion is estimated at 20.99 million tonnes during 2015-16 as compared to 18.92 million tonnes during 2014-15 which is 10.94% higher than the final estimate of 2014-15 of previous year.

**10.4.5.2.2** As informed by Department of Commerce, quantity of 11.14 lakh tonnes of onion was exported during 2015-16 as against 10.86 lakh tonnes during 2014-15. Onion is mainly exported to Bangladesh, Malaysia, Dubai, Sri Lanka, Bahrain, Pakistan, Singapore, Indonesia, Kuwait, Doha/ Qatar, Mauritius etc.

**10.4.5.2.3** During the current year Prices of Onion has shown a declining trend as a result of higher market availability due to increase in production. The Retail prices of onion across centres were in the range of ₹4-45 per kg during April - December, 2016 as compared to ₹9-90 per kg during April - December, 2015.

**10.4.5.2.4** The All India monthly average retail and wholesale prices of Onion from April 2014 to December 2016 are shown in the graph



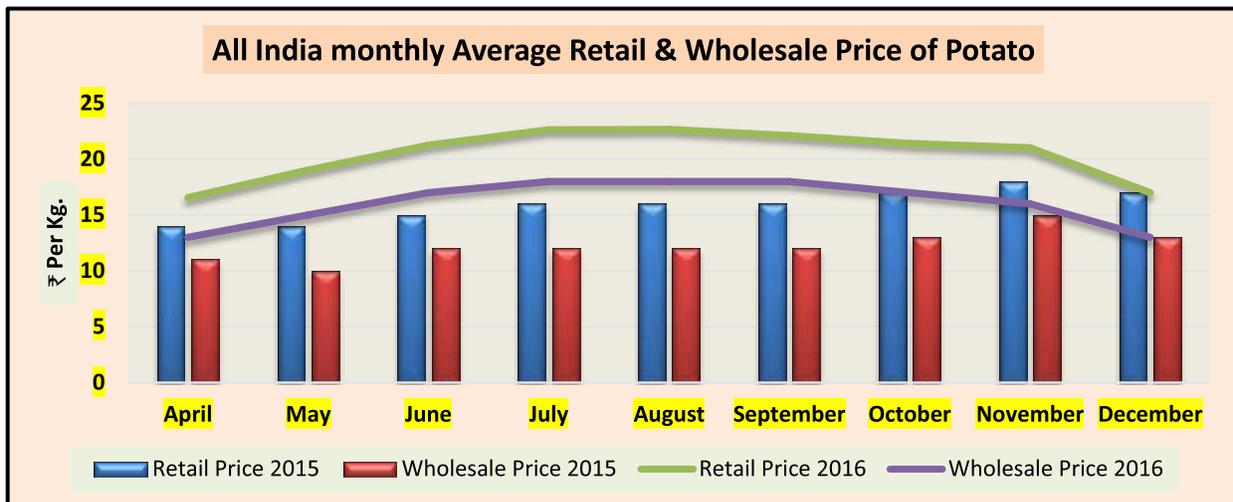
Source: State Civil Supplies Departments.

### 10.4.5.3 POTATO

**4.5.3.1** As per the data released by National Horticultural Board, production of potato is estimated at 43.77 million tonnes during 2015-16 as compared to 48.09 million tonnes during 2014-15(final). As per 3rd Advance Estimate of National Horticultural Board, area under potato cultivation has been estimated at 21.34 lakh Ha during 2015-16 as compared to 20.76 lakh Ha for the last crop year 2014-15(final).

**10.4.5.3.2** The retail prices of potato across centres were in the range of ₹6-40 per kg during April- December, 2016 as compared to ₹5-45 per kg during April-December, 2015.

**10.4.5.3.3** The All India monthly average retail and wholesale prices of Potato from April 2015 to December 2015 and April 2016- December 2016 are shown in the graph below:



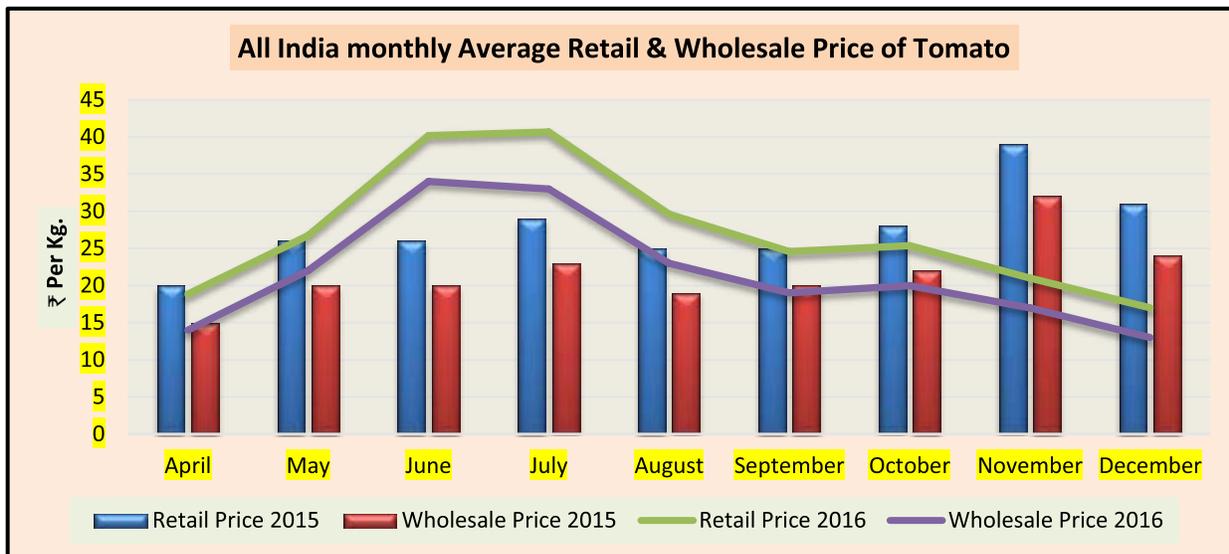
Source: State Civil Supplies Departments.

### 10.4.5.4 TOMATO

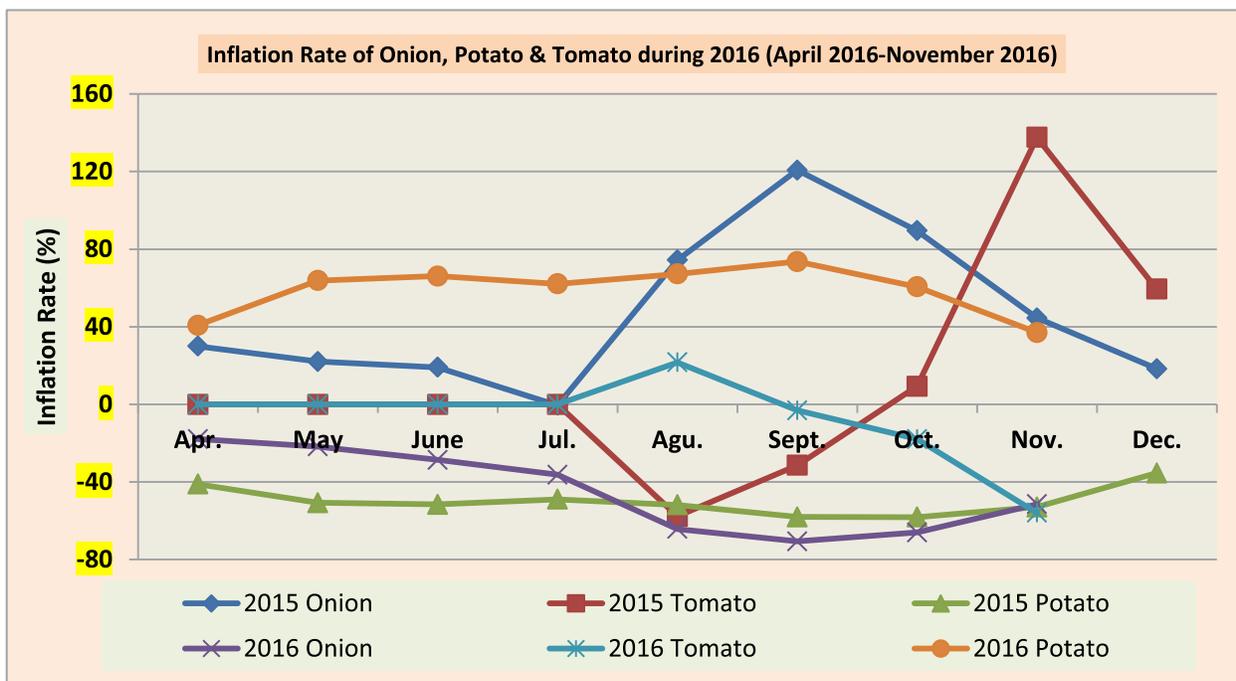
**10.4.5.4.1** The area and production of tomato during 2015-16 (3rd Advance Estimate) is 7.60 lakh Ha and 18.39 million tonnes as compared to area of 7.67 Lakh Ha and production of 16.38 million tonnes during 2014-15 (Final Estimate). (Source: National Horticulture Board).

**10.4.5.4.2** The Retail prices of tomato across centres were in the range of ₹3-85 per kg during April-December, 2016 as compared to ₹6-100 per kg during April-December, 2015.

10.4.5.4.3 The All India monthly average retail and wholesale prices of tomato for April-December 2015 and April- December 2016 are shown in the graph below:



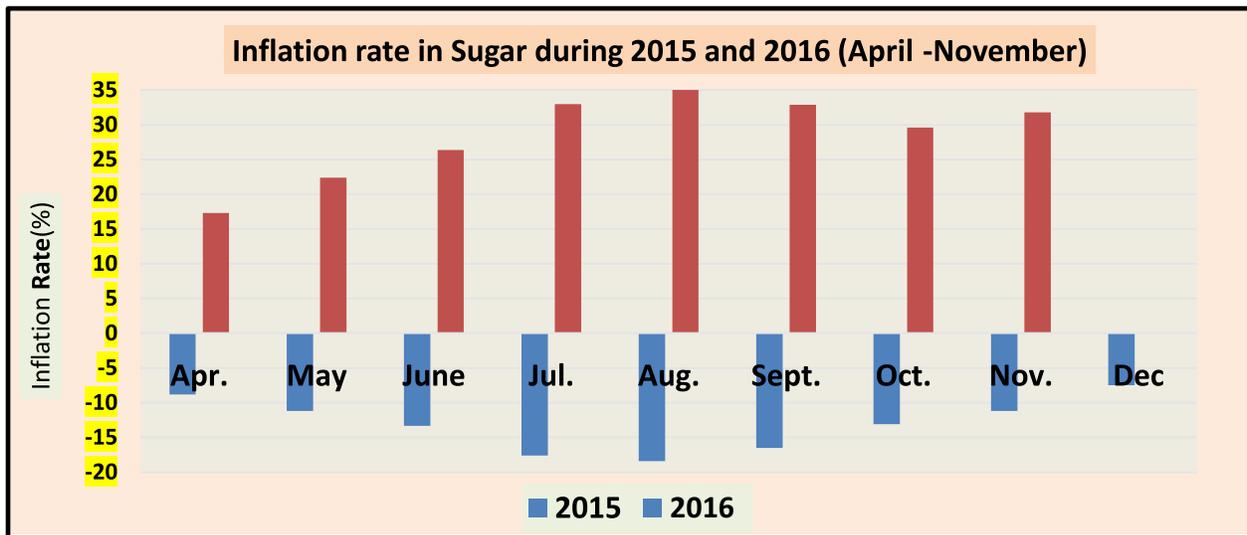
10,4.5.4.4 The inflation rate of potato, onion & tomato during April 2015-December 2015 and April 2016 to October 2016 are shown in the graph.



Source: Department of Industrial Policy and Promotion

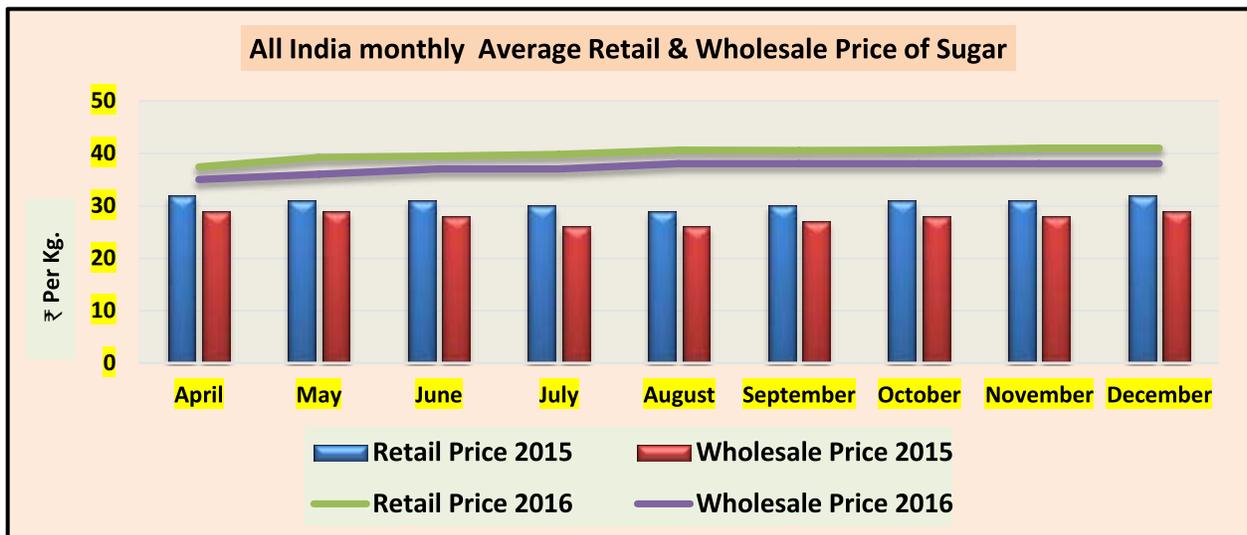
### 10.4.6 SUGAR

4.6.1 The Retail prices of sugar across centres were in the range of ₹26-54 per Kg. during April-December, 2016 as compared to ₹23-48 per kg during April-December, 2015. During the year, both the retail & Wholesale prices of Sugar registered increase. The WPI inflation rate for sugar was negative throughout 2015 from April to December 2015 but it rose sharply in the current financial year from April 2016 to November 2016. The graph depicting monthly WPI inflation during April to December 2015 and April to November 2016 is shown below:



Source: Department of Industrial Policy and Promotion

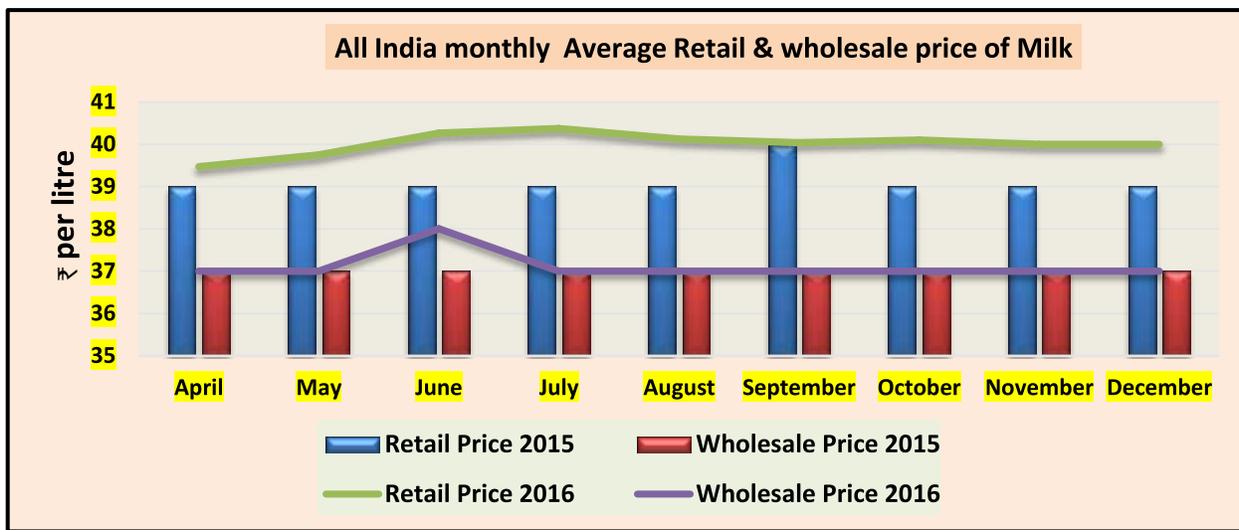
10.4.6.2 The All India monthly average retail and wholesale prices of sugar from April 2015 to December 2016 are shown in the graph



### 10.4.7 MILK

10.4.7.1 The Retail prices of milk across centres were in the range of ₹25-65 per liter during April-December, 2016 as compared to ₹28-65 per liter during April-December, 2015.

The All India monthly average retail and wholesale prices of milk from April 2015 to December 2016 are shown in the graph

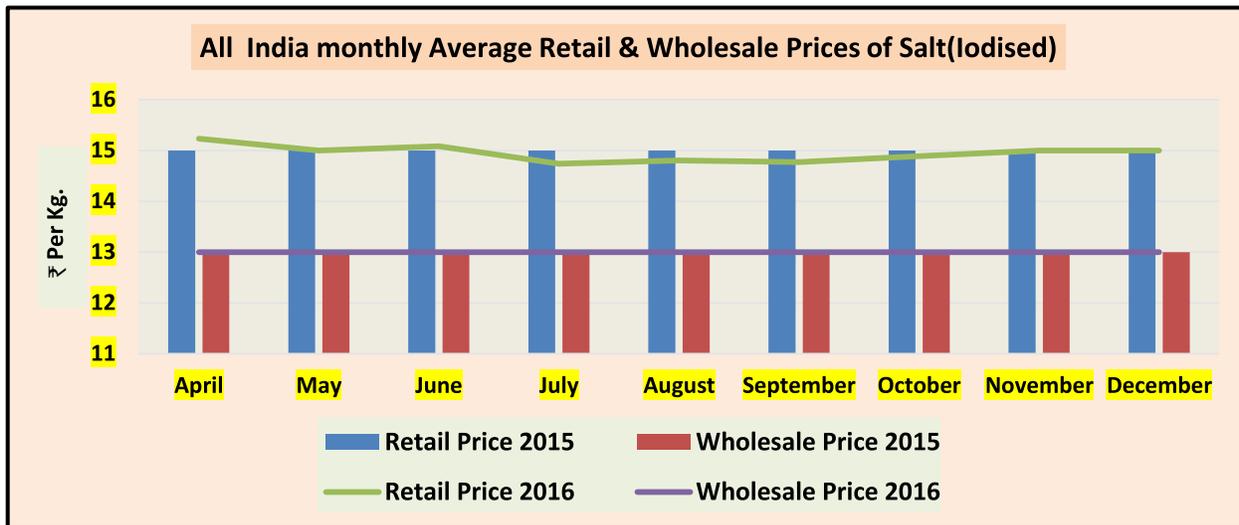


Source: State Civil Supplies Departments.

### 10.4.8 SALT

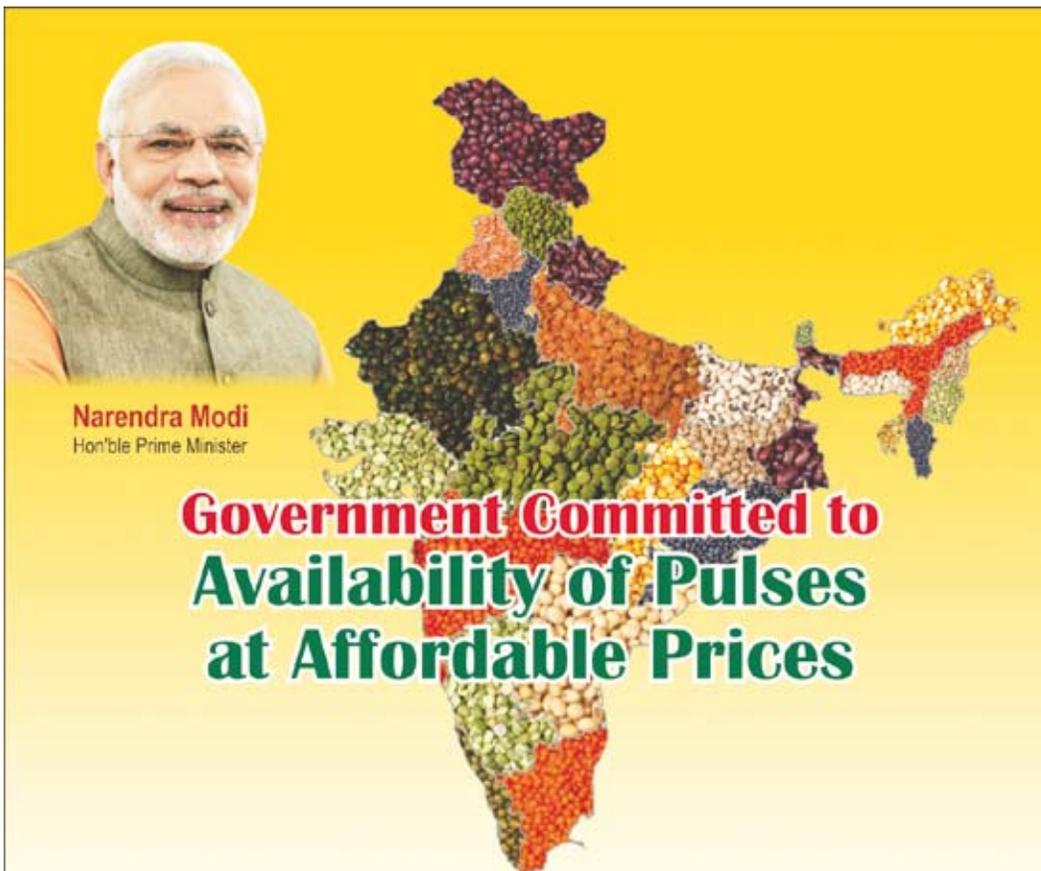
The Retail prices of salt were in the range of ₹6-26 per kg during April- December, 2016 as compared to ₹6-20 per kg during April-December, 2015.

The All India monthly average retail and wholesale prices of salt from April-December 2015 to April-December 2016 are shown in the graph



Source: State Civil Supplies Departments.





**Narendra Modi**  
Hon'ble Prime Minister

## **Government Committed to Availability of Pulses at Affordable Prices**

### Steps taken for stabilizing prices and improving availability

- Approved creation of buffer stock of 1.5 lakh MT of pulses. The buffer stock size also enhanced for effective market intervention.
- Released pulses from the buffer stock to States/UTs at subsidized rates for direct retailing at not more than Rs 120/- per kg
- Government is in negotiation with producing/exporting countries for long term Government to Government contract for assured supply of pulses.
- Largest increase in MSP (including bonus) for Kharif crop of 2016-17 season accorded to Tur, Urad and Moong as incentive to boost production.
- Advisories issued to States/UTs to take strict action against hoarding and black-marketing under the Essential Commodities (EC) Act, 1955 and the Prevention of Black-marketing and Maintenance of Supplies of Essential (PBMSE) Act, 1980
- During 2015-16 alone 1.34 lakh tonnes of pulses seized in 14,484 raids and disposed off either by auction or other means permitted under EC Act.
- Action as per law is being taken against unscrupulous importers, traders and financiers engaged in pulses trade.

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Ministry of Consumer Affairs, Food & Public Distribution  
Government of India  
Krishi Bhawan, New Delhi - 110 001  
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## CHAPTER 11

### 11 ESSENTIAL COMMODITIES REGULATIONS AND ENFORCEMENT

#### 11.1 THIS DEPARTMENT, INTER ALIA, IS ALSO ADMINISTERING THE FOLLOWING ACTS:

- a) Essential Commodities Act, 1955 (EC Act, 1955)
- b) Prevention of Black-marketing and Maintenance of Supplies of Essential Commodities Act, 1980 (PBM Act, 1980).

#### 11.2 THE OBJECTIVE OF THE CONSTITUTION OF INDIA INCLUDES, SECURING TO ALL ITS CITIZENS ECONOMIC JUSTICE. TO ACHIEVE THIS, THE RELEVANT PROVISIONS OF MECHANISM & PRINCIPLES FOR GOVERNMENTS INCLUDE THE FOLLOWING:-

- Article 38, “The State (Government) shall strive to promote the welfare of the people by securing and protecting as effectively as it may a social order in which justice, social, economic and political, shall inform all the institutions of the national life. The State shall, in particular, strive to minimize the inequalities in income, and endeavor to eliminate inequalities in status, facilities and opportunities, not only amongst individuals but also amongst groups of people residing in different areas or engaged in different vocations”.
- Article 39, “The State shall, in particular, direct its policy towards securing that the citizens, men and women equally, have the right to an adequate means of livelihood; that the operation of the economic system does not result in the concentration of wealth and means of production to the common detriment”.
- Article 46, “The State shall promote with special care the educational and economic interests of the weaker sections of the people, and, in particular, of the Scheduled Castes and the Scheduled Tribes, and shall protect them from social injustice and all forms of exploitation”.

To achieve the above mentioned Constitutional goals the responsibility lies with both the Central & State Governments including ensuring adequate availability of all the Essential Commodities

to the economically weaker families/people of the country at a fair price. To achieve this national goal, regulation of the price, production, supply and distribution, and trade and commerce, in commodities essential to the general public as human beings, is to be ensured statutorily by the Central Government. To serve this purpose, under Article 246, entry no. 33 of the concurrent list of seventh schedule, the Parliament passed the Essential Commodities Act, 1955, assented by the President of India on 1st April 1955. The powers of Central Government under the Act, have been delegated, comprehensively, to the State Governments vide order dated 09.06.1978.

2. The Essential Commodities Act, 1955 empowers the Government to regulate prices, production, supply, distribution etc. of essential commodities for maintaining or increasing their supplies and for securing their equitable distribution and availability at fair prices. Most of the powers under the Act have been delegated by the Central Government to the State Governments with the direction that they shall exercise these powers. Exercising powers under the Act, various Ministries/Departments of the Central Government and State Governments/UT Administrations have issued Control Orders for regulating production, distribution, pricing etc. and trading of the commodities declared as essential. At present only seven essential commodities have been retained under the Essential Commodities Act, 1955 to protect the interests of the farmers, general people and the families below the poverty line. Various Ministries/Departments use powers of Central Government under the Essential Commodities Act to issue various kinds of regulatory orders, policies and mechanism to ensure adequate availability of essential commodities, as allocated to them, to the general public at fair prices. These Ministries/Departments and commodities under them are as under.

Commodity	Administrative Department
Drugs	D/o Pharmaceuticals
Fertilizers, whether inorganic, organic or mixed	D/o Fertilizers
'Foodstuffs'* including edible oilseeds and oil	M/o Agriculture & Cooperation, D/o Animal Husbandry, Dairying & Fisheries,, D/o Food & PD, M/o Food Processing Industries, D/o Consumer Affairs
Hank yarn made wholly of cotton	M/o Textiles
Petroleum and Petroleum Products	D/o Petroleum
Raw jute and jute textiles	M/o Textiles
Seeds of food crops, fruits and vegetables	M/o Agriculture
Seeds of cattle fodder	M/o Agriculture
Jute seeds; and	M/o Agriculture & M/o Textiles
Cotton seed	M/o Agriculture & M/o Textiles

\* The term "Foodstuffs" includes raw and prepared food and the ingredients required to prepare a food

3. As per Cabinet Decision, Central Govt. has issued Order G.S.R. 929(E) dated 29th September, 2016 and merged all the relevant Orders and allowed any dealer may freely buy, stock, sell, transport, distribute, dispose, acquire, use or consume, any quantity of wheat, wheat products (namely maida, rava, suji, atta, resultant atta and bran) paddy, rice, coarsegrains, gur, hydrogenated vegetable oils or vanaspati, onions, edible oilseeds, edible oils, pulses and sugar and potato and shall not require a permit or license therefore, under any order issued under the Act, save as otherwise. The provisions in respect of purchase, movement, sale, supply, distribution or storage for sale will not apply to edible oilseeds, edible oils and pulses for a period upto 30.09.2017 and to sugar for a period up to 28.04.2017.
4. The Prevention of Black-marketing and Maintenance of Supplies of Essential Commodities Act, 1980 is complementary to the EC Act, 1955. It is being implemented through the State Governments/UT Administrations for the prevention of illegal and unethical trade practices like hoarding and black-marketing of essential commodities etc. by way of ordering preventive detentions for six months under the Act. The Act empowers the Central and State Governments to detain persons whose activities are found to be prejudicial to the maintenance of supplies of commodities essential to the community in general including targeted groups under PDS.
5. To implement the provisions of these Acts, States/UTs have to be pro-active for action against the violators and apprise the Department of Consumer Affairs regularly. As per the reports received from the State Governments/UT Administrations upto 31.12.2016, 78027 raids were conducted, 6114 persons arrested, 3731 persons prosecuted and 289 persons convicted during the year 2016. Detention orders were issued against 163 persons under the Act during the period 01.01.2016 to 31.12.2016.
6. In Tamilnadu, a separate wing of Police Department namely Civil Supplies Crimes Investigation Department (CSCID) has been setup for investigating the malpractices in the



trade of essential commodities and also in curbing violations of any order notified under Essential Commodities Act 1955 to ensure zero tolerance to Black Marketing, Hoarding and profiteering in the trade and supply of essential commodities, so that the benefits of the Government schemes reach the targeted beneficiaries. Such institution does not exist in any other states. The States have been urged to adopt Tamil Nadu model of Policing for essential commodities under the EC Act.

7. 3rd National Consultation Meeting of Food Ministers of State Governments was held on 21.05.2016 under the chairmanship of Hon'ble Union Minister for Consumer Affairs, Food & PD. Principal Secretaries/Secretaries of Department of Food, Civil Supplies and Consumer Affairs of the States were also participated in the meeting. An action plan consisting 18 actions for the States/UTs was concluded in the meeting. All the actions mainly related to price rise of food items, hoarding & black-marketing and rationalization of stock limit etc. Major conclusions of the meeting are as follow:

- The National Consultation Meetings will be held twice a year and Ministers and officers from Agriculture Ministries will be invited..
- The cold storage chains for perishable food items are to be strengthened to increase the capacity and be upgraded to increase the life of such commodities.
- States should impose time limits of 45 days after landing for disposal of entire imported quantity to the indigenous market. Importers of pulses should also disclose stock position in a transparent manner.
- States to rationalise stock limits on pulses for millers, importers and dealers. There should be logical and scientific stock limits separately for consuming states and surplus states, so that supply chain mechanism remains smooth and pulses are available at reasonable prices.
- States should strive to exempt VAT and local taxes on pulses wherever it is needed to cool the prices.
- A State should strive to levy single point market fee in the State on agri-products and that Pulses be exempted from levy of taxes to bring down their prices in the open market.
- Reforms in Agricultural Market Laws to facilitate e-National Marketing to be completed earliest possible by all States.

- States should create their own PSF, if not already done and maintain buffer stock of pulses at their own and ensure real-time market intervention to keep prices under control.
  - The States will examine Tamil Nadu model of policing-under the EC Act- for replication to ensure effective preventive detention in all the States to check hoarding, profiteering, cartelling, unscrupulous trading and black marketing of essential commodities.
  - The States to make arrangements at their own for milling and stocking of the pulses lifted from the buffer stock. And the pulses received from the PSF be sold not above the rates prescribed.
  - All States will hold meetings with the dealers of pulses and fix prices at which the pulses can be sold by the wholesalers to retailers and by retailers to the primary consumers.
  - NFSA, DBT, End-to-end computerization, DCP Scheme, Online Procurement System, Silo construction and all other programmes under the D/o Food & PD, to be implemented effectively with all components in a time bound manner.
8. A review meeting with Principal Secretaries of Food, Civil Supplies & Consumer Affairs was also held under the chairmanship of Secretary (CA) on 19.08.2016 to review the status on the action plan concluded in the National Consultation Meeting 2016. States were advised to create a separate Department/Directorate of Consumer Affairs with mandate similar to the Union Department of Consumer Affairs.
9. To monitor the unscrupulous trading, black-marketing, hoarding and cartelling in essential food commodities like Pulses, Edible Oils etc. and to ensure effective and coordinated action by different enforcement agencies, a group of such agencies has been constituted under the chairmanship of Secretary(CA). It meets regularly to review the food inflation, in consultation with the States and advises to States and other agencies the course of action to keep the prices at reasonable level and shares data/information mutually with States and ensures coordinated action under the EC Act. So far Nine Meetings have been convened by this Group. Last meeting (9th Meeting) was held on 14.12.2016.
10. Hon'ble Minister of Consumer Affairs, Food and PD has advised to all Chief Minister to take action on the decisions taken unanimously in the National Consultation Meeting 2016. It was also advised to States to take following additional steps to control the rising prices of pulses:

- Pulses should be exempted from VAT and other local taxes.
  - States should impose time limits of 45 days on imported pulses after landing for disposal of entire quantity into the indigenous market by importers. Importers of pulses should also disclose stock position in a transparent manner.
  - States to rationalise stock limits on pulses for millers, importers and traders. There should be logical and scientific stock limits separately for consuming states and surplus states, so that supply chain mechanism remains smooth and pulses are available at reasonable prices.
11. Authorities to be approached: Under both the Acts- The Essential Commodities Act, 1955 and Prevention of Black-marketing and Maintenance of Supplies of Essential Commodities Act, 1980 (PBM Act, 1980), the competent authorities are- (i) Joint Secretary of the Department of Consumer Affairs, Government of India, Krishi Bhawan, New Delhi-110001, (ii) Joint Secretary of the Department of Food, Civil Supplies/ Consumer Protection of dealing with the Acts in the State Governments/ UTs, (iii) Police Commissioner/ I.G. of Police of the concerned area and (iv) District Magistrate/ District Collector of the concerned district. In addition to these authorities State Government may empower as many officers for this purpose as required in the State. The complaints may be made by the citizens/ groups of citizens/ association etc. to any of the authorities in writing or e-mail, against the hoarders, black-marketers profiteers etc. violating Govt. orders whose Acts deprive the people/BPL families the benefits of schemes of the Governments to provide essential commodities adequately and at fair price. The implementation of both these Acts depends on the awakening of the general public & pro-activeness of the Police of the States & UTs and concerned departments e.g. Civil Supplies, Fertilizer/Agriculture, Health etc.



Shri Narendra Modi, Hon'ble Prime Minister

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Ministry of Consumer Affairs,  
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## CHAPTER

# 12

## 12 THE BUDGET AND FINANCIAL REVIEW

The Internal Finance Division of the Ministry of Consumer Affairs, Food and Public Distribution (Department of Consumer Affairs) is headed by an Additional Secretary and Financial Adviser.

### 12.1 IT IS THE DUTY OF INTEGRATED FINANCE DIVISION:-

- To ensure that the schedule for preparation of budget is adhered to by the Ministry and the Budget is drawn up according to the instructions issued by Finance Ministry from time to time.
- To scrutinize budget proposals thoroughly, before sending them to Ministry of Finance.
- To see that complete departmental accounts are maintained in accordance with the requirements under the General Financial Rules. It should, in particular, be ensured that the Ministry not only maintains accounts of expenditure against the Grants or Appropriations directly controlled by it but also obtains figures of the expenditure incurred by the subordinate offices so that the Ministry has a complete month to month picture of the entire expenditure falling within its jurisdiction;
- To watch and review the progress of expenditure against sanctioned grants through maintenance of necessary Control Registers and to issue timely warnings to Controlling authorities where the progress of expenditure is not even;
- To ensure the proper maintenance of the Register of Liabilities and commitments as required under the G.F.Rs. to facilitate realistic preparation of budget estimates, watching of book debits and timely surrender of anticipated savings;
- To screen the proposals for supplementary demands for grants;
- To advise the Administrative Ministry on all matters falling within the field of delegated powers. This includes all powers other than those devolving on a Ministry in its capacity as Head of Office. It has to be ensured by I.F. Division that the sanctions issued by Administrative Ministry in exercise of delegated powers clearly indicate that they issue after consultation with IF Division.

- To be involved in and coordinate the preparation of Outcome Budget of the Department;
- To ensure high quality appraisal and evaluation of Schemes/Projects with requisite rigor.
- To scrutinize proposals for re-delegation of powers to subordinate authorities;
- To keep itself closely associated with the formulation of schemes and important expenditure proposals from their initial stages;
- To associate itself with the evaluation of progress/performance in the case of projects and other continuing schemes, and to see that the results of such evaluation studies are taken into account in the budget formulation;
- To watch the settlement of audit objections, inspection reports, draft audit paras, etc;
- To examine foreign deputation proposals in respect of officers of the Department and organizations under its administrative Control.
- To represent Central Government in the Finance Committee and Executive Committee of BIS.
- To ensure prompt action on Audit Reports and Appropriation Accounts,
- To screen all expenditure proposals requiring to be referred to Finance Ministry for concurrence or advice.
- To ensure regular and timely submission of the prescribed statements, reports and returns required by Finance Ministry.

## 12.2 STATEMENT SHOWING BE, RE AND ACTUAL IN RESPECT OF DEPARTMENT OF CONSUMER AFFAIRS FOR FISCAL YEAR 2002-03 TO 2016-17 (UPTO TO DECEMBER, 2016 PROVISIONAL)

(₹In Crore)

Year	Demand No	Budget Estimates			Revised Estimates			Actual.		
		Plan	Non-Plan	Total	Plan	Non-Plan	Total	Plan	Non-Plan	Total
2002-2003	39	10.15	52.48	62.63	7.50	75.33	82.83	7.13	88.85	95.98
2003-2004	18	9.67	24.76	34.43	9.67	32.98	42.65	8.24	34.85	43.09
2004-2005	18	18.25	32.55	50.80	18.25	64.81	83.06	36.11	43.26	79.37

Year	Demand No	Budget Estimates			Revised Estimates			Actual.		
		Plan	Non-Plan	Total	Plan	Non-Plan	Total	Plan	Non-Plan	Total
2005-2006	17	107.94	56.90	164.84	90.00	59.89	149.89	86.09	34.04	120.13
2006-2007	17	163.00	68.00	231.00	150.00	52.66	202.66	133.96	35.43	169.39
2007-2008	17	213.00	57.24	270.24	150.00	54.35	204.35	105.83	36.68	142.51
2008-2009	15	209.00	55.03	264.03	160.00	253.65	413.65	142.33	189.42	331.75
2009-2010	16	209.00	271.90	480.90	164.00	264.86	428.86	146.23	231.52	377.75
2010-2011	16	220.00	269.00	489.00	198.00	521.72	719.72	187.92	513.96	701.88
2011-2012	16	225.00	375.36	600.36	185.00	337.61	522.61	175.62	330.89	506.51
2012-2013	16	241.00	383.09	624.09	150.00	363.10	513.10	126.40	360.85	487.25
2013-2014	16	241.00	361.70	602.70	192.00	266.66	458.66	180.08	260.00	440.08
2014-2015	16	220.00	90.79	310.79	140.00	90.88	230.88	131.93	82.59	214.52
2015-2016	17	180.00	96.77	276.77	176.47	144.66	321.13	161.31	140.93	302.24
2016-2017	16	1050.00	207.11	1257.11	3539.00	286.50	3825.50	3469.81	215.33	3685.14*

\* Provisional Expenditure upto 31st December, 2016 as intimated by Pr. Accounts Office and includes the amount of ₹37.40 (37.18 +0.22) Crore authorized in favour of other Ministries/Departments.

## 12.3 PAYMENTS AND ACCOUNTING ORGANIZATION

The Secretary of the Department of Consumer Affairs is the Chief Accounting Authority who is assisted by AS & FA and Chief Controller of Accounts of the Department of Consumer Affairs. The departmentalized payment and accounting organization of the Department of Consumer Affairs has four Pay and Accounts Offices located at New Delhi, Mumbai, Chennai and Kolkata besides one Principal Accounts Office located at New Delhi. The Chief Controller of Accounts is the Head of the payment and accounting organization of Department of Consumer Affairs. The Payment and Accounting Organization under the Chief Controller of Accounts is responsible for:

- Arranging payments through Pay and Accounts Offices and cheque drawing and disbursing officers for pay and allowances, provident fund claims, office contingencies, miscellaneous payments, loans and advances to Government Servants and others as well as grants-in-aid.
- Issue of Pension Payment Orders (PPO) in respect of retiring Government servants and payment of retirement benefits
- Supervision & Monitoring of Utilization Certificates.
- Maintenance of Loans and Grants in Aid to State Governments/PSU/Autonomous Bodies
- Technical Advice to

Ministry/Department/PSU/Autonomous Bodies (vi) Review of Expenditure under Modified Cash Management System (vii) The Internal Audit Unit is responsible for conducting the inspection and internal audit of offices of all Drawing and Disbursing Officers (DDO's) and other auditable units of the Departments of the Ministry. The Principal Accounts Office of this Ministry generates periodic reports like the monthly accounts, Expenditure Statements, Plan Expenditure Review, Annual Accounts etc. The monthly accounts provide an overall Head-wise picture of Receipts & Payments. The Principal Accounts Office compiles the monthly accounts submitted to it by the various PAOs through e-lekha. The consolidated account of the Ministry is sent to the Controller General of Accounts, Ministry of Finance for further consolidation of accounts of the Union of India. Internal Audit is managed by two Audit Parties, one at Kolkata and one at Headquarters New Delhi under the overall control of Chief Controller of Account. The Internal Audit 77 examines several areas including management of records, implementation of various financial & accounting manuals, pointing out financial irregularities & procedural lapses.

### SUMMARY OF AUDIT OBSERVATIONS

#### Action Taken Notes on the Outstanding Audit Reports of the C&AG

Position of ATNs in respect of Audit observations pertaining to the Department of Consumer Affairs (as on 31.12.2016).

Name of Ministry/Department	CAG Reports of 2012-13	CAG Reports of 2015	CAG Reports of 2016	Total (1+2+3)
	(1)	(2)	(3)	(4)
Ministry of Consumer Affairs, Food & PD (Department of Consumer Affairs)	1	3	1	5



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- Obey traffic signals

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**Ministry of Consumer Affairs, Food and Public Distribution**  
Department of Consumer Affairs, Government of India  
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## CHAPTER

# 13

### 13. PROGRESSIVE USE OF HINDI

#### 13.1 COMPLIANCE WITH THE OFFICIAL LANGUAGES ACT AND RULES FRAMED THEREUNDER

The Hindi Division of this Department is working under the supervision of Economic Advisor and to assist him there are Assistant Director (OL) and 2 Senior Translators along with 2 Stenographers. Hindi Division is responsible for entire translation work of the Department and Implementation of Official Languages Policy of the Govt. of India in the Department and its attached and subordinate offices and their field organizations. The important activities undertaken during the year are as under:

During the year, appropriate action was taken to ensure implementation of the provisions of the Official Languages Act and the Rules framed there under.

For ensuring compliance with the provisions of the Official Languages Act, 1963 and rules framed thereunder, checkpoints have been set up in the Department. Effective steps were taken for the adherence to these checks points.

#### 13.2 REVIEW

The Annual Programme for the year 2016-2017 for implementation of the Official Language Policy of the Union, issued by the Department of Official Language as well as orders issued by them were circulated in the Department and to all the attached/subordinate offices for compliance. Progress made in this regard was reviewed through the quarterly reports received from them and critically discussed in the meetings of the Official Language Implementation Committee.

Regular meetings of the Official Language Implementation Committee, set up in the Department to review the progress made in implementation of Official Language policy in the Department as well as in its attached/subordinate offices, were held during the year. Emphasis was laid in the meetings to increase the progressive use of Hindi.

Meeting of the Hindi Salahakar Samiti of the Ministry was held on 03rd October, 2016,

#### 13.3 INCENTIVE SCHEMES

The scheme for awarding cash prizes to Central Govt. Employees for noting and drafting in Hindi continued to be implemented during the year.



Special incentive for Hindi typing in addition to English typing continued to be given to employees of the Department.

The Department observed Hindi fortnight from 01.09.2016 to 15.9.2016. During this fortnight a workshop and various competitions were organized with a view to encourage the officers/employees of the Department for doing their official work in Hindi. The prizes were distributed by the Secretary (CA) in a prize distribution ceremony held on 21st October, 2016.

### **13.4 OTHER ACTIVITIES**

Workshops were organized in the Department - to impart training in noting and drafting in Hindi, to do work in Hindi on computers and to give guidance about filling up of quarterly progress reports.

Information regarding interesting Hindi Books have obtained from the Officers/Staff of the Department and directed the library to purchase those books. Hindi Newspapers, Magazines and journals were purchased regularly by the library of the Department.

Continuous efforts are being made to encourage progressive use of Hindi in official work not only in the Department but also in its attached and subordinate offices.



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## CHAPTER

## 14

**14 . CITIZEN CENTRIC E-GOVERNANCE INITIATIVES**

Government has focused on improving productivity and reforming its internal processes to enhance transparency in the decision-making and provide for citizenfriendly, prompt and effective governance. This focus is best captured by the adage ‘Minimum government, maximum governance’. To achieve this objective the department has increasingly digitized its functions. A brief overview of the electronic governance initiatives is given below:

**14.1 IMPLEMENTATION OF E-OFFICE:**

The Department of Consumer Affairs has fully automated decision-making processes. Electronic files based on the e-office software of the National Informatics Centre form the bulk of the decision-making bases in the department. This has helped in simpler, faster and transparent decisions and has enhanced productivity.

**14.2 e-book:**

An e-book containing the initiatives and achievements of the department has been published on the website of the Department (<http://consumeraffairs.nic.in.>). This provides the basic information that a consumer might need, including answers to frequently asked questions (FAQ’s) that are useful in a downloadable format.

**14.3 PAY ROLL SOFTWARE:**

The entire Drawing and Disbursing of pay and other allowances of the employees have been fully automated.

**14.4 PARLIAMENT QUESTIONS AND ANSWERS:**

Questions and answers, pertaining to the Department of Consumer Affairs, raised both in Lok Sabha and Rajya Sabha are available on the department’s website for public access.

**14.5 GAMA:**

The Department of Consumer Affairs has launched a portal for registering online complaints for Grievances Against Misleading Advertisements (GAMA). Any advertisement Chapter14 82 or promotion through Television, Radio, or any other electronic media, Newspapers, Banners, Posters, Handbills, wall-writing etc to misrepresent the nature, characteristics, qualities or geographic origin

of goods, services or commercial activities so as to mislead the consumer could be broadly defined as a misleading advertisement. In simple terms any advertisement that gives false information, making false claims or contravening any other provision of the advertising code can be termed as a misleading advertisement. Advertisements appearing in News Papers, hoardings, handbills, wall writing as well as advertisements in the electronic media such as TV channels, radio channels, internet sites etc. are some examples.

As an aware Consumer, one can register a complaint along with a copy / video / audio of such advertisement through the web portal <http://gama.gov.in>. One can also register a complaint along with the copy / video / audio of such advertisement through the nearest Grahak Suvidha Kendra or designated Voluntary Consumer Organizations (VCOs) who will in turn lodge the grievance through the web portal at <http://gama.gov.in> to bring it to the notice of the Government. Regional Language and local complaints will be taken up by Grahak Suvidha Kendras / Voluntary Consumer Organizations (VCOs) as the case may be with appropriate local authorities.

#### **14.6 SIMPLIFICATION AND DIGITIZATION OF VARIOUS FORMS:**

To provide for ease of doing business the forms required to be used by consumers and citizens have been simplified and digitized. They have been put on the website of the Department for public access.

#### **14.7 PRICE MONITORING SYSTEM:**

The process of collection and compilation of price data on 22 essential commodities from 100 centres situated across the country has been fully automated. Reports are generated and circulated to various decision-making authorities. Also, a fortnightly report on select commodities is circulated to various decision-making authorities including PMO.

#### **14.8 CALL FOR ONLINE PROPOSAL UNDER CONSUMER WELFARE SCHEMES:**

The process of funding Voluntary Consumer Organisations (VCO's) through grants from the Consumer Welfare Fund has been simplified through the system of "Call for Proposals" digitized for greater transparency. A call for proposal inviting proposals for financial assistance from the Consumer Welfare Fund from eligible VCOs/NGOs/ Institutions in digital/electronic format was uploaded on the website of the Department of Consumer Affairs for the period from 1.06.2015 to 30.06.2015. The next call for proposals was uploaded on the website of the department in January 2016.



# Consumers Know your rights

to protect yourself from unfair trade practices



## Be an alert Consumer, know your Rights

- You have a right to know the details of any product or service
- You have a right to choose any article or service
- You have a right to know the MRP, expiry date, weight and quantity
- You have a right to be protected against dangerous and unsafe products
- You have a right to get heard in consumer forum against grievances
- You have a right to examine quality marks such as ISI mark, agmark, hallmark.

## Where to Complain?

- National Consumer helpline no. 1800-11-4000
- State Consumer Helpline (In regional languages) - for Helpline Number visit: <http://consumeraffairs.nic.in>
- CORE Centre: E-mail : [complaints@core.nic.in](mailto:complaints@core.nic.in)
- CGRC, Department of Consumer Affairs, Jam Nagar House, New Delhi - 110011, Contact No. 011-23386210
- District Consumer Forum (For complaint of up to twenty lac rupees)
- State Commission (For complaint of more than 20 lac rupees up to one crore rupees)
- National Consumer Dispute Redressal Commission (For complaint of more than one crore rupees), Contact No. 011-24608801
- To locate the Consumer Forum in your area login to [www.ncdrc.nic.in](http://www.ncdrc.nic.in)



**Department of Consumer Affairs**  
 Ministry of Consumer Affairs, Food and Public Distribution  
 Government of India  
 Krishi Bhawan, New Delhi - 110 001  
 Website : [www.consumeraffairs.nic.in](http://www.consumeraffairs.nic.in)  
 @consaff

For any help/clarification on consumer issues, call :

National Consumer Help Line No.  
**1800-11-4000**

You can also log in your complaints at [www.nationalconsumerhelpline.in](http://www.nationalconsumerhelpline.in) & [www.core.nic.in](http://www.core.nic.in)  
 For registering complaints about misleading advertisements please login to: [www.gama.gov.in](http://www.gama.gov.in)

dwp 08/01/13/0012/1617



## CHAPTER

## 15

**15 NUMBER OF SC/ST/OBC/PWD/EXM OFFICERS****15.1 NUMBER OF SC/ST/OBC/PWD/EXM OFFICERS**

The instructions issued by the Department of Personnel and Training from time to time regarding representation of Scheduled Caste/Scheduled Tribes/OBCs in direct recruitment and promotion to various grades and services were followed.

The number of persons belonging to Scheduled Castes, Scheduled Tribes, Other Backward Castes, Persons with Disabilities and Ex-Servicemen employed in the Department of Consumer Affairs and its attached/subordinate officers are as under:

**STATEMENT SHOWING THE NUMBER OF SC/ST/OBC/PWD/EXM/WOMEN  
(AS ON 31.12.2016)**

Group of Post	Sanctioned Strength	Total Number of employees in position	Number of employees out of Col. 3 belonging to							
			SC	ST	OBC	Persons with Disabilities			EXM	WOM-EN
						VH	HH	OH		
1	2	3	4	5	6	7	8	9	10	11
Group A	170	128	22	10	14	-	-	01	02	09
Group B										
(Gazetted)	170	133	22	07	12	-	-	04	-	20
Group B, (Non-Gazetted)	239	134	22	04	18	-	01	05	-	20
Group C	538	362	81	27	46	-	02	02	03	39
<b>Total</b>	<b>1117</b>	<b>757</b>	<b>147</b>	<b>48</b>	<b>90</b>	<b>-</b>	<b>03</b>	<b>12</b>	<b>05</b>	<b>88</b>

VH- Visually Handicapped

HH-Hearing handicapped

OH- Orthopedically Handicapped

EXM-Ex-Serviceman

Note: The compilation includes information in respect of the Department of Consumer Affairs and the following attached/subordinate offices of the Department.

National Test House-Kolkata

National Consumer Disputes Redressal Commission, New Delhi.

Indian Institute of Legal Metrology –Ranchi.

Regional Reference Standards Laboratories-(Ahmedabad, Bangalore, Bhubaneswar, Faridabad, Guwahati)





*fssai* and  marks

give you security

...that the water you  
buy is of good quality !

Select the right price.  
Never pay over  
**Maximum Retail Price**  
(Including all Taxes)

National Consumer Helpline :  
1800-11-4000 (Toll Free)

Online Complaints :  
[www.consumerhelpline.gov.in](http://www.consumerhelpline.gov.in)



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@jagograhakjago



Department of Consumer Affairs  
Ministry of Consumer Affairs,  
Food and Public Distribution  
Govt. of India  
Website : [www.consumeraffairs.nic.in](http://www.consumeraffairs.nic.in)





## CHAPTER

## 16

**16 SCHEMES FOR THE BENEFIT OF PHYSICALLY DISABLED PERSONS****SCHEMES FOR THE BENEFIT OF THE PERSONS WITH DISABILITIES****STATEMENT SHOWING THE NUMBER OF PERSONS WITH DISABILITIES IN  
VARIOUS GROUPS (AS ON 31.12.2016)**

Group of Post	Sanctioned Strength	Total Number of employees in position	Number of Persons with Disabilities Out of Col. 3		
			VH	HH	OH
1	2	3	4	5	6
Group A	170	128	-	-	01
Group B	409	267	-	01	09
Group C	538	362	-	02	02
<b>Total</b>	<b>1117</b>	<b>757</b>	<b>-</b>	<b>03</b>	<b>12</b>

VH- Visually Handicapped

HH-Hearing handicapped

OH- Orthopedically Handicapped

**16.1 CONSTITUTION OF COMPLAINTS COMMITTEE****16.2 SEXUAL HARASSMENT OF WOMEN AT WORKPLACE – CONSTITUTION OF COMPLAINTS COMMITTEE.**

In Order to implement the guidelines of Hon'ble Supreme Court on prevention of sexual harassment of women at work place, a Complaints Committee was constituted in the Department of Consumer Affairs on 03.8.1998 which has been reconstituted on 8.11.2013 and subsequent in July, 2016. With the approval of the Competent Authority in this Department, the Internal Complaints Committee against Sexual Harassment against Women in the Department of Consumer Affairs is reconstituted with the following composition:

Sl. No.	Name of the Officer	Designation
1	Ms. Madhulika P. Sukul, Additional Secretary	Chairperson
2	Deputy Secretary (Estt.)	Member
3	Representative from YWCA	Member
4	Under Secretary (Estt.)	Member Secretary
5	Ms. Sarita Bhatnagar, Section Officer	

The Complaints Committee also functions as Women's Cell, which broadly covers the following areas:

- (a) To attend and coordinate the action for improvement of working conditions of women employees in the Department;
- (b) To attend and expedite action on the complaints received from the women employees;
- (c) Other general areas concerning the welfare of women employees.

No complaint was received during last year in the Department.



**Narendra Modi**  
Prime Minister

# NATIONAL CONSUMER DAY

24<sup>th</sup> December, 2016

at Vigyan Bhawan, Hall No. 5

## ALTERNATIVE CONSUMER DISPUTE RESOLUTION

Launch of New Initiatives by

**Ram Vilas Paswan**

Minister for Consumer Affairs, Food & Public Distribution  
Government of India

In the august presence of

**C. R. Chaudhary**

Minister of State for Consumer Affairs, Food and Public Distribution  
Government of India



National Consumer Helpline: **1800-11-4000** (Toll Free)

Online Complaints: [www.consumerhelpline.gov.in](http://www.consumerhelpline.gov.in)



**Department of Consumer Affairs**

Ministry of Consumer Affairs,  
Food and Public Distribution  
Government of India

Website : [www.consumeraffairs.nic.in](http://www.consumeraffairs.nic.in)

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 @jagograhakjago

GIVE IDEAS & SUGGESTIONS FOR  
**MANN KI BAAT**

SHARE YOUR  
FEEDBACK THROUGH A MISSED CALL ON 1800  
OR LOGIN TO MPA BHOGYIN

dwp\_0810113000371617



## CHAPTER

## 17

**17 INITIATIVES IN THE NORTH EAST STATES ANNEXURE/TABLE**

The followings are the highlights of the initiatives of the Department of Consumer Affairs for the North-Eastern States of India:

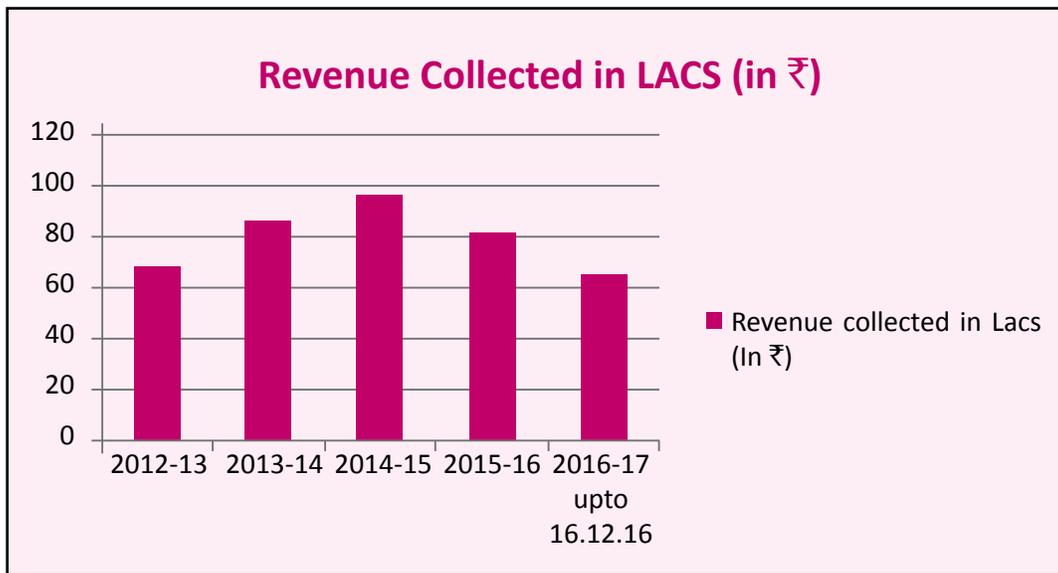
- Price Monitoring Cell (PMC) monitors the retail and wholesale prices of 22 essential commodities, viz., rice, wheat, atta, gram dal, arhar dal, moong dal, urad dal, masoor dal, tea, sugar, salt, Vanaspati, groundnut oil, mustard oil, milk, soya oil, palm oil, sunflower oil, gur, potato, onion and tomato for which data is obtained from 100 centres including 7 centres from North East, viz. Guwahati, Agartala, Shillong, Itanagar, Dimapur, Aizwal and Gangtok.
- PMC is implementing a 12th Five year Plan Scheme for strengthening the price monitoring mechanism in States. To strengthen the price monitoring mechanism in the North Eastern states, PMC through its scheme for strengthening of the price monitoring mechanism provided financial assistance to State Government of Assam, Meghalaya and Nagaland in the past for strengthening of price monitoring mechanism infrastructure in States. Other activities in the North- Eastern region from Price monitoring Cell includes training cum regional workshop at Guwahati and visits by the officials in North-Eastern states to hold discussions to ascertain the reasons for the rise in prices of essential commodities.
- RRSL Guwahati is functioning from new campus from 1st May, 2009 and provides services to North Eastern States in the field of Legal Metrology. Department has also provided Grant in Aid/Equipment's to NER.
- The total operative certification licences in all seven North Eastern States up to December 2016 was 787 (487 licences for product and 300 licences for Hallmarking).
- BIS also has a laboratory at Guwahati with testing facilities in the mechanical field and tests products like high strength deformed steel bars (HSD steel bars), corrugated and semi-corrugated asbestos cement sheet, PET Bottles & Jars for Packaged Drinking Water and Plywood etc.

ANNEXURE-1

**GOVERNMENT OF INDIA  
MINISTRY OF CONSUMER AFFAIRS, FOOD AND PUBLIC DISTRIBUTION DE-  
PARTMENT OF CONSUMER AFFAIRS  
REGIONAL REFERENCE STANDARDS LABORATORY - BANGALORE.**

PERIOD	2012-13	2013-14	2014-15	2015-16	2016-17 (upto 30.12.16)
Number of legal standards verified	062	54	76	32	68
Number of instruments calibrated	7828	7980	8298	7154	6211
Number of certificates issued	7828	7980	8298	7154	6211
Number of industries benefited	677	758	750	658	552
Number of models tested for approval	172	254	273	177	87
Test fee collected ₹	7199821	9009388	10018672	8238606	6800200
Number of seminars conducted	03	04	06	06	03

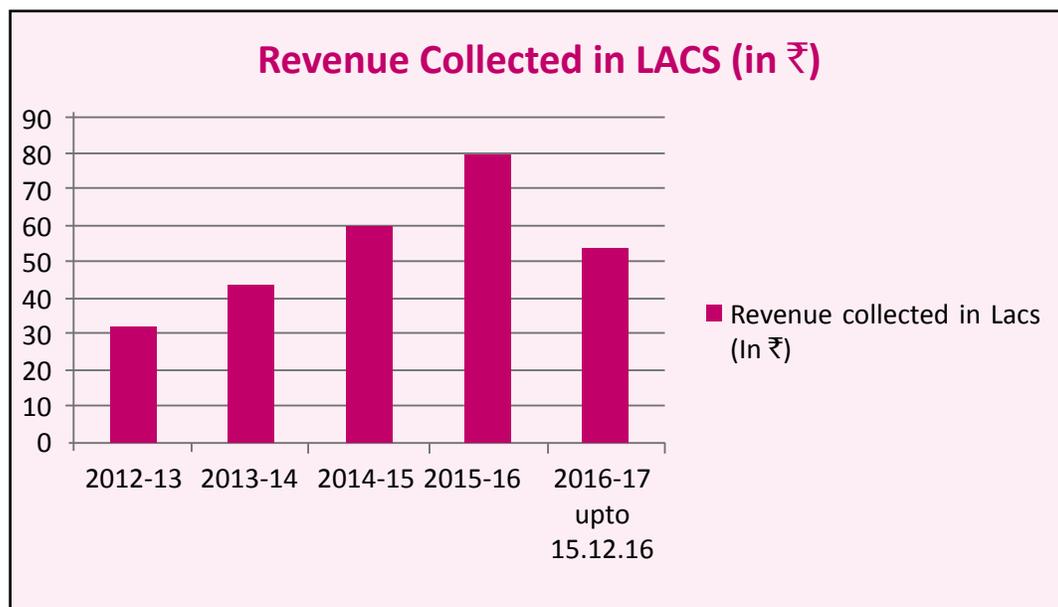
**PERFORMANCE. REPORT FOR 2016-17 (Up to 30.12.16)**



**PERFORMANCE OF THE REGIONAL REFERENCE STANDARDS  
LABORATORY, AHMEDABAD**

(During last 5 years and up to 15.12.2016)

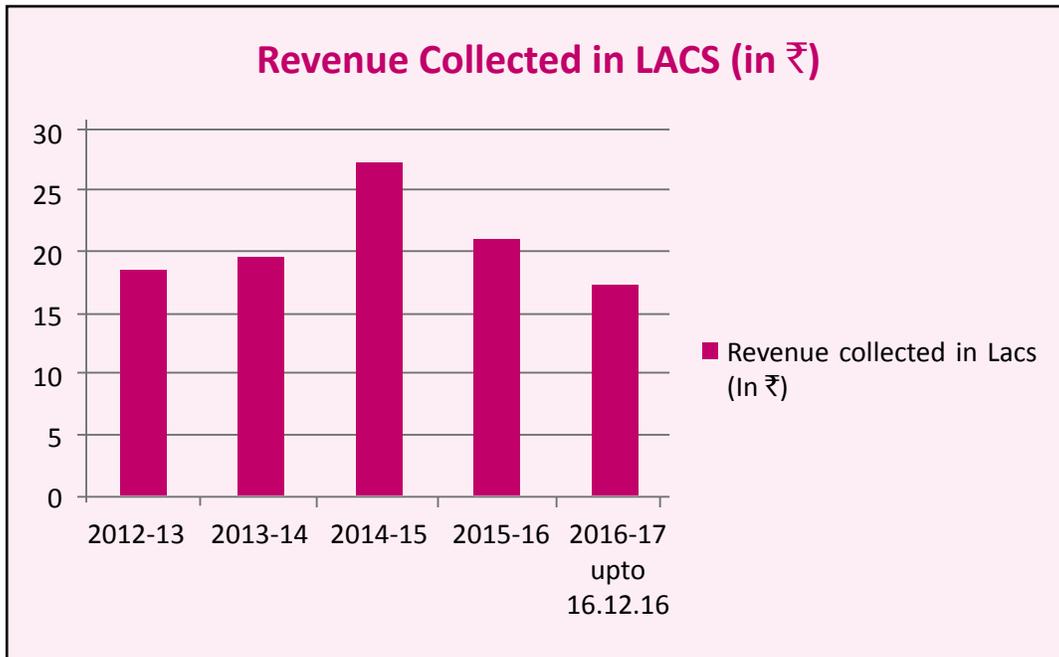
Description	2012-2013	2013-2014	2014-2015	2015-2016	2016-17 upto 15.12.16
No. of Standards verified	40	74	79	73	54
No. of industries benefited	616	742	717	875	579
No. of certificates issued	1574	2032	1737	2180	1192
No. of models approved	64	60	107	145	106
No. of seminar conducted	3	2	2	3	2
<b>Revenue collected in ₹Lakhs</b>	<b>32.78</b>	<b>43.57</b>	<b>59.44</b>	<b>79.13</b>	<b>53.68</b>



**Performance of the Regional Reference Standards  
Laboratory, Bhubaneswar**

**(During last 5 years and up to 15.12.2016)**

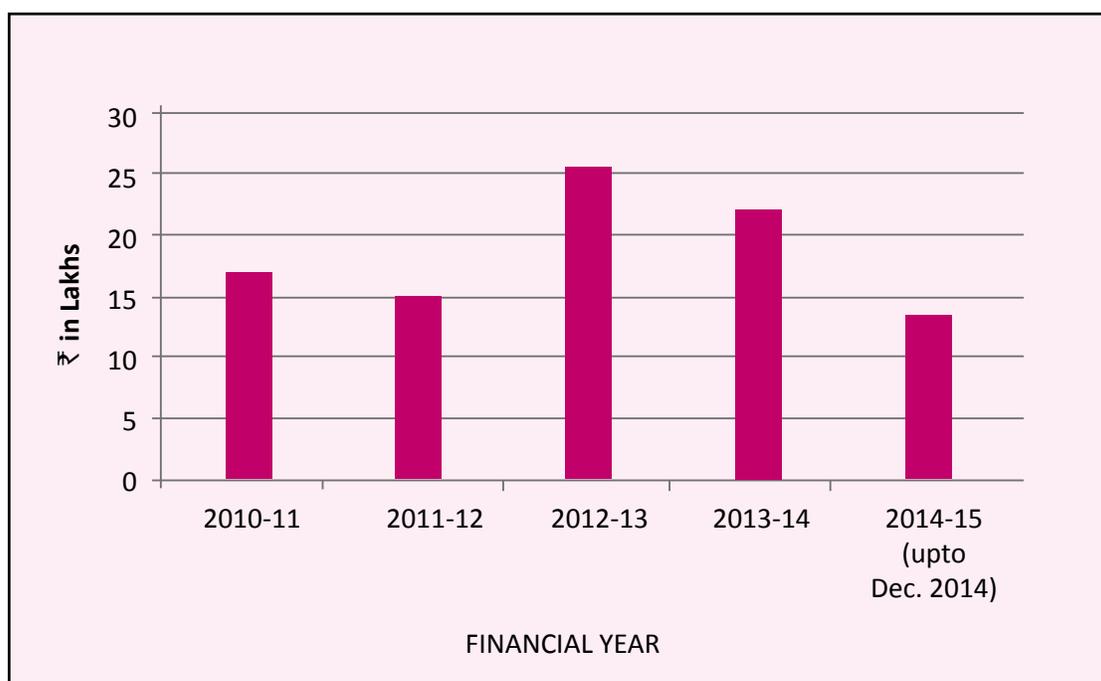
Description	2012-13	2013-14	2014-15	2015-16	2016-17 (till 16.12.16)
No. of Standards verified	73	54	48	45	38
No. of industries benefited	152	222	200	190	160
No. of certificates issued	908	1259	900	950	700
No. of models approved	38	55	44	52	42
No. of seminar conducted	1	1	01	2	1
Revenue collected in rupees (Lakhs)	18.49	19.60	27.32	20.66	16.98



**PERFORMANCE OF THE REGIONAL REFERENCE STANDARDS  
LABORATORY, FARIDABAD**

**(During last 5 years-till date)**

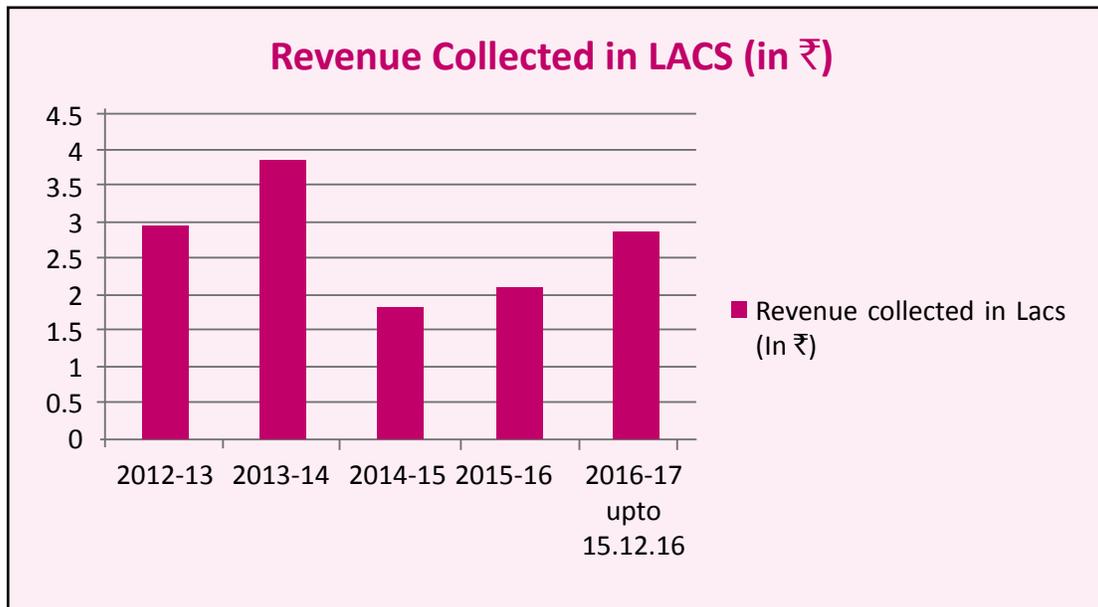
Description	2012-13	2013-14	2014-15	2015-16	2016-17 (till date)
No. of Standards verified	105	46	27	104	181
No. of industries benefited	192	154	165	216	130
No. of certificates issued	357	144	203	322	71
No. of models approved	201	119	126	169	108
No. of seminar conducted	6	3	04	3	04
<b>Revenue collected (in ₹Lakh)</b>	<b>25.35</b>	<b>21.59</b>	<b>19.72</b>	<b>21.7</b>	<b>15.1</b>



**PERFORMANCE OF THE REGIONAL REFERENCE STANDARDS  
LABORATORY, GUWAHATI**

(During last 5 years and up to 15.12.2016)

Description	2012-13	2013-14	2014-15	2015-16	2016-17 (till 15.12.16)
No. of Standards verified	3	34	27	13	17
No. of industries benefited	12	02	10	10	7
No. of certificates issued	34	74	55	84	47
No. of models approved	23	05	--	9	8
No. of seminar conducted	--	02	--	-	-
Revenue collected (in ₹Lakhs)	2.94	3.82	1.89	3.53	2.87



## ANNEXURE-II

## Statement of Cases Filed / Disposed of / Pending in the National Commission and State Commissions.

Sl. No.	Name of State	Cases filed since inception	Cases disposed of since inception	Cases Pending	% of Disposal	As On
	<b>National Commission</b>	<b>93009</b>	<b>81634</b>	<b>11375</b>	<b>87.77</b>	<b>31.12.2014</b>
1	Andhra Pradesh	31278	30885	393	98.74	30.11.2014
2	A & N Islands	42	38	4	90.48	31.01.2008
3	Arunachal Pradesh	70	67	3	95.71	31.10.2014
4	Assam	2732	2360	372	86.38	30.11.2014
5	Bihar	17568	12291	5277	69.96	31.05.2014
6	Chandigarh	13751	13649	102	99.26	30.09.2014
7	Chattisgarh	10053	9280	773	92.31	30.11.2014
8	Daman & Diu and DNH	25	20	5	80.00	31.03.2011
9	Delhi	44796	44083	713	98.41	30.09.2014
10	Goa	2596	2548	48	98.15	30.11.2014
11	Gujarat	50126	45490	4636	90.75	30.11.2014
12	Haryana	45043	44261	782	98.26	30.11.2014
13	Himachal Pradesh	8750	8626	124	98.58	30.11.2014
14	Jammu & Kashmir	6727	6170	557	91.72	31.03.2013
15	Jharkhand	5302	4824	478	90.98	31.03.2014
16	Karnataka	48383	43891	4492	90.72	30.11.2014
17	Kerala	27322	25526	1796	93.43	31.10.2014
18	Lakshadweep	18	16	2	88.89	30.11.2014
19	Madhya Pradesh	46938	39535	7403	84.23	30.11.2014
20	Maharashtra	61594	48510	13084	78.76	30.06.2014
21	Manipur	139	96	43	69.06	30.09.2008

Sl. No.	Name of State	Cases filed since inception	Cases disposed of since inception	Cases Pending	% of Disposal	As On
22	Meghalaya	262	175	87	66.79	31.10.2012
23	Mizoram	211	204	7	96.68	31.10.2014
24	Nagaland	25	6	19	24.00	31.12.2011
25	Odisha	23149	16558	6591	71.53	31.07.2014
26	Puducherry	996	965	31	96.89	30.11.2014
27	Punjab	32875	29401	3474	89.43	31.10.2014
28	Rajasthan	56417	50935	5482	90.28	30.11.2014
29	Sikkim	53	50	3	94.34	30.06.2014
30	Tamil Nadu	25941	23646	2295	91.15	30.11.2014
31	Telangana	1073	0	1073	0.00	30.11.2014
32	Tripura	1630	1571	59	96.38	30.11.2014
33	Uttar Pradesh	72449	45318	27131	62.55	31.07.2014
34	Uttarakhand	5327	4286	1041	80.46	30.11.2014
35	West Bengal	22018	18664	3354	84.77	30.09.2014
	<b>TOTAL</b>	<b>665679</b>	<b>573945</b>	<b>91734</b>	<b>86.22</b>	

## ANNEXURE-II

## Statement of Cases filed/disposed of/pending in District Fora

Sl. No.	Name of State	Cases filed since inception	Cases disposed of since inception	Cases Pending	% of Disposal	As On
1	Andhra Pradesh	113545	110503	3042	97.32	30.11.2014
2	A & N Islands	330	301	29	91.21	31.03.2006
3	Arunachal Pradesh	411	378	33	91.97	31.10.2014
4	Assam	13704	11976	1728	87.39	31.08.2010
5	Bihar	95540	81712	13828	85.53	31.05.2014
6	Chandigarh	50435	49273	1162	97.70	30.09.2014
7	Chattisgarh	40953	37519	3434	91.61	30.11.2014
8	Daman & Diu and DNH	162	144	18	88.89	31.03.2011
9	Delhi	249505	234740	14765	94.08	31.12.2012
10	Goa	6772	6354	418	93.83	30.11.2014
11	Gujarat	191498	179462	12036	93.71	30.11.2014
12	Haryana	234411	221340	13071	94.42	30.11.2014
13	Himachal Pradesh	60671	57681	2990	95.07	30.11.2014
14	Jammu & Kashmir	20792	18855	1937	90.68	31.12.2007
15	Jharkhand	36076	32203	3873	89.26	31.05.2014
16	Karnataka	172904	162319	10585	93.88	30.11.2014
17	Kerala	192086	182366	9720	94.94	31.10.2014
18	Lakshadweep	77	65	12	84.42	30.11.2014
19	Madhya Pradesh	203646	187943	15703	92.29	30.11.2014
20	Maharashtra	273203	249210	23993	91.22	30.06.2014
21	Manipur	1037	1012	25	97.59	30.09.2008
22	Meghalaya	847	750	97	88.55	31.10.2012

Sl. No.	Name of State	Cases filed since inception	Cases disposed of since inception	Cases Pending	% of Disposal	As On
23	Mizoram	3466	2819	647	81.33	31.12.2010
24	Nagaland	290	266	24	91.72	31.12.2011
25	Odisha	99136	91915	7221	92.72	30.09.2014
26	Puducherry	3050	2816	234	92.33	30.11.2014
27	Punjab	169234	165867	3367	98.01	31.10.2014
28	Rajasthan	324520	292696	31824	90.19	30.11.2014
29	Sikkim	323	299	24	92.57	30.06.2014
30	Tamil Nadu	108948	101461	7487	93.13	30.11.2014
31	Telangana	85984	82576	3408	96.04	30.11.2014
32	Tripura	3166	3031	135	95.74	30.11.2014
33	Uttar Pradesh	604977	529781	75196	87.57	31.07.2014
34	Uttarakhand	37530	34677	2853	92.40	30.11.2014
35	West Bengal	96999	90819	6180	93.63	30.09.2014
	<b>TOTAL</b>	<b>3496228</b>	<b>3225129</b>	<b>271099</b>	<b>92.25</b>	



# HEALTH IS WEALTH

Be cautious while eating street food



- Make sure street food stalls are clean and hygienic
  - Make sure food is fresh
- Check whether food is made with quality raw materials
  - Check if vendor himself is hygienic
  - Proper disposal and handling of waste



Issued in Public Interest by:  
Ministry of Consumer Affairs, Food and Public Distribution  
Department of Consumer Affairs, Government of India  
Website : [www.consumeraffairs.nic.in](http://www.consumeraffairs.nic.in)

For any help / clarification on consumer issues,  
call National Consumer Help Line **1800-11-4000**

You can also log in your complaints at [www.nationalconsumerhelpline.in](http://www.nationalconsumerhelpline.in) & [www.core.nic.in](http://www.core.nic.in) (Toll Free No. 1800-11-4566)  
For registering complaints about misleading advertisements please login in to: [www.gama.gov.in](http://www.gama.gov.in)

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एक कदम स्वच्छता की ओर



# WORLD CONSUMER RIGHTS DAY

Consumer Rights in the Digital Age

2017

New Initiatives to Empower Consumers

National Building Code

Confonet Mobile App

Online Model Approval for Weighing and Measuring Instruments

Webchat for Consumers

National Consumer Helpline Hindi Portal



DOWNLOAD GraHAQ APP from Google Play Store



SCAN this image with the app to watch Consumer Rights Video



**Department of Consumer Affairs**  
Ministry of Consumer Affairs, Food and Public Distribution  
Government of India, Krishi Bhawan, New Delhi - 110 001



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@jagograhakjago



For more details : [www.consumeraffairs.nic.in](http://www.consumeraffairs.nic.in)

Online Complaints : [www.consumerhelpline.gov.in](http://www.consumerhelpline.gov.in)



**Government of India**

**MINISTRY OF CONSUMER AFFAIRS, FOOD AND PUBLIC DISTRIBUTION**

**Department of Consumer Affairs**

**Krishi Bhawan, New Delhi-110114**

**Website: [www.fcamin.nic.in](http://www.fcamin.nic.in), [www.core.nic.in](http://www.core.nic.in)**

**National Consumer Helpline Number : 1800-11-4000**