



Department of Consumer Affairs

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



ANNUAL REPORT

2022-23



National Consumer Helpline
1800-11-4000 (Toll Free)
or 1915



@consaff
@jagograhakjago



ANNUAL REPORT

2022-23



सत्यमेव जयते

Government of India
Department of Consumer Affairs
Ministry of Consumer Affairs, Food & Public Distribution
Krishi Bhawan, New Delhi-110001

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CHAPTER-1

THE DEPARTMENT AND ITS MANDATE

The Department has been entrusted with administering: -

- The Consumer Protection Act, 2019
- The Essential Commodities Act, 1955 (Supply, Price and Distribution of Essential Commodities not dealt with specifically by any other Department).
- Prevention of the Black marketing and Maintenance of Supplies of Essential Commodities Act, 1980;
- Legal Metrology Act, 2009;
- Regulation of Packaged Commodities.
- The Standards of Weights and Measures.
- Price Stabilisation Fund
- The Emblems and Names (Prevention of Improper Use) Act, 1952.
- The Bureau of Indian Standards Act, 2016.
- Consumer Cooperatives.
- Monitoring of prices and availability of essential commodities.
- National Test House.

1.1 Vision

The Vision of Department is as follows:

- Provide timely and effective consumer grievance redressal
- Prevent malpractices of quality and measurements

- Ensure availability of essential food commodities at reasonable prices
- Enhance and strengthen trade
- Move beyond consumer protection to consumer prosperity

1.2 Functional and Organizational Set up

- Shri Piyush Goyal, Hon'ble Minister of Commerce & Industry, Ministry of Consumer Affairs, Food & Public Distribution and Textile assumed charge of the on 9th October, 2020.
- Shri Ashwini Kumar Choubey, Minister of State.
- Shri Rohit Kumar Singh, IAS, Secretary (CA) assumed charge on 31st December 2021.
- An Additional Secretary, an Adviser (Cost) besides two Joint Secretaries and one Economic Adviser are posted in the Department.

Organisation Chart of the Department is at Annexure-I.

1.3 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 annually.

1.4 Right to Information Act, 2005

The information required to be made available suo moto to the citizens under Section 4 of the Right to Information Act, 2005 is posted on the Departmental website <<https://consumeraffairs.nic.in>>. The list of Central Public Information Officers of various Divisions in the Department 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 the Chief Information Commission 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. During the period January, 2022 to January, 2023, 1762 RTI applications and 257 First Appeals were received through online RTI portal. Out of these, 1703 RTI applications and 244 First appeals were disposed off during the year. From January 2017, Subordinate Offices such as the National Test House and the Indian Institute of Legal Metrology, the Bureau of Indian Standards which is an Autonomous organisation and the National Consumer Disputes Redressal Commission, a Quasi-Judicial Body functioning under this department have been linked through online RTI MIS network to facilitate online receiving and disposal of RTI applications and First Appeals submitted by the applicants.

All tender notices and other important decisions of public procurements are being done through GeM portal otherwise as per prescribed instructions by Ministry of Finance, Department of Expenditure.

1.5 Vigilance

Vigilance is defined as watchfulness and alertness. Vigilance administration, an oversight mechanism in any organization is an integral function like any other function of management, such as finance, personnel, operation etc. to ensure that the other segments are functioning efficiently. Vigilance administration comprises proactive vigilance, preventive vigilance, predictive vigilance, detective vigilance, punitive vigilance and corrective vigilance.

2. The Vigilance Section of the Department of Consumer Affairs is responsible for vigilance activities in the organization under the general superintendence of the Central Vigilance Commission (CVC), the apex organization of the Government of India that controls anti-corruption measures and probity in public life. It caters to Vigilance functions in respect of officers/officials posted in Department of Consumer Affairs. The Department has a Part-time Chief Vigilance Officer (CVO). Shri Vineet Mathur, Joint Secretary is designated as the CVO in addition to his normal duties assigned to the post. The Director (Vigilance), Under Secretary (Vigilance) and the Vigilance Section support the CVO for conduct of investigations, disciplinary proceedings and other follow-up actions.

3. The CVOs of Bureau of Indian Standards, an autonomous organization under the Department and the National Cooperative Consumers' Federation, a multi-state Cooperative organization under the Department report to CVO of the Department in vigilance matters in addition to sending progress reports to the Central Vigilance Commission. Vigilance Officers have also been appointed in the National Test House (NTH) and the Indian Institute of Legal Metrology, Ranchi, which are subordinate organizations of the Department, to coordinate with the CVO in vigilance related matters and issue vigilance clearances.

4. During the Financial year 2022-23, the following work was undertaken:

No of cases sent to UPSC for their advise	1
No of cases sent to CVC for 1st stage advise	1
No of vigilance clearances granted	283
Disciplinary proceedings initiated for major penalty	0
Disciplinary proceedings initiated for minor penalty	0
Suspension	0
Final Orders passed after consultation with UPSC for imposing penalty	2
Intimations received for transaction in Immovable Property	14
Intimations received for transaction in Movable Property	3
Court cases	1
Appeal / Review petitions	2
Immovable Property Returns received	105



(Secretary (CA) administering Integrity Pledge to Senior Officers of the Department on 31.10.2022)



(Participants of Essay Writing Competition held on 02.11.2022)



(Participants of Slogan Writing Competition held on 03.11.2022)



Secretary (CA) along with Additional Secretary (CA) and Joint Secretary & CVO, DoCA distributing certificates among winners of the competitions held during Vigilance Awareness Week 2022

1.6 National Informatics Center (NIC)

The Department has taken many digital initiatives to deliver citizen centric services in a transparent manner efficiently. Process re-engineering has been applied for many manual tasks and solutions put online for ease of doing business. This has helped both G to C and G to B processes cutting short time effectively.

- I. A new version of the INGRAM V3.0 which is the web portal <https://consumerhelpline.gov.in> was launched by the Department. The upgraded version provides the sector specific facility to enter the grievance in the system. An improved version of BOT based chat application was also developed and implemented by NIC. This portal integrates various stakeholders of the Consumer Grievance Redressal process and provides a common platform for all to put in place an effective and efficient consumer grievance Redressal mechanism. Around 692 private companies have been made convergence partners for speedy and effective grievance redressal. A four digit short code 1915 has been introduced in place of the earlier 5 digit one.
- II. Consumer App was an initiative of the Department of Consumer Affairs, Government of India. This App can be downloaded freely in Google Play Store.
- III. Anumati, an online system has been launched for giving clearance submitted by various State Governments under Emblems and Names Act. This has facilitated quick submission, scrutiny and disposal of proposals.
- IV. The daily retail and wholesale prices of 22 essential commodities are being collected from various Price Monitoring Centres across India through the online application 'Price Monitoring System'. The number of centres have been increased to 461 to have better price understanding across the country.
- V. Two twitter handles @consaff for addressing consumer grievances including e-commerce related matters and @jagograhaakjago for creating awareness

amongst consumers are in place. Regular tweets on various day-to-day activities being carried out are publicized to create awareness among consumers.

- VI. An online system has been developed by NIC for the procurement/import and disposal of pulses and agri-horticultural commodities under Price Stabilization Fund (PSF) by the different agencies (eg. FCI, NAFED, SFACX, MMTC and STC).
- VII. The Automation and Networking of Consumer Commissions across the country is supported by the CONFONET Project of the Department which is being Designed, Developed and implemented by the NIC. Steps have been initiated for revamping the software to bring in exponential changes with the latest technology. e-daakhil.nic.in portal has been launched to enable consumers to lodge consumer complaints from anywhere, anytime in various consumer commission.
- VIII. Various processes of the Legal Metrology Division such as Model Approval, Packaged Commodity Registration have been made online and integrated with the National Single Window System of the DPIIT department of the Government of India for ease of doing business.
- IX. The processes of registration of importers for weights and measurements instruments and Director Nomination of the Legal Metrology have been automated to enable online application and approval.
- X. Software for action taken report on EC Act and action taken report on Legal Metrology (GST and enforcement) have been developed and implemented.
- XI. Applications for various vacancies being filled by the Department are now made online such as NCDRC Member Vacancies, Young Professionals, Experts for the Central Consumer Protection Authority.
- XII. Various Dashboards for the use of Hon'ble Minister and Higher Officials have been put in place which help in taking policy decisions. Dashboard for Citizens has also been put on the website for information dissemination.

- XIII. Various regional workshops conducted to train State Government Nodal Officers for online reporting Prices of Essential Commodities.
- XIV. E-office version 7.0 implemented to bring accountability, efficiency and speedy disposal of files.
- XV. A dashboard on Special Cleanliness Drive was launched.
- XVI. Various IT initiatives have been carried out both in the National Test House and Bureau of India Standards to improve their working.

Digital Initiatives of the Department of Consumer Affairs



DEPARTMENT OF CONSUMER AFFAIRS

Welcome!

**Sabka Saath
Sabka Vikas
Sabka Vishwas
Sabka Prayas**

Price Monitoring Cell
Price Monitoring Cell (PMC) monitors prices of retail and wholesale prices, and spot & future prices of selected essential commodities on a daily basis, and Mandi prices and wholesale price index on a weekly basis. Price Monitoring Cell analyses the price situation prepares reports for the policy makers and give advance feedback for taking preventive measures. Price Monitoring Cell also implements commodity-specific market intervention schemes to give temporary relief to the consumers.
Sources of Price Data: Prices are being collected through various State Civil Supplies Agencies

Retail and Wholesale Prices
- [List of Essential Commodities](#)
- [List of Reporting Centres](#)

Log In
Login to your account
Username: pmc
Password: *****
Enter Text shows below
wbQmpw
Go

[New User Register](#)
[Forgot Password](#)

Skip to main Content | A+ | A- | Screen Reader | Official login | User login

Government of India
Department of Consumer Affairs
Ministry of Consumer Affairs, Food & Public Distribution
National Consumer Helpline (NCH)

**1800-11-4000
OR
1915**

JAGO GRAHAK JAGO

INGRAM
Integrated National Helpline

• About this Portal • Knowledge Partner • Knowledge Base • Standards for Products • Important Links • Convergence Partners • Consumer Corner • Contact


**NATIONAL CONSUMER HELPLINE (NCH) NUMBER
14404
HAS BEEN
CHANGED TO
1915**

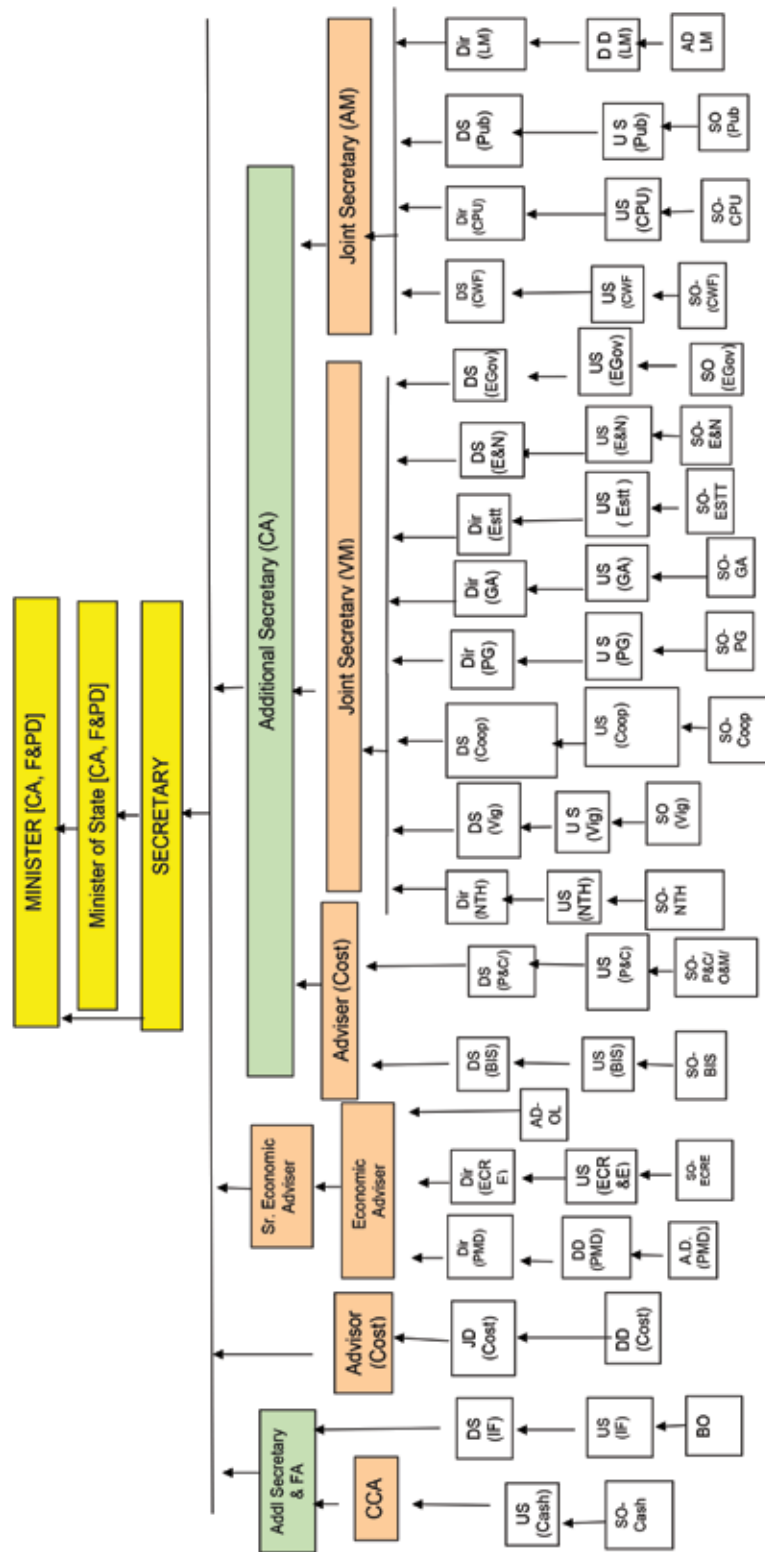
Register your Grievance at consumerhelpline.gov.in

Online System For Clearance of Emblems and Names

Welcome to Department of Consumer Affairs (Emblems and Names)

The general Assembly of the United Nations Organization recommended in 1968 that members of the United Nations should take necessary legislative or other appropriate measures to prevent the use, without proper authority, and in particular for commercial purposes, of the emblems, the official seal and the name of the United Nations and of the abbreviations of that name. A similar recommendation was also received from World Health Organization for prevention of the use of its name (and abbreviations, emblem and official seal). Indians were also come to light of the use in India and abroad of the Indian National Flag and emblem and of the names of personal representation of Mahatma Gandhi and other national leaders, for commercial and trade purposes and in the manner likely to offend the sentiments of the people.



ORGANISATION CHART OF DEPARTMENT OF CONSUMER AFFAIRS (As on: 1st January, 2023)

PMD – Price Monitoring Division, **ECRE** – Essential Commodities Regulation & Enforcement, **LM** – Legal Metrology, **NTH** – National Test House, **Coop** – Cooperation, **BIS** – Bureau of Indian Standards, **PG** – Public Grievances, **CWF** – Consumer Welfare Fund, **CPU** – Consumer Protection Unit, **P&C** – Parliament & Coordination, **O&M** – Organization & Methods, e-Gov – e-Governance, **GA** – General Administration, **Estt** – Establishment, **Vig** – Vigilance, **IF** – Integrated Finance, **OL** – Official Language, **EGov** – E-Governance

DESIGNATIONS: Dir – Director, DS – Deputy Secretary, US – Under Secretary, SO – Section Officer, AD – Assistant Director, BO – Budget Officer.

Legend

- Secretary (CA) - Shri Rohit Kumar Singh
- Additional Secretary (CA) - Smt Nidhi Khare
- A S & F A - Shri. Shantmanu
- Sr. Economic Adviser - Vacant
- Joint Secretary (AM) - Shri Anupam Mishra
- Joint Secretary (VM) - Shri Vineet Mathur
- Economic Adviser - Dr. Kamkenthang Guite
- C C A - Shri Dhruva Kumar
- Adviser Cost - Shri Shashi Bhushan

<u>Advisor (Cost)/ Directors/ Deputy Secretaries Mr./Ms</u>	<u>Division/Section/Unit</u>	<u>JD/Under Secretaries / Deputy Directors Mr./Ms</u>	<u>Section Officer / Assistant Director Mr./Ms</u>
Vacant	Weights & Measures/ Legal Metrology	Ashutosh Agarwal, DD Manoj Kr. Naik, DD	Dinesh Sagar, AD
P K Sahoo, DS	National Test House	Jasbir Tiwari, US	Vacant
Sunil Mishra, DS	Emblems & Names Act	Jasbir Tiwari, US	Dharmender Singh, SO
Swwarupa Saraan, DS	Consumer Welfare Fund	Anita Meena, US	Vacant
P K Sahoo, DS	Bureau of Indian Standards;	Devi Dayal singh, US	K Sundaram, SO

Advisor (Cost)/ Directors/ Deputy Secretaries Mr./Ms	Division/Section/Unit	JD/Under Secretaries / Deputy Directors Mr./Ms	Section Officer / Assistant Director Mr./Ms
Subhash Chandra Meena, Dir	Essential Commodities Regulation & Enforcement	Anita Meena, US	Vacant
K C Singha, Dir	Integrated Finance	Roshan Burman, US	Arvind Kumar, SO
S K Prasad, DS	Vigilance	Jayalakshmi Kannan, US	Arvind Kumar, SO
Aman Jain, DS	Publicity	Bal Krishana Thakur, US	Vacant
Jitender Ahlawat, DS	CONFONET, NCH, E-Gov	P K Tyagi, US	Sachin Kumar, SO
Subhash Chandra Meena, Dir	Price Monitoring Division	Lal Ramdinpui Renthlei, JD Satinder Kumar, DD Sanjay Kaushik, DD Brijesh Patel, DD	Vacant
T R Sathish Chandran, JD	Costing Cell	-	Pankaj Pahadia (AD)
Sunil Mishra, DS	Parliament & Coord;	Jayshree Narayaan, US	Anita Meena, SO
Sunil Mishra, DS	Cooperation	Tamoghna Chaudhury, US	Vacant
Sanjay Prasad, Dir	Establishment	Bal Krishana Thakur, US	K Sundaram, SO Dharmendra Singh, SO
Alok Kumar Verma, Dir	General Administration	Jayalakshmi Kannan, US	S.Mahesh, SO
Aman Jain, DS	Consumer Protection Unit,	Tamoghna Chaudhury, US	Rakesh Kumar Roshan, SO
Vacant	OL / Rajbhasha	Vacant	Ashok Kumar, AD
N Natarajan, Tech. Director	NIC Cell	-	-



उपभोक्ता मामले विभाग
DEPARTMENT OF
CONSUMER AFFAIRS



75
Azadi Ka
Amrit Mahotsav



SAFE AND RELIABLE
BIS-CERTIFIED ROOM HEATERS

Check Hallmark on Gold Jewellery



Register grievances through
Mobile App and Complaints Portal



Issued in public interest by :

Department of Consumer Affairs

Ministry of Consumer Affairs, Food and Public Distribution
Govt. of India, Krishi Bhawan, New Delhi-110001
www.consumeraffairs.nic.in



@consaff
@jagograhakjago



National Consumer Helpline
1915 or 1800-11-4000
(Toll Free)



www.consumerhelpline.gov.in



Mark is assurance of Quality

CHAPTER-2

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 Departments is consumer advocacy. India was 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.

The new Consumer Protection Act, 2019 came into force on July 20th, 2020 in India, replacing the previous enactment of 1986. The new Act overhauls the administration and settlement of consumer disputes in India. It provides for strict penalties, including jail terms for adulteration and for misleading advertisements. More importantly, it now prescribes rules for the sale of goods through e-commerce. Translating this mandate into action entail:

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

2.1 The year at a glance

Legal Metrology:

Legal Metrology (Weights and Measures) Laws form the basis of commercial transaction in any civilized society. To ensure accuracy of measurement in such transaction, the Government has enacted legislation namely, the Legal Metrology

Act, 2009 (1 to 2010). The said Act is unified act of two repealed acts namely the Standards of Weights & Measures Act, 1976 & the Standards of Weights & Measures (Enforcement) Act, 1985. The Legal Metrology Act, 2009 has come into force with effect from 1st April, 2011. Rules have been formulated for better implementation of the Act. The Act & Rules are available on Department's website.

Bureau of Indian Standards (BIS) :

Special Achievements

BIS has granted All India first licence for Conformity Assessment Scheme on Milk & Milk Products to Nalanda Dairy (Unit of Bihar State Milk Co-operative Federation Ltd.), Bihar in August 2022. This scheme was inaugurated by Hon'ble Prime Minister in December, 2021.

Granted Educational Organizational Management System as per IS/ISO 21001:2018 to KME Society's GM Momin Women's College, Thane, Maharashtra in December 2022.

BIS has also developed Conformity Assessment Scheme for online Consumer Review process as per IS 19000:2022.

Auditors for MSC activity

BIS empanels internal officers as well as external independent personnel for carrying out Management Systems Certification audits. BIS has a pool of 353 auditing personnel empanelled in different capacities such as team leaders, experts, auditors & trainees for carrying out the MSC activities. This includes both internal (177) and external (176) auditors for various management systems certification schemes.

Review of Statistics

BIS has 1228 number of Management Systems Certification licensees under various MSC schemes till 25th December 2022. Out of this, 63 license have been granted in the Financial Year 2022-23.

Central Consumer Protection Authority

CCPA has so far issued 154 Notices to various companies against misleading advertisements and unfair trade practices. Based on the direction of Central Authority 5 companies have issued corrective advertisement and 16 companies have withdrawn their advertisement and penalty of Rs.10 Lakh has been imposed on 3 companies and 3 penalty of Rs.1 lakh has been imposed on 5 e-commerce companies and 3 sellers. With the mandate to protect consumers from misleading advertisements and unfair trade practices, CCPA keeps a close watch on evolving digitization of commerce and its impact on consumers.

2.2 Celebration of National Consumer Day :



Department of Consumer Affairs organized the National Consumer Day (NCD) on 24th December, 2022 at Vigyan Bhawan, New Delhi with a key theme “Effective disposal of cases in Consumer Commissions”. The NCD, 2022 was presided over by Shri Piyush Goyal, Hon’ble Union Minister for Commerce & Industry, Consumer Affairs, Food & Public Distribution and Textile.



In this regard, a D.O. letter dated 26th December, 2022 was sent to every State Commission to go through the suggestions of the Gujarat State Consumer Disputes Redressal Commission and consider adopting similar steps for effective disposal of cases.



2.2.1 Celebration of Swachhta Pakhwada

Wide Publicity was given through Departmental website and social media Inauguration of Swachhata Pakhwada by Secretary(CA) & followed by Swachhata Pledge by all officers/officials of DoCA virtually at 11:00 A.M.

Display of Banners on the prominent places on swachhata. Banner posted on the website of the Department Distribution of masks, sanitizer, soaps and other hygiene related products, etc. keeping in view the COVID-19 appropriate behavior.

Information, Education and Communication (IEC) activity- dissemination of a short FAQs video regarding awareness on SARS COV-2 Omicron variant (B.1.1.529) related to Covid-19 was given– as per the link given below

<https://youtu.be/Sam2HjxiAko>

Plantation, beautification, trimming of unused bushes and small plants for moderate outlook of the office premises done.

- (a) Cleanliness Drive in all Sections (21), other rooms, corridors / Review of old records including Record Room.
(Segregation and safe disposal of paper waste, plastic waste, batteries waste and electrical waste)
- (b) All divisions were instructed to use paper folders in their respective sections and if possible use of e-folders may be encouraged in order to avoid piling up of physical files.
- (c) Segregation of plastic waste, liquid waste and solid waste at source by all employees of the Dept.

Shri S. K. Kanogia, Head, Services Sector Department-II, Bureau of Indian Standards HQ, BIS, New Delhi delivered guest lecture by video conferencing on BIS standard for drinking water.

An essay writing and Poetry competition on the theme of Swachh Bharat was organised.

Segregation of e-waste at source :- To begin with, all batteries of wall clocks, mouse, keyboards remotes collected back after use and arrangements made with accredited recyclers to take the e-waste for hazard free disposal.

Disposal of E-waste :- Committed on cleanliness visited the sections and decided the cleanest section. Accordingly were prizes distributed.

2.2.2 Special Campaign 2.0

The Department of Consumer Affairs participated in the Special Campaign 2.0 relating to cleanliness in offices, office campuses and Institutions across the country. The main focus this year was relating to cleanliness of offices / premises located outside the National Capital region. The Department identified 73 office premises located outside Delhi, relating to Bureau of Indian Standards, National Test House, National Consumer Cooperative Federation and State Consumer Commissions for carrying out and participating in this campaign from 02.10.2022 till 3rd November, 2022.

1. The Department has taken a target of settling 1516 Public Grievances received. So all Public Grievances (PG) have been satisfactorily replied and settled by the Department against the target. The Department has achieved 100% of PG disposal.
2. There was a target of redressing 901 PG appeals received before 1 October, 2022. Out of that 841 PG appeals were settled during the campaign.
3. With respect to weeding out of files and management of physical and electronic records, the Department and its supporting organizations had identified 15285 physical files to be reviewed. All have been reviewed and 12335 files have since been identified for complete weeding out after digitization as on 03-11-2022. 12335 physical files after their digitization have been completely weeded out. Thus 100% of identified records have been weeded out. The Department has also reviewed 945 e-files for closure under e-Office category and has since closed 945 e-files based on DARPG and DOPT guidelines.

4. With weeding out of records, the autonomous organizations and the Divisions in the Department have been able to free 7019 square feet of space since the beginning of the Campaign 2.0.
5. They have also been able to dispose of the electronic waste, weeded out files, old furniture and concrete and have earned a revenue of Rs.9,05,277/- by auctioning of the material identified for weeding out.
6. A special drive was carried out by the autonomous organizations and subordinate organizations under the Department for tree plantation in their office campus across the country. As a result of this, over 500 tree plantations were undertaken in IILM, NTH and BIS campuses across the country.
7. There was also a special drive for use of energy efficient lighting and replacement of light fittings with LED light fittings in all campuses across the country. This drive was implemented in NTH and BIS offices across the country.
8. The Department and the Ministry had deputed officers from New Delhi to visit over 60 offices, State Consumer Commissions NCCF, BIS, NTH offices, laboratories and fair price shops across the country to observe cleanliness campaign at these locations as well as to identify introduction of technology and improvements in business operations.
9. The special campaign had yielded very encouraging results and identified all requirements of State Consumer Commissions and district Consumer Commissions for implementation of technology and improvements that could also be done in the process.
10. During the campaign and the preparatory phase a remodeled section has been created on the 5th floor where in the last campaign, a grain testing laboratory was situated and on the directions of the Hon'ble Minister the Grain testing laboratory has been transferred from Room No.545 to NTH, Ghaziabad and the entire room has been renovated for use by Young professionals and other officers in the Department.



(1st Award Winner for Special Campaign in the Department)



(1st Award Winner for Special Campaign in the Department)



(Award Winners of Special Campaign – Subordinate Offices.)



(Award Winners of Special Campaign – Subordinate Offices.)

2.2.3 Celebration of Vigilance Awareness Week

Vigilance Awareness Week 2022 was celebrated with great enthusiasm by the Department as well as by all organizations under the administrative control of this Department from 31.10.2022 to 06.11.2022. During the week, the following activities were conducted in the Department:

- ☞ Banners regarding Vigilance Awareness Week, 2022 were displayed at prominent places in the Department. Also, the posters were shared on Twitter through the official handle of this Department for wider publicity.
- ☞ On 31.10.2022, all the employees of the Department took e-Integrity pledge from CVC's website at their work-seat. Also, Secretary (CA) administered the pledge to senior officers of the Department. The Integrity pledge was also uploaded on Departmental website for wider dissemination among the citizens.
- ☞ On 02.11.2022, an essay writing competition on "Corruption free India for a developed Nation" was organized among the employees of the Department.
- ☞ On 03.11.2022, a slogan writing competition on "Corruption free India for a developed Nation" was organized among the employees of the Department.
- ☞ All the activities carried out by the Department during the week were posted on Twitter from the official handle of this Department.
- ☞ The prizes to the winners of the competitions were sent directly to the bank accounts of the winners.
- ☞ The winners of the competitions were felicitated by certificates from Secretary, Department of Consumer Affairs.



(Banner regarding Vigilance Awareness Week affixed in Krishi Bhawan, New Delhi)

2.2.4 Celebration of Constitution Day

On the occasion of Constitution Day (Samvidhan Diwas) under Azadi ka Amrit Mahotsav, the Secretary (CA) readout the preamble of Constitution virtually along with all the officers/staff of Department of Consumer Affairs. All the Subordinate and Attached offices also participated in the celebration of Constitution Day. Pledge taking ceremony with all the officers/staff of RRSL, Ahmedabad. The officers/staff were informed about the Constitution Day and given their views on the occasion. After the function swachhata activities were performed at RRSL, Building. All Staff Members and Officers of all attended/subordinate office read the Preamble of the Constitution of India.

2.2.5 Emblems and Names

The Department of Consumer Affairs, Government of India deals with the Emblems and Names (Prevention of Improper Use) Act 1950.

Objective

- The Act was enacted in 1950 to prevent misuse of certain names and emblems specified in the Schedule of the Act, for the purpose of trade business calling or profession, or in the title of any patent, or in any trade mark or design.
- If any question arises before a competent authority (authority to register any company, firm, or other body of persons or any trade mark or design or to grant a patent) as to whether any emblem is an emblem specified in the Schedule or a colourable imitation thereof, the competent authority may refer the question to this Department.
- The Department receives communication from the offices of the Registrar of Societies seeking clearance or otherwise in respect of certain proposed names, whenever they consider the proposed names may contravene the provision of the Act. The application for consideration of name and emblems were received in hardcopy.
- A committee has been constituted in the Department to consider the cases. The collective decision of the committee is then submitted for the approval of Secretary (CA). From 1st Jan, 2021 till 31st Dec, 2021, 541 cases were received in the Department out of which 348 cases were given No objection Certificate, 54 cases were given objection certificate, and 139 cases were referred to Registrars, Ministries / Department for seeking clarification/ comments.

On 2nd Dec, 2021, Department of Consumer Affairs, Government of India has launched an online portal to enable online submission of proposals seeking clearance from the Department in respect of names and emblems of Firms/Societies/company/Government body/Other body of persons under the Emblems and Names (Prevention of Improper Use) Act, 1950

2.2.6 Celebration of International Yoga Day

A Yoga Day was organised by the Department in Lodi Garden, New Delhi, on 6.05.2022 with 46 days left for the International Yoga Day (21st June). The officers

and staff of the department participated enthusiastically in the programme held from 7 to 8 AM.



A Yoga Day was organised by the Department in Krishi Bhavan, New Delhi, on 10.06.2022 with 11 days left for the International Yoga Day (21st June).

The officers and staff of the department participated enthusiastically in the programme held from 7 to 8 AM.



The officers and staff of the department participated enthusiastically in the programme held from 9.30 am and the run was flagged off by Shri Piyush Goyal, Honble Minister, Consumer Affairs, Food & PD, C&I and Textiles.



A Run for Unity was organised by the Department on 31.10.2022 as part of observing Rashtriya Ekta Diwan on the occasion of Birth Anniversary of Sardar Vallabhbhai Patel.

Rashtriya Ekta pledge was also administered to all the officers and staff by the Hon'ble Minister (Consumer Affairs, Food&PD, Commerce & Industry C&I and Textile as part of the event.

Congratulations to winners of Online **NATIONAL POSTER COMPETITION on CONSUMER AWARENESS**



JUNIOR LEVEL



**SELLING ANY PACKAGED COMMODITY OVER AND ABOVE MRP IS VIOLATION OF RULES;
COMPLAINT MAY BE FILED WITH LOCAL WEIGHTS AND MEASURES DEPARTMENT - JAGO GRAHAK JAGO**



SENIOR LEVEL



**EVERY E-COMMERCE ENTITY SHALL ACKNOWLEDGE THE RECEIPT OF CONSUMER GRIEVANCE
WITHIN 48 HOURS - JAGO GRAHAK JAGO**



Jointed in public interest by
Department of Consumer Affairs
Ministry of Consumer Affairs, Food and Public Distribution
Govt. of India, New Delhi-110001
www.consumeraffairs.gov.in



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CHAPTER-3

CONSUMER ADVOCACY

3.1 CONSUMER WELFARE FUND

The Consumer Welfare Fund Rules were framed and notified in the Gazette of India in 1992, under the Central Excise and Salt Act, 1944 (1 of 1944) pursuant to its amendment in 1991. On enactment of the CGST Act, 2017, Consumer Welfare Fund (CWF) has been constituted under Section 57 of the Central Goods & Service Tax (CGST) Act, 2017. The provision for utilization of CWF has been made in Section 58 of the CGST Act, 2017 which provides that the fund shall be utilized by the Government for the welfare of the consumers in such manner as may be prescribed. Accordingly, the provisions governing the manner of utilization of the Fund has been prescribed in Rule 97 of the CGST Rules, 2017.

2. Sub-rule (7A) of rule 97 of CGST Rules, 2017, provides that the Committee, constituted under sub-rule (4), shall make available to the Central Board of Indirect Taxes & Customs (Board) 50 per cent. of the amount credited to the Fund each year, for publicity or consumer awareness on Goods and Services Tax, provided the availability of funds for consumer welfare activities of the Department of Consumer Affairs is not less than twenty-five crore rupees per annum.
3. The money that is not refundable to the manufacturers etc. is credited to the Consumer Welfare Fund, to be utilized for the welfare of the consumers in accordance with the above Rules and Guidelines prepared thereunder.
4. Based on the decisions of the Standing Committee, Financial assistance from CWF is given to various consumer awareness/publicity programmes of DoCA,

Autonomous Institutions like Universities/ Corporations/Educational Institutes etc., Central/State/UT departments/ organisations, Voluntary Consumer Organizations (VCOs), Government bodies and States to promote and protect the welfare of the consumer, engaged in consumer awareness/protection activities, for consumer awareness/protection and strengthen consumer movement in the country.

5. Financial assistance from the CWF have been given for following projects by DOCA:-

- (i) Creation of Consumer Law Chairs/ Centres of Excellence in Institutions/ Universities of repute to foster research and training on consumer related issues.
- (ii) Projects for spreading consumer literacy and awareness.
- (iii) Establishment of Corpus Fund in the States/UTs on sharing basis viz Central and State share as decided from time to time.

6. The Department of Consumer Affairs initiates number of steps to promote a responsible and responsive consumer movement in the country

3.2 CONSUMER WELFARE (CORPUS) FUND IN STATES:

After enactment of the concerned State Goods and Services Tax Acts, Consumer Welfare Fund has been established by the State Governments in their State under these Acts.

In the year 2003, all the States/UTs were impressed upon to set up a Consumer Welfare Fund at the State level, proactive efforts for promoting the consumer movement could be strengthened by States/UTs at grass root level with the financial support from CWF. As of now the ratio of Central and State/UT sharing is 75:25 (90:10 in the case of Special Category States/UTs) to establish Consumer Welfare (Corpus) Fund of Rs.20.00 crores (enhanced from Rs. 10.00 crores). CWF and CW (C) F are kept in separate interest bearing accounts in a nationalised bank. With the help of Government of India, Consumer Welfare Fund has been set up in 20 States/UTs viz. Gujarat, A.P, Odisha, W.B, Bihar, Nagaland, Karnataka, T.N, M.P, Kerala, Haryana, Jharkhand, Telangana, Rajasthan, Sikkim, Tripura, Meghalaya, Uttarakhand, Uttar Pradesh & Mizoram.

During the financial year 2022-23 (as on 31.12.2022), an amount of Rs. 32.00 Crore has been released to the following States/UTs:-

Sr. No.	Name of the States/UTs	Amount (Rs. in Crore)
1.	Uttar Pradesh	15.00
2.	Jharkhand	3.00
3.	Uttarakhand	10.00
4.	Mizoram	2.00
5.	Meghalaya	2.00

3.3 CAPACITY BUILDING PROGRAMME FOR MEMBERS OF CONSUMER COMMISSION

Financial assistance for conducting capacity building programme for members of Consumer Commissions in National Law Universities across India has been provided from the Consumer Welfare Fund:-

S.No.	Name of the National Law Universities	Amount in Rupees
1.	Dharmashastra National Law University, Jabalpur	Rs. 3,15,000/-
2.	National Law School of India University, Bangaluru	Rs. 4,89,995/-

Three day Capacity Building Programme for Members of Consumer Dispute Redressal Commission of Madhya Pradesh” held at Dharmashastra National Law University Jabalpur on 6th January 2023 sponsored by Ministry of Consumer Affairs, Food & Public Distribution, the Government of India

Dharmashastra National Law University, Jabalpur, organised the Three-day Capacity Building Programme for Members of Consumer Dispute Redressal Commission of Madhya Pradesh from 6th – 8th January 2023 sponsored by Department of Consumer Affairs, Government of India. A total of 40 members of the District Consumer Dispute Redressal Commission from different districts of Madhya Pradesh attended the three day Capacity Building Program.

The Capacity Building Program aimed at enhancing the capabilities and improving the skills of the members of the District Consumer Commission of Madhya Pradesh. A total of 12 sessions of 90 minutes each were conducted at

the Capacity Building Program which ranged from understanding the consumer welfare laws, registrar training complaint examination, bench training, judgement writing skills, discussion of ethics and developing quasi-judicial skills, understanding jurisdiction of consumer commissions, discussion on landmark judgments of consumer issues.

EXECUTIVE SUMMARY

Consumer has a right to have all the relevant information to enable him/her to avoid exploitation and to make a considered choice while buying products and availing services from the market. Creating consumer awareness is Government's responsibility, especially in a welfare State like India, as it leads to social and economic benefits. Reflecting these imperatives, Section 6 of the Consumer Protection Act, 1986 mandated the Central Consumer Protection Council to promote and protect the rights of the consumers which include, inter alia, the right to be informed about the quality, quantity, potency, purity, standards of goods or services, as the case may be, so as to protect the consumer against unfair trade practices. Access by consumers to adequate information to enable them to make informed choices according to individual wishes and needs is one of the general principles listed in United Nations Guidelines for Consumer Protection 2016.

Recognizing the importance of promoting consumer awareness, Consumer Awareness was approved during the 10th Five Year Plan as a separate scheme. Department of Consumer Affairs, being the nodal Department for consumer protection and consumer welfare, has been implementing the scheme. The campaign undertaken by the Department is a critical scheme for consumer awareness and consumer empowerment.

The objective of the scheme has been to launch an effective, sustained and intensive consumer awareness campaign, impact of which should reach the urban as well as rural and remote areas.

3.4 INFORMATION, EDUCATION & COMMUNICATION (IEC)

Department of Consumer Affairs (DoCA) implements policies for the benefit of consumers and public at large, strengthening consumer protection

and awareness in the process. DoCA has undertaken various initiatives towards this objective driving the consumer rights and information activity. However, creating awareness among consumers about these initiatives, especially in rural and backward areas is necessary so that consumers may take benefit from these initiatives and are better informed about their choices.

2. Recognizing the importance of promoting consumer awareness, DoCA has been conducting country-wide multimedia awareness campaigns titled “Jago Grahak Jago”. Through simple messages, consumers are made aware of fraudulent practices and problems and the mechanism to seek redressal. The entire strategy of the IEC activities under the scheme of Consumer Awareness has been designed to conduct an effective and intensive consumer awareness campaign so as to reach the urban, semi-urban as well as the rural and remote areas.

3. The Department of Consumer Affairs has launched “Jagriti” , a mascot for empowering consumers and making them aware of their rights. By bringing the Jagriti Mascot, DoCA aims to strengthen its consumer awareness campaign presence in digital and multimedia and reinforce a young empowered and informed consumer as a top-of-mind consumer rights awareness recall brand.

4. The consumer awareness campaign is implemented through Central Bureau of Communication (formerly BoC), Doordarshan (DD), All India Radio (AIR), Common Service Centres (CSCs) etc. The power of social media is extensively harnessed to spread consumer awareness.

5. The following is the budget allocation and expenditure during the last three years and the current year:

(Rs. in cr)

S.No.	Year	BE	RE	Expenditure
1.	2019-20	62.00	40.00	33.89
2.	2020-21	60.00	42.50	42.25
3.	2021-22	44.50	25.00	25.00
4.	2022-23	25.00	17.50	13.82 (till 31 st December, 2022)

6. The themes of recent campaigns are: Consumer Protection Act 2019; Central Consumer Protection Authority; E-Daakhil for speedier, inexpensive and trouble free registration and disposal to consumer grievance; Packaged Commodity Rules; toll free numbers of National Consumer Helpline; correct weights and measures; ISI mark and Hallmarking of gold.

7. A brief overview of the various campaigns undertaken by the Publicity division to reach out to consumers across diverse sectors and geographies is given below: -

3.4.1 Campaigns through Doordarshan (DD)

A media campaign for publicizing NCH new helpline number 1915 and E-Daakhil was run / is being run through laptop branding, mug branding, weather report / news report captions, animated bug logo insertion on DD News and DD Kisan. Video spots have been run during Swaraj and Journey of India Programme of Doordarshan and video spots are being run on various regional channels of Doordarshan in the North-Eastern region for educating consumers about features of Consumer Protection Act 2019, BIS standards, MRP, expiry date, National Consumer Helpline (NCH) etc.

3.4.2 Campaigns through All India Radio (AIR)

Ad Libs (Live messages by RJs) have been run for consumer awareness over AIR. Audio spots in 13 Primary channels and regional news in 5 border states have been run on AIR. Audio spots are being run in SC-ST dominated areas through All India Radio for educating consumers about features of Consumer Protection Act 2019, Hallmark, MRP, expiry date etc.

3.4.3 Social Media/ Departmental website

Due to increased digitalization, social media, is a strong influence and helps in sensitizing the individual or society. Regular posts in the form of creatives and audio / visual on Consumer Protection Act, 2019 and other initiatives of the Department are being uploaded on the Department's social media handles <https://twitter.com/jagograhaakjago>, <https://twitter.com/consaff>, <https://www.facebook.com/ConsumerAdvocacy/>, <https://www.instagram>.



[com/consumeraffairs_goi/](https://www.kooapp.com/profile/jagograhakjago), <https://www.kooapp.com/profile/jagograhakjago> and <https://public.app/user/profile/6pfd8IXJydcXTivS6KYXN8SSLpm2> to educate and empower consumers. These tweets are aimed to help consumers obtain relevant information, including redressal mechanism.

3.5 Production of Consumer Awareness Material

Audio and video spots have been produced on the various topics of Consumer Awareness. These audio and video spots have been / are being made available on the website of Department of Consumer Affairs under “Videos and Audios” link under “Publicity” available under “Organisation and Units” tab. Alternatively, they may be accessed at <https://jagograhakjago.gov.in/ConsumerAwareness/video/index.html>. Print creatives on Consumer Protection Act, 2019 and other initiatives of Department of Consumer Affairs, have been designed and made available under “Print Creatives” link under “Publicity” available under “Organisation and Units” tab. Alternatively, they may be accessed at <https://consumeraffairs.nic.in/organisation-and-units/division/publicity/print-advertisements>. This entire material (audio spots, video spots and print creatives) can be downloaded by any individual / organization for own information and for further dissemination.

3.6 Participation in events/fairs/festivals

The Department participates in various fairs/festivals/events throughout the country to generate awareness amongst the various consumers who congregate at those events/fairs/festivals specially for people living in backward areas of the country. The Department has participated in India International Trade Fair (IITF) 2022 in New Delhi by publicizing on tickets and hoardings during the fair duration. Also, the Department participated in the HornBill Festival in Kohima Nagaland. The Department is also participating in Bharat Parv Event 2023 at New Delhi and Surjkund Mela 2023 at Faridabad, Haryana.

3.7 GRANTS-IN-AID TO STATE / UT GOVERNMENTS

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. The provision for grant in aid/ support to State/UTs has been one of the key components of the Consumer Awareness scheme. Grant-in aid released to various States/ UTs are as under : -

S. No.	Name of States / UTs	Amount (Rs. In Lakh)
1.	Sikkim	40.00
2.	Nagaland	40.00
3.	Mizoram	40.00
	TOTAL	120.00



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CHAPTER-4

CONSUMER PROTECTION

The Consumer Protection (CP) Act, 2019 which was enacted on 9th August 2019, came into force on 20.07.2020. It aims to protect the rights of consumers by establishing statutory authorities for timely and effective administration and redressal of consumers' disputes.

The Digital Age has ushered in a new era of commerce and digital branding, as well as a new set of customer expectations. Digitization has provided easy access, a large variety of choice, convenient payment mechanisms, improved services and shopping as per convenience. However, along the growth path it also brought in challenges related to consumer protection.

Keeping this in mind and to address the new set of challenges faced by consumers in the digital age and 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, the Consumer Protection Act, 2019 replaced the more than 3 (three) decades old Consumer Protection Act, 1986 (Act) with the following provisions.

Provisions	Consumer Protection Act, 2019
Regulator	Establishment of Central Consumer Protection Authority (CCPA)
Consumer Commissions	Complaint can be filed online as well as in a consumer Commission where the complainant resides or works
Product Liability	Consumer can seek compensation for harm caused by a product or service
Pecuniary Jurisdiction	<div>District Commission upto Rs. 50 lakhs</div> <div>State Commission Above Rs. 50 lakhs upto 2 crore</div> <div>National Commission Above Rs.2 crore</div>
E-Commerce	Rules for Consumer Protection in E-commerce sector
Mediation Cells	Consumer Commissions can refer settlement through mediation

The following essential Rules and Regulations under the CP Act have been notified:

Rules

- i. The Consumer Protection (General) Rules, 2020;
- ii. The Consumer Protection (Central Consumer Protection Council) Rules, 2020;
- iii. The Consumer Protection (Consumer Disputes Redressal Commission) Rules, 2020;
- iv. The Consumer Protection (E-Commerce) Rules, 2020
- v. The Consumer Protection (Qualification for appointment, method of recruitment, procedure of appointment, term of office, resignation and removal of President and Members of the State Commission and District Commission) Rules, 2020
- vi. The Consumer Protection (Mediation) Rules, 2020
- vii. The Consumer Protection (salary, allowances and conditions of service of President and Members of the State Commission and District Commission) Model Rules, 2020
- viii. CCPA (Annual Report) Rules, 2021
- ix. The Consumer Protection (Search and Seizure and Compounding of offences by the Central Authority and Crediting of Penalty) Rules, 2021
- x. The Central Consumer Protection Authority (Form of annual statement of accounts and records) Rules, 2021
- xi. The Consumer Protection (Direct Selling) Rules, 2021
- xii. The Consumer Protection (Jurisdiction of the District Commission, the State Commission and the National Commission) Rules, 2021
- xiii. The National Consumer Disputes Redressal Commission (Group 'C' posts) Recruitment Rules, 2022

Regulations

- i. The Consumer Protection (Administrative Control over the State Commission and the District Commission) Regulations, 2020;
- ii. The Consumer Protection (Mediation) Regulations, 2020.
- iii. The Consumer Protection (Consumer Commission Procedure) Regulations, 2020
- iv. The Central Consumer Protection Authority (Allocation and Transaction of Business) Regulations, 2020.
- v. CCPA (Procedure for Engagement of Experts and Professionals) Regulations, 2021
- vi. CCPA (Submission of Inquiry or Investigation by the Investigation Wing) Regulations, 2021

Apart from this, the Central Consumer Protection Authority (CCPA), a regulatory body to protect interests of consumers, has been established w.e.f. 24.07.2020. The CCPA is empowered to conduct investigations into violation of consumer rights and institute complaints / prosecution, order recall of unsafe goods and services, order discontinuation of unfair trade practices and misleading advertisements, impose penalties on manufacturers/endorsers/publishers of misleading advertisements.

Further, under the provisions of the CP Act, 2019, e-filing for consumer cases has been started in as many as 34 States/UT and the NCDRC. Remaining States/UTs are in the process to roll out the e-filing in collaboration of the NIC.

The Govt. is, therefore, moving ahead from consumer protection towards best consumer practices and prosperity with the focus on consumer empowerment. With the changing market scenario, a realistic Act to cater to the needs of consumers in the digital era was felt strongly and the Consumer Protection Act, 2019 is certainly a solid step towards being caveat venditor from the days of caveat emptor.

4.1 CONSUMER PROTECTION

Consumer Movement refers to the widening range of activities of government, business and independent organizations that are designed to protect individuals from policies that infringe upon their rights as consumers. The Consumer movement all over the world has come to stay. India is no exception. The Government has been according high priority to better protect consumer interests. The Government ensures that the rights of the Consumers are safeguarded in the digital era by replacing the 33 years old Consumer Protection Act, 1986 with the new Consumer Protection Act 2019. It expects consumer driven businesses (such as, retail, e-commerce) to be mindful of the changes in the legal landscape and strive to take extra precautions against unfair trade practices and unethical business practices to avoid penal action.

2. Market resources and influences are growing by the day and so is the awareness of one's consumer rights. In this direction, The Govt. is taking a multi pronged approach to generate proper awareness among consumers in order to empower them because it recognizes the fact that an aware consumer is an asset to the society; he/she not only protects himself from exploitation but also induces efficiency, transparency and accountability into the entire system by taking up consumer welfare measures on various dimensions like consumer protection with legal measures, education and awareness programmes etc.
3. The main objectives of the consumer protection programme are: -
 - i. 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.
 - ii. To involve and motivate various sections of society including consumer organizations, women and youth to participate in the programme.
 - iii. 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 commission, if required.

- iv. To educate the consumers as to be aware of their rights & social responsibilities.
- v. to provide a meaningful consumer protection through proper legislation

4.2 THE CONSUMER PROTECTION ACT, 1986

The Consumer Protection Act, 1986 (68 of 1986) was a milestone in the history of socio-economic legislation in the country. The main objective of the Act was to provide for the better protection of the consumers unlike existing laws, which are punitive or preventive in nature. The Act intended to provide simple, speedy & inexpensive redresses to the consumer's grievances and also to promote and protect the interest of consumers against deficiencies and defects in goods or services and secure the rights of a consumer against unfair or restrictive trade practices, which may be practiced by manufacturers and traders.

The Act provided the provision for a three-tier adjudication system popularly known as "Consumer Fora". India has established a three-tier quasi-judicial machinery in the name of exclusive courts at the district, state and national levels with a view to provide speedy and simple redress to consumer disputes.

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 Rs.1.00 crore and with appellate jurisdiction over State Commissions. 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 Rs. 20.00 lakhs and up to Rs.1.00 crore and with appellate jurisdiction over the District Fora. District Consumer Dispute Redressal Fora (District Forum) with territorial jurisdiction over the district and pecuniary jurisdiction up to Rs. 20.00 lakhs.

4.2.1 Salient features of the Consumer Protection Act, 1986 are as under

The Act enshrined 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. The provisions of the Act were in addition to and not in derogation of the provisions of any other law for the time being in force. It covered goods & services, but excluded transactions not involving consumers from the purview of the Act. The provisions of the Act were not only compensatory in nature but also preventive and punitive in character. The Act provided 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. The Act also provided for setting up of Consumer Protection Councils at the Central, State, District level, which are advisory bodies to promote and protect the rights of the consumers.

2. The Act provided for simple, inexpensive and timely redressal of consumer complaints. A consumer could 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. The Act allowed filing of class action complaints on behalf of groups of consumers having common interest.

4.3 The Consumer Protection Act, 2019

(a) The Consumer Protection Act, 2019 (New Act) received the assent of the President of India after being passed by both the Houses of the Parliament and was enacted and published in the official gazette on 9th August, 2019. The Act came into force w.e.f 20.07.2020. Under the provisions of the Act, the Central Consumer Protection Authority (CCPA) was established w.e.f. 24.07.2020. The CCPA is empowered to

- (a) protect, promote and enforce the rights of consumers as a class, and prevent violation of consumers rights under this Act;
- (b) prevent unfair trade practices and ensure that no person engages himself in unfair trade practices;

- (c) ensure that no false or misleading advertisement is made of any goods or services which contravenes the provisions of this Act or the rules or regulations made thereunder;
 - (d) ensure that no person takes part in the publication of any advertisement which is false or misleading.
- i) The CCPA can 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. The CCPA has an investigation wing, headed by a Director-General, which may conduct inquiry or investigation into consumer law violations. The CCPA has been granted wide powers to take suo-moto actions, recall products, order reimbursement of the price of goods/ services, cancel licenses and file class action suits, if a consumer complaint affects more than 1 (one) individual.
- ii) The New Act fixes liability on endorsers considering that there have been numerous instances in the recent past where consumers have fallen prey to unfair trade practices. In such cases, it becomes important for the endorser to take the onus and exercise due diligence to verify the veracity of the claims made in the advertisement to refute liability claims. The CCPA may impose a penalty on a manufacturer or an endorser, for a false or misleading advertisement. Failure to exercise due diligence will attract a penalty of ₹10-50 lakh and/or a ban from further endorsements for a period of 1-3 years.
- iii) As per the new Act, any grievous injury or death caused due to adulterated goods or spurious goods has been made into a punishable offence with imprisonment and fine. The offence is also cognizable and non - bailable.
- (b) Speedier adjudication :** The 2019 Act emphasizes on speedier adjudication of complaints by enabling provisions for consumers to file complaints electronically and for hearing and/or examining parties through video-conferencing. It also provides flexibility to the consumer to file complaints with the jurisdictional consumer forum located at the place of residence or work of the consumer This is aimed to provide procedural ease and reduce inconvenience and harassment for the consumers.

(c) Product Liability: Provisions for “Product Liability” action for or on account of personal injury, death, or property damage caused by or resulting from any product has been introduced. The term ‘product seller’ is defined to include a person who is involved in placing the product for a commercial purpose and as such would include e-commerce platforms as well. It provides the basis for product liability action and the liability of a manufacturer to a claimant under which a manufacturer or a service provider has to compensate a consumer if their good/service cause injury or loss to the consumer due to manufacturing defect or poor service.

(d) Enhancement of Pecuniary Jurisdiction: Revised pecuniary limits have been fixed under the New Act. Accordingly, the District Commission (previously known as District Fora) can now entertain consumer complaints where the value of goods or services paid does not exceed INR 50 lakhs. The State Commission can entertain disputes where such value exceeds 50 lakhs and is below 2 crore and the National Commission can exercise jurisdiction where such value is above 2 crore.

(e) E-Commerce Rules: Under the provisions of the CP Act, 2019, E-Commerce rules have been notified to prevent unfair trade practices in e-commerce to protect the interest and rights of consumers. These Rules specify duties and liabilities of the e-commerce entities (market place & inventory model) and sellers on market place e-commerce entities. Such as, under the provisions of E-Commerce Rules, 2020, every e-commerce entity is required to provide details about it on its platform. They are required to provide information relating to return, refund, exchange, warranty and guarantee, delivery and shipment, modes of payment, grievance redressal mechanism, payment methods, security of payment methods, charge-back options, etc.

(f) Direct Selling Rules: These Rules have been notified under the provisions of CP Act, 2019. These Rules provide for regulation of direct selling entities and direct sellers in so far as protection of consumer rights is concerned.

(g) “Mediation” as an Alternate Dispute Resolution (ADR) mechanism has been introduced which aims at giving legislative basis to resolution of consumer

disputes through mediation thus making the process less cumbersome, simple and quicker. This is being done under the aegis of the consumer courts.

(h) Unfair Trade Practices: The New Act introduces a specific broad definition of Unfair Trade Practices, which also includes sharing of personal information given by the consumer in confidence, unless such disclosure is made in accordance with the provisions of any other law.

(i) Other provisions: Several other provisions aimed at simplifying the consumer dispute adjudication process in the consumer for a which include, among others, increasing minimum number of Members in the Consumer Commissions 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, enabling provisions for consumers to file complaints electronically and file complaints in consumer courts 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.



CHAPTER-5

CONSUMER GRIEVANCE REDRESSAL

5.1 CONSUMER GRIEVANCE REDRESSAL

As per the latest reports made available by the National Commission, the average % disposal of cases in all three levels of Consumers Commissions in the country is an impressive 89.17%. The total number of cases filed and disposed of in the National Commission, State Commissions and District Commissions, as on 31.12.2022, since inception, are given below :-

S.No.	Name of Agency	Cases filed since inception	Cases disposed of since inception	Cases Pending	% of total Disposal
1	National Commission	145513	122553	22960	84.22%
2	State Commissions	897181	780895	116286	87.04%
3	District Commissions	4649436	4172380	477056	89.74%
	TOTAL	5692130	5075828	616302	89.17%

5.2 SCHEMES FOR STRENGTHENING CONSUMER PROTECTION

Though the responsibility of establishing the Consumer Commissions (previously known as 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 Commissions:

5.2.1 Strengthening Consumer Commission:- The Central Government has been extending financial assistance to States/UTs for strengthening the infrastructure of consumer commissions so that minimum level of facilities are made available at each consumer commission, which are required for their

effective functioning. Infrastructural facilities being provided under the scheme, include construction of new building of the consumer commission, carrying out addition/alteration/renovation of existing buildings and also for acquiring non-building assets such as furniture, office equipment, installation of a CCTV Cameras etc. It is also proposed to establish new District Commission where there is none.

5.3 ACHIEVEMENT DURING THE YEAR 2022-23

5.3.1 National Workshop of the Consumer Commissions

The Department of Consumer Affairs organized a National Workshop on 20.06.2022 with participation from President and Members of National Commission, President and Members of State Commissions and Presidents of selected District Commissions along with Principal Secretaries and Government officers of the State/UT. The objective of the Workshop was to discuss and deliberate vision for effective, speedier and hassle free consumer dispute redressal mechanism through 4 technical sessions on:



- (1) present Status of vacancies & pending cases in the State and District Commissions and prescribing a framework for effective and speedier redressal consumer grievances.

- (2) present Status of e-filing in State and District Commissions and suggestions for making e-filing preferred option for the consumers for grievance redressal.



- (3) present Status of Mediation in State and District Commissions and suggestions for putting in place an effective mechanism for mediation as prescribed in Consumer Protection Act 2019.
- (4) present Status of Infrastructure in State and District Commissions and suggestions for improving the same.



5.3.2 Settlement of cases through National Lok Adalat

Considering the benefit of speedy disposal of matters through settlement the Department of Consumer Affairs refers the consumer cases to be disposed of through the Lok Adalat system. National Legal Service Authority (NALSA) along with other Legal Service institutions conducts Lok Adalats. It is one of the alternate dispute redressal mechanisms. National Lok Adalats are held at regular intervals where, on a single day, Lok Adalats are held throughout the country. The last National Lok Adalat was held on 12th November 2022. Department of Consumer Affairs wrote to all State/UT Govts. for referring pending consumer cases to be taken up through National Lok Adalat. State and District commissions are been continuously encouraged to participate in these Lok Adalats. As a result, 5930 cases were settled on a single day on 12th December, 2022 through Lok Adalat across the Country.

Workshop with North-Eastern States



Department of Consumer Affairs organised a one-day workshop in association with Government of Assam to address the issues concerning consumer protection in North Eastern States. The workshop was presided over by Shri Rohit Kumar Singh, Secretary Department of Consumer Affairs. During the workshop,

panel discussions were held on reducing the pendency of cases in consumer commissions, strengthening infrastructure, use of mediation for speedier resolution of consumer grievances, use of e-filing for hassle-free consumer grievance redressal etc. Secretaries/Principal Secretaries of Consumer Affairs Department and Presidents/Members of Consumer Commissions of North Eastern States attended the workshop. 4 Members of NCDRC also attended the workshop.



Rules/Regulations/Guidelines notified

The following Rules/Regulations/Guidelines under the Consumer Protection Act, 2019 have been notified during 2022:

- I. The Guidelines for Prevention of Misleading Advertisements and Endorsements for Misleading Advertisements, 2022
- II. The National Consumer Disputes Redressal Commission (Group 'C' posts) Recruitment Rules, 2022.
- III. The Consumer Protection (Qualification for appointment, method of recruitment, procedure of appointment, term of office, resignation and removal of the president and members of State Commission and District Commission) (Amendment) Rules, 2022.
- IV. The Consumer Protection (Consumer Disputes Redressal Commissions) Amendment Rules, 2022.

5.4 Guidelines for Prevention of Misleading Advertisements and Endorsements for Misleading Advertisements, 2022

The CCPA notified the Guidelines for Prevention of Misleading Advertisements and Endorsements for Misleading Advertisements, 2022 on 9th June, 2022. These guidelines provide for; (a) conditions for an advertisement to be non-misleading and valid; (b) certain stipulations in respect of bait advertisements, free claim advertisements and Children targeted advertisements; and, (c) prohibition of surrogate advertisements.

Keeping in view the sensitiveness and vulnerability of children and severe impact advertisements make on the younger minds, several preemptive provisions have been laid down on advertisements targeting children. Guidelines forbid advertisements from exaggerating the features of product or service in such manner as to lead children to have unrealistic expectations of such product or service and claim any health or nutritional claims or benefits without being adequately and scientifically substantiated by a recognized body.

Disclaimers in advertisements play a pivotal role from consumer perspective since, in a way it limits the responsibility of the company. Therefore, guidelines stipulates that disclaimer shall not attempt to hide material information with respect to any claim made in such advertisement, the omission or absence of which is likely to make the advertisement deceptive or conceal its commercial intent and shall not attempt to correct a misleading claim made in an advertisement. Further, it provides that, a disclaimer shall be in the same language as the claim made in the advertisement and the font used in a disclaimer shall be the same as that used in the claim.

Similarly, clear Guidelines are laid for duties of manufacturer, service provider, advertiser and advertising agency, due diligence to be carried out before endorsing and others. Guidelines aims to protect consumer's interest through bringing in more transparency and clarity in the way advertisements are being published, so that, consumers are able to make informed decisions based on facts rather than false narratives and exaggerations.

Penalty for violating the Guidelines are also clearly outlined. CCPA can impose penalty of upto 10 lakh rupees on manufacturers, advertisers and endorsers for any misleading advertisements. For subsequent contraventions, CCPA may impose a penalty of upto 50 lakh rupees. The Authority can prohibit the endorser of a misleading advertisement from making any endorsement for upto 1 year and for subsequent contravention, prohibition can extend upto 3 years.

5.5 Mediation

Under the provisions of the Consumer Protection Act, 2019, each Consumer Commission (District, State and National) shall have a Mediation Cell. Consumer cases, where an element of settlement exists among concerned parties, may be referred to these Mediation Cells with consent of the parties for adjudication. It therefore acts as an alternate dispute redressal mechanism. At present, there are approx. 418 Mediation Cells in the country.

5.6 Fake Reviews

Over the last few years, there has been a steady rise in e-commerce transactions across the country. Reviews posted online play a significant role in making purchase decisions and consumers exceedingly rely on reviews posted on e-commerce platforms to see the opinion and experience of users who have already purchased the good or service. Given that e-commerce involves a virtual shopping experience without any opportunity to physically view or examine the product, it is essential that reviews are genuine, authentic and trustworthy.

Taking cognizance of the impact of fake and deceptive reviews and protection of consumer interest in e-commerce, the Department of Consumer Affairs launched the framework for safeguarding and protecting consumer interest from fake and deceptive reviews in e-commerce.

Bureau of Indian Standards (BIS) launched the framework titled Indian Standard (IS) 19000:2022 'Online Consumer Reviews — Principles and Requirements for their Collection, Moderation and Publication. The standards will be applicable to every online platform which publishes consumer reviews.

The standard will initially be voluntary for compliance by all e-commerce platform. The guiding principles of the standard are integrity, accuracy, privacy, security, transparency, accessibility and responsiveness. The standard prescribes specific responsibilities for the review author and the review administrator. For review author, these include confirming acceptance of terms and conditions, providing contact information and for review administrator, these include safeguarding personal information and training of staff.

The standard provides for responsibilities of organization including developing a code of practice, and necessary stipulations for terms and conditions like accessibility, criteria, and ensuring content does not contain financial information etc.

The standard also provides for methods for verification of review author through email address, identification by telephone call or SMS, confirming registration by clicking on a link, using captcha system etc. to check traceability and genuineness of the review author.

With respect to moderation, the standard provides for both automated and manual moderation and provides checks for analyzing the review content. As regards to publication, the standard includes considerations for the review administrator at the time of publication process and after the publication process. The accuracy of the review, default display and weightage of ratings are defined in the publication process.

5.7 Uniform Charging Port

Department of Consumer Affairs is advocating for uniform charging port in the interest of consumer welfare and prevention of avoidable e-waste. In this regard, a Central Inter-Ministerial Task Force has been constituted to examine the issue of uniformity in charging ports of electronic devices. The Department has also decided to form a sub-group to examine the feasibility of uniform charging port for wearables. The sub-group will include representatives from industry bodies, educational institutions etc.

The uniformity in charging port is a step towards LiFE (Lifestyle for Environment) mission launched by Hon'ble Prime Minister Shri Narendra Modi

at COP-26 which calls for ‘mindful and deliberate utilization’ by people worldwide instead of ‘mindful and wasteful consumption’. The LiFE mission plans to create and nurture a global network of individuals, namely ‘Pro-Planet People’ (P3), who will have a shared commitment to adopt and promote environmentally friendly lifestyles.

5.8 PUBLIC GRIEVANCE CELL SET UP IN NTH:

National Test House is a premier Scientific Institution engaged in testing, evaluation, quality assurance and standardization of materials and finished products. For the above mentioned services and activities there is a direct interaction with the public from deposition of sample and receipt of sample and test fee etc”. These services are available in all units of NTH through computerized system and it functions through a single window “Sample Room”. In spite of these, there is a public grievance cell in each region of NTH to monitor Public Grievances for registration and prompt redress. The Regional Head of each region chairs the cell.

Achievement:

Report on Public Grievance for the year 2022-23 up to 31st Dec, 2022 is as under:-

a) No. of grievances pending as on 31.12.2021	=	NIL
b) No. of grievances received during 01.01.22 to 31.12.22	=	8
c) No. of grievances disposed of during 01.01.22 to 31.12.22	=	8
d) No. of grievances pending as on 31.12.2022	=	Nil



e-daakhil

A platform
to file **consumer cases**
online.

How does it work?



Step-1
Register Email



Step-3
Activate Account



Step-2
Get OTP



Step-4
Register Complaint



@consumeradvocacy



@consumeraffairs_goi



@jagograhaakjago

@nch1915

CHAPTER-6

CONSUMER COOPERATIVES

The National Cooperative Consumers' Federation of India Limited (NCCF), New Delhi is the national level consumer cooperative society having its area of operation in entire country. It was registered in October, 1965 and is functioning under the Multistate Cooperative Societies Act, 2002 and functioning under the Ministry of Consumer Affairs, Food and Public Distribution, Govt. of India, New Delhi. As on 31.03.2022, NCCF has 152 members, which includes the Government of India, three national level cooperative organisations namely National Cooperative Union of India (NCUI), National Cooperative Development Corporation (NCDC) and the National Agriculture Cooperative Marketing Federation of India (NAFED).

- a. The total paid-up share capital of NCCF as on 31.03.2022 was Rs. 15.01 crores, out of which Government of India has contributed Rs. 9.48 crores (i.e., 62.78%)
- b. The NCCF has been functioning with its Head Office at New Delhi with 24 branches located in various parts of the country. It has various physical assets including office building and industrial units located all across India.
- c. The sales turnover of Rs. 2309.63 crore as against Rs. 2295.92 during the year 2021-22 was Rs.2309.63 crore as against Rs. 2295.92 crore during the year 2020-2021. The bulk of the sales related to supply of grocery and general merchandise items. NCCF is also exporting agri horticulture commodities to foreign countries based on competitive bidding and Government to Government agreements.

- d. The turnover of NCCF and its profitability during the last three years is as under:

(Rs. in Crore)

S.No.	Category	Year 2019-20 (Audited)	Year 2020-21 (Audited)	Year 2021-22 (Audited)
1.	Sales	1392.06	2295.92	2309.63
2.	Gross Margin	20.03	29.33	36.38
3.	Other receipts	12.59	11.61	11.44
4.	Net Profit (Loss)	13.17	17.01	23.58



Endorsers shall disclose material connections while endorsing a product.



If the material connection is not disclosed, such ads may be considered misleading.

CHAPTER-7

BUREAU OF INDIAN STANDARDS

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 05 Regional Offices, 41 Branch Offices, 08 Laboratories and 01 Training Institute.

BIS Act 2016 came into force with effect from 12 October 2017, subsequently Governing Council was reconstituted and its third meeting was held on 01 March 2021 at BIS HQ New Delhi.

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 areas, and providing certification of goods and services for ensuring quality and safety. The performance of BIS in its principal activities are indicated below:

7.1 STANDARDS FORMULATION

As the National Standards Body, BIS develops Indian Standards through a consultative mechanism in technical committees comprising of various stakeholders that have interest in the relevant subject so that views of all are given due consideration and a consensus is evolved while formulating a standard. The stakeholders involved in national standardization can broadly be categorized as industry, consumers/users, technologists (R&D and scientific institutions, academia, individual subject experts, etc) and government departments/regulators. The process of standards development of BIS is aligned with accepted international best practices that are based on the core principles

of openness, transparency, impartiality and consensus. The process begins with the identification of the standardization needs of the given sector or subject following which the development of the standard is taken up and planned by the relevant technical committee. Apart from consultation within the technical committees, draft standards are also open for public views/comments.

During January 2022 – 31 December 2022, 1391 standards (592 new and 799 revised) were formulated. Also a total number of 2218 Standards were reviewed during this period. The total number of standards in force, as on 25 December 2022 is 21733. The list of important standards published during the period is provided at Annex I.

The standards formulation activity of BIS follows the internationally accepted principles and the recommended practices laid down the ISO/IEC Guide 59. In accordance with the Code of Good Practice of WTO-TBT Agreement and as a policy, BIS technical committees try to align the Indian Standards with the International Standards of ISO and IEC, where available and to the extent possible keeping in consideration Indian conditions and needs.

In the process, barring 1,116 Indian Standards; 7,838 are aligned to the ISO/IEC Standards if a corresponding Standard at International (ISO/IEC) level exists. There are 8954 existing Indian Standards for which corresponding ISO or IEC standards exists.

Bureau of Indian Standards organized several webinars, seminars and meetings across India during the year to promote adoption and implementation of Indian Standards, covering wide ranging subjects such as standardization in the fields of Plumbing Products, Fire Fighting Equipments, Precast Cement Concrete Products, Furniture, Paper Based Packaging for Food Products, Ceramics, Lifts and Escalators, Chaff Cutters, Video Surveillance Systems, Ballistic Security Products, CO₂ Transcritical Refrigeration, Small, Medium And Large Scale Biogas Plants, Electrical Safety at Residential, Commercial & Public Buildings, Environment-Friendly & Biodegradable Printing Inks, Gas Cylinders and Valves, Piped drinking water supply system, Geotextiles, Underground Coal Gasification (UCG) and Coal Bed Methane (CBM), Structural Design and Proof Checking Consultancy Services, Lightning Protection systems, Physical Activities, Sports

in Educational Institutions and Community Sports, Springs and Suspension Systems, Glacial Lake Outburst Floods (GLOFs) & Landslide Lake Outburst Floods (LLOFs) Disaster in Himalayan Region, Meteorological Instruments, Metal Cutting Bandsaw Blades to name a few, where various stakeholders such as manufacturers, R&D organization, Government departments, Academic Institutions participated.

ANNEX I

Important Standards Published

S.No.	IS No.	Title
1.	IS 17943 : 2022	E20 Reference Fuel – Admixture of Anhydrous Ethanol and Motor Gasoline – Specification
2.	IS/ISO 23897 : 2020	Financial Services – Unique Transaction Identifier (UTI)
3.	IS 13450 (Part 2/Sec 70) : 2022/ISO 80601-2-70 : 2020	Medical Electrical Equipment Part 2 Particular Requirements for Basic Safety and Essential Performance Section 70 Sleep Apnoea Breathing Therapy Equipment
4.	IS 17945 : 2022	Food for Special Medical Purpose Intended for Infants – Specification
5.	IS 17931 : 2022	Form Fill Seal Bags Made from Polyethylene for Packaging of Polymer Materials -Specification
6.	IS 17941 : 2022	Handpump cum Solar Pumping System – Specifications
7.	IS/ISO/IEC 10779 : 2020	Information Technology – Office Equipment – Accessibility Guidelines for Older Persons and Persons with Disabilities
8.	IS 17851 : 2022/ISO/TR 22696 : 2020	Health Informatics – Guidance on the Identification and Authentication of Connectable Personal Healthcare Devices (PHDs)
9.	IS 17852 : 2022/ISO/TS 21547 : 2010	Health Informatics – Security Requirements for Archiving of Electronic Health Records – Principles
10.	IS 17923 : 2022	Physical Activity, Sports and Injury Management – Guidelines for Safety in Educational Institutions and Community Sports Academies
11.	IS 17725 : 2022	Precast Concrete Circular Manhole – Specification

S.No.	IS No.	Title
12.	IS 17883 : 2022	Geological Exploration for Tunnels – Guidelines
13.	IS 17892 (Part 1) : 2022	Heat-Activated Adhesive Coated Polymeric Tape – Specification Part 1 For Seam Sealing on PPE Suits
14.	IS 17912 : 2022	Supply Chain of Onions – Guidelines
15.	IS 17913 : 2022	Yoga Centre – Service Requirements
16.	IS 17896 (Part 1) : 2022/ IEC TS 62840-1 : 2016	Electric Vehicle Battery Swap System Part 1 General and Guidance
17.	IS 17896 (Part 2) : 2022/ IEC 62840-2 : 2016	Electric Vehicle Battery Swap System Part 2 Safety Requirements
18.	IS 17572 : 2022	BWP grade bamboo mat-veneer composite board – Specification
19.	IS 17838: 2022/ISO/TS 10797: 2012	Nanotechnologies – Characterization of single-wall carbon nanotubes using transmission electron microscopy
20.	IS 17869 : 2022	Low-Pressure Steam Cooker – Specification
21.	IS 17899 T : 2022	Assessment of Biodegradability of Plastics in Varied Conditions
22.	IS 17900 (Part 6) : 2022	Lifts for the Transport of Persons and Goods Part 6 Guide for Maintenance of Lifts
23.	IS 17873 : 2022	Cotton Yoga Mat – Specification
24.	IS 17880 : 2022	Geosynthetics – Synthetic Polymer Rope Gabions for Coastal and Waterways Protection – Specification
25.	IS 17785 : 2022	Sustainable Development of Habitats – Indicators for Resilient Cities
26.	IS 17855 : 2022/ISO 12405-4 : 2018	Electrically Propelled Road Vehicles – Test Specification for Lithium-ion Traction Battery Packs and Systems – Performance Testing
27.	IS 17879 : 2022	Textiles – Polyester Textured Yarns – Specification
28.	IS 17862 : 2022	Storage, Collection, Dismantling and Recycling of E- Waste – Guidelines
29.	IS 17738 : 2022	Sustainable Development of Habitats – Indicators for Smart Cities
30.	IS 17870 : 2022	Commercial Pressure Cooker – Specification
31.	IS 17907: 2022	Domestic Methanol Cookstove – Canister Type – Specification

S.No.	IS No.	Title
32.	IS 14544 : 2022	Leather Safety And Protective Footwear With Direct Moulded Polymeric Sole — Specification (First Revision)
33.	IS 8035: 2022	Handpump – Shallow Well – Specification (Second Revision)
34.	IS 1893 (Part 6) : 2022	Criteria for Earthquake resistant design of structures –Base Isolated Buildings
35.	IS 17803 : 2022	Potable Water Bottles (Copper, Stainless Steel, Aluminium) –Specification
36.	IS 17681 : 2022	Bottled Water Dispensers — Specification
37.	IS 19000 : 2022	Online Consumer Reviews — Principles and Requirements for their Collection, Moderation and Publication
38.	IS 17942 : 2022	Tourism and Related Service — Medical Tourism — Service Requirements
39.	IS 17496 : 2022	Recycled Rubber — Vulcanized Crumb Particulate Specification
40.	IS 17992 : 2022	Superabsorbent Polymer — Sodium Polyacrylate Resin for Hygiene Products — Specification
41.	IS 18112 : 2022	Digital Television Receiver for Satellite Broadcast Transmission — Specification
42.	IS 18064 : 2022	Oil of Holy Basil – Specification
43.	IS 18065: 2022 / ISO 17422: 2018	Plastics — Environmental aspects — General guidelines for their inclusion in standards
44.	IS 17897 : 2022	Stone-polymer composite flooring tiles and planks — Specification
45.	IS 17631: 2022	Work chairs — Specification
46.	IS 17632: 2022	General purpose chairs and stools — Specification
47.	IS 17633: 2022	Tables and desks — Specification
48.	IS 17634: 2022	Storage units — Specification
49.	IS 17635: 2022	Beds — Specification
50.	IS 17853 : 2022	Equipment for manufacture of fortified rice kernel – Specification
51.	IS 17854 : 2022	Equipment for manufacture of fortified rice - Specification

7.1.1 Service Sector Standardization (SSD)

To give due importance and impetus to standardization in service sector, BIS has established a new Division Council in the field of services sector (Services Sector Division Council, SSDC) to exclusively deal with Standardization in the services sector including the 12 Champion Services Sector identified in the Indian National Strategy for Standardization (INSS) brought out by the Department of Commerce, Ministry of Commerce and Industry.

A total of 20 Sectional Committees have been established under SSDC to deal with various services sectors including the Champion Services Sector, namely,

- i) Transport Services Sectional Committee, SSD 01
- ii) Travel, Tourism and Hospitality Services Sectional Committee, SSD 02
- iii) Banking & Financial Services Sectional Committee, SSD 03
- iv) Higher Education, Skill Development and Related Services Sectional Committee, SSD 04
- v) Health, Fitness & Sports Services Sectional Committee, SSD 05
- vi) Construction & Related Engineering Services Sectional Committee, SSD 06
- vii) Environmental Services Sectional Committee, SSD 07
- viii) Communication Services Sectional Committee, SSD 08
- ix) Business Services Sectional Committee, SSD 09
- x) IT & IT enabled Services Sectional Committee, SSD 10
- xi) Retail, E-commerce & Epayment Services Sectional Committee, SSD 11
- xii) Accounting and Finance Services Sectional Committee, SSD 12
- xiii) Media and Entertainment Services Sectional Committee, SSD 13
- xiv) Drinking Water Supply, Waste Water and Storm Water Systems and Services Sectional Committee, SSD 14
- xv) School Education and Related Services Sectional Committee, SSD 15
- xvi) Medical Value Travel Services and Wellness Services Sectional Committees, SSD 16

- xvii) Legal Services Sectional Committee, SSD 17
- xviii) Supply Chain Management Sectional Committee, SSD 18
- xix) Basic Standards on Services Sectional Committee, SSD 19
- xx) Biodiversity Sectional Committee, SSD 20

A total of 143 Indian Standards have been published under SSDC.

Some of the important indigenous Indian Standards published under SSDC are:

- 1 IS 17482 : 2020 Drinking Water Supply Management System Requirements for Piped Drinking Water Supply Service
- 2 IS 17736 : 2021- Transportation of Over Dimensional Consignment by Road – Guidelines
- 3 IS 17913 : 2022 Yoga Centre Service Requirements
- 4 IS 17923 : 2022 Physical Activity, Sports and Injury Management - Guidelines for Safety in Educational Institutions and Community Sports Academies
- 5 IS 17912 : 2022 Supply Chain of Onions – Guidelines
- 6 IS 17942 : 2022 Tourism and Related Services – Medical Tourism – Service Requirements

Other indigenous standards under publication are:

- 1 Transportation of Dangerous Goods – Guidelines
- 2 Media and Entertainment Services– Categorization of Programmes offered by Skill Development Service Providers

7.2 INTERNATIONAL ACTIVITIES (IRD)

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 International Electrotechnical Commission

(IEC). It is actively involved in the development of International Standards in its capacity as Participating (P) member or Observer (O) member on various Technical Committees and Sub-Committees and nominating technical experts in various Working Groups of these organizations. BIS also participates in various policy-making committees of these international standards bodies and holds the secretariat of 11 ISO Committees dealing with subjects that are of interest to India.

As of December 2022, BIS is a member of the ISO Council (the apex governance body of ISO), ISO Council Standing Committee on Strategy and Policy (ISO CSC/SP) and ISO Technical Management Board (TMB).

BIS (India) is also a member of IEC Standardization Management Board (SMB) (the highest body for technical matters in IEC) and IEC Market Strategy Board (MSB) (the body responsible for identification and investigation of principal technological trends and market needs).

BIS (India) has successfully contested for the IEC Vice President and Chair of the Standardization Management Board (SMB) position for the 2023-2025 term.

As on 25th Dec 2022, BIS is Participating (P) member in the three Policy Development Committees of ISO (CASCO, COPOLCO and DEVCO), 500 Technical Committees/Subcommittees of ISO and 111 Technical Committees/Subcommittees of IEC, and an O-member in 181 Technical Committees/Subcommittees of ISO and 61 Technical Committees/Subcommittees of IEC. BIS has nominated convenors on 25 Working Groups/ Adhoc Groups/ Advisory Groups of ISO and 12 working groups/system evaluation groups of IEC.

A five-member BIS delegation led by Secretary (Consumer Affairs) and comprising of DG BIS and other officers of BIS participated in the 44th ISO General Assembly hosted by the Ministry of Industry & Advanced Technology - Standards and Technical Regulations Sector (MoIAT-STR) in Abu Dhabi, UAE during 19-23 September 2022. The IEC General Meeting hosted by the USA National Committee of IEC held in Hybrid mode was attended by a BIS delegation led by DG BIS through virtual mode. Other associated meetings were also attended by the Indian delegation.

During this period, BIS received high-profile delegates such as IEC Secretary-General & CEO, Mr. Philippe Metzger and Director Standards of BSI, Dr Scott Steedman.

Amidst the improvement in the pandemic situation, some of the technical meetings continued to be held virtually whereas others were held in hybrid or fully physical mode. 20 Indian delegations participated physically in the technical meetings of Indian interest to present Indian viewpoints. In other cases, BIS continued participating virtually.

7.2.1 Bilateral and Regional Collaboration Programmes:

BIS is also actively involved in Regional and Bilateral Cooperation Programmes pertaining to standardization, testing, certification, training etc. and has been in touch with the partner agencies on regular basis.

During this period, a BCA between India Taipei Association (ITA) and Taipei Economic Cultural Center in India (TECCI), representing BIS and Bureau of Standards, Metrology and Inspection (BSMI) respectively was signed.

Presently, BIS has 32 MoUs and 09 BCAs signed with National Standards Bodies and other standards development organizations of other countries.

BIS has also been playing an active role in formulation and implementation of regional standardization activities under the South Asian Regional Standards Organization (SARSO) and Pacific Area Standards Congress (PASC). BIS participated in the virtual meetings of the Pacific Area Standards Congress.

BIS (India) is holding chairship of the South Asian Regional Standards Organization (SARSO) Technical Management Board for a three-year term from Oct 2020 to Oct 2023. BIS (India) is also the elected Chair of the Board of Conformity w.e.f. June 2021 for a period of three years or untill the finalization of Rule of Procedures whichever is happening earlier.

BIS continued collaboration with Department of Commerce on WTO TBT related issues.

7.3 CONFORMITY ASSESSMENT

(i) Product Certification

BIS is operating Product Certification Scheme (Scheme-I) under the provisions of BIS Act 2016 and Rules & Regulations framed thereunder, aimed at ensuring quality of the products to the relevant Indian Standards and thus providing a third party assurance to consumers.

In the product certification scheme, BIS grants certification to manufacturers for use of ISI Mark on their products. Certification is granted after assessment of the manufacturing capabilities of the firm to manufacture the product continuously in accordance with the relevant Indian Standard, through a visit to the manufacturing premises. The quality control facilities including availability of test equipment and competent manpower to carry out the testing as per the Indian Standards are also assessed during the visit. The conformity of the product to the requirements specified in the relevant Indian standard is also verified through testing in the factory as well as complete testing in an independent third party laboratory.

BIS also conducts surveillance visits, both factory as well as market, for monitoring the operation of the product certification scheme. Samples drawn during the surveillance are tested in independent third party laboratory to ensure conformance of the product to the applicable Indian Standard. The certification scheme is voluntary in nature, except for 379 products that have been made compulsory by the Central Government through notification of Quality Control Orders (QCOs) on various considerations.

During 01 January 2021 to 31 December 2022, 5126 new certifications were granted, which includes 80 products covered for the first time under the scheme. The total number of Indian Standards which have been covered under BIS Certification Marks Scheme is 1163 and the total number of operative certifications held by domestic manufacturers is 40415.

(ii) Foreign Manufacturer's Certification Scheme (FMCS)

BIS has been operating separate scheme for Foreign Manufacturers. Under this scheme, foreign manufacturers can seek certification from BIS for use of BIS

Standard Mark on their product(s). During January 2022 to December 2022, 177 licences were granted under FMCS, taking the total number of operative licences to 1143 against 140 Indian Standards across 56 countries. The licences granted during the year covered various products such as Toys, Wheel rims, Safety glass for road transport, Chemicals and Petrochemicals, Steel & Steel products; Cement; Electric cables; Tyres for Automobile Vehicles; Hermetic compressors; Float glass, Industrial helmet, plugs and sockets, swithgears etc. from 32 countries across the globe.

(ii) COMPULSORY REGISTRATION SCHEME (CRS)

The Ministry of Electronics and Information Technology (MeitY notified the 'Electronics and Information Technology Goods (Requirements for Compulsory Registration) Order, 2012' on 03 October 2012 mandating Compulsory Registration from BIS for 15 Electronics and Information Technology product categories based on its compliance to the relevant Indian Standards. Various Electronics and IT goods have been brought under the scope of CRS till now.

The Compulsory Registration Scheme (CRS) is being operated by BIS as per Scheme – II of the Schedule – II of the BIS (Conformity Assessment) Regulations, 2018. This scheme is an alternative to compulsory certification to facilitate growth of fast-growing sectors like IT and protect consumers from spurious and sub-standard products manufactured in India or abroad. This scheme primarily covers the safety aspects of the products.

The scheme envisages that no person shall manufacture, import, sell or distribute goods which do not conform to the specified standards and bear the BIS Standard Mark along with the Registration number. A total of 79 product categories and 46 Indian Standards are covered under CRS. The first license under CRS was granted by BIS on 12 June 2013.

Till 31 December 2022, BIS had 20721 operative licenses located in 66 countries including India.

Total 5539 Licenses were granted during 1-Jan-2022 to 31-Dec-2022 and the break up is given below.

- i. 5424 licenses were granted for products notified by MeitY.
- ii. 109 licenses were granted for products notified by Ministry of New and Renewable Energy (MNRE).
- iii. 05 licenses were granted for products notified by Department of Chemicals and Petrochemicals.
- iv. First License has been granted for the product category Low - Voltage switchgear and control gear: switches as per IS/IEC 60947-3 : 2012, notified by Department of Heavy Industries (DHI) , to Indian Manufacturer.

As on date, i.e 20 Jan 2023, Registration Department has 20,881 operative licenses under Scheme-II of Schedule-II of BIS (conformity Assessment) Regulation, 2018.

Significant developments implemented by Registration Department during 1-Jan-2022 to 31- Dec-2022 are as follows.

- (1) Guidelines for implementation of Parallel Testing for electronic products have been issued which would reduce the testing time and significantly reduce the processing time for grant of license/inclusion.
- (2) In order to promote renewable energy, the total licenses granted for PV solar panels were 75 in year 2021 out which 43 licenses were granted to Indian manufacturers. In the year 2022, a total of 77 licenses have been granted out of which 49 licenses were granted to Indian manufacturers , which has shown increase from 57 % to 63 % for Indian manufacturers out of total Licenses granted during respective years.

The CRS portal (<https://crsbis.in>) has also upgraded to incorporate new features for our stakeholders. Some of them are listed below-

1. New Dashboard - DG, DDG, HOD
2. Bulk E-Mail Management System
3. BULK SMS Management system
4. Automatic Reporting to GEM Organization
5. Helpdesk Management System (Email & Feedback Management System).

7.4 HALLMARKING

A. Hallmarking of gold/silver jewellery/artefact

Hallmarking of gold jewellery was started by BIS in April 2000 to provide third party assurance to consumers on the purity of gold jewellery or its fineness. The scheme for Hallmarking of silver jewellery/ artefacts was launched in October 2005. Under the Scheme, while the jewellers are granted registration to sell hallmarked jewellery, Assaying & Hallmarking centres are recognized to assay the purity of the jewellery submitted by the registered jeweller, along with declaration of purity and to apply hallmark on such jewellery which is found conforming to relevant Indian Standard including declared fineness.

During the period from 1st January, 2022 to 31st December, 2022 number of hallmarking registration has grown from 1,31,894 to 1,50,790 while the number of BIS recognized Assaying and Hallmarking centres have increased from 990 to 1351. During the same period, 11.47 crore articles of gold and silver jewellery/artefacts have been hallmarked.

(i) Mandatory Hallmarking

Quality control order for mandatory hallmarking of gold jewellery/artefacts was issued on 23 June 2021 by the Govt. of India which made hallmarking mandatory in 256 districts of the country where there is at least one assaying and hallmarking centre. An amendment to this order had been issued by Govt. on 04 April 2022 making hallmarking mandatory in 288 districts of the country. Additional 43 new districts have been covered with AHCs/OSCs after the above amendment, whereby total districts covered with AHC have increased to 331.

(ii) HUID based System

In view of the implementation of Mandatory Hallmarking Order, a new online system for the automation of the assaying & hallmarking activities at AHCs has been made functional with the new Hallmark consisting of six digit HUID (Hallmarking Unique ID). The HUID-based system of hallmarking was felt necessary because with hallmarking becoming mandatory, the credibility of the hallmark put on every piece of jewellery had to be ensured along with a robust system of real-time monitoring of the entire process. This has been

introduced in the interest of consumers. Since the launch of HUID based system for hallmarking on 1 July 2021, 16.6 crore articles of gold jewellery/artefacts have been hallmarked as on 31 December 2022.

A provision has been made in Mobile BIS care app wherein after entering the HUID the consumer can verify the details such as purity of jewellery, type of jewellery, details of AHC who has tested the jewellery, the name of jeweller who has hallmarked the jewellery, date of hallmarking etc. This will help the consumer to check authenticity of the hallmark at the time of purchase.

(iii) Hallmarking of Gold Bullion

Hallmarking of gold Bullion in the fineness of 999 & 995 as per IS 1417:2016 was started in October 2015. Under this scheme the licence is granted to refineries/mint which carry out refining of gold by electrolytic or aqua-regia process and have laboratory with complete test facility and accredited by NABL. So far, 44 licences have been granted to refineries/ India Government Mint for Gold bullion and coin as on 31 December, 2022.

(iv) Gold Monetization Scheme

Govt. of India has launched Gold Monetization Scheme on 5 November 2015. BIS has played an important role in finalization and implementation of the Gold Monetization Scheme in association with Department of Economic Affairs and Reserve Bank of India. Under the scheme Assaying & Hallmarking Centres recognized by BIS have been qualified to act as Collection and Purity Testing Centres (CPTC). So far, 49 A&H centres and one Jeweller have been qualified to act as CPTC. The gold collected by CPTCs is to be refined by refineries licensed by BIS.

(v) Promotion of Hallmarking

To promote hallmarking in the country for effective consumer protection in gold jewellery trade, awareness programmes for jewellers are organized by BIS through its various Regional and Branch offices across the country. During the period 1st January, 2022 to 31 December, 2022, 243 such jewellers' awareness programmes were organized.

(vi) Plan Schemes

BIS has been implementing the Plan scheme for setting up of gold Assaying and Hallmarking (A&H) centres in India with central assistance.

The components of the scheme are indicated below:

- a) Infrastructure building- Setting up of Assaying & Hallmarking (A&H) Centres
- b) Capacity building
 - i) Training of artisans
 - ii) Training of Trainers (BIS auditors)
 - iii) Training of personnel of assaying and hallmarking Centres

Under the Plan Scheme for Hallmarking, during this period, in capacity building, Number of programmes which were organized for training of artisans, for Training of Assaying & Hallmarking personal and for training of BIS officers were 12, 07 and 03 respectively.

7.5 MANAGEMENT SYSTEMS CERTIFICATION (MSCD)

BIS started Management Systems Certification in the year 1991 with Quality Management System Certification (IS/ISO 9001). Over the years, it has gradually expanded its activities to various other Management Systems Certification schemes.

Management System Certification Schemes of BIS are listed below:

List of MSC Schemes			
S.No	Management Systems Certification Scheme	Relevant Indian Standard (s)	Year of Implementation
1.	Quality Management System (QMS)	IS/ISO 9001	1991
2.	Environmental Management System (EMS)	IS/ISO 14001	1997
3.	Hazard Analysis Critical Control Points (HACCP)	IS 15000	1998
4.	Occupational Health and Safety Management System (OHSMS)	IS/ISO 45001	2003

5.	Food Safety Management System (FSMS)	IS/ISO 22000	2006
6.	Service Quality Management System (SQMS)	IS 15700	2007
7.	Energy Management System (EnMS)	IS/ISO 50001	2013
8.	Social Accountability Management System (SAMS)	IS 16001	2016
9.	Medical Device Management System (MDMS)	IS/ISO 13485	2016
10.	Road Traffic Safety Management System (RTSMS)	IS/ISO 39001	2018
11.	Ready Mixed Concrete (RMC)	IS/ISO 9001 + IS 4926	2018
12.	Adventure Tourism Safety Management System (ATSMS)	IS/ISO 21101	2018
13.	Integrated Milk Certification Scheme (IMCS)	IS 13688 and IS/ISO 22000	2018
14.	Anti-Bribery Management System (ABMS)	IS/ISO 37001	2019
15.	Information Security Management System (ISMS)	IS/ISO/IEC 27001	2019
16.	Educational Organization Management System (EOMS)	IS/ISO 21001	2019
17.	Medical Devices Quality Management System with essential principles of safety and performance (MDSPMS)	IS 23485	2020
18.	Piped Drinking Water Supply Management System (PDWSMS)	IS 17482	2020
19.	Ready Mixed Concrete Process Certification	IS 4926	2021
20.	Conformity Assessment Scheme for Milk and Milk products (CASMP)	Indian Standards for Dairy sector, IS/ISO 22000 and Process Certification (NDDB's Quality Mark Guidelines)	2021
21.	Online Consumer Review Process	IS 19000	2022

7.6 ACCREDITATION STATUS

Quality Management Systems(QMS- for 25 scope sectors), Environmental Management Systems(EMS-7 scope sectors), Food Safety Management Systems(FSMS-3 Scope Sectors), Occupational Health and Safety Management Systems (OHSMS-17 scope sectors) and Energy Management Systems Certification Schemes (EnMS- 8 scope sectors) of BIS are accredited from National Accreditation Board for Certification Bodies (NABCB), QCI.

7.7 LABORATORY (LPPD)

One of the main pillars of conformity assessment is product testing to ascertain the conformity of products to relevant standards. BIS has established eight laboratories in the country to cater to the testing need of samples generated from conformity assessment schemes, beginning with the establishment of Central Laboratory at Sahibabad in 1962. Subsequently, four regional laboratories at Mohali, Kolkata, Mumbai and Chennai and three branch office laboratories at Patna, Bangalore and Guwahati were established. BIS laboratories have facilities for testing of products in the field of chemical, microbiological, electrical and mechanical requirements. In addition to product testing, BIS has established gold assaying laboratories at 07 nos. of its labs and 02 nos. of Branch Offices. Gold assaying lab at Chennai is a referral lab and also tests silver jewellery

In order to ensure that BIS laboratory services keep pace with developments at the international level, the laboratories at Mumbai, Kolkata, Chennai, Mohali, Bengaluru, Patna and Guwahati have been accredited by the National Accreditation Board for Testing and Calibration Laboratories (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 is in line with the norms adopted by the NABL.

There are 293 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.

Test facilities developed:

- Footwear in Central laboratory, Sahibabad and Eastern Regional Laboratory, Kolkata
- Helmet Visors and Ceiling fan in Central laboratory, Sahibabad
- Cement in Guwahati Branch Office Laboratory
- LPG cylinder and Irrigation equipment in Eastern Regional Laboratory, Kolkata
- RAL test facility has been created in Patna Branch Office Laboratory (PBL), Bengaluru Branch Office Laboratory (BNBL), Western Regional Office Laboratory (WRL), Hyderabad Branch Office (HYBO) and Jammu & Kashmir Branch Office (JKBO).

7.8 New Initiatives

1. Interactive sessions with schools, colleges and industries have been organized by BIS Labs. The interaction covered the broad discussion/presentation on a particular subject or field covering the testing requirements for that product/product group. It has also covered general visit of the lab/section.
2. Fees structure of LRS has been revised and recognition fees has been reduced from Rs.1,00,000.00/- to Rs.60,000.00/- for MSME and Women Entrepreneur. Inclusion application and processing fees has been done away with in order to encourage laboratory to get more and more Indian Standards/products included in the scope of recognition.
3. Study visit of Parliamentary Standing Committee on Food, Consumer Affairs and Public Distribution was held on 27-28th April 2022 in WRL, Mumbai. A presentation on the overall activity of BIS was made to the Committee and various social and economic issues related to the quality ecosystem of the country were reviewed. Committee also visited WRL laboratory to get exposure of the testing activities carried out by BIS Labs.
4. With the capacity enhancement initiatives taken BIS Laboratories has issued 6056 complete test report in December 2022.

5. Hon'ble Minister for Commerce and Industries, Consumer Affairs, Food and Public Distribution visited Central Laboratory on 27th June 2022 and in the presence of DG,BIS inaugurated the renovated test facilities for Toy, Footwear, Food, Electrical appliances and Helmet Laboratories. The latest modern test facilities developed in BIS Central Lab were demonstrated to the Hon'ble Minister and future roadmap for modernization of BIS labs was discussed during the visit.
6. 70 nos. of exposure visit has been conducted in BIS labs for School/college students and industry personnel.
7. During the year 2022-23, 27 outside labs (OSLs) have been recognized by BIS.
8. To discuss on the various aspects and to drive the Laboratories towards "Atma Nirbhar Bharat" by adapting the Future trends, the one-day event on November 3, 2022 was organized to show case the importance and need for advanced testing infrastructure in India. This would also support the Digital India, Make India and Skill India projects of Government of India.
9. Skill development for Quality Control personnel:
 - a) Certificate Course for hallmarking professionals conducted in BIS Labs.
 - b) Certificate Course for product certification conducted in BIS Labs.

7.9 RESEARCH & TRAINING

7.9.1 ACTION RESEARCH PROJECTS

Research is the cornerstone of standardization process. Research produces knowledge that is distilled and updated during the process of standards formulation for making it suitable for application outside a research setting. Research provides structured methods and reliable data that aid evidence-based decision making. With a view to put in place such vibrant eco- system of research and dynamic policy formulation, BIS has instituted Action Research Projects.

Action Research Projects are undertaken by the officers in different activities of BIS. In addition, Indian Standards were allocated to the officers for initiating review through Action Research mode, for suggesting revision/ amendment/ reaffirmation or withdrawal with objective evidence. So far, a total of 2259 Action Research Projects have been allotted to BIS Officers (142 in Phase I, 335 in Phase II, 317 in Phase III, 409 in Phase IV, 392 in Phase V, 332 in Phase VI and 332 in Phase VII). The progress of these projects is diligently monitored and reviewed at the level of Heads, DDGs, and DG. The recommendations by the officers in these ARPs are forwarded to concerned Sectional Committee for their consideration.

7.9.2 BOOKLET ON CASE STUDIES

Bureau of Indian Standards (BIS) occupies a pivotal position in the quality ecosystem and has a treasure trove of experiences in the area. Case Studies and Success Stories can serve as invaluable assets in experience sharing establishing benefits of the various measures taken by the Bureau for the improvement of the quality ecosystem. Case Studies on failed or deficient ventures provides opportunities for improvement in the system by identifying and implementing the required corrective measures. On the whole, Case Studies can serve as important training and promotional tools that can help enrich the knowledge portal through experience sharing.

With this background in mind, BIS organized two training programmes on case studies at NITS with faculty from IIM (Lucknow) and 11 case studies were prepared. A booklet on these Case Studies has been prepared and has been uploaded in BIS website under Audio-visual Resources.

7.9.3 CERTIFICATE COURSE ON ASSAYING AND HALLMARKING

A Certificate Course has been instituted on Assaying and Hallmarking, which has been accredited by National Skill Development Corporation (NSDC) to bridge the competence gap of personnel involved in Assaying and Hallmarking giving impetus to Skill India initiative of GoI and mandatory hallmarking of gold. Central Laboratory (CL), Southern Regional Laboratory (SROL) and Eastern Regional Laboratory (EROL) of BIS are accredited as the training centers for the course and so far 137 candidates have successfully completed this course.

7.9.4 LEADERSHIP TRAINING PROGRAMME OF SENIOR OFFICIALS

In pursuance of the Training Policy of BIS, IIM Ahmedabad was engaged to impart residential leadership development training for employees at the level of Head and above to help them discharge their supervisory role in an efficient and productive manner. 40 BIS officers have undergone the training from 26th to 30th September 2022.

7.9.5 BIS INTERNSHIP SCHEME

In pursuance with the Internship Scheme of BIS approved by Executive Committee (EC) in its 148th meeting, twenty eight students from IITs, NITs and NITRA etc. have been engaged as Interns in BIS in Sustainability Project and one student in the Project to study role of standardization in the area of technological regulation like Data Protection Bill, Information Security etc, during the summer session of internship.

For the winter session of internship, offer letters have been sent to 152 students. Out of which 56 have accepted the offer and 43 students have joined the internship so far.

7.9.6 FELICITATION OF BOS, TCS AND TECHNICAL EXPERTS

To acknowledge the contribution of Technical Committees, Technical Experts in Standards development and to appreciate the performance of BIS Branch Offices in Conformity Assessment activity, Technical Committees, Technical Experts and Branch Offices were felicitated by Hon'ble Minister of State for Consumer Affairs, Food and Public Distribution; and Environment, Forest and Climate Change, during the celebration of World Standards Day on 14 October 2022 at BIS HQ, New Delhi

7.9.7 EXPOSURE VISIT FOR SCIENTIFIC CADRE OFFICIALS

Exposure visit cum training was conducted for the Scientific Cadre Officers of BIS to CEN-CENELEC & AFNOR from 27 June 2022 to 6 July 2022, to study their good practices in the field of Standardization, Conformity Assessment and Laboratory Testing System for suitable utilization for strengthening these activities of BIS. Similar exposure visit cum training has been planned for the Scientific Cadre Officers of BIS to DIN/DKE in first quarter of 2023.

7.9.8 TRAINING

The National Institute of Training for Standardization (NITS) was set up under the aegis of Bureau of Indian Standards in 1995 to meet the growing needs and expectations of the industry for standardization and conformity assessment related training. NITS organizes various types of training programmes related to standard formulation, conformity assessment, laboratory services, management system certification conducted by a team of well-experienced, qualified and trained faculty.

NITS is equipped with world class training infrastructure including an auditorium, a state of the art computer laboratory, modern conference room and multiple training halls of various seating capacity & a residential hostel.

During the period, NITS organized 130 programmes for industry, BIS Officials, International Training Programme and Technical Committee Members. More than 3452 participants have been imparted the training.

7.9.9 Capsule Courses for SMEs

Lack of technical expertise of the Quality Control Personnel has been pointed out as one of the constraints faced by the Industry while obtaining/operating BIS licences. This gap is increasing with many new products coming under mandatory BIS certification. In order to bridge this gap, BIS is conducting short term Capsule Courses (2-days) for Quality control personnel through NITS and its Branch Offices across India. These Capsule Course are being organized free of Cost for participants. 165 Capsule Courses are expected to be conducted in the year 2022-23. So far, 112 Capsule Courses have already been conducted. More than 2200 persons have been trained in these programmes.

New Initiative during the period

1. Started Capsule Courses for the Quality Control Personnel of the Industries without taking any course fees.
2. Construction of Modern Conference Hall for the conducted the Meetings.

7.10 INFORMATION TECHNOLOGY SERVICES (ITS) (BIS)

In line with the Government of India's vision of Digital India, BIS is making concerted efforts for digitizing its activities. As a part of this endeavour, following initiatives have been undertaken:

- A Standards portal is in operation in BIS to manage all the processes related to standardization activity. This portal was enhanced to add new features like "Know Your Standard", "New Standards", "Revised Standards", "Review of Standards" etc. Know Your Standards provides a one-stop solution to access all the standards related data and documents. The Standard can be searched by entering the Indian Standard (IS) Number or a Keyword (like Product name) in the search box. User can not only access the basic documents related to the standard like the PDF of IS itself, amendments, gazette notifications, scheme of testing and inspections but also details like the list of licenses, list of laboratories testing for concerned IS, classification details and composition of the committee alongwith details of Eco-mark. Users can also access this feature through the app.
- New feature to review of Indian Standards was developed in the portal, which provides the stakeholders an interface to log review details and fill up the template for review. It also has provision to circulate the review document to the concerned committee members for their comments. Once deliberations are complete, the interface also provides provision to log the decision taken as a result of the review. The interface tracks the lifecycle of the review process and also generates multiple reports for efficient tracking and monitoring of the ongoing tasks and targets. Further, APIs were developed to share the data related to standards to various portals like manakonline, Laboratory Information Management System, BIS-CARE App, PRAYAS and PARAKH portal etc.
- Provision to allow a common consumer to get the purity of their unhallmarked gold jewellery tested at any of the BIS recognized Assaying and Hallmarking Centres (AHC) was launched in the month of March 2022. Under this, the AHC shall undertake the testing of purity of gold jewellery from common consumers on priority and provide a test report to the consumer. The test report

issued to the consumer will assure the consumer about the purity of their jewellery.

- Before 31st March 2022, gold samples were being collected in offline mode. Now from 01st April 2022 the software was added in BIS Reports app and now all surveillance are being conducted online in field. It has made surveillance activity paperless and easy to carry out. It also has provision to check and verify multiple gold articles using their Hallmark Unique Identification (HUID) at shop itself.
- Referral and Assaying Lab Module was made live on 16 Nov 2022, this completes the online workflow of Hallmarking Surveillance activities from end to end such that, the samples getting collected in field are sent to labs and making entries in online mode, after that RAL test and observed values are entered. Test report is then generated and sent to BO and Hallmarking Officers (HMO) automatically for necessary action.
- The conformity assessment portal enables domestic manufacturers to apply for grant of licence for use of Standard Mark (ISI) on their products, renewal of such licenses, inclusion in the scope of licence with payment of fees and submission of payment through simplified online means. BIS can process these requests and communicate their decision online, and facilitate real time tracking of the applications by our stakeholders. Upgraded dashboards enables the stakeholders to get information on every area: Standards under certification, Product Manuals, operative licensees, new applications, new licenses granted, licenses under suspension, etc. The portal has been enhanced with features like Automatic Renewals, Deferment and Expiry, Standard Reports, Mobile App Based Surveillance module, Digitised Lot Inspection etc. and is being upgraded on a continuous basis.
- BIS has also on boarded on the National Single Windows System (NSWS) portal and integrated its hallmarking schemes, both, Registration of Jewellers as well as Recognition of Hallmarking Centers which facilitates users to apply through a single window for various clearances and approvals at one place along with BIS approvals.
- The new look of BIS website (www.bis.gov.in) was launched with a modern, dynamic and user friendly design. The new look of BIS website

focuses on 'Standards on Sustainable Development', 'Involving Stakeholders-Manak Manthan', 'BIS Care App', 'Product Specific Capsule courses on quality control', 'Standards club in Educational institutions', 'Deepening stakeholder enagement', 'Standards in the emerging areas', 'Internship with BIS', 'Know your Standard', 'Partnership with technical and professional institutions', 'Creating quality compliance culture', 'User friendly Standards Catalogue', 'GIS', etc.

- The BIS CARE App facilitates stakeholders to verify authenticity of ISI mark, Registered Jewellers and marked electronic goods under Compulsory Registration Scheme (CRS) alongwith facility to submit their complaints. The app was also rolled out for iPhones and iPads with all the features that are available in the Android App.
- The Consumer Engagement Portal was renamed as Standards Promotion Portal to truly reflect the essence of the purpose for which the portal was developed. Taking it to a next level, an extensive set of features were introduced to cater to the entire buffet of Standard Promotion of Activities being done by BIS. To display the highlights of the activities, a photo gallery which was named as Manak Manch was also incorporated in the portal. The portal was enhanced further with features to register Standard Clubs, capture their geo-location coordinates, mentor training status, status of installation of sign-boards, member details and alumni details. A comprehensive system for generation of reports was also incorporated.
- To facilitate the Quality connect campaign by youth volunteers across the country, a quality connect mobile app was developed for the volunteers to capture the details of the interactions held by them. The app also provided feature to obtain feedback from persons with whom interactions were held. Further, in order to have a centralized pool of volunteers, an online system was introduced for the registration of volunteers.
- A portal has been developed for automating the workflow of Management System Certification Scheme of BIS i.e. from submission of application by applicant to the grant of license to them. Further, this portal facilitates prospective auditors to get themselves empanelled with BIS.

- To improve the BIS outreach and services at national and international level's, Business Intelligence System has been developed for real time monitoring of all the activities. As part of this, Efficiency Index is implemented in product certification scheme to get an overall performance of all BIS Branch offices & officers and review them accordingly.

7.11 CONSUMER AFFAIRS & PUBLIC RELATIONS

The Think Nudge and Move Department in BIS spearheads the communication strategy of BIS and engagement with its diverse stakeholders such as Consumers, Industries, Govt. functionaries etc. It handles various consumer related activities such as awareness programmes, consumer protection, interaction with stakeholders of BIS, celebration of World Standards Day, National Consumers Day, World Consumer Rights Day and publicity related activities.

Programmes and activities under the following categories have been conducted:

Standard Promotion Activities conducted with Consumers: For promoting the concept of standardization, certification and to create quality consciousness among consumers, awareness programmes and other activities are organized on a regular basis through the network of BIS Regional Offices and Branch offices. 473 such programmes were organized by Regional Offices / Branch offices throughout the country during 01 Jan to 31 December 2022.

Standard Promotion Activities conducted with Industry: To propagate the concept of standardization, product certification, management systems certification and other BIS activities amongst Industries, 772 activities, including for awareness programs for Jeweller/Artisans were conducted during 01 Jan to 31 December 2022. The programmes 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.

Standard Promotion Activities conducted with Academia: BIS organizes programmes for students and faculty of colleges and technical institutes to

inculcate the concepts and benefits of standardization amongst the young students. BIS organized 2032 activities including Standards Club Activities, Students Exposure visit, Education utilization programme etc. during 01 Jan to 31 December 2022.

Standard Promotion Activities conducted with Government: During 01 Jan to 31 December 2022, BIS conducted 854 activities with Government as the primary stakeholder. The activities included meetings with Government Departments, meetings with District Industry Centres, Awareness programs and others.

Meeting with Consumer Organizations:

- i. World Consumer Rights Day- TNMD organized a webinar Chaired by DG, BIS on 'Protecting the Rights of Indian Consumers – BIS Activities' on 16 March 2022. The webinar was attended by more than 200 participants throughout the country and explained the role of Consumer Organization and NGOs in development of Standards and how these organizations act as a bridge between government, regulators and common consumers.
- ii. A National Level Workshop was conducted by the Consumer Confederation of India (CCI) on "Role of VCO in Standardization and Quality Control" on 10th June 2022 at NITS, Noida. A technical session was taken by the Head (TNMD) on "BIS activities and initiatives taken by BIS and explained the process of engagement of Consumers organizations in various BIS activities, etc."
- iii. A one-day workshop Chaired by DG, BIS was conducted with Consumers Organization/NGOs/VOs to work closely with BIS on 05th August 2022 which was attended by 25 prominent COs/NGOs/VOs across the country.

Celebrating Special Occasions

World Standards Day: BIS celebrated the World Standards Day on 14 Oct 2022. The day is celebrated to pay tribute to the collaborative efforts of thousands of experts worldwide for developing national and international Standards. The theme for celebrations, decided by the international standardization bodies namely the ISO, IEC and the ITU was "Our Shared Vision for a Better World". BIS,

which represents India at the international standardization bodies, organized programmes throughout India on the topic. World Standards Day 2022 was celebrated at the BIS auditorium, Delhi on 14th October 2022 in hybrid mode. Shri Ashwini Kumar Choubey, Hon'ble Minister of State for Consumer Affairs, Food and Public Distribution, Environment, Forest and Climate Change presided over the function.

A video message from Shri Piyush Goyal Hon'ble Minister of Commerce and Industry, Consumers Affairs, Food & Public Distribution, and Textile on the theme of World Standards Day, i.e. India's vision for a better world with a focus on standards and sustainable development, was displayed during the event.

Two sessions on the Standards National Action Plan (SNAP) 2022-27 were organized during the event and Representatives of Educational Institutes outlined the importance of Standards in Technical Education.

The Mentors of the Standards Club shared their experience and journey with BIS followed by technical session based on the WSD 2022 theme in the second half of the day.

During the above event short videos on Firsts in BIS, Standards National Action plan (SNAP) 2022-2027 & Standards Club were also displayed.

All Regional and Branch Offices also celebrated World Standards Day with great fervour. The events organized on this occasion started on 13th October 2022 and concluded on 16th October 2022.

Each BO organized a "Manak Mahotsav", Standards Conclave which was attended by various stakeholders from Industry, Government, Consumers and academia. Technical sessions were held on the theme of the World Standards Day "Shared vision for a better world". In addition, BOs also recognized and felicitated the oldest licensee holding the license as of date and All India First licensees.

Another event organized by all ROs/BOs was a Quality Walk of 2 to 5 Km around the prominent location of the city to create awareness on Standards & Quality. These events were flagged off by eminent personalities and participated by over 200 participants in general.

ROs/BOs also organized a “Quality Connect” program, a door-to-door campaign by youth volunteers (college Students etc.) to spread awareness about standards and quality amongst common consumers. BOs appointed a minimum of 100 Youth Volunteers who were named Manak Mitra. Each Manak Mitra covered a minimum of 25 households during the campaign. During their interaction with these households, the volunteers distributed pamphlets about BIS, informed them about BIS, and common household items under mandatory certification and demonstrated the BIS website, BIS Care App and the Know Your Standards feature. Volunteers also collected app-based feedback from households covered during the campaign. More than 1 Lakh households were covered during this two-day campaign across the country.

Each BOs contacted prominent Residential Welfare Associations for conducting a Consumer Awareness programme on the occasion of WSD 2022. During these programmes, residents were informed about the importance of World Standards Day, BIS and its activities, role of residents as informed consumers, the BIS Care App and the Grievance Redressal System, etc. A Total of 86 RWA programmes were conducted during the WSD 2022 celebration and a total of more than 3500 residents participated.

In many BOs, WSD 2022 was also celebrated by the prominent industries in their own premises and office to create awareness regarding Standards in Industries and as consumers. Similar events were also held by many Standards Clubs under different BOs.

Each BIS office building was lighted from the evening of 13th October 2022 to start the celebration of WSD 2022. A digital Display Board was installed in front of the office showing messages regarding the celebration of World Standards Day and publicity material on products under mandatory certification, BIS Care App etc.

First Standards writing competition for Students in Standards Club- First Standards writing competition conducted in Standards Club of Sarvodaya Vidyalaya, Sec. 3, Rohini, Delhi-85 from 21-23 March 2022. 9 Student teams participated in the competition, top 3 teams were felicitated. In this period total no. 1056 of such programme conducted across the country.

Special Cover- The Bureau of Indian Standards with its offices Pan India commemorated the Platinum Jubilee of completion of its 75 Years of existence on 6th January 2022. A Special Cover was released to commemorate this special occasion by the Postal Department.

BIS Foundation Day: The Indian Standards Institute (ISI) came into existence on 6 January 1947. The Indian Standards Institution (ISI) came into being on 06th January 1947. To provide the advantages of standardization to common consumers, the Indian Standards Institution started operating the Certification Marks Scheme under the Indian Standards Institution (Certification Marks) Act, 1952. The Scheme, which was formally launched by ISI in 1955-56, enabled it to grant licences to manufactures producing goods in conformity with Indian Standards and to apply ISI Mark on their products. The Bureau of Indian Standards with its offices Pan India commemorated the Platinum Jubilee of completion of its 75 Years of existence on 06th January 2022. A Special Cover was released to commemorate this special occasion by the Postal Department.

State Level Committees on Standardisation (SLCS): SLCS have been constituted in 15 States from 01 Jan to 31st December 2022 with a view to promoting the use of Indian Standards as a means to creating a robust Quality Ecosystem in the country and protecting the interest of the consumers by ensuring active involvement of the States/UTs in the formulation and use of standards. The work of such Committees are being looked after by BIS Branch Offices, with the Chief Secretary of the State and Secretary in charge of the Consumer Affairs Department of the State as the Chairperson and Member Secretary of the SLCS respectively with Dy. Director General of the Region as member in ex-officio capacity. Structured agenda is prepared catering to the local needs of the state and improvement in the general quality eco-system. The meetings lead to better coordination with State Government Departments and promote Indian Standards through procurement of BIS Certified Products in Govt. Purchases.

Aazadi ka Amrut Mahotsava - India @ 75: BIS conducted several innovative activities throughout the country at its ROs/BOs/Labs every week from Apr 2021 till 15th Aug 2022, to celebrate the 75th year of Indian Independence. Some of the activities undertaken by BIS in this regard are Theme based seminars/webinars, Standard Club Activities in Schools/Colleges, Industry meets etc.



Under AKAM, the Celebration of iconic week was organized from 14th to 20th March 2022 at 8 various ROs/BOs/Labs level. 41 Outreach programmes conducted during celebration of iconic week on 14 March 2022 by all BOs of BIS.

Standards Clubs:

Quality consciousness, based on standardization, is one of the pillars of accelerated economic development and priming students to appreciate the significance of quality, standards and standardization can serve as a catalyst to improve societal awareness on these subjects. BIS aims to provide learning opportunities to young talents in the field of quality and standardization through mutually beneficial collaboration in the form of Standards Clubs in Educational Institutions. Guidelines have been issued in this regard and Regional and Branch offices have approached High & Higher Secondary schools, colleges, professional institutes and such institutes which provide vocational courses, for the formation of Standards Clubs. 4014 standard clubs have been created throughout the country from 01 Jan to 31 December 2022.

Reaching out to Stakeholders:

A webinar with the State Consumer Affairs Secretaries and District Collectors, chaired by Shri Rohit Kumar Singh, Secretary, DoCA, GoI was held on 14 Dec 2022 to discussed recent initiatives of Bureau of Indian Standards and the roles which the State/UT and District officers can play enhancing quality ecosystem in the country and in consumer empowerment. Mails sent to all District Magistrates/District Collectors for conducting sensitization programme for their Districts Heads on occasion of National Consumer Rights Day i.e. on 24 December 2022.

Letters under the signature of DG BIS were sent to all Chief Secretary, Consumer Affairs Departments regarding issuing necessary instructions to District Collectors to extend necessary support to BIS in conducting the Sensitisation/Reinforcement programme by ensuring attendance of the District Heads of the department for the same on 24-12-2022.

On 24th December 2022 i.e. on occasion of National Consumer Rights Day, 40 nos. of sensitization programme conducted in the various districts through

out the country. As a result of webinar by Shri Rohit Kumar Singh, Secy., DoCA, GoI and letter from DG, BIS approx. 100 nos. of such programme conducted in the span of two weeks i.e., from 19th Dec 22 to 03rd Jan 2023.

PUBLICATION OF STANDARDS AND OTHER PUBLICATIONS

BIS, through its publications, handles the electronic publishing of Indian Standards and their amendments and the notification of published standards and amendments in the official Gazette of Govt. of India. During 01 April 2022 to 31 Dec 2022, BIS formulated 760 standards, of which 337 were new and 423 were revised. In addition, BIS has formulated 163 amendments. A total of 403 standards have been withdrawn during this period. The total number of standards in force, as on 31 Dec 2022 is 21733, and the total number of amendments in force, as on 31 Dec 2022 is 1876.

SALES

BIS sells Indian Standards (IS) and Special Publications (SP) through 25 different sales outlets located at the Headquarters (HQs), Regional and Branch Offices. Sale is also done through registered booksellers spread across major cities of India. BIS also sells foreign standards (ISO, IEC, BSI London, DIN Germany, JIS Japan) in India from BIS Headquarters (HQs). In addition, Indian Standards and Special Publications are also sold through e-portal (www.standardsbis.bsbedge.com). Indian Standards are now available free of cost in downloadable version for non-commercial purposes through e-portal.

As per the directive from Govt. of India for cashless transactions, Point of Sale (POS) terminal are made available to all BIS sales counters for accepting payment through Credit/Debit Card to enable cashless transaction.

The Indian Standards are also available as a complete set in DVD or different department/ sector specific sets like civil engineering, electrical engineering, mechanical engineering, textiles, etc. on subscription basis. In addition, Indian Standards were also made available through online subscription. National Building Code (NBC) 2016 is also available on DVD/online subscription.



For education & research sector - BIS has further made available Indian Standards on DVD/online subscription basis to educational institutions, scientific and research laboratories, Central and State Government Laboratories/ Research Institution operating through consortia.

For corporate/enterprises sector - BIS has also made available Indian Standards on DVD/online subscription which includes access of Indian Standards through WAN (Wide Area Network) for a single corporate entity operating from multi-locations.

As per EC's decision in 152th meeting, all indigenous Indian Standards are available free of cost.

VIGILANCE ACTIVITIES

The Vigilance Set up of Bureau of Indian Standards (BIS) is headed by the Chief Vigilance Officer (CVO) and comprises of Vigilance Department at BIS Headquarters and a Vigilance Section in the Secretariat of each of the Disciplinary Authority for Group B & C employee (Deputy Director General concerned).

The Vigilance Department functions in close coordination with Central Vigilance Commission (CVC), Central Bureau of Investigation (CBI) and Ministry of Consumer Affairs, Food & Public Distribution. It is entrusted with the responsibility of managing all vigilance related activities of the Bureau in accordance with the guidelines on the subject issued by Central Vigilance Commission/DOPT etc. This, inter-alia, include activities related to:

- Preventive vigilance (e.g. streamlining of procedures, training, preparation of 'Agreed List' and 'List of officers of doubtful integrity', etc.)
- Punitive vigilance (e.g. scrutiny of complaints received, investigations, disciplinary action against the officers at fault etc.)
- Surveillance and detection (e.g. vigilance audits, scrutiny of annual property returns, monitoring, review meetings etc.)

Vigilance Awareness Week was celebrated in all the Regional Offices, Branch Offices and Laboratories of Bureau of Indian Standards from 31st October

to 6th November, 2022. In order to promote the Vigilance Awareness Week theme "Corruption free India for a developed nation" various competitions, seminar, awareness programmes were organized during the week to spread awareness among general public & Seminar on Disciplinary Proceedings was organized during the week. A Walk/Run was organized from BIS Head Quarters to Rajghat on 31st October 2022 for all the employees of Head Quarters to commemorate the Birth Anniversary of Sardar Vallabh Bhai Patel and to promote the Vigilance Awareness Week. An online meeting with CVO's and Vigilance functionaries of various organization was conducted to discuss on implementation of Anti Bribery Management Systems (ABMS) by Organizations.

Preventive Vigilance Audits of different Regional Offices, Branch offices and Laboratory were carried out during the financial year 2022-23. As a result of these audits, various systematic improvements were suggested pertaining to key activities of BIS. Further, follow-up corrective actions were advised in respect of discrepancies observed in the functioning of the offices audited.

Public Grievances

BIS received a number of complaints related to quality of BIS certified products, unauthorized use of BIS Standard Mark, Violation of Quality Control Orders etc. All these complaints are handled as per well established complaints redressal procedure. BIS CARE Mobile App and Standards Promotion Portal of BIS are already functional that facilitate better monitoring of complaints and enable consumers to lodge their complaints in an easier and faster way without any hassles. BIS CARE App also enables users to verify details of Licensed Manufacturers/Registered Manufacturers by simply entering license/registration number of the manufacturer. During the year, 393 complaints related to quality of BIS certified products, unauthorized use of BIS Standard Mark and Violation of Quality Control Orders were received and 371 complaints were redressed. As on 01.01.2023, 226 complaints of these categories are under investigation at different stages under different Regional and Branch Offices. In addition, BIS had also redressed 151 grievances received through CPGRAMS portal during the year.

Enforcement

BIS Standard Marks are marks of quality and trust. Through its network of Regional and Branch Offices, BIS conducts enforcement activity to curb unauthorized use of BIS Standard Mark by unscrupulous manufacturers. During the year, BIS carried out 123 Search & Seizure operations at the premises of manufacturers/sellers misusing BIS Standard Marks and seized material bearing fake BIS Standard Marks. This also includes Search and Seizure carried out at premises of manufacturers/sellers violating quality control orders. Press releases in the leading dailies and social media with a view to give wide publicity and creating awareness among the consumers were also issued by BIS offices. Efforts were also made to timely launch prosecution in respective Courts of Law for violation of provisions of BIS Act, 2016.

LIBRARY SERVICES

BIS Technical Library located at headquarters is a National Resources Centre for information on standards and related matters and serves industry, trade, government, researchers and consumers. It is the largest library of standards in the South Asian Region, with a floor area of 1,000 square meters. The collection includes about 4 lakh standards from world and approximate 73,400 books. During the period 2022-23, Services of BIS Library are utilized by various stake holders and approximately 5385 standards and books issued by Library Department. The Library regularly updates mechanized database of publications (Books and Standards) received.

Digitization of Library Record: In the National Mission of Digital India, BIS, Library Services Centre is in the process of complete digitization of Record. The work related to Scanning & Digitization of Library books & Standards has been awarded to M/s. Enhira Software Export Ltd through National Informatics Centre Services Incorporated (NICSI), A Government of India Enterprise under NIC, Ministry of Electronics and Information Technology, New Delhi. Till date more than 75 Lakh pages have been scanned. On completion of the task, the Library Records (Books and Standards) will be available online.

Azadi ka Amrit Mahotsav: A books exhibition has been organized by Library Services Centre, Bureau of Indian Standards under the theme of **Azadi Ka Amrit Mahotsav- (Indian Independence and related to Freedom Fighters)** from 05 August -10 August 2022 at HQ's New Delhi. Few pictures related to the exhibition are enclosed herewith.

Special Campaign: During the Special Campaign, a Plantation drive was organized by LSC.



PROJECT MANAGEMENT

Project management in BIS is looked after by Project management and Works Department. It is primarily tasked with the responsibilities, which can broadly be classified under the following:

- Incurring capital expenditure by way of undertaking construction of new buildings / premises for offices and labs of BIS, purchase of land and built – up space for its offices and labs, renovation of existing buildings / premises of BIS
- Incurring revenue expenditure by way of undertaking major repairs of existing buildings / premises of BIS, routine operation and maintenance of civil assets and service utilities installed at existing buildings / premises of BIS

Among the various initiatives that have been undertaken during the period 01 Jan – 31 Dec 2022, under the aforesaid categories, notable works undertaken include upgradation and strengthening of the civil, electrical and IT infrastructure at the laboratories of BIS situated at various locations throughout the country; initiation of works for modernization and upgradation of the various regional and branch offices of BIS, along with provision of new or upgradation of existing service utilities like firefighting system, HVAC system, lifts, etc.

Other noteworthy initiatives undertaken include Access Audits of the various buildings / premises, wherefrom Regional Offices, Branch Offices and Laboratories of BIS are functioning, as per the guidelines and directives envisaged in the Accessibility India Campaign, under the aegis of the Ministry of Social Justice and Empowerment, as well as undertaking various civil, electrical and IT works for setting – up the National Consumer Helpline (NCH) at BIS HQs.

The major initiatives proposed to be taken up during the period 01 Jan – 31 March 2023, include, setting up solar rooftop panels at various offices and laboratories operating from buildings / premises owned by BIS as well as compliance to all statutory and regulatory building norms, like fire NOC from local authorities, assessment of structural health, etc., wherever applicable for all the buildings / premises owned by BIS

ESTABLISHMENT

The requisite information in respect of Group A (Administrative, Finance & Other Posts), B & C for the period from 1st January 2022 to 31st December 2022 and provide projections or estimates for the period 1st Jan -31st March 2023 is given below:

Group	Manpower Strength (As on 31.12.2022)		Strength Projections or Estimates (As on 31.03.2023)	
	Existing Strength	Representation of SC/ST/OBC/PH/ Ex- Ser.	Strength	Representation of SC/ST/OBC/ PH/ Ex-Ser.
(1)	(2)	(3)	(4)	(5)
A (Administrative, Finance & Other posts)	33	15	35	16
B	349	154	446	208
C	238	151	372	213
Total	620	320	853	437

Activity Wise Employees at BIS (As on 31.12.2022)

Activity	Total Employees
Administration and Finance	109
Certification	173
Corporate	74
Laboratory Testing	185
Standards Formulation	19
Technical Support Service	60
Total	620

BIS continues to make its efforts in the development of the human resource. As a part of the development of the human resource, BIS personnel are imparted in-house training programs at NITS, Noida, and also by deputing them to the training programs organized by various agencies from time to time.



Shri Narendra Modi
Hon'ble Prime Minister of India

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CHAPTER-8

NATIONAL TEST HOUSE

National Test House, a subordinate office under the administrative control of Department of Consumer affairs, Ministry of Consumer Affairs, Food & Public Distribution, Government of India, traveled a long journey and in the year 2022 completed 110 years of dedicated service to the Nation.

The details of NTH services and other salient features are available in the NTH Website <http://www.nth.gov.in>

STAFF STRENGTH AS ON 31.12.2022

Name of the Ministry / Department: Consumer Affairs Office/Organisation: National Test House.

	Gazetted	Non-Gazetted	TOTAL
Sanctioned	201	514	715
Actual	140	230	370

8.1 FUNCTIONS:

National Test House works in the field of Testing, Evaluation and Quality Control of various engineering materials and finished products, Calibration of measuring equipment /instruments and devices on chargeable basis. To be more precise, National Test House works by issuing test certificates in scientific & engineering fields conforming to national/international specification or customer standard specification.

NTH participates in various National Seminars and Symposia of relevance and also arranges workshops/training for creating quality consciousness among small entrepreneurs and the public at large. Scientists/officers are sponsored for

various specialized training courses in the country with a view to up-date their knowledge.

8.2 SERVICES OFFERED BY NTH:

The functions and activities of National Test House in broad spectrum:

- I. Testing and evaluation of materials, products, practically in all branches of Science and Technology except pharmaceuticals, arms and ammunitions in accordance with National/ International Standards.
- II. Calibration at the level of Echelon-II and maintenance of proper standards and reference in areas of its competence.
- III. Consultancy on all sorts of failure analysis of engineering materials as well as in Small Scale industrial development related to engineering & material products.
- IV. Structural Evaluation & Rehabilitation of Heritage Buildings.
- V. Assistance to NABL Board in the process of Laboratory Accreditation.
- VI. Assistance to BIS in Standardizing the Indian Specifications.
- VII. Imparts training in the filed of 'Testing and Measurement Technology'
- VIII. Certifying welders under the scheme of 'Central Authority for Testing and Certification of Welders' of Indian Boilers Regulation Act, 1950.
- IX. NTH has also been considered as an independent reference laboratory for arbitration of disputed samples with respect to quality compliance as per various standards.
- X. Participates in major fairs at the near locations and arranges discussions and demonstrations to create consciousness in quality standard among small Entrepreneurs and the customers.

8.3 FACILITIES AVAILABLE:

Testing & Evaluation services in the following fields:

- Chemical
- Microbiology

- Mechanical
- Electrical & Electronics
- Civil Engineering
- Non-Destructive Testing
- RPPT (Rubber, Plastics, Paper & Textiles)
- Biological
- Lamp & Photometry

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 at Kolkata and in Mechanical area in Western Regional Centre at Mumbai and Mechanical, Electrical & Thermal areas in Southern Region of NTH.

8.4 NABL & BIS Accreditation Status of the Regional Laboratories of NTH

NTH Regions	Name of Division / Laboratory	NABL Accreditation valid Up to	BIS Recognitions Valid Up to
NTH (ER), Kolkata	Chemical Lab	07.11.2023	14.06.2024
	Lamp & Photometry Lab		
	Light Mechanical Lab,		
	Electrical & Electronics Laboratory		
	Civil Lab		
	RPPT Lab		
	NDT Lab, Alipore		
NTH (ER), Kolkata	Mechanical Calibration Laboratory	NABL accreditation is under process	N. A
	Electro Technical Calibration Laboratory		

NTH Regions	Name of Division / Laboratory	NABL Accreditation valid Up to	BIS Recognitions Valid Up to
NTH (WR), Mumbai	Chemical, Electrical, Civil, Mechanical, NDT, RPPT Laboratory.	07-06-2023	24-07-2022 Applied for Renewal
	Mechanical Calibration Laboratory	21-11-2021, Applied for renewal	N. A
	Proficiency Testing Provider	16-10-2021, Applied for renewal	N/A
NTH (SR), Chennai	Chemical	29.10.2022	28.11.2022 Applied for Renewal
	Electrical	29.10.2022	
	Mechanical	29.10.2022	
	Civil	29.10.2022	
	RPPT	29.10.2022	
	NDT	29.10.2022 Applied for Renewal	
	Electro technical and Thermal	Application is under preparation for renewal of accreditation	NA
	Mechanical Calibration		NA.
NTH(NR), Ghaziabad	Chemical, Civil, Mechanical, Electrical, RPPT, NDT, Electronics & Microbiology	NTH(NR) was accredited up to 06.07.2022. NABL Re-Assessment audit completed on 11.12.2022. The Accreditation is expected by end Jan 2023.	NTH(NR) was accredited up to 26.10.2022. BIS, (LRMD) renewal application forwarded on 19.12.2022 and is under process.
NTH(NWR) Jaipur	Biology	21.08.2023	--
	Mechanical	21.08.2023	31.12.2023
	Chemical	21.08.2023	31.12.2023
	Electrical	21.08.2023	31.12.2023
NTH(NER) Guwahati	Chemical, Civil, Mechanical	NABL accreditation of all laboratories are valid till 28-02-2024	BIS Recognition of all laboratories are valid till 13-12-2024

NTH is also providing Industrial Quality Consultancy Services (IQCS) in the following specialized areas:-

- a) Strength, Serviceability and Durability (SSD) consultancy for civil constructions.
- b) Interpretation of Radiograph and grading of severity of defects with reference to Standards.
- c) Small Scale Industrial Development consultancy.

8.5 PRESENT POSITION OF MIS SYSTEM:

- NTH MIS team has augmented the Internet Security aspects by installing high end UTM, Firewall devices, VLAN Core Switch and L3, L2 Switches at the Central Data Center located at NTH(HQ), Kolkata.
- NTH has successfully augmented the Internet Bandwidth of all the Regions to 6 MBPS for seamless operation of MIS applications.
- The new bilingual website of NTH has already been developed and hosted in the NIC Meghraj Cloud. The STQC Security Audit and GIGW Audit have been completed.
- NTH MIS team has successfully developed a new software of MIS Application through BIS-LIMS development team and the project went live on 01.07.2022. Any customer can access the NTH-MIS through <https://nth.mis.gov.in> link and generate Test Request, obtain Tax Invoice and Test/Calibration Certificates online. Digital signing on the Test/Calibration Certificates in process.
- VPN Connectivity with NTH new Satellite Center at Varanasi RRSL Building has been completed successfully.

8.6 FACILITATION CENTRE:

At each Region of NTH there is a setup of information cum facilitation center which functions as a help desk for customer needs and satisfaction to every query under the administrative control of Regional-Head of each Region. At this center the customer can get a ready reference for fee structure of all tests

and evaluation criteria of the samples as per national /international standard specifications. In assistance for the testing of special type of samples, the center works as a bridge between the respective Laboratory Heads and the Customers. The Test certificates are also being dispatched by hand delivery through this center. In order to make out the entire administrative process more supportive and customer friendly and to minimize time lag, in future, Service Request Form (SRF) will be created from this desk. The Facilitation Centre is being manned by a senior scientist along with supporting staffs from each respective region.

8.7 Creation of Test Facility:

NTH (ER):

- Pesticide residue testing on drinking water
- Complete Test Facility of Foot Wear
- Routine Test of Power & Distribution Transformer up to 2.5MVA.

NTH (NWR):

- Sanitary Pad as per IS 5405
- Adult Diaper as per IS 17508.
- Deformability test as per IS 15477

NTH (SR):

- Strength of Handle test apparatus for Hot Pack.
- Seepage test apparatus for Hot Pack.
- Flexing Endurance Tester for Footwear
- Test Equipment for Projections & Surface Friction for Helmet

NTH (NR):

- Insulation Resistance Tester Installed in Electrical laboratory .
- Sub Zero Cooling Chamber (- 60 Deg C) Installed in NDT laboratory.
- Martindale Abrasion Tester Installed in RPPT Laboratory.
- Digital Vickers Hardness tester Installed in Mechanical laboratory.

NTH (NER):

- Test facility for microbiological parameters of Drinking Water and Packaged Drinking Water.
- Test facility for Fertilizer

8.8 DETAILS OF NON-COMMERCIAL ACTIVITIES UNDERTAKEN BY NTH AS FOLLOWS:

- a) Assisting BIS in framing Specifications of varied engineering and consumable products through representation in its various Sectional Committees.
- b) NTH Scientists represent as Lead Assessors and Technical Assessors in National Accreditation Board for Testing & Calibration Laboratories (NABL) for conducting Technical & Managerial Audit and representation in Core Accreditation Committee.
- c) Providing training to the professionals belonging to Govt. Departments and Autonomous Bodies viz. Railways, SAIL, BIS in the field of Testing and Measurement Technology with nominal charge.
- d) Assisting various Court of Laws, Legal custodians and Vigilance Departments for quality assurance as a third party reference laboratory. Although NTH receives testing fees but the intangible value for these sort of testing are enormous in the consumer interests of the country.
- e) NTH undertakes Social Welfare Service in sectors like, health, environment and ecology, safe inhabitancy etc. NTH accepts fees but cannot be considered as commercial in true sense of the terms, since the main role of NTH is to provide services to the Society & Nation.

8.9 PLAN ACTIVITY:

To enable NTH to play its role effectively in the field of quality control, material evaluation, standardisation, R&D activities and assistance in industrial development, it has been brought under the Plan scheme. The Scheme envisages

creation, augmentation and modernisation of testing facilities for the benefit of the Society, Consumers, Manufacturers and Users in particular. The activities of NTH are supported by the Govt. of India in form of provision of funding.

8.10 Physical Achievements:

A. Under Land & Building (Major works) at NTH-Regions under CPWD

No new construction project has been carried out by CPWD at any NTH Region under the Head “Major Works” in FY 2022-23 (up to Dec’2022).

New Satellite Center at Pindra, Varanasi:

A new satellite testing center of NTH has been established at Pindra, Varanasi with scope of Chemical and RPPT test laboratories.

Visit of Parliamentary Standing Committee at NTH (NWR), Jaipur:

The Parliamentary Standing Committee in its visit to Jaipur on 21-23 August 2022, visited National Test House (NWR), Jaipur on 22.08.2022.

Visit of Secretary and Additional Secretary, Ministry of Consumer Affairs and at NTH (NER), Guwahati in the Workshop on Consumer Protection in North Eastern States on 02.12.2022:

Hon’ble Secretary, DoCA Shri Rohit Kumar Singh and Additional Secretary, DoCA Smt Nidhi Khare visited to attend Workshop on Consumer Protection in North Eastern States on 02.12.2022 at NTH (NER), Guwahati.

8.10.1 Expenditure (Scheme & Non-Scheme) incurred at the six region of NTH (with previous Three years) are as follows:-

Expenditure incurred (Rupees in lakh) (including major works outlay):

Sr. No	Name of the Regions	2020-21 (Up to 31st March, 2021)			2021-22 (Up to 31st March 2022)			2022-23 (Up to 31st Dec, 2022)		
		Scheme + MW	Non-Scheme	Total	Scheme + MW	Non-Scheme	Total	Scheme + MW	Non-Scheme	Total
1	ER & HQ Kolkata	731.33	1449.50	2180.83	630.62	1586.46	2217.08	512.78	1338.65	1851.43
2	WR Mumbai	195.14	488.99	684.13	92.76	503.19	595.95	104.01	421.11	525.12

3	SR Chennai	70.77	537.07	607.84	120.66	533.22	653.88	97.44	422.17	519.61
4	NR Ghaziabad	160.80	863.15	1023.95	132.45	879.49	1011.94	111.79	689.65	801.44
5	NWR Jaipur	107.04	253.52	360.56	92.11	277.67	369.78	69.58	243.82	313.40
6	NER Guwahati	65.62	219.10	284.72	89.87	231.25	321.12	89.87	158.11	247.98
7	Total	1330.70	3811.34	5142.04	1158.47	4011.28	5169.75	985.47	3273.51	4258.98

9. PERFORMANCE:

9.1 Revenue Earned in 2022-23 along with previous Two years:

(Rupees in lakh)

Sr. No.	Name of the Region	2020-21	2021-22	2022-23 (Up to Dec 2022)
1	NTH(ER), Kolkata	487.31	492.45	375.15
2	NTH(WR), Mumbai	214.17	215.42	194.18
3	NTH(SR), Chennai	143.62	234.63	211.57
4	NTH(NR), Ghaziabad	520.14	498.39	423.02
5	NTH(NWR), Jaipur	155.06	194.27	149.65
6	NTH(NER), Guwahati	45.14	46.65	41.25
	Total	1565.44	1681.81	1394.82

9.2 No of Samples Tested and Revenue earned Region wise:

Name of the Region	2020-21		2021-22		2022 (up to Dec 2022)	
	No of Samples Tested	Revenue Earned in lakh	No of Samples Tested	Revenue Earned in lakh	No of Samples Tested	Revenue Earned in lakh
NTH(ER), Kolkata	6427	487.31	5950	492.45	3889	375.15
NTH(WR), Mumbai	1814	214.17	1678	215.42	1471	194.18
NTH(SR), Chennai	1305	143.62	1902	234.63	1929	211.57
NTH(NR), Ghaziabad	3178	520.14	2691	498.39	2895	423.02
NTH(NWR), Jaipur	1358	155.06	1732	194.27	1325	149.65
NTH(NER), Guwahati	1038	45.14	1104	46.65	926	41.25
Total	15120	1565.44	15057	1681.81	12435	1394.82

9.3 Performance with respect of expenditure for present and previous year Region wise:

(Rupees in lakh)

Regions	2020-21			2021-22			2022-23 (Up to 30 Nov)		
	Non-Scheme Expenses	Revenue earned	% of revenue to Non-Scheme Expenses	Non-Scheme Expenses	Revenue earned	% of revenue to Non-Scheme Expenses	Non-Scheme Expenses	Revenue earned	% of revenue to Non-Scheme Expenses
NTH(ER) Kolkata	1449.50	487.31	33.62	1586.46	492.45	31.04	1338.65	375.15	28.02
NTH(WR) Mumbai	488.99	214.17	43.80	503.19	215.42	42.81	421.11	194.18	46.11
NTH(SR) Chennai	537.07	143.62	26.74	533.22	234.63	44.00	422.17	211.57	50.12
NTH(NR) Ghaziabad	863.15	520.14	60.26	879.49	498.39	56.67	689.65	423.02	61.34
NTH(NWR) Jaipur	253.52	155.06	61.16	277.67	194.27	69.96	243.82	149.65	61.38
NTH(NER) Guwahati	219.10	45.14	20.60	231.25	46.65	20.17	158.11	41.25	26.09
Total	3811.34	1565.44	41.03 (Avg)	4011.28	1681.81	44.11 (Avg)	3273.51	1394.82	45.51 (Avg)

9.4 RECOGNITIONS OBTAINED BY NTH:

- ❖ NTH(ER), Kolkata (Electronics & Electrical Laboratory, Alipore) designated as Conformity Assessment Body (CAB) by MNRE (Ministry of New and Renewable Energy) for testing of Secondary Lead Acid Battery for Solar Application.
- ❖ Bureau of Energy Efficiency (BEE) empanelled NTH(ER), Kolkata (Lamp & Photometric Laboratory of Salt Lake) under standard & labelling Program of LED Lamps and Tubular Fluorescent lamps.
- ❖ NTH(ER), Kolkata (NDT Laboratory) recognised as a well-known Material Testing Laboratory as per Indian Boiler Regulations Act, 1950 valid up to 2025.
- ❖ NTH(ER), Kolkata (NDT Laboratory) recognised by Competent Authority for certification of High Pressure Welders as per Indian Boiler regulations Act, 1950 valid up to 2025.

- ❖ MOU signed with Damodar Valley Corporation & RPPT Laboratory of NTH(ER) for testing of Conveyer Belts, Elastomeric Bearings, Splice Joint Test of Conveyer Belts.

10. RENDERING BENIFIT TO THE SOCIETY BY JOB MANIFESTATION:

NTH (ER), Kolkata :

- The Chemical laboratory tested Drinking water of nearby rural areas by utilizing mobile vehicle.
- Awareness Program of Quality Drinking Water among school students at Jhikra High School, Howrah District of W.B
- Tested water sample collected from different location of River Ganga by students of Alia University, Kolkata for Research and Development Work.
- Work shop on Food Grains, Species Edible Oils, and Microbiological Test for B.S Nutrition Students from Sister Nivedita University, Kolkata.
- NTH(ER), Kolkata imparted training to the various Engineering College Students in different fields

NTH (NR), Ghaziabad :

- Consultancy work of site inspection for apartment audit has been offered by the laboratory to one society by name Galaxy North Avenue, Gour City, Noida in the month of October 2022.
- IBR (Indian Boiler Regulation) Welder certificate issued to the welder of Cheema Boilers Ltd, Punjab for 10 Nos of participants.
- Scientists of Chemical Division tested Water collected from STP and ETP sites to check their quality for further beneficial use.
- Scientists of Chemical Division tested Fire Retardant Paint.
- Scientist of Chemical Division made the people aware of Consumer Rights & Process at Village Rasulpur, Dholpur Meerut under Azadi Ka Amrit Mahotsav.
- As a member of Committee of Raw Material of Paint & Allied products &

Standard test methods (CHD 20 & 21), Scientists of Chemical Division reviewed and submitted proposal/working drafts for IS 101 for various parts.

- Under campaign of Clean Ganga Action Plan, Scientists of Chemical Division visited Ganga Nahar for cleaning of Ganga Ghats in month of October 2022.

NTH (SR), Chennai :

- The Civil Laboratory rendered services of Cement & Mix design to the prestigious organizations like AAI, CPWD, Various Port Trusts, CVC, Light house and BIS Laboratory provides service to the prestigious projects initiated by Govt. of India/ Institutes:
- Number of Cables tested for ISRO, Sriharikota, BIS Mumbai, CPWD for the project of NIT, Trichy by Electrical Laboratory
- Note sorting machines tested for Canara Bank
- Provided Technical opinion on Fibre optic cable for finalising Tariff for Chennai Sea Customs, Chennai Air Customs, Bangalore Air Customs & Kerala Sea Customs.
- HSD Steel bars & pull-out test conducted on HSD Steel bars as per IS 1786: 2008 for Manufacturing unit of Govt., Pvt. organisations and BIS.
- Testing of LPG Gas Stove, Domestic Pressure Cooker, Sewing Machine, Non-Stick Cookware, Insulated Container (Hot Pack, Fry pan, Tawa, Kadai, Chilly Cutter) for Canteen Stores Department, Chennai and Philips Appliances Ltd, Chennai.
- Utility Lighters tested for BIS Chennai, Faridabad and Panipat.
- Composite Groove Channel, Beam, Chequered Plate, Shutters for M/s. Kwaliti Shutters, Trichy tested.
- LRPC Strands tested for Tirupati Devasthanam, CPWD, Chennai, ITL-KEC JV, Southern Railway.
- Steel Wire Suspension Ropes tested for Lifts, Elevators and Hoists 10 mm dia for lift for Johnson Lifts Pvt. Ltd., Chennai.

- Hydraulic Jack, Load Cells & Proving rings Calibrated for Cement manufacturers.
- No. of welding electrodes samples tested for different branches of BIS.
- NDT lab is continue in participating Bullet Resistant Jackets development by testing Hard Armor Plate samples received from Ordnance Clothing Factory, Ministry of Defense, Avadi, Chennai for X Ray Radiography.
- Technical Support to Kudankulam Nuclear Power Project by testing of Water Proofing Membranes and PVC Water stoppers continued.
- No. of school Bags, Socks, Woolen sweaters, Rain coats etc., tested for Tamil Nadu text book School Corporation for free educational kits, to the government schools of Tamil Nadu
- Service rendered to Tirumala Tirupati Devasthanam Andhra Pradesh for their construction activities.
- OCF
- Number of gunny bags received from sugar co-operative societies tested.
- Services are continued to the reputed organizations like KSIC, NLC, BIS, Directorate of Agriculture, Airport Authority of India, CVC & Chennai customs etc.
- Visited nearby villages for Mobile testing facilities of Drinking Water

NTH (WR), Mumbai :

- The MOU between NTH(WR), Mumbai and Dedicated Freight Corridor Corporation of India has been finalized and approved.
- Quality assessment study of onions Irradiation/non-irradiation at different storage condition received from NAFED, Nashik & Indore was carried out in Chemical Lab & NDT Lab.

NTH (NWR), Jaipur :

- To create awareness to public about Jagriti in public team of NTH (NWR), Jaipur gathered at market area of Sector-2, Vidyadhar Nagar, Jaipur on 16.10.2022 and that was appreciated by DoCA, New Delhi.

- NTH (NWR) Jaipur displayed the standee banner of Jagriti in the entrance of the building where consumers visit and this helps to make them aware of e-dakhil.

NTH (NER), Guwahati :

- As per the instructions of Department of Consumer Affairs, Ministry of Consumer Affairs, Food and Public Distribution, GoI, National Test House (NER), Guwahati organised Rural Outreach Programme at Sonapur Pathar Village under Sonapur Gaon panchayat of Dimoria Block and at Pamohi Village under Azara Gaon Panchayat of Kamrup Metro District, Assam on 14.03.2022 as a part of Celebration of “Iconic Week of Azadi Ka Amrit Mahotsav during “14th March to 20th March 2022”.
- In this programme, National Test House, Guwahati tried to create awareness on Consumer Rights, Products with ISI mark, CRS mark & Hallmarks, Consumer Act 2019, complaints regarding quality of product or misuse of ISI Mark and Use of Pure and Safe Drinking Water etc.

11. NEW PROCUREMENTS OF INSTRUMENTS AT THE REGIONS OF NTH

NTH(ER), Kolkata :

- ✓ Gas Chromatography Mass Spectrometer (GC-MS)
- ✓ Booster Transformer for Routine Testing of Power and Distribution Transformer

NTH(SR), Chennai :

- ✓ Jominy End quench Apparatus
- ✓ MIG Welding Machine
- ✓ Diffusible Hydrogen Apparatus
- ✓ Double Disc Polishing Machine
- ✓ Flexural Strength Test Machine

- ✓ Concrete Core cutting and Grinding Machine
- ✓ Strength of Handle test apparatus for Hot Pack
- ✓ Seepage test apparatus for Hot Pack
- ✓ Combustion test for Gas stove with CO/CO₂ Analyser
- ✓ Fatigue test apparatus of Pressure Cooker
- ✓ Impulse voltage test facility for 1400kV
- ✓ Transformer winding resistance
- ✓ Transformer ratio measurement
- ✓ Hot set apparatus

NTH(WR), Mumbai :

- ✓ Automatic digital flexure strength testing apparatus
- ✓ Apparatus for Comparative tracking index
- ✓ UV double beam Spectrophotometer
- ✓ Drive controlled UTM
- ✓ Heat deflection Temperature(HDT)/Vicat softening point
- ✓ Digital Izod charpy Pendulum
- ✓ Cold chamber
- ✓ Apparatus for determination of surface flatness of tiles
- ✓ 12 Cell ageing Oven
- ✓ High Precision Digital Master Pressure Comparator gauge
- ✓ Vacuum Oven with Pump

NTH (NWR), Jaipur :

- ✓ Bio safety Cabinet procured for Microbiological Lab through GEM and Installation done on 24.02.2022
- ✓ Atomic Absorption Spectroscope procured through Central Purchase for Chemical Deptt. Installation done on 14.02.2022
- ✓ Oxidation Induction Time Tester procured for RPPT Lab for HDPE Pipe testing as per IS 4984.

NTH (NR), Ghaziabad :

- ✓ Impact Test facility up to minus 600 C)
- ✓ Pesticides Residue Analysis in Packaged Drinking Water as per IS: 14543-2016.
- ✓ Digital Vickers Hardness Testing Machine
- ✓ Purchased Insulation Resistance Tester , 10 KV, 40 T Ω
- ✓ Rigidity tester for whole outsole of shoe
- ✓ Brightness opacity and colour test apparatus for paper and allied products
- ✓ Digital Tearing Strength Tester
- ✓ Martindale Type abrasion resistance tester
- ✓ Cold insulation tester
- ✓ Rotary drum type abrasion resistance tester
- ✓ Flexing test apparatus
- ✓ Utility Vehicle for onsite testing
- ✓ Automatic compression and flexural testing machine
- ✓ Anemometer
- ✓ Insulation resistance tester
- ✓ Feeler Gauge

NTH (NER), Guwahati :

- ✓ Automatic Mild Steel Sieve Shaker

12. VIGILANCE SET UP AT NTH:

Vigilance Department of NTH (HQ) is under the direct control of the Director General, National Test House and comprises one Vigilance Officer, two UD Clerks. Six Officers from six regional branches of NTH act as Assistant Vigilance Officers under the direct control of the Vigilance Officer of NTH (HQ) and all the six Assistant Vigilance Officers of the regions and the Vigilance Officer of NTH (HQ) perform their duties for vigilance as Part-Time in addition to their regular duties assigned to them. As on 31.12.2022, no Vigilance Case is pending in NTH.



12.1 Activity of NTH regional offices in support of Swachh Bharat Mission:

NTH(SR), Chennai :

- Swachhata Special Campaign 2.0 of NTH (SR) started on 02.10.2022. Director NTH(SR) administered the Swachhata pledge to Scientists and Staff on 02.10.2022 at 10.30 AM and sensitize them the importance of cleanliness in everyday life and at work place
- From 02.10.2022 to 31.10.2022, everyday Swachhata campaign conducted, cleaning all the Laboratories, Test & measurement equipment, Corridors, Wash rooms, Name plates, Reception, Customer Care Center, Sample Room, Outside Office Premises, Parking area, Badminton court etc. Remnant samples and scraps stored in the main building were shifted to a Shed store room there by saving a total of 270 sqft area.
- 50 Nos. of saplings were planted in the office premises thereby beautifying the office campus. Cleaning of Besant Nagar beach were also carried out by removing the plastic and other types of waste materials from there.
- Swachhata competitions like essay writing, Slogan making and quiz competitions were conducted and prizes were distributed for the first, second and third prize winners. Swachhata Special campaign flex were also displayed at the prominent locations of the Office. Further beautification of the office was carried out by placing Flower/Plant pots at the Office entrance and at stair cases.

NTH(NWR), Jaipur :

- Celebration of Iconic Week on 14-20 March, 2022
- Special Campaign 2.0 from 02nd October to 31st October of Swachh Abhiyan (Cleanliness of Laboratories, office premises and weeding out old files)
- NTH (NWR), Jaipur has adopted to implement the '5S' System i.e., SORT, SET IN ORDER, SHINE, STANDARDIZE and SUSTAIN in our day-to-day work also with 'Checklist of Cleanliness'

- A rally was conducted by all staff of NTH(NWR) on 06.10.2022, to aware the neighbours about the importance of cleanliness and plantation of trees for better environment in VKI area, Jaipur.
- All staff took a pledge on Swachhta under Special Campaign 2.0 on 03.10.2022.

NTH(NR), Ghaziabad :

- National Test House (NR) Ghaziabad owing to its big campus (measuring 12 Acre approx.) is blessed with its own Guest House, Residential Accommodation, Water Pump House, Electrical Substation, Generator Room, Main Admin Building , Laboratories of Eight different branches, High Voltage building which has more than 20mtr of roof ceiling. Thorough cleaning of entire campus, removing vegetation and clearing of jungle, was a challenging task. Major portion of building were erected more than 40 years ago. However Swachhta team under the Director, NTH(NR) took it as a opportunity to maintain and repair the existing infrastructure to look it a vibrant, environmental friendly and green campus.

NTH(ER), Kolkata :

- Special campaigning on cleanliness drive observed inside and outside of the Campus.
- Weeding of old Files
- Cleaning of Laboratories
- Painting of Office Building
- Plantation of tree

13. THE POSITION OF ATNs IN RESPECT OF THE AUDIT OBSERVATION:

Report on Action Taken so far towards vacating outstanding Audit Paras lying with six regions of NTH.

As per report available at NTH (HQ) regarding Action Taken so far at the end of Six regions of National Test House individually towards vacating the outstanding audit paras lying at the respective regions till 31.12.2022 are furnished below:

Region wise position of Audit Para up to 31.12.2022:

Sr. No	NTH Regions	No of Outstanding Audit Para	No of Settled Audit Para	No of Pending Audit Para
1.	NTH (ER), Kolkata	25	14	11
2.	NTH (WR), Mumbai	22	0	22
3.	NTH (SR), Chennai	04	0	04
4.	NTH (NR), Ghaziabad	02	0	02
5.	NTH (NWR), Jaipur	14	13	01
6.	NTH (NER), Guwahati	01	00	01

Photographs of Hindi Fortnight and Hindi Workshop of NTH Regions



Hindi Pakhwada at NTH (ER), Kolkata



Release of Annual Hindi Magazine (l Klu Sangyan) at NTH (NR)



*Hindi Pakhwada at NTH (NR),
Ghaziabad*



*Release of Annual Hindi magazine
(Sangyan) at NTH (NR)*



*Hindi Pakhwada at NTH (SR),
Chennai*



*Hindi Pakhwada at NTH (ER),
Guwahati*

Activities of NTH Regional Offices in support of Swachh Bharat Mission – The Regional Officers & Staffs observed Swachh Bharat Mission (fortnight programme) at their respective Regions.



*Swachh Bharat Pakhwada at NTH
(ER), Kolkata*



*Swachh Bharat Pakhwada at NTH
(NR), Ghaziabad*



*Hindi Pakhwada at NTH (NR),
Ghaziabad*



*Release of Annual Hindi magazine
(Sangyan) at NTH (NR)*



*Hindi Pakhwada at NTH (SR),
Chennai*



*Hindi Pakhwada at NTH (ER),
Guwahati*

Observation of Vigilance Awareness week at the Regional Offices of NTH

The Vigilance Awareness week was observed at all Regions of NTH from 31st October to 6th November 2022.



*Swachh Bharat Pakhwada at NTH
(ER), Kolkata*



*Swachh Bharat Pakhwada at NTH
(NR), Ghaziabad*



*Observation of Vigilance Awareness
at ER, Kolkata*



*Observation of Vigilance Awareness
at NWR, Jaipur*



*Observation of Vigilance Awareness
at NTH, Varanasi*



*Observation of Vigilance Awareness
at NTH, NER*

Celebration of Yoga Day at the Regional Offices of NTH

The International Yoga Day was celebrated by all Regions of NTH.



*Yoga Day Celebration at NTH (NR),
Ghaziabad*



*Yoga Day Celebration at NTH (ER),
Kolkata*



*Yoga day celebration at NTH,
Chennai*



Yoga day celebration at NTH, Jaipur



*Yoga day celebration at NTH,
Varanashi*



*Yoga day celebration at NTHC
(NER), Guwahati*

Photographs of Celebration of Azadi Ka Amrit Mahotsav @75 India at the Regional Offices of NTH



*Celebration of Azadi Ka Amrit
Mahotsav at NTH (NR)*



*Celebration of Azadi Ka Amrit
Mahotsav at NTH (ER)*



Celebration of Azadi Ka Amrit Mahotsav at NTH (NER)



Celebration of Azadi Ka Amrit Mahotsav at NTH (NWR)

Celebration of Foundation Day at the Regional Offices of NTH



Celebration of Foundation Day at NTH, (SR), Chennai



Celebration of Foundation Day at NTH, (NR), Ghaziabad

Launch of NTH Products:

- **Mobile Application:** NTH has introduced its mobile application to improve user interaction, promote NTH, provide updates and notifications, and make it easier for customers to conduct business. This will include all of the information and specifics about our facilities, including how to get there.
- **e-Brochure:** To provide information about the NTH's operations to current and future clients, particularly new ones, an electronic brochure will be made available. It offers resources accessible at various laboratories and contact information for various NTH branches, among other things.
- **Introductory Video:** A video introducing NTH has been released in order to increase knowledge of the organization, its testing facilities, and the services it provides. It aids in promoting commerce and publicity as well.



Shri Piyush Goyel, Hon'ble Minister & Sadhvi Niranjan Jyoti, Hon'ble Minister of State for CA, F&PD inaugurated NTH Introductory Video, Mobile app & E-brochure on 24th December, 2022



Be a Smart Consumer

Details to be checked on every pre-packaged commodity:

- Name and address of the Manufacturer / Packer / Importer
- Common or Generic name of commodity
- Net quantity
- Month and year of Manufacture / Packaging / Import
- Maximum Retail Price (MRP)
- Consumer care details
- Country of origin
- Month and Year after which commodity may become unfit for human consumption



Issued in public interest by :
Department of Consumer Affairs
Ministry of Consumer Affairs, Food and Public Distribution
Govt. of India, Krishi Bhawan, New Delhi-110001
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Mark is assurance of Quality

CHAPTER-9

WEIGHTS & MEASURES

Legal Metrology (Weights and Measures) Laws form the basis of commercial transaction in any civilized society. To ensure accuracy of measurement in such transaction, the Government has enacted legislation namely, the Legal Metrology Act, 2009 (1 to 2010). The said Act is unified act of two repealed acts namely the Standards of Weights & Measures Act, 1976 & the Standards of Weights & Measures (Enforcement) Act, 1985. The Legal Metrology Act, 2009 has come into force with effect from 1st April, 2011. Rules have been formulated for better implementation of the Act. The Act & Rules are available on Department's website.

9.1 Weights & Measures

The Legal Metrology Act, 2009 (1 of 2010) has come into force w.e.f. 01.04.2011 after repealing the Standards of Weights & Measures Act, 1976 & the Standards of Weights & Measures (Enforcement) Act, 1985. The Central Government has made seven rules for the better implementation of the Act. The State Governments have also framed 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 (Approval of Models) Rules, 2011
- d) The Legal Metrology (National Standards) 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 Centre) Rules, 2013

The Department has adopted technical specifications of weighing and measuring instrument in the Legal Metrology (General) Rules, 2011 in accordance with the recommendations of the International Organization of Legal Metrology (OIML). The Rules cover specifications of Automatic rail weighbridges, Clinical thermometers, Automatic gravimetric filling instruments, Standard Weights for testing higher capacity weighing machines, weighing in-motion road vehicles, Discontinuous totalizing automatic weighing instruments, Sphygmomanometer (Blood Pressure measuring instruments) & CNG gas dispensers etc.

The Legal Metrology (Weights and Measures) laws are enforced through State Governments. The Government ensures through Legal Metrology Act, 2009 that all weights and measures used for transaction and protection are accurate and reliable so that users are guaranteed for correct Weighment and Measurement. This in turn enables the consumer to get the right quantity for which he has paid for.

The Legal Metrology (Weights and Measures) regulation in India also regulates the sale of commodities in Pre-Packaged 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, country of origin for imported products, best before or use by date for the commodities which may become unfit for human consumption after a period of time and consumer care details etc. 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.

Legal Metrology Division has ISO:IEC 17065:2012 accreditation from National Accreditation Board for Certification Bodies for product certification. All the services provided by LM Division has been made online.

9.2 Regional Reference Standards Laboratories

- (i) The Central Government has established five Regional Reference Standards Laboratories (RRSLs) 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 being 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 provides calibration service to the industries in the region. Performance Report is at Annexure.

- (ii) RRSL, Ahmedabad, Bangalore, Bhubaneswar, Faridabad and Guwahati are accredited by NABL.
- (iii) RRSL, Varanasi was inaugurated by Hon'ble Prime Minister on 23.12.2021.

9.3 Indian Institute of Legal Metrology, Ranchi.

To impart training to the enforcement officials of Legal Metrology (Weights and Measures), the Institute is imparting four months basic-training course. The Institute also conducts training and 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 short durations 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.

9.4 During 2017-20 the Sub-Scheme 'Strengthening of Legal Metrology Regulation and Enforcement' under the umbrella scheme 'Legal Metrology and Quality Assurance' with following components is implemented:

- (i) Strengthening Legal Metrology Infrastructure of States/ Uts
- (ii) Strengthening of RRSLs and IILM, Ranchi
- (iii) Time Dissemination

Under the said sub-scheme Rs. 261 crores were earmarked for the Legal Metrology for its strengthening. The grant released to States/ UTs for construction of laboratory buildings during 2020-21 is Rs. 5.15 Crore.

9.5 Time Dissemination:

In India, dissemination of Time, one of the seven base units, is being maintained at only one level which is at NPL, New Delhi. The Group of Secretaries on Science & Technology, constituted by the Cabinet Secretariat in 2016, recommend that, “Presently, Indian Standard Time (IST) is not being adopted mandatorily by all Telecom Service Providers (TSPs) and ‘Internet Service Providers’ (ISPs). Non-uniformity of time across different systems creates problems in investigation of cybercrime by the law enforcement agencies (LEAs). Hence, synchronization of all networks and computers within the country with a national clock is a must, especially for the real time applications in strategic sector and national security.

Accurate time dissemination as well as precise time synchronization has significant impact on all societal, industrial, strategic and many other sectors like monitoring of the power grid failures, international trade, banking systems, automatic signaling in road & railways, weather forecasting, disaster managements, searching for natural resources under the earth’s crust requires robust, reliable and accurate timing systems.

On the request of DSIR, this Department has decided to disseminate the Indian Standard Time through five laboratories of Legal Metrology (LM) located at Ahmedabad, Bengaluru, Bhubaneswar, Faridabad and Guwahati with the cooperation of National Physical Laboratory (NPL) and a budget provision of Rs. 100 crores has been made. An MoU with CSIR- NPL for executing the project for setting up of atomic clocks for dissemination of Indian Standard Time has already been signed.

Under the MoU, the hardware and software for setting up the time ensembles will be procured by NPL which shall also be responsible for installation and commissioning of the same including training on equipment operation to the LM personnel. NPL will handhold LM and shall provide requisite technical support. The MoU also envisages setting up of a Disaster Recovery Centre (DRC) at RRSL,

Bengaluru. The operational laboratory space and technical manpower would be provided by the RRSLs and the project would be funded by this Department.

Implementation of Indian Standard Time and its dissemination will reduce the error in time dissemination to just a few milli to micro seconds. Accurate time dissemination would ensure national security and will enhance cyber security.

9.6 ISO: 9001 Certification

Legal Metrology Division, RRSLs and IILM, Ranchi are ISO 9001 certified organizations/ laboratories.

9.7 International Co-operation

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

9.8 Online Portal for services provided by Legal Metrology: For reducing the compliance burden, facilitating business and for ease of doing business, all the four services/ certificates to be issued under the Legal Metrology Act, 2009 by this Department to the industries are made online. Earlier online or offline applications were accepted and processed. Now, it has been decided to accept only the online applications, which has reduced the time considerably.

For instance the entire process of Nomination of Directors of the companies, Registration of importer of weights and measures and Registration of manufacturer/ packer/ importer of packaged commodities earlier used to take about 25-30 days from sending the application by post and receiving of certificates by applicants, has been reduced to 3 days. Similarly Approval of models of weights and measures the entire process of submitting application/ testing of model/ receiving the certificate has been reduced to 3 to 4 months from earlier about 6 to 9 months.

9.9 Establishment of RRSL, Varanasi:

- (i) To maintain the accuracy of weights and measures and to complete the traceability chain from National Prototype to weights and measures used in trade in commerce, five Regional Reference Standards Laboratories are established at Ahmedabad, Bangalore, Bhubaneswar, Faridabad and Guwahati.
- (ii) These laboratories maintain Reference Standards of appropriate accuracy to provide verification of Legal standards of the States and to calibrate weights and measures.
- (iii) These laboratories test models of weights & measures for approval before manufacturing/ import.
- (iv) To provide better Legal Metrology facilities to the underdeveloped areas of eastern part of UP, Bihar, Jharkhand etc. and for Industrial growth in this part a new Regional Reference Standards Laboratory at Varanasi was inaugurated by Hon'ble Prime Minister on 23.12.2021.

9.10 In the interest of industries and consumers the following amendments are made in the rules: For ease of doing business & for reducing the compliance burden and at the same time in the interest of consumers the Legal Metrology Rules are amended as follows:

- (i) The Legal Metrology (Packaged Commodities) Rules, 2011 were amended (on 14.07.2022) to allow the electronic products industries to declare certain mandatory declarations in the digital form through the QR Code for a period of one year, if not declared in the package itself. This permission is to enable greater use of technology in this digital era to declare the mandatory declaration through the QR Code which can be scanned to view the declarations.
- (ii) The Legal Metrology (Packaged Commodities) Rules, 2011 were amended on 22.08.2022 exempting the garment or hosiery industry, selling these items in loose or open, from declaring common/ generic name of the commodity, net quantity, unit sale price, month and year of manufacture

and consumer care name & address. This would reduce the compliance burden of garment/ hosiery industry and promote ease of doing business in this sector.

However, to protect the interest of consumers they shall continue to display name and address of the manufacturer/ marketer/ brand owner/ importer with country of origin, consumer care email id and phone number, sizes with internationally recognizable size indicators and maximum retail price (MRP). These amendments shall come into effect from w.e.f. 1st January, 2023.

- (iii) Section 49 of the Legal Metrology Act, 2009 allows the companies to nominate any of its Directors as a person responsible for the business of the Company. There was request from various industries to allow nominating the person who is actually having the authority and responsibility of the establishment or branch. To reduce the compliance burden, the Legal Metrology (General) Rules, 2011 have been amended allowing the companies having different establishments or branches or different units in any establishment or branch to nominate an officer who has the authority and responsibility for planning, directing and controlling the activities of the establishments or branches or different units.

9.10.1 Performance of the Regional Reference Standards Laboratory, Ahmedabad (During Last 5 Years)

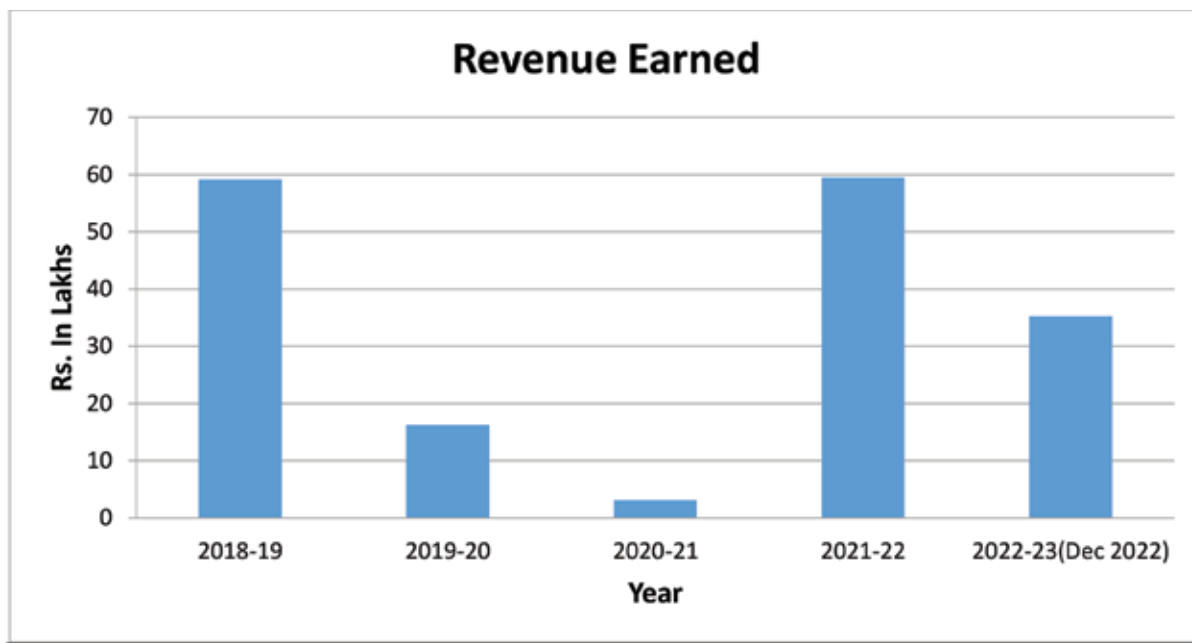
Description	2018-19	2019-20	2020-21	2021-22	2022-23
No. of Standards verified	87	110	26	144	109
No. of industries benefited	674	125	60		46
No. of certificates issued (Calibration + GATC Verification)	1123	252	59	1388 (88+1300)	8645 (72+8573)
No. of models approved	63	13	1	113	63
No. of seminar conducted	2	-	--	16	18
Revenue collected in Lacs	59.19	16.26	3.09	59.52	35.21

9.10.2 Regional Reference Standard Laboratory Bangalore Achievement of RRSL, Bangalore for the Last 5 Financial Years.

Achievements	2018-19	2019-20	2020-21	2021-22	2022-23 Upto Dec, 2022
Number of legal standards verified	126	79	54	62	66
Number of certificates issued	7698	1309	1343	1518	977
Number of instruments calibrated	5609	6872	6505	6784	5805
Number of industries benefited	672	567	537	628	445
Number of models tested for approval	97	188	105	323	93
Test fee collected	7872497	8796785	9747846	15391170	8097562
Number of seminars conducted	04	03	04	06	08

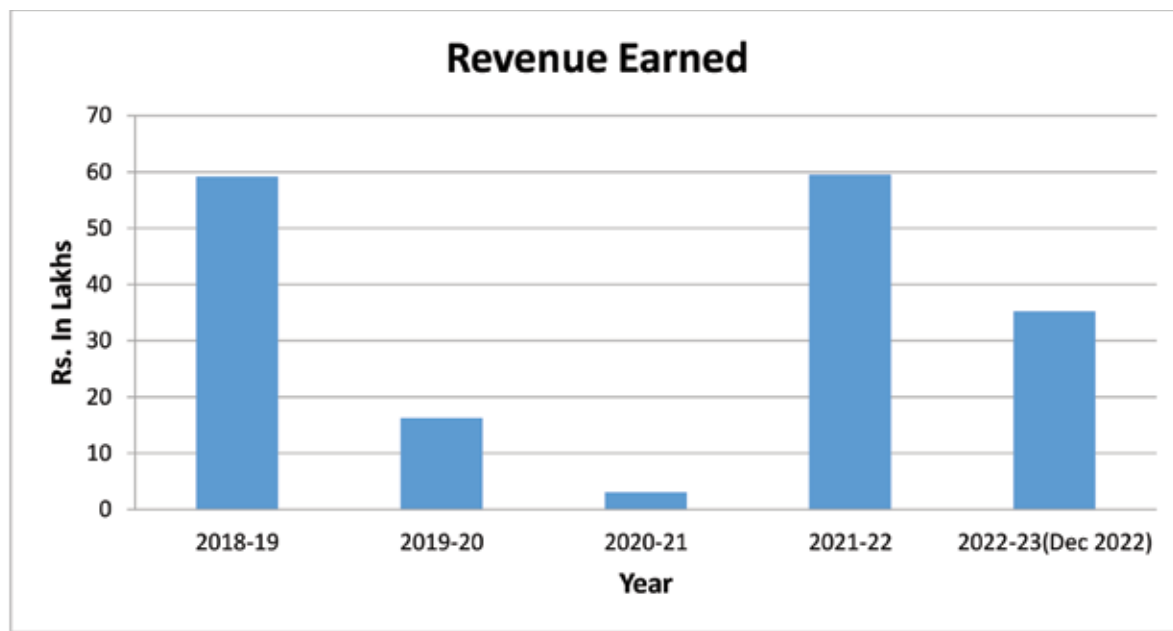
9.10.3 Performance Report of Regional Reference Standard Laboratory, Bhubaneswar from Year 2018-19 up to 31st December 2022.

Description	2018-19	2019-20	2020-21	2021-22	2022-23
No. of Standards verified	66	45	28	35	54
No of industries Benefitted	220	250	220	310	180
No of Certificates issued	632	757	241	310	302
No of Models Tested	82	141	281	235	151
No of Seminars Conducted	01	01	02	02	08
Total Revenue Collected (Rupees in lakhs)	24.80	40.20	92.46	84.27	52.50



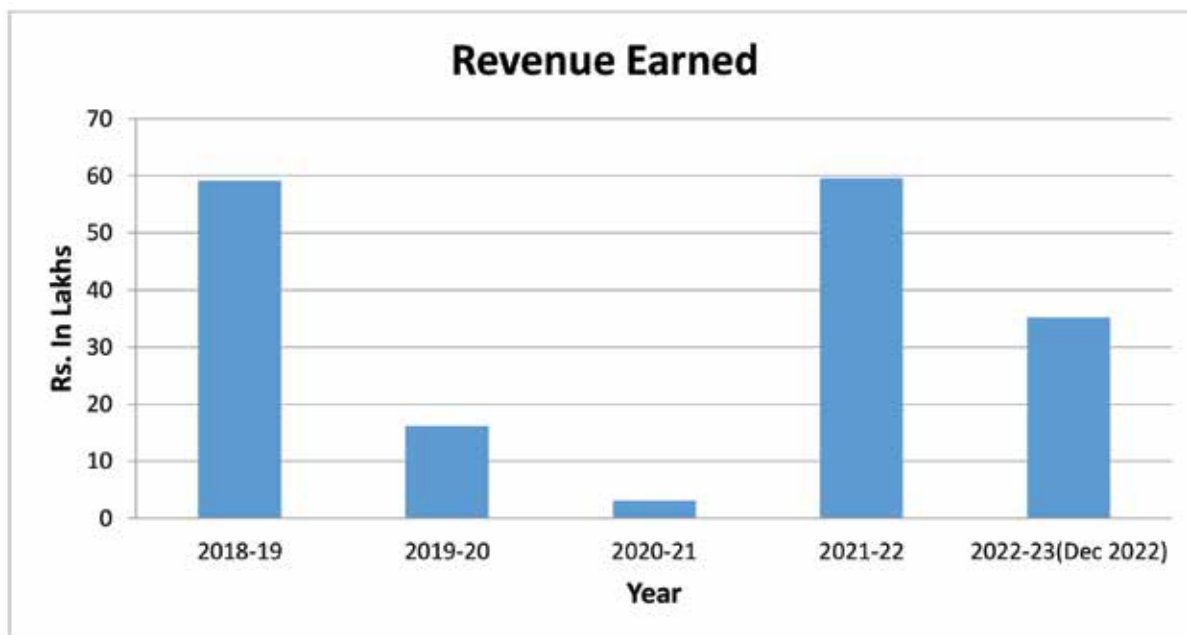
9.10.4 Performance of Regional Reference Standards Laboratory, Faridabad (Haryana).

Description	2018-19	2019-20	2020-21	2021-22	2022-23 (Till 31.12.2022)
No. of Legal Standards Verified	108	19	86	111	87
No. of Calibration certificates issued	151	278	67	55	203
No. of Industries benefited	358	377	315	327	326
No. of certificates issued	466	472	374	383	413
No. of Models tested	207	175	221	217	123
No. of Seminar conducted	01	02	01	14	09
Revenue Collected (in Lakh)	38.88	37.18	62.69	64.15	36.65



9.10.5 Performance Report of RRSL Guwahati (Last Five Years – Upto Dec. 2022)

Description	2018-19	2019-20	2020-21	2021-22	2022-23 (Upto Dec. 2022)
No. of Legal Standards Verified	21	5	5	16	13
No. of Certificates Issued	40	25	23	33	20
No. of Industries Benefitted	15	9	12	14	3
No. of Models Approved	3	5	8	8	-
No. of Seminar/Training/ Awareness Program	2	-	-	6	1
Revenue Earned (in Lakh)	2.19	1.98	3.11	3.35	1.44



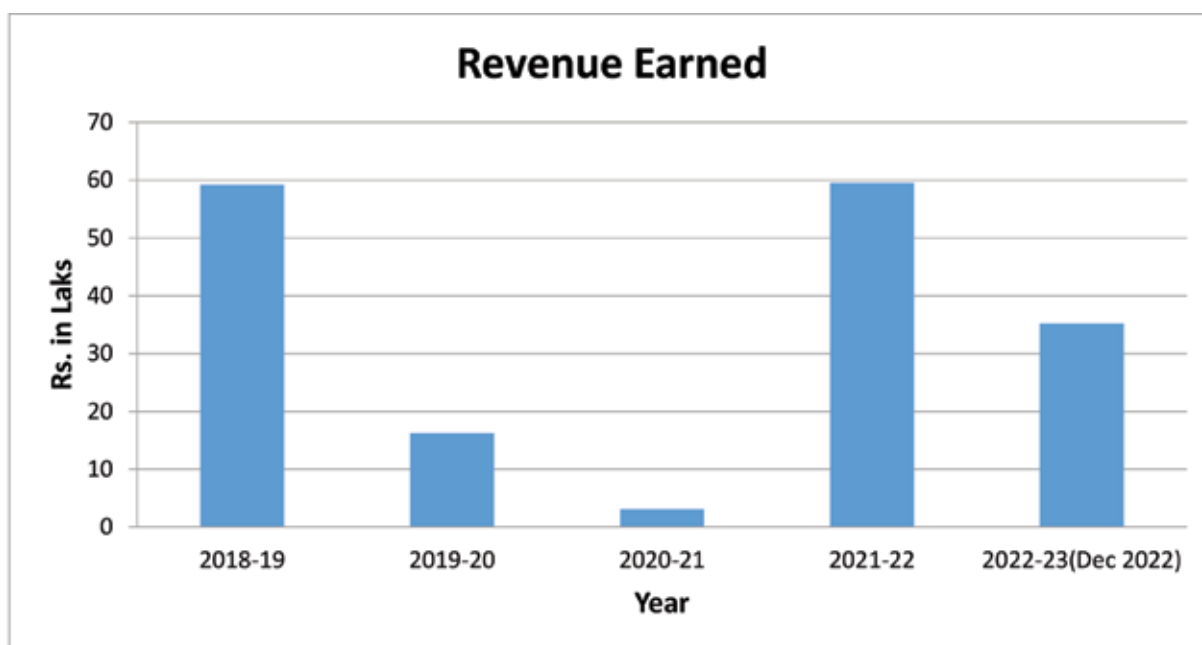
9.10.6 The Regional Reference Standard Laboratory, Nagpur (Upto December, 2022)

Description	2018-19	2019-20	2020-21	2021-22	2022-23 (Upto Dec. 2022)
No. of Standards verified	Nil	Nil	Nil	Nil	Nil
No. of industries benefited	Nil	05	11	25	27
No. of certificates issued	Nil	Nil	Nil	Nil	Nil
No. of models approved	Nil	Nil	Nil	Nil	Nil
No. of seminar conducted	Nil	01	02	12	11
Revenue collected (in Lakhs)	Nil	Nil	Nil	Nil	Nil

Remarks: Regional Reference Standard Laboratory (RRSL), Nagpur is under construction/ establishment and being developed by CPWD.

9.10.7 Performance of the Regional Reference Standards Laboratory Varanasi (During last 5 Years)

Description	2018-19	2019-20	2020-21	2021-22	2022-23 upto Dec 2022)
No. of Standards verified	0	0	0	0	8
No. of industries benefited	46	60	51	37	46
No. of Instruments calibrated	0	0	0	0	62
No. of certificates issued	38	54	48	37	27
No. of models approved	48	62	76	55	40
No. of seminar conducted	0	0	0	5	10
Revenue collected (in Lakhs)	11.6	14.02	15.12	15.37	13.25



RRSL Varanasi



Some Glimpse; Activities under Azadi ka amrit Mahotsav



Rural Outreach in Gajapur Village



Celebration of Independence day



Activities under SCPDM 2.0



Rashtriya Ekta Divas

PHOTOGRAPHS OF EVENTS ORGANISED BY RRSL BHUBANESWAR



**Village Outreach Programme organized
by RRSL Bhubaneswar**



**Village Outreach Programme organized
by RRSL Bhubaneswar**



**Demonstration of Person
weighing Machine during
Village Outreach Program
by RRSL Bhubaneswar**



**Demonstration of Person
weighing Machine during
Village Outreach Program
by RRSL Bhubaneswar**







ACHTA PLEDGE TAKEN ALNOGWITH THE OFFICESTAFF



(BEFORE)



(AFTER)

The Light fittings in the Laboratory replaced with LED light to save electricity.

A step towards energy

CONSERVATION



(BEFORE)



(AFTER)

The Laboratory surrounding was cleaned properly during the campaign.

VILLAGE OUT REACH PROGRAM AT MUNGESHPUR, NORTH WEST DELHI

RRSL FARIDABAD

Village out reach program was conducted at Mungeshpur Village, North West Delhi



TRAINING OF LMO OF STATE GOVERNMENT

Need based training was provided to LMO of State Governments of Northern Region.



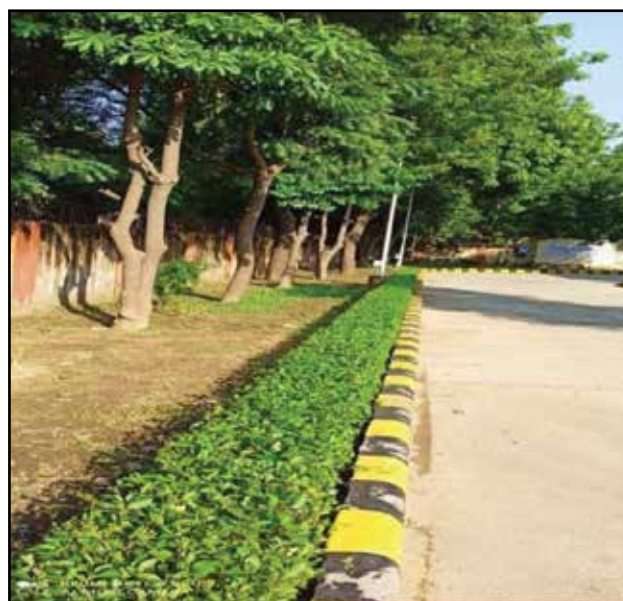
Special Campaign-2.0 from 2nd October 2022 to 31st October

The Special Campaign 2.0 was observed from 02.10.2022 to 31.10.2022. Before and after photographs of campaign are enclosed:

- (a). Cleaning & Trimming of Hedge inside the campus, to make it look even.



(BEFORE)



(AFTER)

- (b). Plant at on drive in the main park of the campus to make it better.



(BEFORE)



(AFTER)

Celebration of “Rashtriya Ekta Diwasor National UnityDay” on 31st October, 2022

With unity pledge taken by all the officers/staff of the office



RRSL, Ahmedabad

The Deputy Secretary, Shri Sanjay Kumar Prasad visit RRSL, Ahmedabad on 26th October 2022 and inspected the laboratory



The Chief Controller of Accounts, Shri Dhruv Kumar Singh visited RRSL, Ahmedabad on 18th October 2022 to supervise the internal audit.



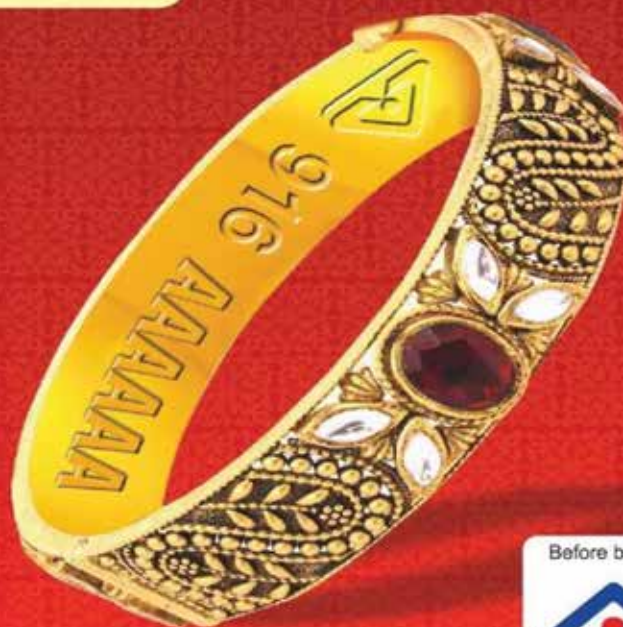
Awareness about swachta has been given to the local public and pledge ceremony was organised Swachhta Week on 22nd October 2022



Conference has been organised on the topic “ Indian Reference Materials” being addressed by expert Prof.(Dr) Nahar Singh, Sr. Principle Scientist, National Physical laboratory.

75
Azadi Ka
Amrit Mahotsav

JAGO GRAHAK JAGO



Before buying gold, please check the following:



Always insist on Hallmark for guaranteed purity

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- It is the accurate determination and recording of the proportionate content of precious metal in gold.
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- Hallmark is not done instantly. It takes time to check the purity of gold.
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CHAPTER-10

PRICE MONITORING DIVISION (PMD)

Price Monitoring Division oversees the implementation of two central sector schemes namely, Price Monitoring Cell (PMC) and Price Stabilization Fund (PSF). Under Price Monitoring Cell, this department collects the daily retail and wholesale prices of 22 essential commodities from 461 price reporting centers through mobile app viz. Price Monitoring System (PMS). These daily prices constitute critical inputs to take decisions purport to mitigate price surge, market intervention, restricting import-export duties and calibrate the monetary policy. Whereas under Price Stabilization Fund, government builds agri-horticultural commodities viz. onion, potato and pulses which are vulnerable for prices fluctuation and protect the interests of consumers. Building buffer stock enables not only to ensure effective market intervention, and rectify the prices as move out of trajectory, but also put a curb on the speculative activities. In addition, these commodities are procured from the farmers/farmer's association at the time of harvesting which enhances the farmer's economic fortune.

10.1 PRICE MONITORING CELL

Price Monitoring Division 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. These information are critical for ensuring timely intervention for improving the market availability and thereby moderating prices. Initially, PMD was tasked with monitoring prices of 14 essential food items across 18 centers in the country. Over the span of about 25 years, the coverage of commodities monitored by PMD has expanded to 22 and the number of reporting centers has increased to 461. The 22 commodities being monitored by PMD include five item 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 461 price reporting centers (year wise) across the country is at Annexure I.

10.1.1 Retail and Wholesale prices of 22 essential food items is released every day by 5.00 P.M. based on the information compiled from 461 centers. The price data can be accessed at Department's web site <http://fcamin.nic.in> which is updated regularly. The report covers:-

- Daily All India Retail and Wholesale Average Prices of 22 essential food items comparing current prices with that of one month ago and one year ago.
- All India Average Retail and Wholesale Prices of 22 essential food items over one week.

10.1.2 Collection of Price Data through PMS Mobile Application:

The Department developed a Mobile App. for price reporting which became operationalised from 1st January, 2021. The App has inbuilt features to calculate the average of retail prices collected from three markets and also geo-tag the location from where prices are collected and uploaded. The Mobile App is readily available for download from google play store. The veracity of prices data improves with the increase in number of Centers reporting prices data through the Mobile App.

10.1.3 Market intelligence inputs and predictive price forecasting:

The Department has institutionalised weekly interaction with market intelligence agency in which Department of Agriculture, NAFED, NCCF also participates. The weekly presentation Agriwatch includes market estimates of crop size, price scenario and projections, imports and overall availability situation in respect of pulses and vegetables namely, onion, potato and tomato. The inputs received through the interactions are appropriately incorporated in the weekly meeting of the Inter-Ministerial Committee to review prices of essential commodities.

10.1.4 Expansion of Price Reporting Centers and Capacity Building:

At present, there are 450 price reporting centers across India. This department has decided to increase price reporting center in each district of the country during 2022-23. The basic purpose is to ensure geographical representation of the States/UTs in price collection. In addition, 1 National level conference has been held in September, 2022 with State Nodal Officials to sensitize with respect to prices collection methods and get their feedbacks to improvise the price collection mechanism, besides 9 state conference has been undertaken by this department in 3rd quarter of 2022-23 to sensitize the State official pertaining to price methodology, and mobile app to ensure accuracy in price reporting.

10.2 PRICE STABILIZATION FUND (PSF)

10.2.1 The Price Stabilization Fund (PSF) was set up with an initial corpus of ₹500 crore to tackle price volatility in some agri-horticultural commodities viz. onion, potato and pulses to protect the interests of consumers. These commodities are to be procured from farmers/farmer's association at the time of harvesting and stored for regulated release during lean season to help bring down their prices. Such market intervention 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. Under the PSF, interest free working capital advance is provided to Central Agencies, State/UT Governments/Agencies to undertake such market intervention operations. Apart from domestic procurement from farmers/wholesale mandis, imports may also be undertaken under PSF.

10.2.2 Budget Provision and Deliberations

Budget allocation/AE of ₹27,489.13 crore has been made under PSF corpus from 2014-15 to 2022-23. This fund was largely utilized for building the dynamic buffer of pulses and onions. The financial year-wise allocation of

funds under PSF is ₹0.01 crore in 2022-23 (RE), ₹2030.83 crore in 2021-22, ₹11135.30cr in 2020-21, ₹1,713 cr in 2019-20, ₹1500 cr in 2018-19, ₹3500 cr in 2017-18; ₹6900 cr in 2016-17; ₹660 crores in 2015-16; and ₹50 crores in 2014-15. As per the Government's decision, the PSF was transferred to the Department of Consumer Affairs (DoCA) w.e.f. 1st April, 2016. Price stabilization operations are determined at the Centre by the Central Price Stabilization Fund Management Committee (PSFMC) which was reconstituted on transfer of Scheme and is now headed by Secretary, Department of Consumer Affairs. The Corpus Fund is managed by Small Farmers Agribusiness Consortium (SFAC). There is also a Sub-committee for investing surplus from PSF corpus chaired by Financial Adviser, M/o CA, F&PD. Till now, 57 meetings of the Re-constituted PSMFC have been held. In the States/UTs, the price stabilization 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. On 9th December 2015, Government approved creation of buffer stock of 1.5 lakh tonnes of pulses. Subsequently, after due deliberation, it was recommended that a larger buffer stock of around 20 lakh tonnes of pulses would be needed for effective market intervention. This was approved by the Government on 12.09.2016. Government created a buffer of 20.50 lakh MT of pulses through both domestic procurement and imports by RMS 2017-18 from which regular disposal was undertaken.

10.2.3 Optimization of Buffer

For an appropriate size of the buffer to be maintained in subsequent years, Government set up a Committee on 27th October, 2017 under the Chairmanship of Prof. Ramesh Chand, Member, NITI Aayog to recommend and review the level of buffer stock of pulses to be maintained by Government.

10.2.4 Disposal of Buffer Stock

As per the Government decisions, pulses from the buffer stock are being offered to the States/UTs. They are also being allocated/ released to Central Agencies, Government outfits and its organs/agencies and are also being disposed

through open market sale. On 10th November, 2017 Government has decided that all Ministries/Departments having schemes with a nutrition component or providing food/catering/hospitality services would utilize pulses from the Central buffer built under PSF scheme. Under this supplies of pulses from the buffer were made for the Mid-Day-Meal (MDM) Scheme and Integrated Child Development Service Scheme.

10.2.5 The important activities and achievements under PSF include the following:-

- Price Stabilization Fund (PSF) Scheme is being implemented by the Department of Consumer Affairs and has helped in achieving the objective of stabilizing prices of pulses offering significant benefits to all stakeholders. Creation of buffer stock of pulses has helped in moderating pulses prices for consumers and also extended remunerative prices to farmers.
- A buffer stock of 20.50 lakh tonnes of pulses was built through both domestic procurement of 16.71 lakh tonnes by FCI, NAFED and SFAC, and imports of 3.79 lakh tonnes by MMTC and STC during Phase 1 (2016-18). Domestic procurement for the buffer was done from farmers and farmers association during Kharif Marketing Seasons (KMS) of 2015-16 and 2016-17 as well as Rabi Marketing Seasons (RMS) of 2016-17 and 2017-18. Imports were made only during 2015-16 and 2016-17. This stock has been disposed off.
- Subsequently, Government has decided that procurement at MSP would be under PSS of DAFW and requirement towards building suitable buffer would be met from the PSS stock in case procurement is not required to be undertaken under PSF. As the procurement since Rabi-17 was under MSP operation of PSS, pulses procured under Price Support Scheme (PSS) of Department of Agriculture, and Farmers Welfare (DAFW) have since been channelized to PSF to the extent of meeting buffer requirements. This has ensured effective utilisation of PSS stocks towards stabilization efforts as calibrated releases are made from PSF. Thus, harmonization between PSS and PSF has

been achieved with remunerative prices being assured to farmers and intervention on the supply side is undertaken to manage their prices in consumer interest.

- During Phase 2, around 39.36 LMT of pulses have been transferred/ replenished from PSS stocks to rebuild PSF buffer stock. Further, under PSF, procurement of 3.37 LMT of pulses have been undertaken and about 2.05 LMT has been procured from imported pulses. In Phase 2, about 33.78 LMT of pulses have been disposed off and 11 LMT of pulses are available in the PSF buffer. During the year, 4.85 LMT of pulses transferred from PSS, DA&FW to PSF, DoCA, 0.13 LMT of pulses procured under PSF, 1.04 LMT of pulses procured from imported pulses and 4.64 LMT of pulses has been disposed off as on 10.01.2023.
- Assistance has been provided to Andhra Pradesh (₹50 crores), Telangana (₹9.15 crores), West Bengal (₹2.50 crores), Odisha (₹25 crores), Tamil Nadu (₹2.50 crores) and Assam (₹75 crores) for setting up State Level PSF.

Annexure-I

Year-wise break up of 450 Reporting Centres

Year	Total Number of Existing Centres	Number of Reporting Centres added/ Deleted	Name of Reporting Centres added	Total Number of Centres after Addition/ Deletion
1998	18	Nil	Agartala, Ahmedabad, Aizawl, Bangalore, Bhopal, Bhubaneswar, Chennai, Delhi, Guwahati, Hyderabad, Jaipur, Kolkata, Lucknow, Mumbai, Patna, Shillong, Shimla and Thiruvananthapuram	18
1999	18	Nil	Nil	18
2000	18	Nil	Nil	18
2001	18	Nil	Nil	18
2002	18	Nil	Nil	18
2003	18	Nil	Nil	18
2004	18	Nil	Nil	18
2005	18	Nil	Nil	18
2006	18	9	Amritsar, Chandigarh, Dehradun, Jammu, Kohima, Ludhiana, Raipur, Ranchi and Srinagar	27
2007	27	Nil	Nil	27
2008	27	Nil	Nil	27
2009	27	Nil	Nil	27
2010	27	23	Kanpur, Dindigul, Rajkot, Vijayawada, Agra, Bhatinda, Bhagalpur, Cuttack, Dharwad, Dimapur, Hisar, Indore, Itanagar, Jodhpur, Karnal, Kota, Mandi, Nagpur, Sambalpur, Siliguri, Thiruchirapalli, Varanasi and Ernakulam	50
2011	50	1 (Deleted)	Kohima	49
2012	49	6	Port Blair, Puducherry, Panaji, Gwalior, Jabalpur and Kozhikode	55

2013	55	2	Rourkela and Vishakhapatnam	57
2014	57	7	Gurgaon, Panchkula, Coimbatore, Tirunelveli, Rewa, Sagar and Purnia	64
2015	64	21	Thrissur, Wayanad, Palakkad, Haldwani, Dharamshala, Mysore, Mangalore, Surat, Bhuj, Karimnagar, Warangal, Adilabad, Suryapet, Jadcherla, Rudrapur, Haridwar, Jhansi, Meerut, Allahabad, Gorakhpur and Solan	85
2016	85	15	Pune, Nashik, Kurnool, Tirupathi, Durg, Ambikapur, Bilaspur, Jagdalpur, Udaipur, Purulia, Kharagpur, Rampurhat, Malda, Raiganj and Gangtok	100
2017	100	1	Imphal	101
2018	101	8	Darbhanga, Tura, Gaya, Muzaffarpur, Jowai, Balasore, Jeypore and Berhampur	109
2019	109	5	Cuddalore, Dharmapuri, Vellore, Ramanathapuram and Mayabunder	114
2020	114	8	Poonch, Hoshangabad, Ujjain, Jhabua, Shahdol, Una, Baripada and Balangir	122
2021	122	57	Gumla, Sahibganj, Bokaro, Lohardaga, Simdega, Bangalore (East Range), Belagavi, Kalaburagi, Tumakuru, Bellary, Dhavanagere, Shivamogga, Vijayapur, Bilaspur-HP, Saharanpur, Bareilly, Ayodhya, Moradabad, Aligarh, Mirzapur, Morena, Bharatpur, Ajmer, Bikaner, saran, Munger, Saharsa, Madhubani, Rohtas, Motihari, Samastipur, Katihar, Araria, Nawada, Khagaria, Mangaon, Selamba, Bodeli, Waghai, Vapi, Dhanbad, Jamshedpur, Kupwara, Dantewada, Chamba, Hamirpur, Azamgarh, Banda, Gonda, Kasargod, Kottayam, Pathanamthitta, Giridhi, Dharni, Sohra, Mairang, Mahe	179
2022	179	1 (Deleted)	Mahi	178

2022	178	272	<p>Kohima, Tuensang, Jammalamadugu, Latur, Tinsukia, Barpeta, Alapuzha, Kollam, Daman, Silvasa, Lunglei, Kolasib, Mamit, Car Nicobar, Akluj, Sirmour, Kullu, Namsai, Pashighat, Tawang, Banka, Arwal, Daudnagar Aurangabad, Begusarai, Bhojpur Ara, Buxar, Gopalganj, Jamui, Jehanabad, Kaimur, Kishanganj, Lakhisarai, Medhepura, Nalanda, Sheikhpura, Sheohar, Sitamarhi, Siwan, Supaul, Vaishali, West Champaran, Diu, Kinnaur, Nongpoh, Arni Yavatmal, Chandrapur, Karad Satara, Ahemednagar, Khultabad, Champahi, Serchip, Siaha, Mokochung, Chumukedima, Mon, Peren, Phek, Tseminyu, Wokha, Zunheboto, Barnala, Amethi, Barabanki, Bhadohi, Chandauli, Farrukhabad, Ghazipur, Jaunpur, Pratapgarh, Sambhal, Santkabir Nagar, Shahjahanpur, Sitapur, Sultanpur, Unnao, Dhubri, Goalpara, Golaghata, Mangaldai, Mushalpur, Udalguri, Margao, Lahaul & Spiti, Seraikella, West Singhbhum, Khliehriat, Hoshiarpur, Ambedkar Nagar, Amroha, Baghpat, Bijnor, Budaun, Etah, Fatehpur, Ghaziabad, Hardoi, Jalaun, Kaushambhi, Kushinagar, Lakhimpur Kheri, Pilibhit, Sharwasti, Siddharth Nagar, Sonbhadra, Tanda Rampur, FARIDKOT, MANSA, SRI MUKTSAR SAHIB, DHARMANAGAR, BAHRAICH, BASTI, ETAWAH, MUZZAFARNAGAR, DHAMTARI, RAJNANDGAON, BILIMORA, IDAR, JHALOD, SONGASH, DALTONGANJ, DEOGHAR, RAMGARH, PAKUR, WILLIAMNAGAR, KIPHIRE, LONGLENG, NIULAND, SHAMATOR, DHARMAVARAM, PRAKASAM, IDUKKI, KANNUR, MALAPURAM, CHITRAKOOT,</p>	450
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			<p>HAMIRPUR, LAWNGTLAI, BELONIA, TR-UDAIPUR, DEORIA, HAPUR, ANUPPUR, BHIND, DHAR, HARDA, KATNI, KHANDWA, MANDLA, RAJGARH, SIDHI, BUNDI, RAJSAMAND, BAJALI, HOJAI, JORHAT, NONGSTOIN, GYALSHING, NAMCHI, SORENG, KHAMMAM, MEDCHAL, NIZAMABAD, SANGAREDDY, Korea, Bidar, Ramanagara, Koppal, Yadgir, Chikkamagalur, Mandya, Kolar, Haveri, Chamarajangar, Raichur, Bagalkote, Mahoba, Lalitpur, Raibarely, Hathras, KANPUR DEHAT, Bulandshar, Hanumangarh, Baran, Dholpur, Jaisalmer, Churu, Pratapgarh, Chittorgarh, Dungarpur, Barmer, Banswara, Karoli, Sikar, Bhilwara, Sirohi, Jhalawar, Nagaur, Alwar, Pali, Jalore, Tonk, Jhunjhunn, Sri Ganganagar, Shajapur, Umaria, Dewas, Agar Malwa, Sheopur, Raisen, Narsinghpur, Kargone, Singrauli, Burhanpur, Neemuch, Chattarpur, Partur-Jalna, Kankavli, Islampur, GAUTAM BUDH NAGAR, CHHINDWARA, GONDIA, JALGAON, BONGAIGAON, MORIGAON, SONARI, TAMULPUR, CHANDEL, JIRIBAM, KANGPOKPI, SENAPATI, TAMENGLONG, THOUBAL, UKHRUL, SEHORE, Udupi, Chikkaballapur, Chitradurga, KODAGU, Gadag, Uttara Kannada, BANGLORE RURAL, HASSAN, VIJAYANAGARA, Sawai Madhopur, Akola, SONITPUR, TEZPUR, BISWANATH CHARIALI, Dibrugarh, Majuli, KARIMGANJ, SIVASAGAR, Saitual, KHAWZAWL, HNAHTHIAL, Mahrajganj, AURAIYA, MANGAN, SONEPUR, Puri, Nayagarh, JAGATSINGHPUR, DHENKANAL, Nabarangpur, Nuapada, Malkangiri, Kandhamal, KEONJHAR, Gajapati, RAYAGADA, Boudgarh, Angul, Dera Bassi, SANGRUR</p>	
Total - 450				

ANNEXURE-II

Retail Prices of 22 Essential Commodities

All India Monthly Average Retail prices of 22 essential food items Jan-Dec 2022 (₹/kg)

Rice												
Centre	Jan-22	Feb-22	Mar-22	Apr-22	May-22	Jun-22	Jul-22	Aug-22	Sep-22	Oct-22	Nov-22	Dec-22
DELHI	31.39	31.86	31.19	31.67	32	32.1	32.32	32	32	32.48	33.47	33.32
MUMBAI	34.94	36.43	36.97	35.23	34.42	34.3	34.06	34.06	34	34.61	34	32.87
KOLKATA	39.23	39.29	40.74	41.86	41.31	40.7	40.74	41.44	42.04	38.88	40.13	40.07
CHENNAI	57.04	57.04	57	54.23	52	53.53	55.58	58	58.07	59	59.13	61
All India Average	35.43	35.82	36.12	35.92	36.03	36.28	36.59	37.43	38.07	38.1	37.97	38.04

Wheat												
Centre	Jan-22	Feb-22	Mar-22	Apr-22	May-22	Jun-22	Jul-22	Aug-22	Sep-22	Oct-22	Nov-22	Dec-22
DELHI	NA	NA	23.33	25	25	22.86	24	24.52	25	25.39	26.8	28
MUMBAI	36.84	35.71	34.61	35.17	36.35	40.37	40.29	39.84	41.93	43.61	44.41	46.39
KOLKATA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
CHENNAI	36.59	37.39	36.74	36.5	37.6	37.67	38.39	37.29	39.17	39.13	42.33	40.81
All India Average	28	28.4	28.67	28.93	29.35	29.72	29.88	30.56	30.84	30.83	31.38	31.95

Atta (Wheat)												
Centre	Jan-22	Feb-22	Mar-22	Apr-22	May-22	Jun-22	Jul-22	Aug-22	Sep-22	Oct-22	Nov-22	Dec-22
DELHI	25.45	25.79	27.13	26.3	27.13	27.6	28.13	29.29	30	30	32.17	32.71
MUMBAI	41.13	45.18	48.77	49.87	53	60.4	59.29	52.97	52.27	52	52	52.39
KOLKATA	27	27	29.03	29.03	29	29	30.32	34.52	34.61	35	34.83	36.56
CHENNAI	34.48	34.36	34	34	36.07	35	34.71	34.03	35.67	38.48	39.8	39.58
All India Average	31.3	31.71	32.02	32.38	32.97	33.67	33.88	35.08	35.91	36.06	36.64	36.96

Gram Dal												
Centre	Jan-22	Feb-22	Mar-22	Apr-22	May-22	Jun-22	Jul-22	Aug-22	Sep-22	Oct-22	Nov-22	Dec-22
DELHI	71.45	73.11	72.45	72.47	70.52	69.73	69.97	70.48	71.4	71.81	71.23	71.94
MUMBAI	81.9	76.07	73.35	76.27	79.84	80.37	78.13	78.06	82.93	88.71	89.31	89.32
KOLKATA	74.48	74.14	73.39	74.62	72	71.1	72.81	74.64	74.32	73.85	71.52	71.89
CHENNAI	74	77.14	73.39	72.9	71.73	67.17	69.32	71.74	73.27	66.52	66	71.35
All India Average	74.56	74.58	74.55	74.29	74.07	73.61	73.3	73.29	73.41	73.21	73.57	72.86

Tur/Arhar Dal												
Centre	Jan-22	Feb-22	Mar-22	Apr-22	May-22	Jun-22	Jul-22	Aug-22	Sep-22	Oct-22	Nov-22	Dec-22
DELHI	100.71	103.04	105.03	102.67	102.97	105.37	103.3	115.13	115.5	114.61	118.07	118.52
MUMBAI	99.58	105.68	105.32	106.9	105.55	110.4	115.6	119	124.13	123.77	123.03	122.9
KOLKATA	103.39	104	104	103.9	101.65	100.4	106.8	121.36	118.18	121.85	122	116.41
CHENNAI	105	105.36	104	101.43	95.5	97.77	99.84	116.06	119.47	106.16	112.83	121.74
All India Average	102.04	102.69	103.26	102.98	102.79	102.56	103.7	108.68	111.32	111.73	112.74	111.96

Urad Dal												
Centre	Jan-22	Feb-22	Mar-22	Apr-22	May-22	Jun-22	Jul-22	Aug-22	Sep-22	Oct-22	Nov-22	Dec-22
DELHI	119.68	119.5	114.13	109.5	114.58	118.73	115.8	124.48	125.73	126.81	123.67	119.06
MUMBAI	111.65	113.11	109.61	115.93	117.58	117.9	119.3	121.97	122.87	128.19	129.1	130.35
KOLKATA	101.9	98.43	95	95.14	96.73	95.73	100.3	106.84	107.71	106.42	105.48	104.96
CHENNAI	112.59	111.04	104.35	101.7	100.87	102.33	104	119.87	124.2	112.39	118.63	121.97
All India Average	105.91	106.08	105.2	104.72	104.75	104.14	104.4	107.05	108.19	108.5	108.66	107.85

Moong Dal

Centre	Jan-22	Feb-22	Mar-22	Apr-22	May-22	Jun-22	Jul-22	Aug-22	Sep-22	Oct-22	Nov-22	Dec-22
DELHI	102.45	102.14	103.55	103.1	105.03	99.9	99.61	97.16	99.4	102.71	101.57	102.87
MUMBAI	109.71	107.07	106.19	111.13	115.84	119.7	120.4	120.55	119.9	119.94	119	120.65
KOLKATA	103.16	103.71	104.06	106.41	101.96	99.27	101.8	106.64	106.71	105.27	107.48	105.11
CHENNAI	107	105.71	104.74	104	101.8	100.63	96.77	102.55	104.13	100.97	105.2	108.97
All India Average	101.55	101.9	102.29	102.67	102.63	102.14	101.7	101.93	102.75	103.28	103.69	103.38

Masoor Dal

Centre	Jan-22	Feb-22	Mar-22	Apr-22	May-22	Jun-22	Jul-22	Aug-22	Sep-22	Oct-22	Nov-22	Dec-22
DELHI	96.71	99.29	99.16	93.63	96.87	95.63	92.06	92.39	93	93.13	91.17	91.87
MUMBAI	96.35	96.32	94.23	99.23	101.58	101.9	101.7	104	99.5	100.06	101.79	104.16
KOLKATA	103.52	104.25	102.52	103.14	102.23	100.33	101.1	102.2	101.54	100.65	101.74	100.37
CHENNAI	94.22	95	91.97	88.33	90.23	92.43	91.52	96.19	92.4	88.65	94.27	93.23
All India Average	96.71	97.24	97.36	96.28	96.58	96.37	96.2	96.84	96.55	95.59	95.76	94.95

Groundnut Oil (Packed)

Centre	Jan-22	Feb-22	Mar-22	Apr-22	May-22	Jun-22	Jul-22	Aug-22	Sep-22	Oct-22	Nov-22	Dec-22
DELHI	190.06	194	203.39	205.6	215.61	208.27	205.9	204.87	204.4	205.35	210.87	210
MUMBAI	176.13	185.79	189.52	188.7	186.74	191.57	196.8	196.84	196.37	193.81	188	189.58
KOLKATA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
CHENNAI	160.19	161.25	175.06	180.7	186.87	188.87	186.4	187	202.13	189.71	192.8	184.87
All India Average	179.83	179.44	185.47	188.56	191.82	191.85	191.1	190.41	191.3	191.58	192.14	190.66

Mustard Oil (Packed)												
Centre	Jan-22	Feb-22	Mar-22	Apr-22	May-22	Jun-22	Jul-22	Aug-22	Sep-22	Oct-22	Nov-22	Dec-22
DELHI	192.84	200.54	201.61	195.63	197.77	184.33	182.3	183.52	179.73	177.26	185.1	183.81
MUMBAI	197.48	202.14	193.84	194.27	199.35	196.47	188.3	183.81	179.53	182.84	188.48	184.16
KOLKATA	180.03	184.39	189.45	182.41	182.58	175	168.5	165.6	162	158.15	167.65	164.96
CHENNAI	188.37	185	185.48	193.47	201.97	191.07	188.7	188.94	191	178.81	180.5	177.81
All India Average	185.12	189.24	191.6	189.18	189.41	186.48	183	180.89	177.55	174.48	176.38	175.51

Vanaspati (Packed)												
Centre	Jan-22	Feb-22	Mar-22	Apr-22	May-22	Jun-22	Jul-22	Aug-22	Sep-22	Oct-22	Nov-22	Dec-22
DELHI	147.35	155.61	183.39	185.73	190.58	188.93	175.8	164.19	155.3	147.19	145.73	144.58
MUMBAI	153.74	154.96	168	180.1	189.9	197.93	195.8	192	185.47	178.13	176.31	168.58
KOLKATA	132.06	142.18	166.97	170.72	176.42	173.17	161.7	152	142.71	138.12	138.91	136.22
CHENNAI	140.52	145.14	154.39	166.4	171.63	173.9	156.8	141.81	135.13	138.39	124.53	119.65
All India Average	137.53	140.82	151.6	157.34	163.96	164.97	159.1	153.26	150.24	146.34	145.14	141.14

Soya Oil (Packed)												
Centre	Jan-22	Feb-22	Mar-22	Apr-22	May-22	Jun-22	Jul-22	Aug-22	Sep-22	Oct-22	Nov-22	Dec-22
DELHI	153.35	158.39	179.81	184.23	196.03	181.67	162.5	160.94	154.13	157.94	167.83	163.71
MUMBAI	157.32	159.07	165.32	169.1	182.23	189.93	176.7	172.35	165.03	173.23	182.72	168.94
KOLKATA	141.45	145.18	170.39	171.52	182.23	175	158.9	147.12	145.43	144.54	154.87	149.48
CHENNAI	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
All India Average	147.58	148.09	160.05	165.66	171.37	169.7	163.9	159.02	155.34	152.7	156.64	155.31

Sunflower Oil (Packed)

Centre	Jan-22	Feb-22	Mar-22	Apr-22	May-22	Jun-22	Jul-22	Aug-22	Sep-22	Oct-22	Nov-22	Dec-22
DELHI	181.13	181.43	189.58	198.97	215.94	218.47	208.6	206.94	206.33	190.84	194.43	198.06
MUMBAI	148.13	156.61	183.84	188.47	196.35	199.5	187.6	182.16	169.2	172.16	183.76	172.87
KOLKATA	160.94	157.07	175.61	182.86	203.08	204.57	199.3	195.48	188.29	178.58	180.17	173.48
CHENNAI	135.44	136.61	179	185.93	191.6	191.6	176.8	172.61	159.3	155.97	160.4	155.39
All India Average	161.52	161.7	175.92	183.38	189.12	188.98	184.9	182.24	178.76	175.7	177.65	175.86

Palm Oil (Packed)

Centre	Jan-22	Feb-22	Mar-22	Apr-22	May-22	Jun-22	Jul-22	Aug-22	Sep-22	Oct-22	Nov-22	Dec-22
DELHI	131.35	139.79	165.65	167.33	175	162.57	145.1	143.32	127.93	117.74	120.87	113.74
MUMBAI	122.35	132.68	151.65	155.93	158.55	158.1	151.4	149.42	131.53	123.29	124.31	112
KOLKATA	128.06	132.79	154.87	157.66	171.54	160.5	146.5	142.32	125.68	111.73	114.22	108.19
CHENNAI	118.74	124.04	151.71	147.4	157.13	153.3	127.1	121.68	102.9	98.35	104.43	99.19
All India Average	128.14	131.44	146.34	149.9	155.37	151.84	142.1	137.99	129.96	123.28	122.54	120.33

Potato

Centre	Jan-22	Feb-22	Mar-22	Apr-22	May-22	Jun-22	Jul-22	Aug-22	Sep-22	Oct-22	Nov-22	Dec-22
DELHI	13.81	15	16.13	17.2	19.74	23.8	26.77	27.35	28.13	30.32	31.5	26.26
MUMBAI	23.26	22.68	21.32	24.47	26.68	29.9	35.9	38.06	34.5	33.74	33.55	33.97
KOLKATA	18.58	17.64	20.61	21.72	28.08	27.9	29.55	28.92	28.32	28	23.43	18.59
CHENNAI	27.59	23.14	22.81	26.07	33.27	35.23	35.94	35.74	36.37	34.35	36.8	37.42
All India Average	21.48	20.35	20.57	20.88	22.73	24.99	26.48	27.41	27.85	28.47	28.82	25.96

Onion												
Centre	Jan-22	Feb-22	Mar-22	Apr-22	May-22	Jun-22	Jul-22	Aug-22	Sep-22	Oct-22	Nov-22	Dec-22
DELHI	30.9	36.14	35.29	27.93	24.65	26.37	27.87	27.03	26.83	28.52	33.17	28.84
MUMBAI	33.84	34.86	29.68	21.67	19.26	21.9	23.87	26.29	24.47	29.87	36.76	30.74
KOLKATA	43.58	45.43	36.87	23.9	25.65	24.57	28.16	29	29	34.96	39.7	34.22
CHENNAI	31.37	32.61	21.97	19.1	22.07	25.8	26.74	26.13	25.6	27.97	36.03	28.87
All India Average	34.56	35.16	32.1	25.78	23.44	23.98	25.36	25.55	25.83	27.8	30.9	27.57

Tomato												
Centre	Jan-22	Feb-22	Mar-22	Apr-22	May-22	Jun-22	Jul-22	Aug-22	Sep-22	Oct-22	Nov-22	Dec-22
DELHI	30.48	29.04	27	29.43	32.87	46.87	41.77	36.06	47.77	57.94	35.73	27.58
MUMBAI	34.06	34.86	30.42	33.37	58.06	72.77	37.55	28.42	27.07	40.55	26.83	19.97
KOLKATA	41	27.64	22.52	21.07	64.73	74.73	46.65	44.68	56.71	66.96	44.26	31.19
CHENNAI	34.56	16.82	11.94	23.57	66.43	49.37	17.94	17.42	38.7	36.35	21.2	21.77
All India Average	35.4	26.63	23.36	26.73	43.16	52.03	39.44	34.09	41.21	46.25	38.39	29.58

Sugar												
Centre	Jan-22	Feb-22	Mar-22	Apr-22	May-22	Jun-22	Jul-22	Aug-22	Sep-22	Oct-22	Nov-22	Dec-22
DELHI	39.94	40.18	41	41.03	40.48	40.13	41.13	41	41	41.06	41.27	41
MUMBAI	42.13	41.86	41.97	42.57	42.06	41.53	40.97	41.9	42	42	42	42.68
KOLKATA	42.61	42	42.03	42.72	43.04	43.93	43	43.56	44	44	44	43.37
CHENNAI	40.93	40.46	39.68	39	41.77	41.93	40.39	40.71	40.8	40	40.23	39.84
All India Average	41.43	41.14	41.07	41.1	41.44	41.67	41.64	41.91	42.44	42.51	42.61	42.2

Gur												
Centre	Jan-22	Feb-22	Mar-22	Apr-22	May-22	Jun-22	Jul-22	Aug-22	Sep-22	Oct-22	Nov-22	Dec-22
DELHI	50.19	53.18	53.9	51.17	52.94	53.43	57.13	57.32	57.93	56.61	54.63	43.58
MUMBAI	66.16	68.5	68.77	67.03	64.45	64.5	64.68	67.81	68.33	69.19	69.72	69.81
KOLKATA	51.16	53.43	53.39	53.72	55.27	58.87	60.77	63.36	61.29	63	58.17	53.78
CHENNAI	58.89	55.64	53.65	54	55	57.33	52.03	52.9	62.77	59.97	62.43	63.23
All India Average	48.38	48.39	48	47.97	48.28	48.44	48.59	49.45	50.66	50.98	51.11	49.32

Milk @												
Centre	Jan-22	Feb-22	Mar-22	Apr-22	May-22	Jun-22	Jul-22	Aug-22	Sep-22	Oct-22	Nov-22	Dec-22
DELHI	48	48	49.58	50	50	50	50	50.94	52	52	52	52
MUMBAI	49.16	50.11	50.1	50.03	50.13	50	49.94	50.58	53.63	54	54	56.19
KOLKATA	46	46	47.87	48	47.96	48	48	48.84	49.96	50	50	50
CHENNAI	40	40	40	40	40	40	40	40	40	40	40	40
All India Average	50.13	50.27	50.6	51.11	51.46	51.89	52.11	52.4	53.6	54.42	55	55.45

Tea Loose												
Centre	Jan-22	Feb-22	Mar-22	Apr-22	May-22	Jun-22	Jul-22	Aug-22	Sep-22	Oct-22	Nov-22	Dec-22
DELHI	241.29	233.11	229.9	224.57	225.39	226.37	231.9	232.13	223.17	225.77	228.43	226.94
MUMBAI	334.81	330	325.03	319.03	315.81	315	313.9	314.03	314.83	314.84	315	311.68
KOLKATA	230	230	230.48	243.48	252.5	253	253	252.88	252.89	253	253.3	262.59
CHENNAI	288.07	288	288	288	289.67	290	294.6	303	303	303	303	303
All India Average	287.44	287.09	286.38	284.6	284.81	284.21	282.2	281.75	281.19	282.05	280.21	276.57

Salt Pack (Iodised)												
Centre	Jan-22	Feb-22	Mar-22	Apr-22	May-22	Jun-22	Jul-22	Aug-22	Sep-22	Oct-22	Nov-22	Dec-22
DELHI	22.06	22.68	23	22.83	23.52	24	24	24.19	25.33	26	25.73	25.58
MUMBAI	22.29	23.11	23.1	23.9	24.81	25	25	25	25.63	26	26	26
KOLKATA	17.06	18	18.13	18	17.92	18	18.55	18.96	19.32	20	20	20
CHENNAI	19	19	19	19	19	19	20.68	21	22	22.84	24.1	25
All India Average	18.71	18.84	19.05	19.15	19.47	19.65	19.91	20.09	20.82	21.36	21.53	21.53

NR - Not Reported



उपभोक्ता मामले विभाग
DEPARTMENT OF
CONSUMER AFFAIRS



**ALWAYS PURCHASE
HALLMARKED
GOLD JEWELLERY**



**BIS Standard
Mark**



**Purity in carat and
fineness**



**Assay centre's
identification
mark/number**



**Jeweller's
identification
mark/number**

BILL

Item	Qty.	Ant
Paneer Tikka	1	418.00
Shahi Paneer	1	130.00
Sub Total		548.00
Vat @ x.x%		74.25
Service TAX @ x.x%		34.45
SERVICE CHARGE @10%		54.00
GROSS AMOUNT		783.00

BILL

Item	Qty.	Ant
Paneer Tikka	1	418.00
Shahi Paneer	1	130.00
Sub Total		548.00
Vat @ x.x%		74.25
Service TAX @ x.x%		34.45
SERVICE CHARGE*		
GROSS AMOUNT		

* Service Charge is voluntary.

Dear Consumers, Service Charges collected by hotels/restaurants are voluntary.

Service Charge is a tip. You should be the person to decide how much to pay or not to pay depending on your satisfaction with the service.

If a hotel / restaurant forces you to pay a pre determined service charge or insists that your entry depends on your agreement to pay, you can register a complaint with the consumer forum for redressal.

For any guidance, contact National Consumer Helpline

Department of Consumer Affairs
Ministry of Consumer Affairs, Food and Public Distribution
Government of India, Krishi Bhawan, New Delhi-110001
www.consumeraffairs.nic.in
@consaff | @jagograhakjago

Online Complaints : www.consumerhelpline.gov.in

davp 08101/13/0002/1718

CHAPTER-11

ESSENTIAL COMMODITIES REGULATIONS AND ENFORCEMENT

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)
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:-
- i. W “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 in form all the institutions of the national life. The States 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”.
 - ii. Article 39:- “The State shall, in particular, direct its policy towards securing (a) that the citizens, men and women equally, have the right to an adequate means of livelihood; (c) that the operation of the economic system does not result in the concentration of wealth and means of production to the common detriment”.

iii. 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”.

3. The Preamble of Constitution of India adopted by the people of India inter-alia ensures for all its citizens: justice: social, economic and political. Further, Article 19(1) & Article 21 provide as under:

Article 19 (1)(g):- “All citizens shall have the right to practice any profession, or to carry on any occupation, trade or business”.

Article 21:- “No person shall be deprived of his life or personal liberty except according to procedure established by law”.

4. The Essential Commodities Act, 1955 is scheduled in Schedule IX of the Constitution. Under this Act from the Constitutional provisions, the State has power to restrict the above mentioned fundamental rights in the public interest, public order, decency or morality. The Act are to ensure public order to protect public interest and to save the lives of the economically deprived sections like AAY families and such other beneficiaries of Government Schemes. The contraventions of orders issued under the EC Act, 1955 are criminal offences, a subject of CrPC.

5. 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 and for ‘other than foodstuffs’ vide order dated 30.11.1974.

6. 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. The following are the essential commodities specified in the EC Act (along with names of the Departments/Ministries of Central Government authorized as per Allocation of Business Rules to issue Control Order with respect to the commodity):

Sr. No.	Commodity	Administrative Department/ Ministry
1	Drugs	Ministry of Health & Family Welfare
2	Fertilizers, whether inorganic, organic or mixed	DACFW
3	'Foodstuffs'* including edible oilseeds and oil	DACFW, MoFPI, DFPD, DoCA
4	Hank yarn made wholly of cotton	M/o Textiles
5	Petroleum and Petroleum Products	M/o Petroleum & Natural Gas
6	Raw jute and jute textiles	M/o Textiles
7	(i) Seeds of food crops, fruits and vegetables (ii) Seeds of cattle fodder (iii) Jute seeds; and (iv) Cotton seed	} DACFW

7. 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 therefor, under any order issued under the Act, save as otherwise.
8. This Department has exempted contract farming purchaser registered under the concerned State/UT Agricultural Produce & Livestock Contract Farming and Services (Promotion & Facilitation) Act, was exempted from stock limits to the extent of quantity purchased under contract farming vide central order dated 06.08.2019. This would promote investment in agriculture and agro-processing industry thereby helping achieve the objective of doubling farmer's income.
9. Vide central order dated 16.12.2019, exemption from stock limits under EC Act was also granted to the stock of specified commodities (specified by the Central Government for the purpose of this order), in which derivatives trading is permissible and kept in warehouses accredited by a commodity derivatives exchange and registered with the Warehouses Development and Regulatory Authority for delivery on exchange platforms and this exemption shall be available as long as these conditions are fulfilled.
10. To mitigate the concerns regarding requirement of annual/periodic renewal of license under EC Act and improve ease of doing business, as well as provide thrust to 'Make in India', all the concerned administrative Ministries/ Departments, were advised to suitably amend their respective central orders under the EC Act mandating that renewal of licenses, if required, would be for at least five years from the date of issue of existing license i.e. the validity of licenses issued under the EC Act or orders under the EC Act should be for at least 5 years. All the concerned administrative Departments have since issued necessary orders to ensure the validity of licenses.

11. To monitor speculative trading, black-marketing, hoarding and cartelling of essential food commodities, a Group on Cartelization with the representatives from ED, Income Tax Department, Police of NCR States, Customs, etc. was constituted under the chairmanship of Secretary (CA) in 2016. It meets depending on exigencies, reviews the market scenario with respect to possible manipulation in prices and advises States and other agencies about the actions required to check hoarding, cartelling& speculative trading in the select essential food items vulnerable to abnormal price rise. Depending on the need the group also consults State through Video Conferencing. So far 21 Meetings of this group have been held since 2016.

12. The role of State Government is vital to ensure adequate availability of essential commodities at fair prices in the larger public interest. One of the ways in which States/UTs may facilitate achievement of this objective is by holding regular meetings with the traders/dealers of the essential food items to get feedback on price and availability of these items from them (traders/dealers) and impress upon them the need to desist from hoarding, speculative trading, profiteering, unfair and illegal trade practices like cartelling. In this context, all the States/UTs have been requested to hold regular meetings with stakeholders of essential food items at the State and district levels.

13. 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.

14. To implement the provisions of these Acts, States/UTs have to be proactive for action against the violators and apprise the Department of Consumer Affairs regularly. As per the reports received from the State Governments/UT

Administrations 107294 raids were conducted, 25963 persons arrested, 12055 persons prosecuted, 1600 persons convicted and goods of Rs. 16372.28 lakh confiscated, detention orders under the PBMMSEC Act were issued against 130 persons during the year 2022 (as per report received upto 16.01.2023).

15. In Tamil Nadu, 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.

16. 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) Economic Advisor/ Joint Secretary of the Department of Consumer Affairs, Government of India, Krishi Bhawan, New Delhi-110001, (ii) Principal Secretary/ Joint Secretary of the Department of Food, Civil Supplies/ Consumer Protection 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 awareness of the general public & pro-activeness of the Police of the States & UTs and concerned departments e.g. Civil Supplies, Fertilizer/Agriculture, Health, etc.

NATIONAL CONSUMER HELPLINE

Saw a rise of

45%

in average monthly registered complaints
due to increased **AWARENESS** in last 7 months



JAGRITI



Celebrating

**International
Women's
Day**



8th March



**Today's Day is dedicated to
the Women of India !**

**A woman who
is an alert Buyer...
is a smart
Buyer !**



**Never pay more than MRP and
ask for a Bill of every purchase**



**Nutrition Facts
100 gms**

Check Weight and Quantity

**Look for Quality Certification
marks i.e. ISI, FSSAI, Agmark,
BIS etc.**



MPG : 03.03.18
EXP : 03.03.19

**Check the Dates of
Manufacturing and Expiry on
Food Products and Medicines**

**Ensure complete digital Security
while making online purchases**



**Check the weight of Gas
Cylinder before accepting
delivery at home**



**Consumer
Mobile App
for Consumers**



Department of Consumer Affairs

Ministry of Consumer Affairs, Food and Public Distribution
Govt. of India, Krishi Bhawan, New Delhi -110001
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**National
Consumer
Helpline :**
1800-11-4000
or 1915
(Toll Free)

CHAPTER-12

THE BUDGET AND FINANCIAL REVIEW

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

12.1 FUNCTIONS

- 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 sanction issued by Administrative Ministry in exercise of delegated powers clearly indicate that they issue after consultation with IF Division.
- 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 examine foreign deputation proposals in respect of officers of the Department and organizations under its administrative Control;
- To represents Central Government in the Finance Committee and Executive Committee of BIS;
- To ensure prompt action of C&AG Audit Reports on 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 SUMMARY OF AUDIT OBSERVATION

(ACTION TAKEN NOTES ON THE OUTSTANDING AUDIT REPORT OF C&AG)

Position of ATNS in r/o Audit observations pertaining to the Department of Consumer Affairs (As on 31.03.2022).

Name of Ministry/Deptt	CAG Report of 2019	CAG Report of 2020	CAG Report of 2021	Total (1+2+3)
	1	2	3	4
Ministry of Consumer Affairs, Food & PD (Department of Consumer Affairs)	No Action Taken Note on the C&AG Reports are pending.			

12.3 Statement showing BE, RE and Actuals in respect of Department of Consumer Affairs for fiscal year 2018-2019 to 2022-23 (upto 31st December, 2022 Provisional)

(Rs. in crore)

Year	Demand No.	Budget Estimates			Revised Estimates			Actuals		
		Scheme	Non Scheme	Total	Scheme	Non Scheme	Total	Scheme	Non Scheme	Total
2018- 2019	15	1690.17	114.35	1804.52	1690.17	109.20	1799.37	1679.08	108.54	1787.62
2019- 2020	14	2176.00	115.82	2291.82	1950.00	119.50	2069.50	1827.00	115.37	1942.37
2020- 2021	14	2195.00	366.00	2561.00	11941.65	357.26	12298.91	11273.17	115.70	11388.87
2021- 2022	14	2870.50	367.10	3237.60	2348.25	368.89	2717.14	2127.20	135.49	2262.69
2022- 2023	14	1599.00	163.38	1762.38	98.34	158.21	256.55	63.32	125.89	189.21*

*Provisional Expenditure upto 31st December, 2022 as intimated by Pr. Accounts Office and includes the amount of Rs. 5.84 Crore authorized in favour of other Ministries/ Departments.

12.4 DEPARTMENT OF CONSUMER AFFAIRS Details of Schemes

(Rs. In crore)

Name of the Scheme/ Project/ Programme	2021-22				2022-23		
	BE	RE	AE	% w.r.t. RE	BE	Expr. Upto 31.12.22	% w.r.t. BE
Consumer Awareness (Publicity)	44.50	23.00	23.00	100.00	25.00	13.22	52.88
CONFONET	26.00	32.00	32.00	100.00	27.00	20.00	74.07
ICGRS (Consumer Protection Cell)	9.50	6.81	6.55	96.18	7.00	2.94	42.00
Strengthening Consumer Fora	8.00	2.79	2.79	100.00	6.00	1.17	19.50
Consumer Helpline	0.50	0.40	0.40	100.00	0.00	0.00	0.00
Strengthening of Price Monitoring Structure	2.00	1.50	1.44	96.00	1.50	1.38	92.00
Weights and Measures	55.00	18.15	17.79	98.02	17.00	14.17	83.35
National Test House	23.50	13.50	12.40	91.85	14.75	10.44	70.78
Bureau of Indian Standards	1.50	0.10	0.00	0.00	0.75	0.00	0.00
Price Stabilization Fund	2700.00	2250.00	2030.83	90.26	1500.00	0.00	0.00
Total	2870.50	2348.25	2127.20	90.59	1599.00	63.32	3.96

12.5 Appointment of Central Nodal Agency (CNA) and Central Nodal Bank for DoCA.

- * Department of Consumer Affairs has engaged Bureau of Indian Standards (BIS) as Central Nodal Agency in compliance of Department of Expenditure's instruction No. 1(18)PFMS/FCD/2021 dated 9.03.2022 regarding revised fund flow in respect of Central Sector Scheme run by Department of Consumer Affairs.
- * Kotak Mahindra Bank, a scheduled commercial Bank has been appointed as Central Nodal Bank for all the Central Sector Schemes run by Department of Consumer Affairs in compliance of the instructions issued by D/o Expenditure, M/o Finance.

**ELECTRONIC PRODUCT MANUFACTURERS
MAY DECLARE CERTAIN DECLARATIONS
THROUGH THE QR CODE, IF THEY ARE
NOT DECLARED ON THE PACKAGE ITSELF.**





NOW CONSUMER IS MORE POWERFUL

The New Consumer Protection Act, 2019 came into force from 20th July, 2020.



The Salient Features of the Act & Rules

Central Consumer Protection Authority (CCPA) has been established under the Act.



PROVISION FOR SEEKING INJURY OR DAMAGE

Caused by a defective product/ service



PUNISHMENT BY A COMPETENT COURT

For manufacture or sale of adulterated/spurious goods



NO FEE TO FILE CONSUMER COMPLAINTS

That value upto Rs. 5 lakh



PROVISION OF HEARING COMPLAINTS

Video conferencing is also available in many consumer commissions.



MANDATORY ACKNOWLEDGEMENT

Of consumer complaints within 48-hours of receipt



E-COMMERCE ENTITY TO REDRESS

Complaints within one month from the date of receipt



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Ministry of Consumer Affairs, Food and Public Distribution
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National Consumer Helpline
1915 or 1800-11-4000
(Toll Free)



www.consumerhelpline.gov.in



Mark is assurance of Quality

CHAPTER-13

PROGRESSIVE USE OF HINDI

13. COMPLIANCE WITH THE OFFICIAL LANGUAGE ACT AND RULES

The Hindi Division of this Department is working under the supervision of Economic Advisor and Chairman, Official Language Implementation Committee and to assist him there are One Director, One Assistant Director (OL), Three Senior Translation Officer along with Two Hindi PAs. Hindi Division is responsible for entire translation work of the Department and Implementation of Official Language 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:

1. During the year, appropriate steps were taken to ensure implementation of the provisions of the Official Language Act, 1963 and the Rules framed thereunder.
2. For ensuring compliance with the provisions of the Official Language Act, 1963 and rules framed thereunder, check-points have been set up in the Department and these check-points were circulated in the department and effective steps were taken for the adherence to these checks points.

13.1 REVIEW

1. The Annual Programme for the year 2022-23 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.

2. 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 regularly during the year. Emphasis was laid in the meetings to increase the progressive use of Hindi. Last Meeting of OLIC was held on 29.12.2022.
3. As per the instructions of the Dept. of Official Language, Hindi Salahakar Samiti of the Ministry has been reconstituted on 28.06.2021 and its meeting is proposed to be held on 23.02.2023 as reported by Deptt of Food and Public Distribution.

13.2 INCENTIVE SCHEMES

1. The scheme for awarding cash prizes to Central Govt. Employees for noting and drafting in Hindi continued to be implemented during the year.
2. Special incentive for Hindi typing in addition to English typing continued to be given to employees of the Department.
3. The Department observed Hindi Fortnight from 14.09.2022 to 28.09.2022. During this Fortnight various competitions were organized with a view to encourage the officers/ employees of the Department for doing their official work in Hindi.

13.3 OTHER ACTIVITIES

1. Workshops relating 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 are being organized in the Department from time to time.
2. Information regarding interesting Hindi Books have been 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.
3. Continuous efforts were made to encourage progressive use of Hindi in official work not only in the Department but also in its attached and subordinate offices.

13.4 Programmes related to propagation of Official Language Hindi were organized in National Test House, head quarter and Eastern Region.

Various programmes and activities for propagation and spread of Hindi were carried out during the year 2022 in National Test House (HQ & ER) Kolkata.

- * Eligible personnel were nominated into various Hindi Trainings courses conducted by the Hindi Teaching Scheme.
- * Meetings of Official Language Implementation committee (OLIC) of the office were organized in every quarter on regular basis. The Decisions made in these meetings were effectively implemented.
- * A Hindi workshop was organized in every quarter as per the rule. In these Hindi workshops officers and staffs from almost all sections were imparted in the training and were encouraged to do their office work in Hindi.
- * The cash incentive scheme introduced by the Department of O.L, Government of India was implemented by conferring cash incentive awards pursuant to this scheme in the office and employees doing their work in Hindi were encouraged.
- * A Hindi substitute of English word was scribed on the white-board installed at the main entrance gate of the office. This was carried out with an aim to encourage the Officers and Staffs to do their office work in Hindi.
- * Departmental magazine in Hindi namely “Vaataayan” was successfully published. The officers and staffs contributed with their articles, poems, stories, jokes etc. whereas, the children and kids of employees contributed with their drawings, paintings, poems etc. on the current issues. The magazine also gives an insight of the various services offered by the NTH.
- * Grand Hindi Pakhwara was observed in the office during September 14 to 29, 2022. During Hindi Pakhwara different Hindi competitions viz. debate, essay writing, noting, drafting, slogan writing, poster making, extempore speech, quiz on OL and GK poem recitation were organized wherein officers and staffs participated in large number. The winner participants were conferred with cash awards and certificates in the main function organized in auditorium in the office premises.
- * Books in Hindi on various relevant topics of science and technology, social issues, literature etc. were purchased and are made available to the desiring employees.

How to register consumer grievance



STEP BY STEP GUIDE

1. While buying any product, always check whether the consumer care number is mentioned on the packet and whether the number is functioning.

Remember, this is important for registering grievances with the manufacturer/packer/importer in case of any problem with the product.

3. If the problem is not resolved by the manufacturer/packer/importer register your grievance at National Consumer Helpline (NCH) number 1800114000 or 14404.

The grievance can also be registered at www.consumerhelpline.gov.in. Note the date of registration of grievance and the reference number provided by NCH.

2. In case of any problem with the product, contact the consumer care of the manufacturer / packer / importer and register your grievance with them.

Note the date of contacting the consumer care and the reference number provided by consumer care. Ask the consumer care about the time expected for resolution of problem.

4. If the grievance remains unresolved, file a complaint in the relevant Consumer Disputes Redressal Commission (or Consumer Commission).

You can file the complaint yourself or through your lawyer or through your agent in the District Consumer Commission as per your convenience.



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(Toll Free)



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CHAPTER-14

CITIZEN CENTRIC E-GOVERNANCE INITIATIVES

14.1 Online Portal for services provided by Legal Metrology:

For reducing the compliance burden, facilitating business and for ease of doing business, all the four services/ certificates to be issued under the Legal Metrology Act, 2009 by this Department to the industries are made online. Earlier online or offline applications were accepted and processed. Now, it has been decided to accept only the online applications, which has reduced the time considerably.

For instance the entire process of Nomination of Directors of the companies, Registration of importer of weights and measures and Registration of manufacturer/ packer/ importer of packaged commodities earlier used to take about 25-30 days from sending the application by post and receiving of certificates by applicants, has been reduced to 3 days. Similarly Approval of models of weights and measures the entire process of submitting application/ testing of model/ receiving the certificate has been reduced to 3 to 4 months from earlier about 6 to 9 months.

2. Price Monitoring:-

PMD was tasked with monitoring prices of 14 essential food items across 18 centers in the country. Over the span of about 25 years, the coverage of commodities monitored by PMD has expanded to 22 and the number of reporting centers has increased to 450. The 22 commodities being monitored by PMD include five item 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).

3. BUREAU OF INDIAN STANDARDS (Information) :-

- In line with the Government of India's vision of Digital India, BIS is making concerted efforts for digitizing its activities. As a part of this endeavour, following initiatives have been undertaken:
- A Standards portal is in operation in BIS to manage all the processes related to standardization activity. This portal was enhanced to add new features like "Know Your Standard", "New Standards", "Revised Standards", "Review of Standards" etc. Know Your Standards provides a one-stop solution to access all the standards related data and documents. The Standard can be searched by entering the Indian Standard (IS) Number or a Keyword (like Product name) in the search box. User can not only access the basic documents related to the standard like the PDF of IS itself, amendments, gazette notifications, scheme of testing and inspections but also details like the list of licenses, list of laboratories testing for concerned IS, classification details and composition of the committee alongwith details of Eco-mark. Users can also access this feature through the app.
- New feature to review of Indian Standards was developed in the portal, which provides the stakeholders an interface to log review details and fill up the template for review. It also has provision to circulate the review document to the concerned committee members for their comments. Once deliberations are complete, the interface also provides provision to log the decision taken as a result of the review. The interface tracks the lifecycle of the review process and also generates multiple reports for efficient tracking and monitoring of the ongoing tasks and targets. Further, APIs were developed to share the data related to standards to various portals like manakonline, Laboratory Information Management System, BIS-CARE App, PRAYAS and PARAKH portal etc.
- Provision to allow a common consumer to get the purity of their unhallmarked gold jewellery tested at any of the BIS recognized Assaying and Hallmarking Centres (AHC) was launched in the month of March 2022. Under this, the AHC shall undertake the testing of purity of gold jewellery from common consumers on priority and provide a test report

to the consumer. The test report issued to the consumer will assure the consumer about the purity of their jewellery.

- Before 31st March 2022, gold samples were being collected in offline mode. Now from 01st April 2022 the software was added in BIS Reports app and now all surveillance are being conducted online in field. It has made surveillance activity paperless and easy to carry out. It also has provision to check and verify multiple gold articles using their Hallmark Unique Identification (HUID) at shop itself.
- Referral and Assaying Lab Module was made live on 16 Nov 2022, this completes the online workflow of Hallmarking Surveillance activities from end to end such that, the samples getting collected in field are sent to labs and making entries in online mode, after that RAL test and observed values are entered. Test report is then generated and sent to BO and Hallmarking Officers (HMO) automatically for necessary action.
- The conformity assessment portal enables domestic manufacturers to apply for grant of licence for use of Standard Mark (ISI) on their products, renewal of such licenses, inclusion in the scope of licence with payment of fees and submission of payment through simplified online means. BIS can process these requests and communicate their decision online, and facilitate real time tracking of the applications by our stakeholders. Upgraded dashboards enables the stakeholders to get information on every area: Standards under certification, Product Manuals, operative licensees, new applications, new licenses granted, licenses under suspension, etc. The portal has been enhanced with features like Automatic Renewals, Deferment and Expiry, Standard Reports, Mobile App Based Surveillance module, Digitised Lot Inspection etc. and is being upgraded on a continuous basis.
- BIS has also on boarded on the National Single Windows System (NSWS) portal and integrated its hallmarking schemes, both, Registration of Jewellers as well as Recognition of Hallmarking Centers which facilitates users to apply through a single window for various clearances and approvals at one place along with BIS approvals.


- The new look of BIS website (www.bis.gov.in) was launched with a modern, dynamic and user friendly design. The new look of BIS website focuses on 'Standards on Sustainable Development', 'Involving Stakeholders-Manak Manthan', 'BIS Care App', 'Product Specific Capsule courses on quality control', 'Standards club in Educational institutions', 'Deepening stakeholder enagagement', 'Standards in the emerging areas', 'Internship with BIS', 'Know your Standard', 'Partnership with technical and professional institutions', 'Creating quality compliance culture', 'User friendly Standards Catalogue', 'GIS', etc.
- The BIS CARE App facilitates stakeholders to verify authenticity of ISI mark, Registered Jewellers and marked electronic goods under Compulsory Registration Scheme (CRS) alongwith facility to submit their complaints. The app was also rolled out for iPhones and iPads with all the features that are available in the Android App.
- The Consumer Engagement Portal was renamed as Standards Promotion Portal to truly reflect the essence of the purpose for which the portal was developed. Taking it to a next level, an extensive set of features were introduced to cater to the entire buffet of Standard Promotion of Activities being done by BIS. To display the highlights of the activities, a photo gallery which was named as Manak Manch was also incorporated in the portal. The portal was enhanced further with features to register Standard Clubs, capture their geo-location coordinates, mentor training status, status of installation of sign-boards, member details and alumni details. A comprehensive system for generation of reports was also incorporated.
- To facilitate the Quality connect campaign by youth volunteers across the country, a quality connect mobile app was developed for the volunteers to capture the details of the interactions held by them. The app also provided feature to obtain feedback from persons with whom interactions were held. Further, in order to have a centralized pool of volunteers, an online system was introduced for the registration of volunteers.
- A portal has been developed for automating the workflow of Management System Certification Scheme of BIS i.e. from submission of application by

applicant to the grant of license to them. Further, this portal facilitates prospective auditors to get themselves empanelled with BIS.

- To improve the BIS outreach and services at national and international level's, Business Intelligence System has been developed for real time monitoring of all the activities. As part of this, Efficiency Index is implemented in product certification scheme to get an overall performance of all BIS Branch offices & officers and review them accordingly.

4. Emblem and Names:-


- An online portal for receipt of references from Registrars, Sub Registrars of Societies, Organisations, Patents under States/ UTs has been developed for examination of names, emblems and references received for registration under Emblems & Names, (Prevention of Improper Use) Act, 1950.
- NoC of Names/Emblems or objections are sent to registrars of States/UTs concerned online by Central Government.




**Reading the
fine print of
every contract
matters...**

**Don't just sign
and repent later !**

**JAGO
GRAHAK
JAGO**




Consumer
Mobile App
for Consumers



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Ministry of Consumer Affairs, Food and Public Distribution
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Online Complaints : www.consumerhelpline.gov.in



National
Consumer
Helpline :
1800-11-4000
or 1915
(Toll Free)

CHAPTER-15

NUMBER OF SC/ST/OBC/PWD/EXM OFFICERS

15.1 Establishment

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/EWS employed in the Department of Consumer Affairs and its statutory/attached/subordinate office is as under:

15.2 STATEMENT SHOWING THE NUMBER OF SC/ST/OBC/PWD/EXM/ WOMEN EMPLOYEES (AS ON 31.12.2022)

The position of SC/ST/OBC/EXM candidates against the number of employees in position, as on 31.12.2022.

Group of Post	Sanctioned Post	Total Number of employees in position	Number of employees out of column 3 belonging to								
			SC	ST	OBC	PH			EXM	Women employees in position	EWS
						VH	HH	OH			
(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8)	(9)	(10)	(11)	(12)
Group A	185	139	17	10	25	-	-	4	5	21	-
Group B, Gazetted	174	113	19	4	18	-	-	2	-	24	-
Group B, Non-Gazetted	243	155	25	7	47	-	-	4	-	44	3
Group C	594	299	53	27	65	-	1	1	-	38	5
Total	1196	706	114	48	155	-	1	11	5	127	8

VH – Visually Handicapped, **HH** – Hearing Handicapped, **OH** – Orthopedically Handicapped, **EXM** – Ex-serviceman, **EWS** – Economically Weaker Section

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

- (i) National Test House-Kolkata
- (ii) National Consumer Disputes Redressal Commission, New Delhi
- (iii) Indian Institute of Legal Metrology-Ranchi
- (iv) Regional Reference Standards Laboratories-(Ahmedabad, Bangalore, Bhubaneswar, Faridabad, Guwahati, Nagpur, Varanasi)

15.3 SC/ST EMPLOYEES IN NTH & SCHEMES FOR THE BENEFIT OF PERSONS WITH DISABILITIES:

The position of SC/ST/OBC/EXM candidates against the number of employees in position, as on 31.12.2022.

Group of Post	Sanctioned Post	Total Number of employees in position	Number of employees out of column 3 belonging to								
			SC	ST	OBC	PH			EXM	Women employees in position	EWS
						VH	HH	OH			
(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8)	(9)	(10)	(11)	(12)
Group A	96	67	10	05	14	Nil	Nil	01	02	09	0
Group B, Gazetted	105	73	13	04	16	Nil	Nil	01	Nil	15	
Group B, Non-Gazetted	148	83	19	06	26	Nil	Nil	03	Nil	24	3
Group C	366	147	30	08	31	Nil	Nil	01	Nil	23	2
Total	715	370	72	23	87	Nil	Nil	06	02	71	05

VH – Visually Handicapped, **HH** – Hearing Handicapped, **OH** – Orthopedically Handicapped, **EXM** – Ex-serviceman, **EWS** – Economically Weaker Section

BUREAU OF INDIAN STANDARDS (BIS)

15.4 RESERVATION FOR ECONOMICALLY WEAKER SECTIONS (EWSs) IN DIRECT RECRUITMENT IN CIVIL POSTS AND SERVICES IN THE GOVT. OF INDIA

As per the GOI instructions, a 10% reservation is being provided to the Economically Weaker Sections (EWSs) in Direct Recruitment.

Calling Corporates...
**Protecting Consumers
and your brand...
go hand in hand**

Join our growing
Convergence Programme
for speedy resolution
of Complaints

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Consumer Protection Act, 2019



- No fees is required for filing complaint upto Rs 5 Lakh.
- Filing complaints has become easier – consumer may file a complaint in any District Consumer Commission as per convenience.
- Consumer can file a complaint either himself or through an advocate or an agent.
- Provision of Video Conferencing for hearing also available in many Consumer Commissions.
- Complaint will be deemed to have been admitted if no decision on its admissibility is taken within 21 days.
- Both the parties can get the dispute resolved through mediation with the permission of Consumer Commission.
- There will be no appeal against a settlement reached through mediation and the fee paid in Consumer Commission will be refunded.
- Consumer can seek compensation in Consumer Commission for injury caused due to defective product or deficiency in service.
- Provision of punishment by a competent court to manufacturer or seller of adulterated / spurious goods.
- It is mandatory for every e-commerce entity to have a grievance redressal mechanism.
- Every e-commerce entity shall display on its website the name, contact details and designation of grievance officer for redressal of consumer grievances.
- Every e-commerce entity shall acknowledge receipt of consumer grievance within 48 hours.
- Every e-commerce entity shall redress the grievance within a month of its receipt.
- Every seller shall mention the country of origin of the product.



**Contact for Registering Grievances:
1915 or 1800-11-4000
(Toll Free)**



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Department of Consumer Affairs
Ministry of Consumer Affairs, Food and Public Distribution
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National Consumer Helpline
1915 or 1800-11-4000
(Toll Free)



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Mark is assurance of Quality

CHAPTER-16

SCHEMES FOR THE BENEFIT OF PHYSICALLY DISABLED PERSONS

16.1 SCHEMES FOR THE BENEFIT OF PERSONS WITH DISABILITIES IN NTH:

In regard to “Activities for the benefits of the persons with disabilities”, it is stated that all existing Regions of NTH have successfully implemented and complied all the requirements for the disabled persons as mentioned below:

- ❖ Accessible approach and ramp at entrance building
- ❖ Reserve parking near entrance
- ❖ Accessible pathway to entrance
- ❖ Accessible corridor
- ❖ Drinking water provision
- ❖ Accessible reception
- ❖ Lift with Braille
- ❖ Durable railing along with staircase

PUBLICITY

ACTIVITIES FOR THE BENEFIT FOR PERSONS WITH DISABILITIES- All the videos produced in the Department have been produced with subtitles.

BUREAU OF INDIAN STANDARDS

16.2 SCHEMES FOR PERSONS WITH DISABILITIES IN BUREAU OF INDIAN STANDARDS (BIS)

- 1) As per the GOI instructions, 4% reservation is being provided to the persons with disabilities in direct recruitment under Group A, B & C posts.
- 2) BIS also allows 12 casual leaves to the Physically challenged/disabled people instead of 08 Casual leaves permissible to a normal employee.
- 3) Moreover, physically challenged/disabled people are being paid Transport Allowance at double the rates prescribed for other employees.

16.3 SEXUAL HARASSMENT OF WOMEN AT WORK PLACE

16.3.1 Department of Consumer Affairs

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 03.08.1998. With the approval of the Competent Authority in this Department, the Internal Complaints Committee on Sexual Harassment against Women in the Department of Consumer Affairs was reconstituted on 11th January, 2023 with the following composition:

S.No.	Name of the Officer	Designation
1.	Smt. Nidhi Khare, Additional Secretary	Chairperson
2.	Ms. Kalyani Raj, Representative from All India Women's Conference (AIWC)	Member
3.	Smt. Jayalaxmi Kannan, Under Secretary (GA, Vigilance)	Member
4.	Shri Satinder Kumar, Deputy Director (PMD)	Member
5.	Smt. Anita Meena, Under Secretary (ECR&E, CWF)	Member Secretary

2. 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.

16.3.2 Bureau of Indian Standards

In compliance with the guidelines of the Supreme Court of India on the prevention of sexual harassment of women in the workplace, an Internal Complaints Committee was constituted in the Bureau of Indian Standards in Feb 1998 that has since been reconstituted vide OM No. Estt-III/ICC/76:01/2018 dated 09 January 2018. The Composition of the newly constituted Internal Complaints Committee (ICC) at BIS, HQ- New Delhi consists of a senior-level women employee as Presiding Officer along with two other members from BIS-HQ and one of the members from All India Democratic Women's Association (AIDWA), New Delhi.

The Internal Complaints Committee (ICC-HQ) celebrated "International Women's Day at BIS, HQ- New Delhi on 08 March 2022 with the participation of all employees posted at BIS, HQ-New Delhi and at BIS Offices in NCR, i.e Faridabad, Ghaziabad, Central Laboratory, NITS, Noida.

On this occasion, various cultural competitions like, poem, Elocution-on-the-spot, Best out of waste-Model and Quiz competitions. Prizes were distributed by the DG-BIS to winners of competitions. In addition, two speeches were organized by Bureau one for **"Healthy lifestyle and well being through Ayurveda and Yoga"** and the other **"Talk on Sedentary lifestyles, its Peril and Remedies"**.

16.3.3 Legal Metrology

No complaint has been received in respect of Sexual Harassment of Women at working place.

16.3.4 National Test House (NTH)

A high powered Committee has been constituted in NTH (HQ), Kolkata as well as in all the six regional offices of NTH and they have been addressing the issue with full care and have initiated all course of necessary action to prevent the same. No sexual harassment case has been observed in NTH (HQ) and its branches from 1st January 2022 to 31st December 2022.



उपभोक्ता मामले विभाग
DEPARTMENT OF
CONSUMER AFFAIRS



**ALWAYS PURCHASE
HALLMARKED
GOLD JEWELLERY**

BIS Standard Mark	Purity in carat and fineness	Assay centre's identification mark/number	Jeweller's identification mark/number

CHAPTER-17

AZADI KA AMRIT MOHATSAV INDIA @75 AND OTHER INITIATIVES

17.1 Azadi ka Amrit Mahotsav

Department of Consumer Affairs organized “Consumer Empowerment Week” from 14th to 20th March, 2022 to celebrate and commemorate 75 years of progressive India and the glorious history of its people, culture and achievements as a part of Azadi Ka Amrit Mahotsav. The celebrations coincided with the World Consumer Rights Day, which falls on 15th March.

2. On the opening day of the celebration, field units of organizations under the Department i.e., Bureau of Indian Standards (BIS), Indian Institute of Legal Metrology (IILM) Ranchi, National Cooperative Consumers’ Federation of India Limited (NCCF), National Test House (NTH) and Regional Reference Standards Laboratories (RRSLs) organized consumer awareness programmes in 90 villages of 23 States / UTs. This was a first of its kind initiative by the Department. These programmes created awareness about salient features of Consumer Protection Act 2019, Indian Standard marks, Hallmark, CRS mark, details to be seen on pre-packaged commodities, use of proper weights and measures and use of National Consumer Helpline (NCH) for lodging consumer complaints. These programmes were attended by large number of rural people. These events were attended by a large number of participants. In some instances, members of local administration and other influencers also attended the programmes. These programmes were given coverage by local media in many cases. A month-long quiz competition was also launched on MyGov to raise awareness on consumer rights and initiatives undertaken by the Department.

3. On 15th March, 2022, the Department celebrated World Consumer Rights Day. An event was organized in New Delhi and the theme was “Fair Digital Finance”. The event was attended by Shri Piyush Goyal, Union Minister of Commerce, Food and Public Distribution, Textiles, and Commerce & Industry. Shri Ashwini Kumar Choubey, Minister of State for Consumer Affairs, Food and Public Distribution and Environment, Forest and Climate Change; Ms Sadhvi Niranjana Jyoti, Minister of State for Consumer Affairs, Food and Public Distribution and Rural Development; Mr Justice R. K. Agarwal, President of National Consumer Disputes Redressal Commission (NCDRC); Shri Nandan Nilekani, Non-Executive Chairman of Infosys, and other dignitaries also attended the event. Shri Rohit Kumar Singh, Secretary; Ms Nidhi Khare, Additional Secretary; Shri G. Srinivas, Additional Secretary & Financial Advisor; and other senior officers of the Department and its organizations also attended the event.

4. Speaking at the event, Shri Piyush Goyal, Union Minister of Consumer Affairs, Food and Public Distribution, Textiles, and Commerce & Industry, said effective enforcement of laws is necessary to protect consumer interest and encourage high-quality products and services, but legal provisions should not be used to harass small businessmen and traders. He also flagged the issue the need to decriminalize of certain provisions of Legal Metrology Act and lauded the initiative taken by various authorities to protect the interests and rights of consumers, but he also urged all the stakeholders to deliberate on the issue of decriminalization. Shri Goyal shared instances of actions being taken by the Department of Consumer Affairs against misleading advertisements. He said that action was taken against a Toothpaste company claiming to be World’s No. 1. Similar action was taken against another company claiming to have sold out the stock within no time. Shri Goyal also talked about the Quality Standardisation work being undertaken by the Bureau of Indian Standards (BIS) mentioning that hallmarking has provided consumers with the long-due right to Quality, Purity & transparency. Taking the message of Prime Minister Shri Narendra Modi ‘Sabka Saath, Sabka Vikas and Sabka Prayas’ forward he urged all the state governments, industry associations and other stakeholders to put forth their best efforts in bringing a balance between allowing genuine business opportunities while taking stringent action against unfair business practices which are

detrimental to consumer protection and tries to circumvent the existing law. He also highlighted that business should support new policy decisions which are aimed at furthering consumer protection and requested them to constructively work with government to create holistic environment for business as well as consumer protection. He further emphasized that Consumers need to be more aware, should demand quality products and thereby endeavor to make India a world leader in providing high quality product and services. While applauding the progress of e –daakhil portal which enables online filing of consumer complaints and urged the authorities to facilitate virtual hearings in all cases, he expressed concern over number of vacant positions in various State and District Consumer Commissions and the fact that Supreme Court had to intervene. He urged all the State Governments to fill up their vacancies at the earliest.

5. The Chief Guest for the event, Shri Nandan Nilekani pressed on the need for changing with the changing digital platforms and highlighted that with the increasing complex digital protocols, one has to be prepared for more complex consumer redressal methods which requires a wholesome approach by the Government. In this regard, he highlighted the need to redesign the consumer dispute redressal mechanism taking into consideration Artificial Intelligence and making use of speech to speech, speech to text and text to speech open platforms to make the online dispute resolution mechanism available in multi lingual format. He highlighted that, today's digital transactions are multi party and hence resolution of such disputes have multi party requirement. With growth in scale and speed of Digital finance in a never seen like before pace, India should usher a new era of consumer redressal and make sure that every Indian gets access to easy consumer redressal.

6. The Minister of State for Ministry of Consumer Affairs, Food and Public Distribution and Rural Development Ms Sadhvi Nirajan Jyoti in her keynote address underlined that digital technology and new business models are completely changing our ability to reach poor and excluded households with financial services. Government has always strived to bring greater financial inclusion and this is well reflected in the increase in transactions through UPI to recipients of various Covid relief programs. She urged that combined efforts

should be made in making digital finance, more sound, safe and secure for consumers.

7. The Minister of State for Ministry of Consumer Affairs, Food and Public Distribution & Environment, Forest and Climate Change Shri Ashwini Kumar Choubey in his key note address stressed on need for innovative regulatory approaches and digital financial services and products that centre consumer protection and empowerment. He observed that Digital finance provides more accessible and affordable services to consumers and kept business alive during pandemic, however, also exposes consumers to new risks that have the potential to adversely impact the trust of consumers, destabilize financial markets, and discourage uptake and usage of digital financial services eroding the gains made in financial inclusion. Therefore, it is vital to have strategic regulation and timely intervention which reflects better consumer protection in expanding horizon of digital finance.

8. The Minister of State for Ministry of Consumer Affairs, Food and Public Distribution and Rural Development Ms Sadhvi Nirajan Jyoti and Minister of State for Ministry of Consumer Affairs, Food and Public Distribution & Environment, Forest and Climate Change Shri Ashwini Kumar Choubey inaugurated virtual exhibition, created by the Department as a part of its celebrations under 'Azadi ka Amrit Mahotsav'. This virtual exhibition displays the evolution and the work being done by the three scientific organizations – Bureau of Indian Standards (BIS), National Test House (NTH) and Regional Reference Standards Laboratories (RRSLs) - for protection and promotion of consumer rights.

9. President NCDRC Hon'ble Mr. Justice, R. K. Agrawal in his keynote address highlighted the paradigm shift in technological advancements that world has seen in the global era of digitization. He stressed that Digital Financial Services has become a vital tool for increasing productivity, reach, financial inclusion as well as efficiency – not for individuals and corporates alone, but for a country as a whole. President, NCDRC concluded his keynote address highlighting the need for Financial Regulators, Telecom Operators and Central Payment System Authority to ensure best risk management for all consumers.

10. The Ministers also congratulated winners of essay competition organized by National Law University Delhi, in association with Department of Consumer Affairs and Inter School online painting competition organized by FICCI Committee Against Smuggling and Counterfeiting Activities Destroying the Economy (CASCADE) in association with Department of Consumer Affairs as a part of celebration of World Consumer Rights Day 2022. 4 books on consumer laws were also released on the occasion.

11. A panel discussion on “Fair Digital Finance” was held. It was chaired by Shri Anurag Jain, Secretary, Department for Promotion of Industry and Internal Trade, chaired the panel discussion. Subsequently, a technical session was held to discuss the way forward in addressing the issue of delays in Consumer Commissions. The session was chaired by Ms Nidhi Khare, Additional Secretary, Department of Consumer Affairs. Later, a technical session was held to discuss the way forward in e-filing as a hassle free and speedy grievance redressal mechanism. The session was chaired by Prof (Dr) V Vijayakumar, Vice Chancellor, National Law University Bhopal. The last technical session of the day focused the way forward in popularising mediation as a pre-litigation measure in the redressal of consumer complaints. The session was chaired by Shri Sudhir Krishnaswamy, Vice Chancellor, National Law University Bangalore. These sessions saw participation of speakers from diverse fields – State and District Consumer Disputes Redressal Commissions, RBI, MeitY, NPCI, SBI, State Governments, private sector, civil society, academicians and industry bodies.

12. Department of Consumer Affairs in collaboration with Invest India organized a 2-day seminar on E-Commerce and the Digital Consumer on 16th and 17th March, 2022. A series of panel discussions were conducted in association with the Internet and Mobile Association of India (IAMAI), bringing together key players from 8 core segments of e-commerce in India, in line with the Governments efforts towards consumer protection and ease of doing business. These discussions were spread across various segments of e-commerce, including beauty, health & wellness; food retail & FMCG; entertainment & education; and online payments. The event brought together government officials from the Department of Consumer Affairs, Ministry of Health & Family Welfare, Department for Promotion of Industry and Internal Trade, Department of Financial services, as well as

UIDAI. Industry leaders from the likes of Hindustan Unilever, Netmeds, Reliance Retail, ITC Ltd., Marico, Big Basket, Swiggy, Hungama, Netflix, Unacademy, Disney, PayTM, Visa, Amazon etc, as well as key consumer rights and consumer assistance bodies shared their views on the growing e-commerce market in India and the importance of consumer protection.

13. Shri Rohit Kumar Singh, Secretary, Department of Consumer Affairs, highlighted the importance of consumer awareness and the changing nature of the marketplace with the entry of a large number of new internet consumers. He also stated the importance of enabling the digital consumer with the right information. Ms Nidhi Khare, Additional Secretary, Department of Consumer Affairs, talked about the evolution of e-commerce in India and highlighted the need for self-regulatory mechanisms for consumer protection. Ms Shruti Chandra, Senior Assistant Vice President, Invest India spoke about the immense growth potential of the e-commerce market and how the new age of digital India has rapidly bridged the gap between rural and urban India. She also stated the importance of trust in the integrity and fairness of digital markets for the modern consumer.

14. The field units of Bureau of Indian Standards (BIS), Indian Institute of Legal Metrology (IILM) Ranchi, National Test House (NTH) and Regional Reference Standards Laboratories (RRSLs) organized various activities during the week. For example, visits of students and general public were organized to the labs of these organisations to make them aware of the available testing facilities and demonstrating some of the tests. Counters were set up in various places and leaflets were distributed to create awareness on consumer rights. Water testing was demonstrated at various places. Meetings with general public, Government bodies, industry and health workers were organized so that a wide gamut of stakeholders may be made aware of the issues which concern the consumers. Nukkad Natak and cleanliness drive were organized to create consumer awareness. These events were attended by a large number of participants. In some instances, members of local administration and other influencers also attended the programmes. The events were given coverage by local media in many cases.

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due to increased  **AWARENESS** in last 7 months



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Consumer
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CHAPTER-18

INITIATIVES IN THE NORTH EAST STATES

18.1 Awareness Programme:

A media campaign for publicizing NCH new helpline number 1915 and E-Daakhil was run / is being run through laptop branding, mug branding, weather report / news report captions, animated bug logo insertion on DD News and DD Kisan . Video spots have been run during Swaraj and Journey of India Programme of Doordarshan and video spots are being run on various regional channels of Doordarshan in the North-Eastern region for educating consumers about features of Consumer Protection Act 2019, BIS standards, MRP, expiry date, National Consumer Helpline (NCH) etc.

Video spots are being run in North-Eastern Region through regional channels of Doordarshan for educating consumers about features of Consumer Protection Act 2019, NCH new helpline numbr 1915, E-Daakhil, BIS standards, MRP, expiry date etc.

18.2 Legal Metrology :

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 States.

18.3 Price Monitoring Division (PMD)

Price Monitoring Division (PMD) monitors the retail and wholesale prices of 22 essential food items, 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 461 centres including 78 centres from North East, viz. Itanagar, Namsai, Pasighat, Tawang, Guwahati, Barpeta, Tinsukia, Dhubri, Goalpara, Golaghat, Mangaldai, Mushalpur, Udalguri, Bajali, Hojai, Jorhat, Bongaigaon, Morigaon, Sonari, Tamulpur, Sivasagar, Biswanath Chariali, Dibrugarh, Karimganj, Majuli, Sonitpur Tezpur, Imphal, Chandel, Jiribam, Kangpokpi, Senapati, Tamenglong, Thoubal, Ukhrul, Shillong, Tura, Jowai, Sohra, Mairang, Nongpoh, Khliehriat, Williamnagar, Nongstoin, Aizawl, Lunglei, Kolasib, Mamit, Champhai, Serchhip, Siahla, Lawngtlai, Hnahthial, Khawzawl, Saitual, Kohima, Dimapur, Tuensang, Mokochung, Chumukedima, Mon, Peren, Phek, Tseminyu, Wokha, Zunheboto, Kiphire, Longleng, Niuland, Shamator, Gangtok, Gyalshing, Namchi, Soreng, Mangan, Agartala, Dharmanagar, Belonia, Udaipur.

PMD is implementing Scheme for Strengthening of Price Monitoring Cell (PMC) in the States. To strengthen the price monitoring mechanism in the North Eastern States, PMD through its Scheme for Strengthening of PMC provided financial assistance to State Government of Assam, Sikkim, Meghalaya, Nagaland and Arunachal Pradesh during the year 2022-23.

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.

₹75 crore was released as 1st installment of Centre's share as a matching contribution to Govt. of Assam in December 2019 for creation of a revolving fund of ₹200 crore for State Level Price Stabilisation Fund of Assam. The State Government has conveyed that the fund will be utilised for market intervention activities in case of onions and Masur Dal.

In principal approval for creation of State Level PSF in the State of Nagaland has been accorded by GoI.

18.4 Consumer Protection

Workshop with North-Eastern States



Department of Consumer Affairs organised a one-day workshop in association with Government of Assam to address the issues concerning consumer protection in North Eastern States. The workshop was presided over by Shri Rohit Kumar Singh, Secretary Department of Consumer Affairs. During the workshop, panel discussions were held on reducing the pendency of cases in consumer commissions, strengthening infrastructure, use of mediation for speedier resolution of consumer grievances, use of e-filing for hassle-free consumer grievance redressal etc. Secretaries/Principal Secretaries of Consumer Affairs Department and Presidents/Members of Consumer Commissions of North Eastern States attended the workshop. 4 Members of NCDRC also attended the workshop.



18.5 ACTIVITIES OF NTH, GUWAHATI IN NORTH EASTERN REGION

A Report on the Projects and schemes being operated in the North Eastern Region of National Test House at Guwahati is furnished as follows:

18.5.1 At present, NTH (NER), Guwahati, provides the following services to the clients:

- I. Testing & Quality Evaluation of various Engineering Materials, viz., Civil & Chemical (building materials, paver blocks, coal, admixture etc.), Mechanical (TMT, Structural steel, Aluminium section etc.)
- II. Providing Training in Testing Methodologies for Cement, Water, General Chemicals, Steel, etc.
- III. Providing Consultancy Services in the fields of Laboratory Set-up quality of Ceramic Materials etc.
- IV. Participating in the Project work undertaken by various NGOs and other organizations, depending on the existing facilities in NTH (NER), Guwahati.

18.5.2 To serve the consumers as a whole: NTH(NER), Guwahati, has a scope to play a vital role in the movement of growing industrialization of the region, in both sectors of **“Agro-based”** and **“Mineral-based”** industries.

18.5.3 Functions & present scenario of NTH (NER), Guwahati:

1. NTH (NER), Guwahati is offering 50% discount in test fees to the North Eastern region customer so that common people of NER can avail the service of NTH in affordable charges and to support the Make in India initiative of the Govt. of India.
2. Awareness among the people regarding the Facilities available at NTH will be created by participating in industrial events organized by CII, FINER etc. Time to time awareness programme conducted by NTH (NER), Guwahati regarding suitability of drinking water for consumption in different class of society including government organisations and schools. The samples are collected and analysis were carried out on the spot in rural and remote area by Mobile testing Van.
3. Creation of Electrical Testing Facilities starting with cables and conductors by FY 2022-23 followed by creating Transformer Testing Facilities (100KVA) and Switch Gear testing by June 2023.
4. NTH jointly with BIS, Guwahati has organized training and hands-on demo for Manufacturing Association.
5. Testing Facilities for Rebound Hammer Test will be created by NTH, Guwahati by June 2023.
6. NTH Guwahati has already Testing Facilities of Portable water except pesticide residues and Mineral Oil. The same will be developed in FY 22-23.
7. NTH, Guwahati will carry out mobile Testing of water every month free of cost for villages and schools in Kamrup district.
8. Customers will be invited for customer meets on quarterly basis to understand their demands in testing areas.
9. Planned to open a satellite branch for testing building material in land port of Tripura.



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more than MRP**

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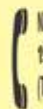
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- Right to Choose
- Right to Safety
- Right to be Heard
- Right to be Informed
- Right to Consumer Education
- Right to seek Redressal



सत्यमेव जयते

Government of India
MINISTRY OF CONSUMER AFFAIRS
FOOD AND PUBLIC DISTRIBUTION
Department of Consumer Affairs
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