



Department of Consumer Affairs

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

सत्यमेव जयते



ANNUAL REPORT 2024-25



National Consumer Helpline
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Government of India
Department of Consumer Affairs
Ministry of Consumer Affairs, Food & Pubic 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
- Move beyond consumer protection to consumer prosperity

1.2 Functional and Organizational Set up

- Shri Pralhad Joshi, Hon'ble Minister of Consumer Affairs, Food and Public Distribution and Minister of New and Renewable Energy assumed charge of the on 11th June 2024.
- Shri B.L. Verma, Hon'ble Minister of State for Ministry of Consumer Affairs, Food and Public Distribution and Ministry of Social Justice and Empowerment assumed charge on 11th June 2024.
- Smt. Nimuben Jayantibhai Bambhaniya, Hon'ble Minister of State of Consumer Affairs, Food and Public Distribution assumed charge on the 11th June 2024.
- Smt. Nidhi Khare, IAS, Secretary (CA) assumed charge on 01st April, 2024.
- An Additional Secretary, one Senior Economic Adviser, an Adviser (Cost) besides one 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](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 1st January, 2024 to 1st January, 2025, 1487 RTI applications and 120 First Appeals were received through online RTI portal. Out of these, 1446 RTI applications and 113 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 Bharat Harbanslal Khera, Additional 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 (BIS), an autonomous organization under the Department and the National Cooperative Consumers' Federation (NCCF), 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.

During the Financial year 2024-25, the following work was undertaken:

No of cases sent to UPSC for their advise	1
No of cases sent to CVC for 1 st stage advise	0
No of vigilance clearances granted	178
Disciplinary proceedings initiated for major penalty	0
Disciplinary proceedings initiated for minor penalty	0
Suspension	0
Intimations received for transaction in Immovable Property	20
Intimations received for transaction in Movable Property	4
Court cases	2
Appeal / Review petitions	0
Immovable Property Returns received	127

1.6 National Informatics Center (NIC)

In order to bring transparency and efficiency, ease of business and many citizen centric digital initiatives have been taken during the year . To bring more efficiency, to make processes simple, easy and quick, process re-engineering has been undertaken for many manual tasks and as well as in the existing online digital solutions. Many existing softwares / portals have been reviewed to make them more secure and to apply the latest technology. New versions of existing softwares and portals have been deployed. This has helped both G to C and G to B processes cutting short the processing time effectively.

- I. A new version of the Consumer Helpline software was launched (<https://consumerhelpline.gov.in>) which included improving the integrated Whatsapp for lodging consumer grievances. Around **1038** private companies have been made as convergence partners for speedy and effective grievance redressal. Processes have been initiated for the application of Artificial Intelligence to help consumers to lodge grievances in a hazzle free manner.
- II. Enhanced version of NCH App has been launched for Android and iOS platforms. This App can be downloaded freely in Google Play Store.
- III. An enhanced version of the 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. A new version of the Price Monitoring System (**version 4.0**) was launched. Provision for online reporting of daily retail and wholesale prices of additional 16 essential food commodities in addition to the existing 22 commodities have been made to collect from various Price Monitoring Centres across India through the online application 'Price Monitoring System'. A new version of the mobile version launched. The number of centres have been increased to **555** 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. A software to monitor Buffer Stocks position has been launched.
- VII. A new and revised version of CONFONET Project of the Department viz. <https://e-jagruti.gov.in> was Designed, Developed and launched by the NIC, bringing in exponential changes with the latest technology. This portal has integrated various modules under single platform
- VIII. Various processes of the Legal Metrology Division such as Model Approval, Packaged Commodity Registration, Director Nomination have been made online (<https://lm.doca.gov.in>) and integrated with the National Single Window System of the DPIIT department of the Government of India for ease of doing business. The certificates issued through this processes have been put in the Block Chain to ensure non-tampering.
- IX. 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.
- X. Various regional workshops conducted to train State Government Nodal Officers for online reporting Prices of Essential Commodities.
- XI. Various capacity building programs have been conducted for the Price Monitoring Reporting Centres, Right to Report Stakeholders and Legal Metrology softwares.
- XII. Under e-jagruti Project, extensive capacity building have been conducted to onboard various stakeholders such as NCDRC, State Commission and District Commission Presidents and Members to enable them to handle the new online software with ease. Also, other stake holders such as Registrars, Advocates have also been trained.

- XIII. **E-office version v8.0.1** implemented for DoCA, CCPA and RRSLs to bring accountability, efficiency and speedy disposal of files.
- XIV. Online reporting of actions taken under the Special Cleanliness Drive 3.0 was launched which helped various subordinate / attached offices such as NTH, BIs, Consumer Commissions etc. to report regularly on their achievements along with pictures.
- XV. Various IT initiatives have been carried out both in the National Test House and Bureau of India Standards to improve their working

1.7 CYBER SECURITY MEASURES UNDERTAKEN

- All online portals have been securely hosted on <https://>
- Websites, portals and softwares have been got security audited through NIC audit team
- A comprehensive in-house audit was conducted by the NIC-DoCA team and various loopholes plugged to ensure cyber safety.
- OS level BIOS passwords have been set up and hardware hardening done.
- Admin login in individual PCs have been secured with passwords and user accounts have been created with passwords for the use of individuals.
- Security audit was carried out for the Network and all Nodes during 2024 and based on the report outdated operating systems have been replaced with the latest version and old and outdated systems have been replaced with new systems
- Also Operating Systems in various systems have been updated with the latest patches.
- A comprehensive security audit of all Network and End points was carried out by the Ministry of Home Affairs and based on the reports, loopholes have been plugged.

- A centralized Network monitoring software ESS and UEM has been installed to monitor the network

1.8 Confonet (Computerization & computer Networking of Consumer Commissions), an umbrella scheme of Deptt. of Consumer Affairs, has been implemented in the backdrop of the Consumer Protection Act, which is a social legislation, intended to protect consumers from all forms of exploitation. Under the provision of the Act, quasi-judicial machinery, namely, Consumer Commissions at the District, State and National level were set up. With the objective to make the fruits of this benevolent Act reach its wide target audience, this scheme was initiated to provide a turnkey solution at each of the District Commission, State Commission & National level, including linkages with respective State and Central Governments.

2. The scheme aims at improving operational efficiency, co-ordination, accessibility and speed in judicial administration. The aforementioned scheme envisions to set Information Communication Technology (ICT) infrastructure such as computer software/hardware and technical manpower in Consumer Commissions, all over India to provide the following:-

- E- Governance
- Efficiency
- Transparency
- Systematizing of working
- Enabling e-filing
- To achieve time bound delivery of justice to the consumers

3. Under the ibid scheme, various applications such as CONFONET portal, CONFONET Mobile App, e-Daakhil portal, Online Case Monitoring System (OCMS) for State and District Commissions and Case Monitoring System (CMS) for National Commission were launched. However, as the time progressed, certain key challenges emerged in the implementation of the project which necessitates the revamping of the existing CONFONET project.

4. In view of the above, under this project, a new CONFONET 2.0 software has been developed and launched on 24.12.2023 on National Consumer Day. The upgraded platform of CONFONET 2.0 will be known as www.e-jagriti.gov.in (Justice and Grievance Redressal for Consumers using IT_enabled Transformation). The key features of CONFONET 2.0 are as follows:

- Faceless,

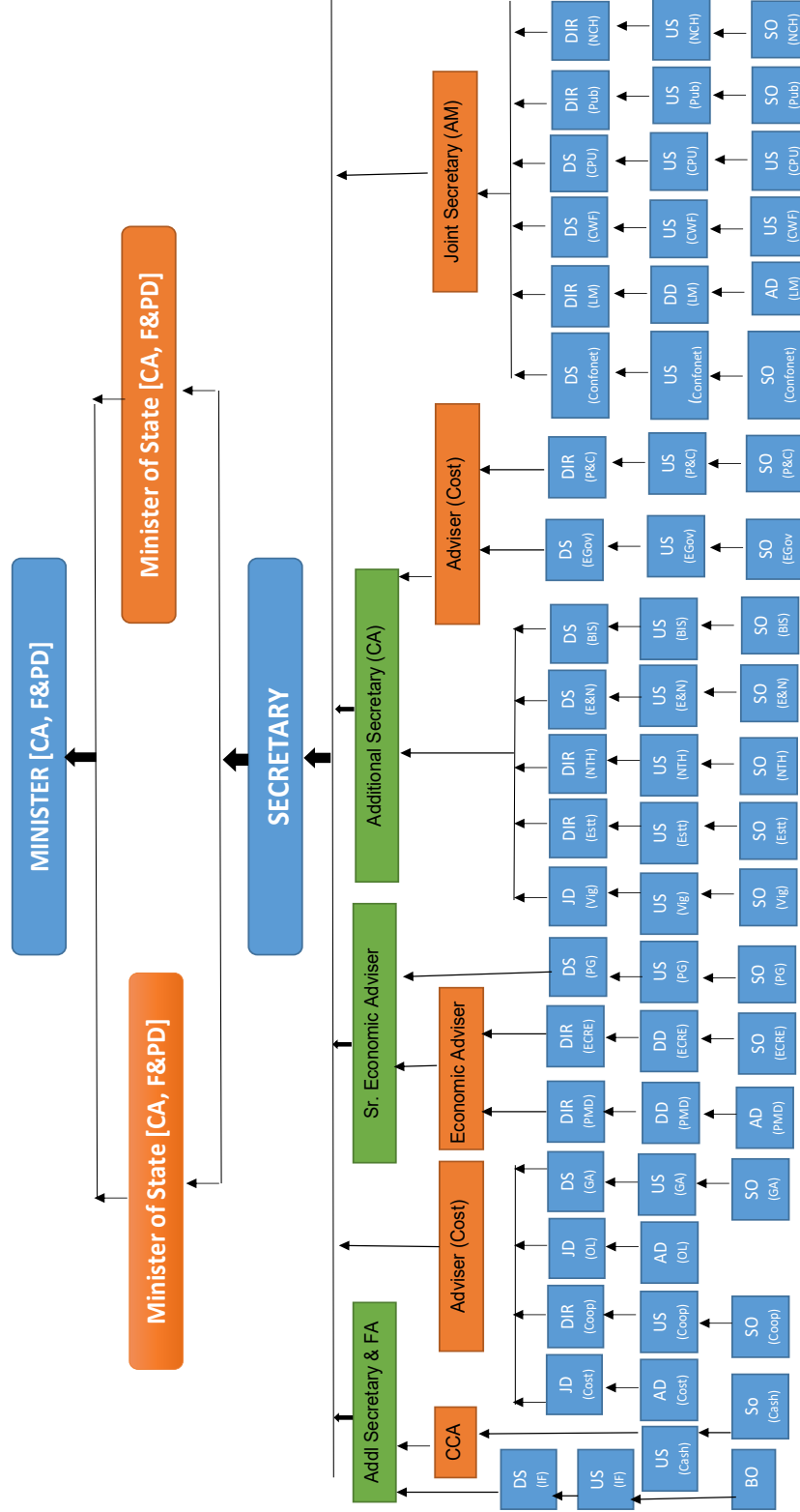
role-based on-boarding • Registration and followup for Advocates • Smart search facility using Artificial Intelligence and Machine Learning • Voice to Text Conversions • Chat-bot and Voice-bot facilities • Role-based Dashboards • Support for Virtual and hybrid hearings • Multi-language interfaces • Machine readable and searchable documentation • Digital signing of documents / orders.

5. Further, under CONFONET project Video Conferencing facilities (Hybrid mode) are being installed in 10 benches of NCDRC and 35 benches of SCDRCs to facilitate the Commissions to hear cases through video conferencing which will help in remote appearances of petitioners, lawyers and organizations and also support faster disposal and hearing of larger number of cases. It is also an attempt to facilitate 'Divyang' persons to attend the hearings of the Commissions from the comfort of their own home.

Annexure-I (Organogram)

ANNEXURE-I

ORGANISATION CHART OF DEPARTMENT OF CONSUMER AFFAIRS (As on: 1st January, 2025)



Legend

- Secretary (CA)** - Smt. Nidhi Khare
 Additional Secretary (CA) - Shri Bharat Khera
 JS & F A - Ms. Tanuja Thakur Khalkho (Additional Charge)
 Sr. Economic Adviser - Shri I.S Negi
 Joint Secretary (AM) - Shri Anupam Mishra
 Economic Adviser - Dr. Kamkenthang Guite
 C C A - Ms. Jenny Kiloung
 Adviser Cost - Shri Shashi Bhushan

<u>Advisor (Cost)/ JD/Directors/ Deputy Secretaries</u> <u>Mr./Ms</u>	<u>Division/Section/Unit</u>	<u>JD/Under Secretaries /Deputy Directors</u> <u>Mr./Ms</u>	<u>Section Officer /Assistant Director</u> <u>Mr./Ms</u>
Ashutosh Agarwal, Director (LM)	Weights & Measures/ Legal Metrology	Manoj Kumar. Naik, DD	Dinesh Sagar, AD
ABS Shalini, Director	BIS/Establishment/NCH	Baldev Singh, US (BIS) Bai Krishana Thakur, US (Estt) K.Mahendran, US (NCH)	Vaibhav Madan, SO (NTH) K Sundaram, SO(Estt) Kumar Anand, SO (NCH)
Shri Mirinal Kumar Das, Director	Emblems & Name /CCPA/ General Administration	P.K Tyagi, US (E&N) K.Mahendran, US (CCPA) Ajit Kumar, US (GA)	Anurag Kumar Mishra, SO(E&M) Abhinash Chandra Kumar, SO(CCPA) Vivek Prakash, SO(GA)
Aman Jain, Director	Parliament & Coord/ RTI / O&M	Ajit Kumar, US (P&C/RTI/O&M/)	Sachin Kumar , SO (P&C/O&M/RTI)
Subhash Chandra Meena, Director	Price Monitoring Division / Essential Commodities Regulation & Enforcement	Lal Ramdinpuii Renthlei, JD (PMD) Rajiv Kumar, DD (PMD) Dr. Sadhana Srivastave, DD(PMD) Rajiv Kumar, DD (ECRE)	Mukesh Kumar Gautam, (AD) (PMD) Muskan Jain, (AD) (PMD) Anita Kadyan, SO (ECRE)
K C Singha, Director	Integrated Finance/Budget	Prasan Kumar Nanda, US , (IF)	Pritam Singh, SO(IF)
Swwarupa Saraan, Deputy Secretary	Consumer Welfare Fund/PG	Amit Kumar, US(CWF)/ P.K Tyagi, US (PG)	Anurag Kumar Mishra, SO(CWF/PG)
P K Sahoo, Deputy Secretary	Coop/NTH/e-Governance	Md.Amir, US(Coop/NTH) Ajit Kumar, US(e-Governance)	S.Mahesh, SO (Coop) Vaibhav Madan, SO (NTH) Sachin Kumar, SO(e- Governance)
Sunil Kumar Mishra, Deputy Secretary	CPU/Publicity/Confonet/E-daakhil	Tamoghna Choudhury, US(CPU/Confonet/E-daakhil) Vikash Kumar, US (Pub)	Udit, SO(CPU) Meghna Goyal, SO(CPU) Ajeet Shukla, SO(PUB)
T R Sathish Chandran, Joint Director	Vigilance /Costing Cell	Amit Kumar, US (Vig) Vacant (Cost)	Abhinav Kumar, SO (Vig) Pankaj Pahadia AD (Cost) Ms. Shivani Goyal, AD(Cost)
N Natarajan, Tech. Director	NIC Cell	--	--
Dr. Jagdish Prasad Meena, JD(OL)	OL	-	Ashok Kumar, AD



Not all Green is Green!!

ECO FRIENDLY

Beware of product claiming to be green or 'eco-friendly' without proper disclosure.

That may be **greenwashing**—misleading fake environmental claims



Department of Consumer Affairs,
Government of India



@jagograhaakjago



@consumeraffairs_goi

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

2.1.1 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.

2.1.2 National Test House (NTH):

The National Test House (NTH) is a leading scientific institution operating under the Department of Consumer Affairs, Ministry of Consumer Affairs, Food & Public Distribution, Government of India. NTH has established itself as a key player in the fields of testing, calibration, evaluation, and quality control for engineering materials and finished products.

Established in 1912 under the Railway Board, it has evolved into a nationally significant laboratory, providing test certificates that comply with national, international, or customer-specific standards and specifications.

NTH plays a vital role in driving technological advancement across various sectors, including industry, commerce, trade, and standardization. It has been pivotal in the growth of indigenous industries, connecting industrial research with the production of high-quality products that adhere to rigorous quality control standards.

NTH is modernizing by digitizing its testing processes to enhance service quality and efficiency. In the recent past, we've built advanced laboratories that compete globally while offering local solutions. Our goal is to create a cutting-edge testing environment that supports product quality and aligns with the "Atmanirbhar Bharat" vision for self-reliance and national growth.

OUR OUTREACH & NETWORKS:

NTH plays a key role in testing, calibration, and quality evaluation for products across manufacturing, service industries, and consumer use. It operates six

regional laboratories in Kolkata (Salt Lake and Alipore), Mumbai, Chennai, Ghaziabad, Jaipur, and Guwahati. In 2021, a satellite centre was established in Pindra, Varanasi, and in 2024, NTH Bangalore at the RRSL Campus in Bangalore was added.



NTH also serves neighbouring countries like Bhutan, Bangladesh, and Sri Lanka, with plans for further international expansion.

2.1.3 Central Consumer Protection Authority:

Under the provisions of the Consumer Protection Act, 2019, 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.

2.1.4 National Consumer Day

The National Consumer Day was celebrated on 24.12.2024 at Vigyan Bhawan, New Delhi. The theme of the event was “Virtual Hearing & Digital Access to Consumer Justice”. Union Minister of Consumer Affairs, Food and Public Distribution and Minister of New and Renewable Energy, Shri Pralhad Joshi

presides over the celebrations of National Consumer Day 2024, today in Vigyan Bhawan in New Delhi with the launch of several pro-Consumer initiatives.





2.1.5 Celebration of Swachhta Pakhwada

Department of Consumer Affairs containing details of activities undertaken during swachhta Pakhwara from 16th to 29th February, 2024.

In pursuance of guidelines of M/o Drinking Water and Sanitation and D.O. letter No 561/01/01/2017-CA . V dated 10th January 2024 from Cabinet Secretary for celebration of Swachhta Pakhwara. Department of Consumer Affairs has observed Swachhta Pakhwada from 16th to 29th February, 2024. Swachhta Action Plan was prepared to celebrate the Pakhwara by the Department as well as all its organizations. Swachhta Action Plan and Photos / Videos on the activities undertaken were also uploaded on the website of D/o Drinking Water and Sanitation. Display of banners at prominent places, also at website of DoCA, distribution of mask, sanitizer, soaps in keeping in view of plantation,

beautification, use of paper folders instead of plastic, disposal of accumulated e-waste of the department.



(Activities undertaken during Swachhatta Pakhwada)

A Pledge taking ceremony was held at 19th February 2024, wherein Secretary (CA) administered the pledge on Swachhta. Essay competition was also held on 23th February 2024.

Organization under this Department viz. BIS, NCCF, NTH, IILM and RRSLs have also observed Swachhta Pakhwara in their offices as per their Action Plan and provided reports on activities/ plans undertaken during Swachhta Pakhwara.

2.1.6 Special Campaign 4.0:

In pursuance of guidelines of M/o Housing and Urban Affairs, Government of India vide their D.O. Letter No. 13/7/2024-SBM-IV dated 28th August, 2024 for celebration of Swachhta Hi Sewa 2024, Department of Consumer Affairs (DoCA) has observed Swachhta Hi Sewa Campaign from 17th September, 2024 to 1st October, 2024. Swachhta Action Plan was prepared to make the campaign successful by the Department and its organizations. Swachhta Action Plan and Photos / Videos on the activities in this regards were also uploaded on the website of Swachhata Hi Sewa portal (<https://swachhatahiseva.gov.in/add-event>).

On the day of launch of the campaign, DoCA and all its subordinate/ attached/ autonomous offices; namely Bureau of Indian Standards (BIS), National Test House (NTH), The Regional Reference Standard Laboratory (RRSLs) and Indian Institute of Legal Metrology (IILM) and National Dispute Redressal Commission (NCDRC), took Swachhata pledge and displayed campaign banners on their official websites and in their office premises.



Display of Swachhata Hi Sewa 2024 banner in Krishi Bhawan.

It is noteworthy to mention here that all offices of the Department of Consumer Affairs (DoCA) show their enthusiasm in the Swachhata Hi Sewa

Campaign and participated with full vigour and vitality in the following key drives:

2.1.6.i Ek Ped Maa Ke Naam Campaign : Under this campaign, DoCA planted 80 saplings in the campus of National Test House (NTH) in Ghaziabad. DOCA including subordinate/ autonomous/ attached offices successfully planted around 723 trees across 35 different locations nationwide, The drive was participated by 801 DoCA employees.



(Ms. Nidhi Khare, Secretary DoCA planting a tree under Ek Ped Ma ke Naam Campaign)

2.1.6.ii Safai Mitra Suraksha Shivir Camps: The Shivir was organised to check on the overall health of the Safai Karamchari cleanliness staff of DoCA Offices 128 health check- up camps were held in DoCA offices. 4405 sanitation workers benefited from these camps and 248 workers received PPE kits.



Hon'ble Minister of State Shri. BL Verma with the cleanliness workers of NITS, Noida



Hon'ble Minister of State Shri. BL Verma putting safety cap on cleanliness worker.

2.1.7 Celebration of Vigilance Awareness Week:

- Vigilance Awareness Week 2024 was celebrated with great enthusiasm by the Department as well as by all organizations under the administrative control of this Department from 28.10.2024 to 03.11.2024. During the week, the following activities were conducted in the Department.
- Banners regarding Vigilance Awareness Week, 2024 were displayed at prominent places in the Department. Also, the posters were shared through the Departmental website for wider publicity. On 28.10.2024, 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 28.10.2024, a slogan writing competition on "Culture of Integrity for Nation's Prosperity" was organized among the employees of the Department.
- On 29.10.2024, an essay writing competition on "Culture of Integrity for Nation's Prosperity" was organized among the employees of the Department.
- 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.

VIGILANCE AWARENESS WEEK-2024



Secretary (CA) administering Integrity Pledge to Senior Officers of the Department on 28.10.2024



Participants of Slogan Writing Competition held on 28.10.2024





Participants of Essay Writing Competition held on 29.10.2024

Secretary (CA) distributing certificates among winners of the competitions held during Vigilance Awareness Week 2024

2.1.8 Celebration of Constitution Day:

On the occasion of Constitution Day (Samvidhan Diwas), the Secretary (CA) readout the preamble of Constitution on 26th November, 2024 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 RRS�, Ahmedabad. All Staff Members and Officers of all attended/ subordinate office read the Preamble of the Constitution of India.

2.1.9 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, 2024 till 31st Dec, 2024, 474 cases were received in the Department out of which 56 cases were given No objection Certificate, 51 cases were not recommended as per the provision contained in the Emblem and Name (PIU) Act, 1950, 70 cases were referred to Registrars, Ministries / Department for seeking clarification/comments and 297 cases were returned to concerned Sub. Registrar with instructions first to examine the case themselves and if required refer the name to Department of Consumer Affairs with specific reasons after obtaining approval of their higher authorities.
- 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

2.1.10 Celebration of International Yoga Day

The International Yoga Day is celebrated on 21 June every year. The Department of Consumer Affairs (DoCA) organized a countdown event (pre yoga session) at Kartavya Path, Near Krishi Bhawan, New Delhi on 17th May 2024. In this session, the Secretary, Mrs Nidhi Khare along with officers and staff of the department enthusiastically participated under the guidance of Yoga Instructor and Demonstrator from Morarji Desai National Institute of Yoga (MDNIY).



2.1.11 Women Sports Meet:

Women officers from the department participated in the Womens' Sports Meet organised by the Department of Personnel and Training (DoPT) on 15th January, 2025 for Women Employees of all Central Government Departments at Sports Ground, Vinay Marg, Sports Complex, New Delhi.



(Participations of Women employees of DoCA in Women Sports Meet)



**National Consumer Helpline
(NCH) 1915** partners with
more than **1000**

Convergence Partners
to resolve **consumer**
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CHAPTER-3

CONSUMER ADVOCACY

3.1 CONSUMER WELFARE FUND

1. 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/organizations, 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 ₹ 20.00 crores (enhanced from ₹ 10.00 crores). CWF and Consumer Welfare(Corpus) Funds 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 25 States/UTs viz. Gujarat, Andhra Pradesh, Odisha, West Bengal, Bihar, Nagaland, Karnataka, Tamil Nadu, Madhya Pradesh, Kerala, Haryana, Jharkhand, Telangana, Rajasthan, Sikkim, Tripura, Meghalaya, Uttarakhand, Uttar Pradesh, Mizoram, Arunachal Pradesh, Goa, Maharashtra, Assam and Puducherry.

During the financial year 2024-25 (as on 31.12.2024), an amount of ₹ 38.68 Crore has been released to the following States/UTs:-

S.No.	States/UTs	Amount Released (Amount in Crore)
1.	Puducherry	₹ 5.00
2.	Uttarakhand	₹ 8.00
3.	Mizoram	₹ 5.00
4.	Andhra Pradesh	₹ 3.18
5.	Arunachal Pradesh	₹ 5.00
6.	Sikkim	₹ 4.50
7.	Maharashtra	₹ 5.00
8.	Meghalaya	₹ 3.00

3.3 CAPACITY BUILDING PROGRAMME FOR MEMBERS OF CONSUMER COMMISSION

The main objective of the training programme is to train the Presidents and Members of the Consumer Commissions to improve their skills in deciding the consumer cases more effectively. Topics like development of consumer protection laws and challenges, liability for medical negligence under Consumer Protection Act, e-commerce and consumer protection, emphasis on fostering values of judicial/quasi-judicial procedure, role of AI in protection of consumer interest, speedy and efficient disposal of cases etc. are discussed in the programme.

Financial assistance for conducting capacity building programme for Presidents and Members of Consumer Commissions by the following National Law Universities across India has been provided from the Consumer Welfare Fund:-

S. No.	Name of University	Schedule/Held	States to be covered
1	Capacity building programme by National Law University Delhi.	Held from 12 th to 14 th December, 2024	Delhi, Haryana, Punjab & Himachal Pradesh

3.4 NATIONAL MOOT COURT COMPETITION:

The main objective of the Moot Court Competition is to hone various skills essential for legal practice, including legal research, oral advocacy, critical analysis and effective communication. Additionally, it aims to enhance participants' understanding of consumer protection laws and their practical application in legal scenarios.

Financial assistance for conducting Moot Court Competition by the following National Law Universities across India has been provided from the Consumer Welfare Fund:-

Sl No.	Institutions/ Universities	State	Activities/Purpose	Scheduled / Held
1.	National University of Study and Research in Law (NUSRL), Ranchi	Jharkhand	For conducting National Moot Court Competition on 'Consumer Protection Law'.	22 nd -24 th November, 2024

3.5 ESTABLISHMENT OF CONSUMER LAW CHAIR

Assistance/grants are provided to different National Law Schools for the establishment of Law Chairs to foster research, teaching and training on consumer related issues. In this F.Y. a new Chair on Consumer Law has been established at National University of Study and Research in Law, Ranchi.

3.6 INFORMATION, EDUCATION & COMMUNICATION (IEC)

1. 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 consumer awareness campaign is implemented through Central Bureau of Communication (formerly BoC), Doordarshan (DD), All India Radio (AIR), National Film Development Corporation(NFDC) etc. The power of social media is extensively harnessed to spread consumer awareness.

4. 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.	2021-22	44.50	25.00	25.00
2.	2022-23	25.00	17.50	17.49
3.	2023-24	17.99	25.00	24.55
4.	2024-25	17.99	-	13.68

5. 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 of consumer grievances; Packaged Commodity Rules; toll free numbers of National Consumer Helpline; correct weights and measures; ISI mark and Hallmarking of gold.

6. 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:-

3.6.1 Campaigns through NFDC

An IVRS campaign on various consumer awareness issues has been run in SC/ST and NER areas through National Film Development Corporation (NFDC)

3.6.2 Campaigns through All India Radio (AIR)

Audio spots on various consumer awareness topics have been run for consumer awareness over FM Rainbow, Primary channels and Vivid Bharti stations through All India Radio for educating consumers about features of Consumer Protection Act 2019, Hallmark, MRP, expiry date etc. during ICC Men's T20 World Cup 2024 for wider outreach.

3.6.3 Social Media/ Departmental website

Due to increased digitalization, social media has a strong influence and it 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 viz. <https://twitter.com/jagograhaakjago> (X Platform), <https://www.facebook.com/ConsumerAdvocacy/> (Facebook), https://www.instagram.com/consumeraffairs_goi/ (Instagram), <https://www.kooapp.com/profile/jagograhaakjago> (Koo app) and <https://public.app/user/profile/6pfd8IXJydcXTivS6KYXN8SSLPm2> (Public App) to educate and empower consumers. These tweets are aimed to help consumers obtain relevant information, including redressal mechanism.

3.6.4 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>. This entire material (audio spots, video spots and print creatives) can be downloaded by any individual / organization for own information and for further dissemination.

3.6.5 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 especially for people living in backward areas of the country. The Department has participated in India International Trade Fair (IITF) 2024 in New Delhi by publicizing on tickets and hoardings during the fair duration. Also, the Department has participated Surajkund Mela 2024 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.	Arunachal Pradesh	40.00
3.	Gujarat	100.00
	TOTAL	180.00

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, Consumer Protection Act, 2019 aims to 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.

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 in form of "Jago Grahak Jago" campaign.

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.

The Department has been publicizing the various provisions of the Consumer Protection Act 2019, issues related to hallmarking, weights & measures, etc through various media including electronic and outdoor media with special focus on social media.

The Department 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.



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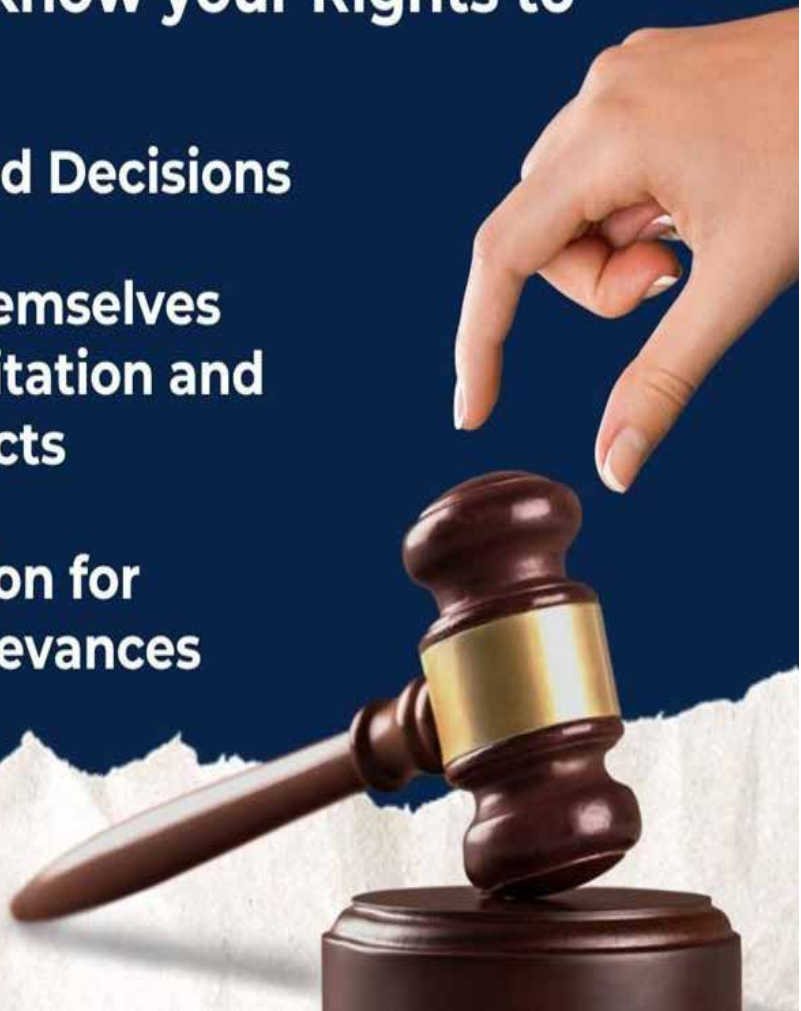
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EMPOWER YOUR CHOICES KNOW YOUR RIGHTS!

Consumers, Know your Rights to

- ✓ Make Informed Decisions
- ✓ Safeguard Themselves against Exploitation and Unsafe Products
- ✓ Seek Resolution for Consumer Grievances



CHAPTER-4

CONSUMER PROTECTION

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.

Department of Consumer Affairs is continuously working for consumer protection and empowerment of consumers by enactment of progressive legislations. 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 emerging market scenario, the more than 3 (three) decades old Consumer Protection Act, 1986, was replaced and the Consumer Protection Act, 2019, was enacted.

The Consumer Protection Act, 2019 provides for a three tier quasi-judicial machinery at Central, State and District levels commonly known as National Consumer Disputes Redressal Commission, State Consumer Disputes Redressal Commissions and District Consumer Disputes Redressal Commissions for protection of the rights of consumers and to provide simple and speedy redressal of consumer disputes including those related with unfair trade practices. The Consumer Commissions are empowered to give relief of a specific nature and award, wherever appropriate, compensation to consumers. Pecuniary jurisdiction of the three-tier consumer commissions are as under:-

Amount paid as consideration for goods/services

District Commission - Up to Rs. 50 lakhs

State Commission - Above Rs. 50 lakhs and up to Rs. 2 crore

National Commission - Above Rs.2 crore

Salient features of the new Consumer Protection Act, 2019 are simplification of the adjudication process in the Consumer Commissions such as enhancing pecuniary jurisdiction of the Consumer Commissions, filing of complaint from the Consumer Commission having jurisdiction over the place of work/ residence of the consumer irrespective of the place of transaction, e-filing and e-payment, videoconferencing for hearing, deemed admissibility of complaints if admissibility is not decided within 21 days of filing; provision of product liability; penal provisions for manufacture/sale of adulterated products/spurious goods; provision for making rules for prevention of unfair trade practice in e-commerce and direct selling. . The Consumer Protection Act, 2019, provides that no fees is required for registering cases in the District Consumer Disputes Redressal Commissions involving value of goods or services paid as consideration upto Rupees 5 lakhs.

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

Further, under the provisions of the CP Act, 2019, e-filing for consumer cases has been started across the country in consumer commissions at National, State and District.

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.**

To enhance the scope of Consumer Protection Act, 2019, and to ensure its effective enforcement, the following Rules and Regulations 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
- xiv. National Consumer Disputes Redressal Commission (Group 'A' posts) Recruitment Rules, 2023
- xv. National Consumer Disputes Redressal Commission (Group 'B' posts) Recruitment Rules, 2023
- xvi. National Consumer Disputes Redressal Commission (Registrar) Recruitment Rules, 2023
- xvii. National Consumer Disputes Redressal Commission (Other terms and conditions of service of officers and employees) Rules, 2023

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

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 protect consumer interests.

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 under the consumer protection 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.
- v. to provide a meaningful consumer protection through proper legislation



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- Visuals or language that could confuse consumers.
- Information that is exaggerated or implied in a misleading way.
- Any misleading details about the product, the advertiser, or other products and advertisers.



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CHAPTER-5

CONSUMER GRIEVANCE REDRESSAL

5.1 CONSUMER GRIEVANCE REDRESSAL

As per the latest reports available in CONFONET, the average % disposal of cases in all three levels of Consumers Commissions in the country during the year 2024 is an impressive 99.14%. The total number of cases filed and disposed of in the National Commission, State Commissions and District Commissions, during 2024 are given below:

Sl. No.	Name of Agency	Cases filed + Restored	Cases Disposed	% of total Disposal
1	National Commission	4,240	7,249	170.97%
2	State Commissions	25,746	24,185	93.94%
3	District Commissions	1,37,126	1,34,248	97.90%
	TOTAL	1,67,112	1,65,682	99.14%

As of December 31st, 2024, the total number of cases filed in all consumer commissions since inception was 29,10,602, of which 23,73,617 were disposed and 5,36,985 were pending.

5.2 SCHEMES FOR STRENGTHENING CONSUMER PROTECTION

Though the responsibility of establishing the Consumer Commissions 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 2024

5.3.1 World Consumer Rights Day

The World Consumer Rights Day was celebrated on 15.03.2024 at Mumbai. The theme of the event was “Fair and Responsible AI for Consumers”.



(Shri Piyush Goyal, the then Hon'ble Union Minister of Commerce and Industry, Consumer Affairs, Food and Public Distribution and Textile addressed to the World Consumer Rights Day Programme on 15th March, 2024, Mumbai)



5.3.2 Various conferences across the country

1. The Department of Consumer Affairs, Government of India has transformed CONFONET software into “e-Jagriti” portal to provide speedy, inexpensive and easy redressal to consumer complaints. In this regard, the Department organized a capacity building workshop for all the stakeholders to make them familiar with features of “e-Jagriti” on 13th February, 2024, at Vigyan Bhawan, New Delhi.
2. The Department of Consumer Affairs (DoCA), Govt of India in collaboration with Government of Uttar Pradesh and State Consumer Dispute Redressal Commission, Uttar Pradesh organized a day-long workshop on “How to effectively address grievances of consumers in the present era” on 2nd March, 2024. The event aimed to address the critical issues faced by consumers pertaining to the financial sector, real estate sector, medical negligence, on-line shopping and others and the role of consumer commissions in their proper and effective redressal. During the workshop, two panel discussions took place, focusing on crucial aspects of consumer protection in sectors including finance, real estate, medical negligence and online shopping. These sessions were presided over by the Hon’ble President NCDRC and Secretary DOCA.





3. The Department of Consumer Affairs (DoCA), Government of India, hosted a groundbreaking National Workshop on the Right to Repair Framework for the Mobile and Electronic Sectors on 29th August, 2024 at Vigyan Bhawan, New Delhi. The event was aimed at establishing a consensus among industry stakeholders on key parameters for accessing and evaluating repairability index, promoting longevity in product design, and democratizing repair information to enhance consumer experiences in reusing the mobile and electronics products they own.

The workshop’s primary goal was to address the current challenges in the repair and reuse of mobile and electronic products. The objective was to ensure that the product is not designed to fail but designed to last long so that consumers are not compelled to purchase new products due to a lack of repair options or exorbitant repair costs.

During the workshop, Smt. Nidhi Khare, Secretary, Department of Consumer Affairs, sparked vital discussions on controlling the practice of planned obsolescence which is withholding of essential information regarding repair Dos and Don’t, repair manual/videos and lack of availability of spare parts by manufacturers leaves mobiles and electronics abandon and forces consumers towards the risks associated with counterfeit parts from grey markets. Additionally, a major concern addressed was the excessively high costs of repairs,

which often lead to consumer dissatisfaction and delays repair. This necessitates the need for repairability index, employment generation through *aatmanirbhar bharat*, and making India a global repair hub along with the leader of the south. The Department has already launched the Right to Repair Portal India which encompasses to facilitate and works as catalyst for providing relevant repair associated information between the consumers and companies. The information includes:

- i. Access to product manuals/ repair DIY videos (by linking the websites and youtube channels of the companies);
- ii. Address the concern on the price and warranty of spare parts;
- iii. Explicit mention on differences in liability covered guarantee, warranty and extended warranty;
- iv. Details of Companies Service Centre across India and Recognition third-parties repairers, if any, by the companies and
- v. Information on country of origin to be explicitly mentioned.

5.4 Mediation

The Department of Consumer Affairs has been actively promoting the use of Lok Adalat for speedy resolution of consumer disputes. Lok Adalat, an alternative dispute redressal mechanism, is conducted by the National Legal Service Authority (NALSA) in collaboration with other legal institutions. National Lok Adalats are held regularly.

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 570 Mediation Cells in the Country.

Additionally, the Department has proposed to pay mediator honorariums through the Consumer Welfare Fund, in line with the honorarium guidelines

set by State Legal Service Authorities. The participation of State and District Commissions in Lok Adalats continues to be encouraged, contributing to the successful disposal of pending consumer cases through this efficient mechanism.

Gujarat, Chandigarh and Madhya Pradesh have shown good performance in cases disposal through National Lok Adalat. Similarly, Karnataka, West Bengal and Chandigarh have shown good performance in cases disposal through Grahak Madhyasthata Samadhan.

5.5 Disposal of Cases

As a result of various initiatives undertaken by the Department of Consumer Affairs such as various regional workshops, state specific meetings and various sector-specific conferences, there is a significant positive shift towards the speedy and efficient disposal of cases from July 2022 onwards.

5.6 e-Daakhil (Now upgraded to ejagriti)

The Consumer Protection Act, 2019 provides for e-filing of the complaints. Further the Consumer Protection (Consumer Dispute Redressal Commissions) Rules, 2020 provide for manner of filing of complaints electronically in National Commissions, State Commission and District Commission. For electronic filing of complaints, e-Daakhil portal was launched during the covid-19 pandemic. E-dakhil portal has been made accessible in all States/UTs. It has been also observed that there is a continuous growth of number of registered users on e-daakhil since inception of the portal. In 2024, a total of 90,377 consumers were registered on the portal and 1,03,053 cases were filed through edaakhil etc.

5.7 From CONFONET to e-Jagriti: A futuristic upgradation

The existing technology of Confonet was obsolete and the constituent applications were running in silos. Due to this, the management of all the application in a seamlessly connected manner was difficult. Further, there was also need for automated tools for various stakeholders. Therefore, a single one stop solution was envisaged which is equipped with latest technology in order to speed up the disposal of consumer cases.

The CONFONET 1.0 project has been revamped to NextGen CONFONET 2.0 to address key challenges such as outdated technology, non-standardized workflows and limited automation. The new platform, named as “e-Jagriti”, aims to enhance consumer grievance redressal through a micro-service architecture, AI/ML integration and latest features like faceless onboarding and role-based dashboards. It will unify existing applications (OCMS, e-Daakhil, NCDRC CMS, CONFONET application) into a single, scalable system that will significantly benefit consumers by enabling them to file complaints seamlessly from anywhere, anytime with multi-lingual support. The integrated platform will streamline the grievance redressal process, offering faster resolution and enhanced transparency. With features like AI-driven analytics, automated workflows and real-time updates, consumers will experience more efficient handling of their cases and improved access to case statuses and decisions. The revamped system will also support real-time data access, automated workflows and offer enhanced participation tools for other stakeholders like judges, advocates etc.

5.8 Video Conferencing Facility:

Under CONFONET scheme, VC equipment for conducting hearing through video conferencing mode has been installed and made functional at 10 benches of the NCDRC and 35 SCDRCs. This initiative represents a crucial advancement in the area of consumer rights and the enhancement of dispute resolution mechanisms. This digital approach has effectively addressed geographical barriers, facilitating remote hearings and significantly improving convenience and accessibility for all parties involved. Additionally, consumer commissions have also been instructed to adopt VC facilities as the default mode for consumer interactions. This will promote ease of access and efficiency in the resolution process.

The utilisation of VC facility is monitored on regular intervals to ensure an optimum utilization of the facility for the benefit of the consumers.

5.9 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.

The details of the funds released to different states/UTs under the SCC scheme in 2024 is given below:

S. No.	Name of State	Amount (in Lakhs)
1.	Madhya Pradesh	Rs. 95.96/-
2.	Goa	Rs. 45.00/-
3.	Arunachal Pradesh	Rs. 35.00/-
4.	Chhattisgarh	Rs. 125.00/-
5.	Uttar Pradesh	Rs. 124.65/-
6.	Himachal Pradesh	Rs. 21.36/-
70	Ladakh	Rs. 45.00/-
	Total	Rs. 491.97

5.10 Combating the Dark Patterns:

Dark patterns manipulate consumer behavior, leading to unintended actions like unwanted subscriptions or purchases. In 2023, the Central Consumer Protection Authority (CCPA) took significant steps to combat unfair practices in e-commerce by introducing the Guidelines for Prevention and Regulation of Dark Patterns, identifying 13 deceptive tactics such as Basket Sneaking, Confirm Shaming, and Subscription Traps. CCPA intervened in different cases addressing issues like unauthorized charges and misleading wording, prompting both companies to adopt more transparent practices.

The Department of Consumer Affairs expanded its consumer outreach, using social media and training its National Consumer Helpline team to handle

grievances related to dark patterns. Additionally, the Department organized a Dark Patterns Buster Hackathon (DPBH-2023) in collaboration with IIT (BHU) to help identify and report dark patterns on e-commerce platforms. These efforts are part of the government's broader strategy to empower consumers, promote transparency and create a fairer digital marketplace.

5.11 Launch of 'Jago Grahak Jago App,' 'Jagriti App,' and 'Jagriti Dashboard':

The Department of Consumer Affairs, in its ongoing efforts to protect consumers from unfair trade practices, launched several initiatives to combat dark patterns in e-commerce. These include the 'Jago Grahak Jago App,' 'Jagriti App,' and 'Jagriti Dashboard,' developed through collaborative research by IIT (BHU) students. These tools, powered by the Airawat AI Supercomputer, enable consumers to identify and report deceptive online practices, while assisting the Central Consumer Protection Authority (CCPA) in real-time monitoring of e-commerce platforms.

These initiatives aim to create a transparent, fair digital marketplace, educate consumers about their rights, and regulate deceptive practices. They also encourage e-commerce companies to adopt ethical design practices that prioritize consumer interests and transparency.

5.12 Signing of Safety Pledge:

In alignment with the idea espoused by the Hon'ble Prime Minister at the B20 Summit India 2023 that businesses must consider a paradigm shift from "consumer rights" to "consumer care", the DoCA finalized a "safety Pledge" in consultation with all the stakeholders as part of its one of the 100 days action plan to prioritize consumers safety. The safety pledge is a voluntary commitment of online platforms with respect to the safety of goods sold to consumers. The objective of this pledge is to serve as a public commitment by e-commerce platforms to prioritize consumer safety, enhance confidence among consumers while shopping online, encouraging platforms to go beyond their legal obligations to improve consumer safety and augment innovation and new approaches to

promote safety compliances. The principles of Safety Pledge is detecting and preventing the sale of unsafe products co-operating with statutory authorities responsible for product safety, raising consumer product safety awareness amongst third party sellers and empowering consumers on product safety issues. On the occasion of National Consumer Day 2024, Safety Pledge was signed by the top executives representing 13 e-commerce platforms belonging to Reliance Retail group, Tata sons group , Zomato and Ola and Swiggy. Their support and agreement to abide by the safety pledge will go a long way in ensuring protection of consumer rights.

5.13 PUBLIC GRIEVANCE CELL SET UP IN NTH:

The National Test House (NTH) is a premier scientific institution specializing in testing, calibration, evaluation, quality assurance, and the standardization of materials and finished products. It offers direct services to the public, overseeing the entire process from the submission of samples to the receipt of test results and associated fees. These services are efficiently managed through a computerized system, operating via a unified interface known as the “Sample Room,” available at all NTH units. In addition to these services, each NTH region is equipped with a dedicated public grievance cell, which is responsible for the registration and timely resolution of public concerns. This grievance cell is overseen by the Regional Head of each respective region, ensuring effective and responsive handling of public feedback.

Achievement:

Report on Public Grievance for the year 2024 up to 31st December, 2024 is as under:

- a) No. of grievances pending as on 01.01.2024 : 0
- b) No. of grievances received during 01.01.2024 to 31.12.2024 : 15
- c) No. of grievances disposed of during 01.01.2024 to 31.12.2024 : 15
- d) No. of grievances pending as on 31.12.2024 : 0

5.14 National Consumer Helpline (NCH):

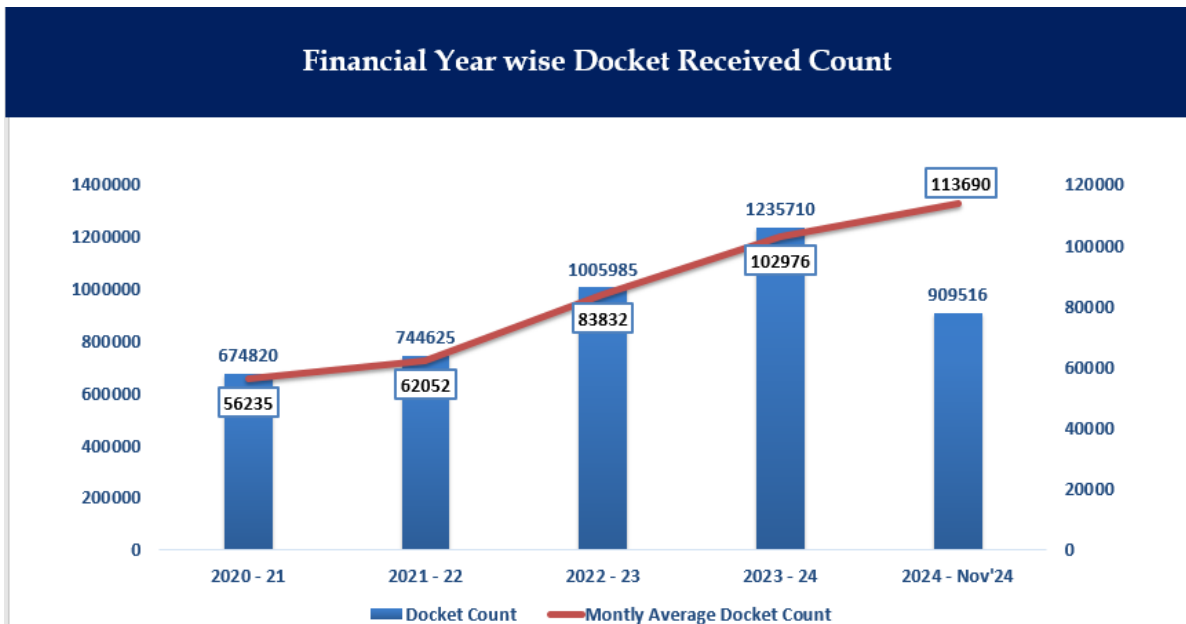
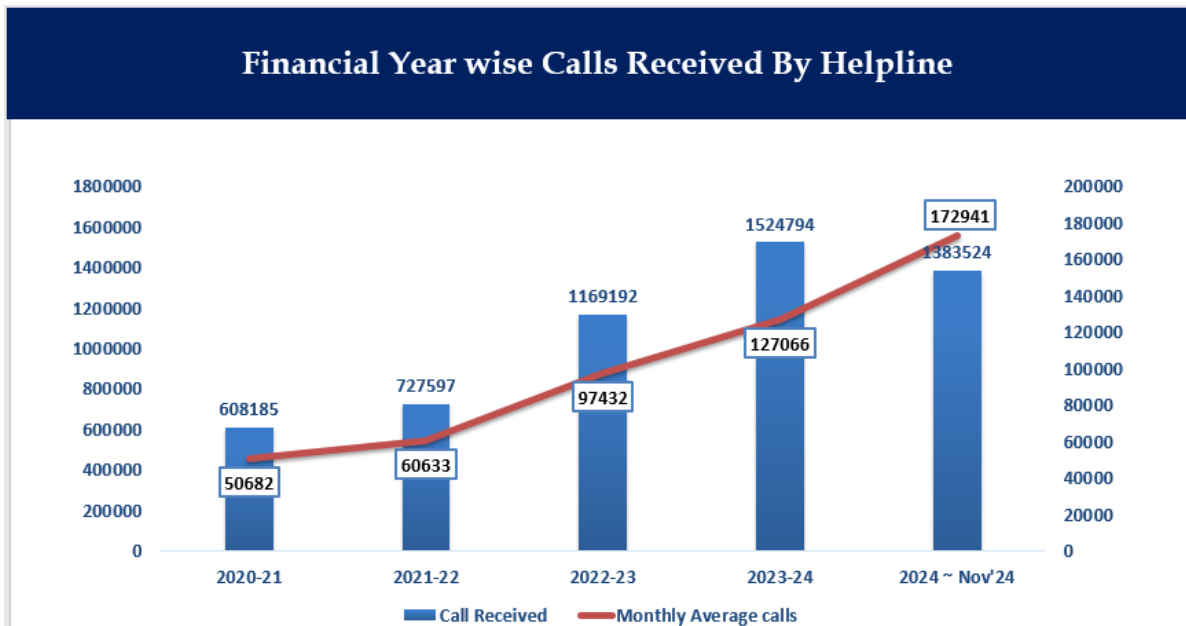
The Department has revamped, the National Consumer Helpline (NCH), which has emerged as a single point of access to consumers across the country for grievance redressal at the pre-litigation stage. The helpline is available in 17 languages, including Hindi, English, Kashmiri, Punjabi, Nepali, Gujarati, Marathi, Kannada, Telugu, Tamil, Malayalam, Maithili, Santhali, Bengali, Odia, Assamese, and Manipuri, allowing consumers from all regions to register their grievances via the toll-free number 1915. These grievances can be submitted via the Integrated Grievance Redressal Mechanism (INGRAM), an omni-channel, IT-enabled central portal, through various channels: WhatsApp (8800001915), SMS (8800001915), email (nch-ca@gov.in), the NCH app, the web portal (consumerhelpline.gov.in), and the Umang app, offering convenience and flexibility to consumers.

The helpline operates in a dedicated manner from 8 AM to 8 PM on all seven days of the week, except on national holidays. To enhance accessibility further, a call-back facility is available. An exclusive call center has been established to ensure prompt service.

The NCH serves as the first point of contact for consumers, resolving issues before they escalate to litigation. The redressal of grievances is provided within 45 days, helping to prevent the overburdening of Consumer Commissions. The number of convergence partners has steadily increased from 263 companies in 2017 to 1009 companies in 2024. This growth underscores the importance of these partnerships in enhancing the helpline's efficiency, enabling quick and effective grievance redressal, and promoting transparency and accountability. These partnerships ensure consumer complaints are addressed at the pre-litigation stage, fostering greater consumer trust. However, if a complaint remains unresolved, consumers are encouraged to approach the appropriate Consumer Commission under the Consumer Protection Act, 2019.

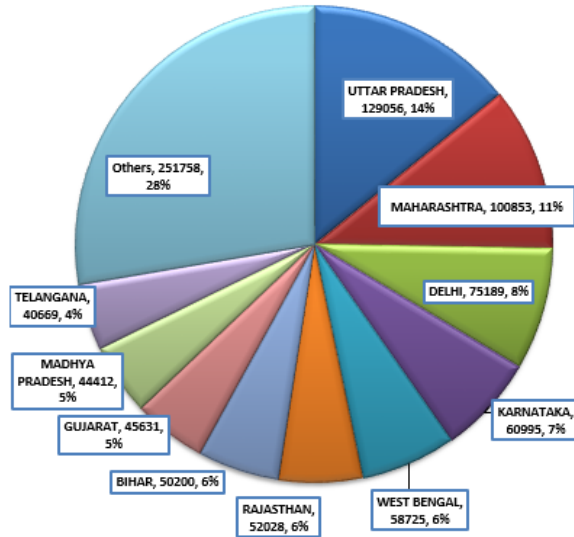
The technological transformation of the NCH has significantly boosted its call-handling capacity. The number of calls received by NCH has grown nearly tenfold, from 14,795 calls in January 2015 to 1,41,817 calls in January 2024. This

exponential growth reflects the rising confidence of consumers in the helpline. Similarly, the average number of complaints registered per month has surged from 37,062 in 2017 to 1,12,468 in 2024. Additionally, grievance registration via WhatsApp has gained momentum, with the percentage of complaints filed through the platform increasing from 3% in March 2023 to 25% in March 2024, demonstrating a growing preference for digital communication channels.

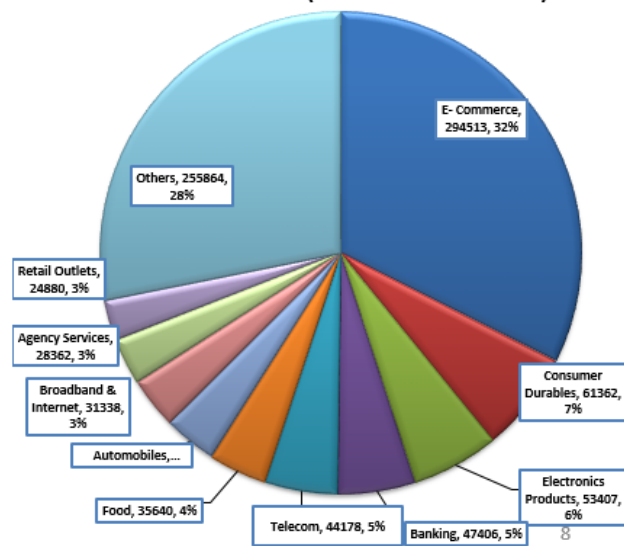


State & Sector Wise Docket - Apr'24 ~ Nov'24

State Wise Docket Count (Total Docket :- 909516)

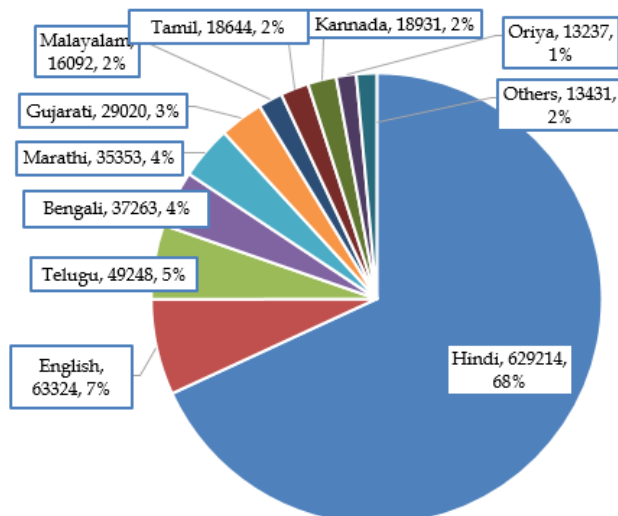


Sector Wise Docket Count : (Total Docket :- 909516)

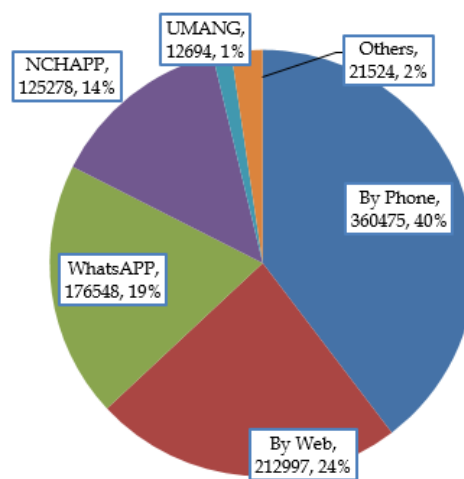


Language wise calls & Mode Wise Docket Count - Apr'24 ~ Nov'24

Language Wise Call Contribution



Mode Wise Contribution



In a significant move to further enhance grievance redressal, NCH has introduced AI-based Speech Recognition, a Translation System, and a Multilingual

Chatbot as part of the NCH 2.0 initiative. These technological advancements aim to make the grievance filing process more seamless, efficient, and inclusive. The AI-powered Speech Recognition and Translation System enables consumers to file complaints through voice input in their local languages, reducing manual intervention. The Multilingual Chatbot provides real-time assistance, streamlining complaint-handling processes, and improving the overall user experience. These upgrades ensure that consumers from diverse linguistic backgrounds have equal access to the grievance redressal system.

The Department remains committed to providing a hassle-free, speedy, and cost-effective grievance resolution process. The integration of Generative AI, speech recognition, translation, and chatbot technologies under the NCH 2.0 initiative is a significant step toward improving consumer protection at the pre-litigation stage. These advancements will continue to build consumer trust and ensure equitable access to grievance redressal services.



SALE OF BHARAT BRAND PRODUCTS IN MADHYA PRADESH



CHAPTER-6

CONSUMER COOPERATIVES

The National Cooperative Consumers' Federation of India Ltd., (NCCF), New Delhi is the National level consumer cooperative society having the entire country as its area of operation. It was registered in October, 1965 and is functioning under the Multi-State Cooperative Societies Act, 2002. As on 01.04.2024, NCCF has 152 members, which includes the Government of India, three National level cooperative organization, namely the 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 01.04.2024 was Rs. 15.02 crores, out of which Government of India contributed Rs. 9.48 crores (i.e., 63.12%).
- b. The NCCF has been functioning with its Head office at New Delhi with 29 branches located in various parts of the country. It has various physical assets including office building and industrial units located all across India.
- c. During 2024-25, the Sales Turnover of Rs. 5968.96 crores as against Rs. 2811.39 crores during the year 2023-24. The bulk of the sales related to supply of grocery and Bharat Brand/Onion (GOI Scheme). During the year, NCCF being a Central Nodal agency (CNA) done the procurement of onion, pulses etc. under price stabilization fund (PSF). NCCF is also undertaking construction activities in the state of Uttar Pradesh and Rajasthan.
- d. The turnover of NCCF and its profitability during the last three years is as under:

(Rs. in crores)

Category	2021-22	2022-23	2023-24
Sales	2309.62	2811.39	5968.96
Profit before tax	31.53	40.76	246.42
Profit after tax	23.58	29.26	182.25

- e. Pursuant to the minutes of Annual General Meeting of NCCF held on 30.09.2024 for the F.Y. 2023-24, it has been decided & approved to issue dividend @ 20% to all Shareholder of NCCF. Accordingly, for the financial year 2023-24, NCCF has paid Rs. 1,89,70,000/- (Rupees One Crore Eighty-nine Lakhs Seventy Thousand Only) to Government of India as Dividend @ 20% of Share Capital through Bharatkosh.gov.in dated 19.12.2024.



(The Union Minister of Consumer Affairs, Food and Public Distribution and New & Renewable Energy, Shri Pralhad Joshi, launched Phase – II of the retail sale of Bharat Atta and Bharat Rice by flagging off mobile vans of NCCF, NAFED and Kendriya Bhandar on 05.11.2024, in the presence of Minister of State, Shri B.L. Verma)



(Union Minister of Consumer Affairs, Food and Public Distribution & New and Renewable Energy, Shri Pralhad Joshi launched the sale of tomatoes at Rs 60 per kg on 29.07.2024. The National Cooperative Consumers' Federation of India Limited (NCCF) vans will be providing the tomatoes at subsidised rate. The tomatoes will be sold in Delhi along with Noida and Gurgaon.)



(Union Minister of Consumer Affairs, Food and Public Distribution & New and Renewable Energy, Shri Pralhad Joshi launched the sale of tomatoes at Rs 60 per kg on 29.07.202)



(Inauguration of Round Table consultation on Food Price Management and Expanding Pulses & Horticultural Crop Production in North Eastern Region at Guwahati on 08.11.2024)



(NCCF Store at Guwahati)



Know Your Gold's Purity - Trust Hallmark

Mandatory hallmarking by BIS ensures the purity of your gold. Each piece is **tested, certified,** and **laser-marked** with a **unique HUID code**



BIS Standard Mark	Purity of Gold in Carats & Fineness	Six Digit Alphanumeric Code which will be unique for each jewellery article



CHAPTER-7

BUREAU OF INDIAN STANDARDS

7.1 GENERAL

The Bureau of Indian Standards was set up as a statutory organization under the Bureau of Indian Standards Act, 1986 by taking over the assets and liabilities of the Indian Standards Institution (ISI) that came into existence in 1947. The Bureau has its Headquarters in New Delhi. It has a network of 05 Regional Offices, 36 Branch Offices, 10 Laboratories and 01 Training Institute.

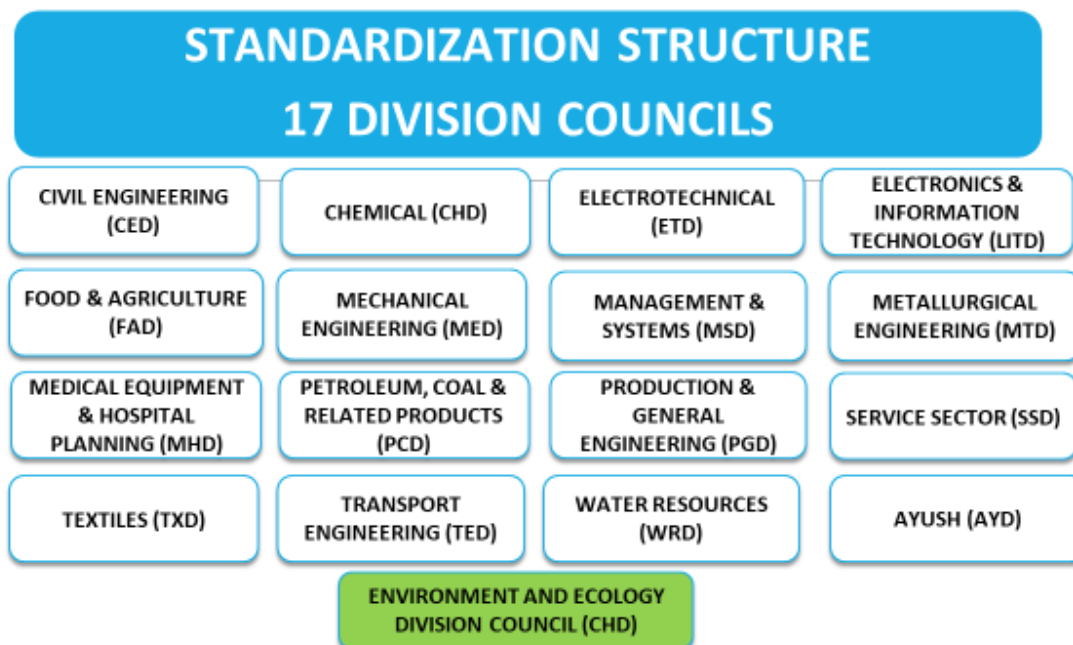
BIS Act 2016 came into force with effect from 12 October 2017, subsequently Governing Council was reconstituted and its third meeting was held on 01 March 2021 at BIS HQ New Delhi.

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:

7.2 STANDARDS FORMULATION

As the National Standards Body (NSB) of India, the process of standards development in BIS follows accepted international best practices based on principles of openness, transparency, impartiality and consensus. BIS develops Indian Standards through a consultative process in more than 400 Sectional Committees. The committee structure is designed to bring together relevant stakeholders like manufacturers, users, technologists, academia and regulators.

BIS carries out standardization work in the following 17 broad technology areas/sectors:



BIS has formulated more than 23,000 standards of which nearly 40 percent are product standards. Apart from product standards, standards on various other aspects such as services, systems, methods of test, terminology and codes of practice have also been developed. BIS also brings out special publications such as National Building Code of India, National Electrical Code of India, and National Lighting Code. All indigenous standards are free of cost and can be downloaded from www.manakonline.in.

These standards are subject to periodic review, resulting in their reaffirmation, amendment, revision, archiving or withdrawal, as may be required. In BIS, formulation and review of standards are carried out through Action Research based approach. During January 2024 – December 2024, 2342 standards (1021 new and 1321 revised) were formulated. Also a total number of 3081 Standards were reviewed during this period. The total number of standards in force, as on 31 December 2024 is 23563. The list of important standards published during the period is provided at **Annex II**.

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.

There are 10,273 existing Indian Standards for which corresponding ISO or IEC standards exist. Out of which, barring 684 Indian Standards; 9589 are aligned to the ISO/IEC Standards.

Bureau of Indian Standards organized more than 100 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 National Building Code of India, Earthquake Resilient Infrastructure, Glass and Glazing, Lifecycle Assessment of Soaps/ Detergents, Standardization for Environment and Ecology, Promoting Safe, Resilient and Sustainable Battery Energy Storage System, National Electrical Code of India, Repair of Distribution Transformers – Code of Practice, Indian Sugar Quality and BIS standards, Towards Zero Hunger: Reducing Food Waste for Global Food Security, National Agriculture Code, Sustainability Through Standards, Artificial Intelligence – Standardization Landscape, Printing Machinery, Sustainability in Air Conditioning equipment, Healthcare Sector, Medical Device Quality and Risk Management, Governance & Corporate Social Responsibility, Standards in Library and Information Sciences, powder metallurgy, Ferro Alloys, Food packaging, Flash Point of Diesel, Ingredients Safety of Cosmetics, Solid Biofuels, Sports Goods Standards, Hand Tools Standards, Alternate Drinking Water Supply, Standardization in Gym Services, Intelligent Transport System, Cyclist safety shared Responsibility, Medical Textiles - Sanitary Napkins and Diapers, Menstrual Hygiene, Code of Practice for Reinforced Soil Structures, Textile Machinery.

ANNEX II

Important Standards Published

Sl No.	IS No.	Title
1.	IS 14680 : 2024	Landslide Control Measures — Guidelines (<i>First Revision</i>)
2.	IS 9394 : 2024	Stone Lintels — Specification (<i>First Revision</i>)
3.	IS 16074 : 2024	Steel Flush Door Shutters — Specification (<i>First Revision</i>)
4.	IS 5820 : 2024	Precast Concrete Cable Covers — Specification (<i>First Revision</i>)
5.	IS 18894 :2024	Precast Concrete Paving Grids and Grass Pavers — Specification
6.	IS 18889 : 2024	Precast Concrete Paving Flags — Specification
7.	IS 3594 : 2024	Fire Safety of General Storage and Warehousing Including Cold Storages — Code of Practice (<i>Second Revision</i>)
8.	IS 9736 : 2024	Acoustics in Buildings — Glossary of Terms (<i>First Revision</i>)
9.	IS 18685 : 2024	Packaged Dry Mix Concrete — Specification
10.	IS 4992 : 2024	Door Handles for Mortice Locks — Specification (<i>Second Revision</i>)
11.	IS 1948 : 2024	Aluminium Framed Doors, Windows and Sliders — Specification (<i>First Revision</i>)
12.	IS 303 : 2024	Plywood for General Purposes — Specification (<i>Fourth Revision</i>)
13.	IS 18648 : 2024	Classification and Performance Requirements for Doors Windows and Sliders — Specification
14.	IS 18661 : 2024	Precast Concrete Grating — Specification
15.	IS 4351 : 2024	Steel Frames for Doors — Specification (<i>Third Revision</i>)
16.	IS 18462 : 2023	Electronic Detonator
17.	IS 18518 : 2023	Bullet Resistant Security Glass — Quality and Performance Requirements
18.	IS 18520:2024	Solid Waste Management — Segregation, Collection and Utilization at Commercial Facilities (Shops, Markets, Malls) — Guidelines

Sl No.	IS No.	Title
19.	IS 18510: 2024/ ISO 24160: 2022	Refuse Collection Vehicles — Waste Odour and Leachate Prevention and Control
20.	IS 18687 : 2024	Germicidal UV-C Irradiation Devices — Safety Requirements
21.	IS 18504 : 2024	Live working Insulating ropes
22.	IS 18830: 2024	Cord Extension Sets — Specifications
23.	IS 18678 : 2024	Drinks based on fermented milk — Specification
24.	IS 18792: 2024	Compounded feed for buffalo — Specification
25.	IS 18806: 2024	Hydroponic farming production system — Requirements
26.	IS 18807: 2024	Artificial lighting system for protected cultivation — Requirements
27.	IS 18845: 2024	Integrated pest management— Requirements
28.	IS 1374: 2024	Chicken feeds — Specification (<i>Sixth Revision</i>)
29.	IS 1699: 2024	Food colors — Methods of sampling and test (<i>Third Revision</i>)
30.	IS 18663 : 2024	Note Sorting Machines — Specifications
31.	IS/ISO/IEC 42001: 2023	Information Technology — Artificial Intelligence — Management System
32.	IS 11461 : 2024	Compressor Safety — Code of Practice (<i>First Revision</i>)
33.	IS 18841 : 2024	Cylinder Cartridge for Locks — Specification
34.	IS 5889 : 2024	Vibratory Plate Compactor Specification (<i>Second Revision</i>)
35.	IS 1475 : 2024	Drinking Water Coolers — Specification (<i>Fourth Revision</i>)
36.	IS 18847: 2024/ ISO 22712: 2023	Refrigerating systems and heat pumps — Competence of personnel
37.	IS 9494 : 2023	Man – Riding Cars used in Mines — Specification (<i>First Revision</i>)
38.	IS/ISO TS 19837: 2018	Safety of Machinery — Trapped Key Interlocking Devices — Principles for Design and Selection
39.	IS 6990 : 2024	Autopsy Instruments — Brain Knife (<i>First Revision</i>)
40.	IS 17721 : 2024	In-vitro Diagnostic (IVD) Devices — Electrolyte Analyzer
41.	IS 18308 : 2023	Polygraph

Sl No.	IS No.	Title
42.	IS/ISO 20700:2017	Guidelines for Management Consultancy Services
43.	IS/ISO 31030:2021	Travel risk management - Guidance for organizations
44.	IS 6660:2023	Guide for layout of learned periodicals
45.	IS 7400:2023	Guide for Preparation and Production of Textbooks
46.	IS/ISO/TR 11773:2013	Global distribution of reference materials
47.	IS 26001:2024	Corporate Social Responsibility Requirements (<i>First Revision</i>)
48.	IS/ISO 30405:2023	Human resource management — Guidelines on recruitment
49.	IS 18862:2024/ ISO 22361:2022	Security and resilience Crisis management Guidelines
50.	IS 7157 : 2024	Portable Pneumatic Grinding Machine Specification (<i>Second Revision</i>)
51.	IS 4600 : 2024	Flexible Shafts Specification
52.	IS 18507 : 2024	Drywall Screws — Specification
53.	IS 18741 : 2024	Concrete Nails — Specification
54.	IS 18767:2024	Contactless Delivery Services — Guidelines
55.	IS 18692 : 2024	Coaching Centre Services — Requirements
56.	IS 18655 : 2024	Gym Centre — Services Requirements
57.	IS 18073 : 2023	Electric Traction Motor — Performance and Functional Requirements
58.	IS 18294 : 2023	Electric Rickshaw E-Kart Construction and Functional Safety Requirements Specification
59.	IS 18669 : 2024	Textiles — Elastomeric Yarn — Specification
60.	IS 18552 : 2024	Guidelines for Processing of Multiple-use Healthcare Textiles
61.	IS 18930 : 2024	Textiles — Polyester Fibre Filled Pillow — Specification

7.2.1 Progress with respect to Initiatives in Standards Formulation

(a) Standards National Action Plan (SNAP) 2022-27

SNAP 2022-27 had identified 7 strategic imperatives in order to strengthen the standardization ecosystem in the country. Considerable progress was made w.r.t. all the strategic imperatives, a brief summary of which is given below:

Sl No.	Strategic imperative	Achievement/progress
1.	Strengthen participation of all stakeholder interests in standardization	<p>1. Stakeholder engagement programmes were conducted for the following:</p> <ul style="list-style-type: none"> a) Central Ministries and State Government Departments b) Academia c) Industry d) Civil Society Groups/ NGOs <p>Consequently, several new members joined BIS</p> <p>Technical Committees during the last year.</p> <p>2. Another initiative to increase stakeholder participation in standardization activities is the Manak Manthan Programme being organized monthly by all Branch offices of BIS, thus involving the local stakeholders.</p> <p>3. Search Committees have been constituted under each Division Councils.</p>

Sl No.	Strategic imperative	Achievement/progress
2.	Improve ability of the standardization system to respond to the needs of stakeholders and support national priorities	<p>Mapping of Indian standards against Govt. schemes is completed.</p> <p>Activation of standardization cells within ministries/departments and industry associations has been done.</p> <p>Annual programme for standardization (APS) was developed by all Technical Committees taking the inputs from Central Government Ministries/ departments, industry associations and SNAP 2022-2027. The APS thus developed was also shared with all ministries, NITI Aayog, Cabinet Secretariat, etc.</p>
3.	Build capability and capacity of various sections of stakeholders for effective participation in standardization	<p>On boarding training programmes for newly inducted technical committee members have been conducted.</p> <p>Brainstorming-cum-workshop sessions were held with experienced Technical Committee members to apprise them of the latest developments and trends including digital initiatives of BIS.</p> <p>Trainings for Industry personnel have been organized.</p> <p>Technical sessions in MoU partner institutes have been started.</p>
4.	Innovate and improve processes and tools for efficient and timely development of standards	<p>Development of new standardization portal, and international relations portal has been started.</p> <p>Advance dashboard has been developed for monitoring of standardization activities.</p>
5.	Promote synergy, coherence and cooperation in standardization activities taking place in the country	<p>Recognition of prominent SDOs, e.g (RDSO and Dte of Standardization, Ministry of Defence) by BIS and regular meetings being held.</p> <p>Synergizing the research activities for translating them into standards.</p>

Sl No.	Strategic imperative	Achievement/progress
6.	Strengthen our participation and influence in international and regional standardization and work towards facilitating trade through standards	<p>To enhance our participation in international standardization, it has been decided to categorise new projects under High (H) Medium (M) and Low (L) impact categories. Designated experts are being nominated against the projects identified under H and M categories. These experts will be responsible to examine and give their initial comments on the new project documents which can further be deliberated upon by the whole committee to decide the Indian viewpoint. The designated experts will remain associated for the whole lifecycle of the projects.</p> <p>A dedicated international relations portal has been developed to streamline our participation in ISO and IEC related work.</p> <p>All Division Councils have been advised to identify work items (existing Indian Standards or new subjects) which can be proposed as NWIPs at ISO/IEC.</p>
7.	Strengthen national outreach programmes to promote awareness and understanding of the impact and benefit of standards	<p>Awareness programmes have been conducted at State Govt. Departments, Gram Panchayats, schools. Department wise customised training programmes are being organised for State Govt officials to make them aware of standards relevant to their domain.</p> <p>Experts for national as well as international standardization are also involved for dissemination activities. Agencies are being hired for impact assessment with regard to benefit of reforms in Standardization.</p>

(b) MoU with academic institutions – Journey so far

BIS has entered into MoU with 92 premier academic institutions of the country for collaboration in the areas of standardization and conformity assessment, including Standardization Chairs established at 17 of these

institutes, listed below, with the Indian Institute of Science (IISc), Bangalore being the recent addition.

- i) Indian Institute of Technology Roorkee, Roorkee
- ii) Indian Institute of Technology Kanpur, Kanpur
- iii) Indian Institute of Technology Madras, Chennai
- iv) Indian Institute of Technology (ISM), Dhanbad
- v) Indian Institute of Technology-BHU, Varanasi
- vi) Indian Institute of Technology Indore , Indore
- vii) Indian Institute of Technology Guwahati, Guwahati
- viii) Indian Institute of Technology Gandhinagar, Gandhinagar
- ix) Indian Institute of Technology Patna, Patna
- x) National Institute of Technology, Rourkela
- xi) National Institute of Technology, Tiruchirappalli
- xii) National Institute of Technology, Calicut
- xiii) Malviya National Institute of Technology (MNIT), Jaipur
- xiv) Indian Institute of Technology Bombay, Mumbai
- xv) Indian Institute of Technology Kharagpur, Kharagpur
- xvi) G B Pant University of Agriculture and Technology, Pantnagar
- xvii) Indian Institute of Science Bangalore, Bengaluru

The progress under these MoUs w.r.t various initiatives undertaken is highlighted below:

Initiative under MoU	Progress so far
Integration of subjects on Standardization and Indian Standards in course curriculum of institutes	12 Institutes have successfully completed integration (including IIT Roorkee, IIT Jammu, NIT Mizoram, MNIT Jaipur, NDRI Karnal etc). At least 2 universities, the Gujarat Technical University and Assam University have directed that all colleges under these universities will include the general concepts on Standardization in their curriculum.
Technical Sessions on Basic Concepts on Standardization and identified discipline-wise Indian Standards	46 Institutes have scheduled technical sessions in various departments in the form of guest lectures to be delivered by BIS nominated faculty
Real time information dissemination of BIS news/ events/initiatives on institute website through API integration	40 institutes have successfully integrated API on their website and created dedicated BIS Corner for information dissemination. Others have agreed to implement this soon.
Establishment of Standards Clubs in various departments of institutes	137 Standards Clubs in more than 35 institutes have been created
Organizing Technical Committee meetings in institutes	More than 200 Technical Committee meetings have been scheduled in 65 institutes
R&D projects related to standardization to be taken up by institute faculty	130 R&D projects have been sanctioned under Phase 1 & 2; Phase 3 proposals are currently under evaluation
Discipline-wise Annual Convention with Deans and HoDs of institutes for focused technical interactions	6 Annual Conventions have been organized so far; 2 more are under planning stage

Apart from these, the following initiatives have also been undertaken in collaboration with MoU institutes:

- a) Participation of faculty of institutes in technical committees of BIS as members
- b) Updating of laboratory manuals of institutes by incorporation of existing Indian Standards on test methods mentioned therein.

- c) Number of programmes/ seminars/ workshops are being organized in collaboration with MoU institutes.
- d) Digital display boards for real time display of relevant information are being installed at prominent place in institutes.

Annual conventions with Deans and HoDs of MoU partner institutes

Academic community has always been a very important stakeholder, providing their valuable scientific inputs and suggestions, in the standardization activity of BIS. The MoUs with the institutes is another step in enhancing this collaboration through which BIS aims to leverage the expertise and knowledge of the academic and scientific community. A constant engagement with and sensitization of senior management and faculty have proven to be important measures in taking the initiatives towards successful implementation of objectives envisaged in MoU.

Keeping this in view, BIS organized six (6) discipline wise annual conventions wherein focused discipline wise technical discussions were undertaken to enhance the participation of institutes in standardization activity of BIS and a roadmap was drawn for taking this association further. During these conventions, the response and participation of the HoDs/Deans and senior faculty members was overwhelming. DG BIS and senior BIS officers interacted with the faculty of these premier institutes and underscored the need for active involvement of academia in the national and international standardization endeavors of BIS. The major expectations of BIS from Academic Institutes were explained which inter-alia include involvement in the Technical Committee work of BIS by becoming members, taking up R&D projects offered by BIS from time to time, comment on draft national and international standards and arranging technical sessions in their respective institutes to sensitize the future generation of technocrats about standards and quality.

7.2.2 Technical Sessions in the Partner Institutes

For effective implementation of the provisions contained in the MoUs between BIS and Academic Institutions, one of the important initiatives taken

is equipping faculty and students with the knowledge of Indian Standards relevant to the syllabi of various disciplines. To implement this, it was proposed that regular syllabus transaction plan of the institutions can be supplemented with technical sessions on Indian Standards related to subjects being taught. Accordingly, BIS after a careful analysis of the syllabi of various disciplines of the academic institutions identified around ten subjects for each of these disciplines for taking technical sessions on Indian Standards along with a session on basics of standardization. This was shared with the MoU partner institutions and they were asked to inform the likely dates when they would like to have the technical session. Faculty support for conducting these sessions is being provided by BIS until regular faculty of the institution are prepared to take the onus on that. The necessary teaching- learning material for sessions have also been prepared by BIS.

7.2.3 Removal of Inactive Members from Technical Committees

Members of BIS sectional committees are expected to attend all committee meetings and contribute to its work by examining and commenting on circulated documents/published standards, providing technical inputs to standardization work, help in drafting of standards, proposing new subjects of work and participating in deliberations/discussions. A member cannot abstain from attending two consecutive meetings of the Sectional Committee, and must attend at least 50 percent meetings of the Sectional Committee held in a year. Such members are considered inactive. Inactive members have been identified and removed from technical committees. The technical committee members of central and state government departments who have not been attending the meetings of the Sectional Committees regularly and have also not shown interest in the drafting of the standards were identified and list of inactive members of ministries/departments in BIS technical committees have been sent to respective secretaries for their intervention.

7.2.4 On boarding Programme for Newly Inducted Members of Technical Committees

BIS has taken several process reform measures to infuse greater efficiency

in the functioning of Technical Committees. One of the good practices initiated is the on boarding of the new experts inducted in the technical committees, to ensure that they are fully conversant with the vision, programmes, priorities and processes of the BIS.

Regular online on boarding programmes are being conducted for the newly inducted members wherein they apprised of the Standards National Action Plan (SNAP) 2022-27; standardization process at national level; type of BIS deliverables; role of TC members and expectations from them. The members were also apprised of the process for commenting on documents in national and international standardization. The members were also encouraged for participation in international standardization. Importance of research & development projects in formulation and review of Indian Standards were highlighted during the training and demonstration and hands-on experience of BIS Digital platforms and Standardization Portal were given to the members.

Further, BIS has also prepared a handbook for technical committee members that outlines the standardization processes and procedures that should be followed. This resource is invaluable in helping members navigate the complexities of standardization and contribute meaningfully to the development and maintenance of high-quality standards. The handbook has been uploaded on e-BIS website and academic dashboard.

7.2.5 Workshop-Cum-Brainstorming Sessions for TC Members

With the vision of transforming India into a standards-based economy, Bureau of Indian Standards (BIS), through its training arm, NITS, is organizing Workshop-cum-Brainstorming Sessions aimed at engaging technical committee members in discussions on how BIS, as the National Standards Body, can effectively contribute to this objective. These programmes are designed to introduce committee members to the latest developments in the standardization process, promotional activities, and related portals, with a focus on creating high-quality standards in a timely manner. Members are also made aware of BIS' efforts towards strategic engagement with our stakeholders and to strengthen

India's position at international level. They are introduced to India's leading steps towards SMART standards and Online and Collaborative Authoring of Standards. Hands-on demonstrations of the essential online tools that are vital for our success, such as Standards Portal, International Relations Portal, Advanced Dashboard for monitoring efficiency of committees, are also provided to them. In this one-day interactive program, members also explore how standards can address sustainability challenges within their respective sectors, and make their suggestions by which our collective efforts can be further streamlined and strengthened.

The first phase of these programmes aims to reach approximately 4,800 Principal Members of the Sectional Committees. Around 1,700 members have already attended 23 successful sessions. Feedback has been overwhelmingly positive, with members particularly appreciating BIS' initiatives to strengthen academia's involvement in standardization through MoUs and to raise stakeholder awareness through proactive standards promotion activities.

7.2.6 Research and Development Projects – Current Status

BIS has offered 229 R&D projects for formulation and revision of standards, in three phases so far. The phase wise progress details are as under: -

Phase-1, 384 proposals were received against 115 R&D projects out of which 83 projects were awarded to various institutes and organizations. Based upon duration of the R&D projects midterm reviews of 32 Projects have been conducted till date and reviews of other projects are under progress.

Phase-2, 211 proposals were received against 65 R&D projects out of which 46 Projects were awarded. Midterm reviews will be planned by the end of November 2024

Phase-3, 247 proposals were received against 62 R&D projects. The technical and financial evaluation of proposals are being carried out for awarding the projects to the qualifying proposer.

Phase-4, commissioning of around 31 new projects is being considered by the end of December 2024.

Integrating Research with Standards - 'Standards in Education and Research' BIS organized a workshop on 'STANDARDS IN EDUCATION AND RESEARCH'. The workshop was attended by senior functionaries of NITI Aayog, UGC, DST, CSIR, ICAR and Professors and Dean (R&D) of premier institutes like IITs.

Secretary DoCA and DG BIS co-chaired the workshop and highlighted the need for uplifting Indian Standards as global benchmark, a goal envisaged in the Honourable Prime Minister's Independence Day 2024 speech. It was reiterated that this goal can be achieved by instilling strong mechanisms that bring together the best brains for standard formulation and conducting extensive research to elevate our national standards to international level. He further added that the international bodies have been able to achieve world level standardization by having close synergy with academia and research bodies, however, such synergy lacks in our country, which hinders the establishment of global standards. It was also emphasized that the participation of academia in technical committees of BIS needs to be improved through the recently introduced institutionalized mechanism of offering R&D projects to the faculty and research scholars and creation of online platform for viewing and commenting on existing Standards or proposing a new Standard. Emphasizing that an integration of standards in education and R&D is need of the hour, a synergy with academic institutes and R&D institutes is crucial to effectively integrate standards on the pattern of international best practices.

7.3.1 New initiatives

(a) MoU with Agriculture Research Institutes

BIS has identified the need for a coordinated approach among government bodies, academic institutions, and industry stakeholders to drive innovation and ensure the long-term growth of the agricultural sector. An introductory webinar on MoU with Agricultural Universities/Institutes was held on 11 November 2024

at Manak Bhawan, BIS, New Delhi. The program was chaired by Shri Pramod Kumar Tiwari, DG BIS. This programme brought together representatives from 13 ICAR and State Agricultural Universities identified for entering into MoU with BIS for standardization and conformity assessment. The three key areas that would be addressed through this MoU are as under:

- Integration of Indian Standards specifically related to the food and agriculture sector in the academic curricula of UG and PG programs at ICAR.
- Participation of the faculty of these institutions in the development of the National Agriculture Code and the standardization of the agricultural sector.
- Strengthening partnerships for advancing agricultural education, research, and development (R&D).

(b) Development of National Agriculture Code

The Bureau of Indian Standards (BIS), through its Food and Agriculture Department (FAD), is taking significant steps to improve agricultural practices in India by aligning them with national standardization.

BIS has decided to develop the National Agriculture Code (NAC) in the pattern of National Building Code (NBC) and National Electric Code (NEC). The NAC is envisaged to cover gamut of agricultural practices including Crop selection, Resource planning, Land Preparation, Sowing/transplanting, Irrigation/ Drainage, Soil Health Management, Plant Health Management, Harvesting/ Threshing, Primary Processing, Transport/ Storage, Animal Husbandry, Record maintenance & Traceability as well as aspects relating to Smart and Sustainable farming. The NAC will help in bringing together the whole range of knowledge on agriculture at one place in a structured and scientific manner, which can be used by the diverse range of stakeholders. Integrating relevant Indian Standards with recommended agricultural practices, the NAC will act as an enabler of quality culture in Indian agriculture by providing the required reference to policy makers, agriculture departments and regulators for incorporating the provisions of NAC in their schemes, policies, or regulations.

In this direction, a day-long workshop was organized on 24 September 2024 at BIS-National Institute of Training for Standardization (NITS) to deliberate on the concept, content and structure of the National Agriculture Code (NAC) and also to draw the roadmap for its development. To oversee the development of the NAC, a new technical committee; National Agriculture Code (NAC) Sectional Committee, FAD 34, has been established under the Food and Agriculture Department.

(c) Addressing Sustainability in Standards

1. Establishment of Consultative Groups on Sustainability

The concept of sustainability has gained paramount importance over the past few years. The 2030 Agenda for Sustainable Development, adopted by all United Nations Member States, provides a shared blueprint for peace and prosperity for people and the planet, now and into the future. At its heart are the 17 Sustainable Development Goals (SDGs), which are an urgent call for action by all countries.

Standards and their implementation are foundational to the attainment of SDGs. BIS as the National Standards Body has the responsibility to ensure that national standards facilitate achievement of Sustainable Development Goals. In order to address the sustainability in sector specific standards, sectorwise consultative groups have been created in sectors mentioned below with the scope to provide recommendations for addressing concept of sustainability based on latest developments, best practices and regulations related to sustainability in standards that would help towards achievement of SDGs relevant to subject area:

- Chemical Sector
- Joint Group on Civil engineering & Water Resources Sector
- Joint Group on Electrotechnical and Electronics & Information Technology Sector
- Food and Agriculture Sector

- Petroleum and Coal Sector
- Transport engineering Sector
- Textile sector
- Joint Group on Mechanical engineering & Production and General Engineering Sector
- Metallurgical Engineering Sector

7.3.2 Identification of Areas for Incorporating Sustainability in Standards

Each of the Technical department have identified one sector (comprising several Standards) within their domain area and task related to incorporating sustainability aspects in the Standards has been initiated.

Few of the identified sector are Automotive Tyres, Transformers, Paper and Paper products, Plastic Sector, Steel Sector, Refrigeration and Air conditioning, etc

7.3.3 Discipline-wise Workshops Conducted on World Standards Day 2024

BIS celebrated World Standards Day on October 14, 2024, with great enthusiasm, in alignment with this year's global theme, 'Shared Vision for a Better World'. The event focused on Sustainable Development Goal 9 (SDG 9): Industry, Innovation, and Infrastructure, highlighting the vital role of standards in fostering a sustainable future. The celebrations at BIS Headquarters spanned over three prominent locations in the NCR—BIS Headquarters, ICAR, New Delhi, and NITS, Noida with discipline wise technical sessions on Sustainability and Standardization. The event was attended by delegates from largescale industries and Industry associations.

The main event was graced by the Hon'ble Union Minister of Consumer Affairs, Food & Public Distribution and New & Renewable Energy, Shri Prahlad Joshi, and Hon'ble Minister of State, Shri B.L. Verma. They were joined by Mrs. Nidhi Khare, IAS, Secretary of Consumer Affairs, Shri Shatmanu,

Additional Secretary & Financial Advisor, DoCA and Shri Pramod Kumar Tiwari, IAS, Director General of BIS, alongside key stakeholders from government, industry, and academia.

The *Sustainability through Standards* seminar on World Standards Day 2024 underscored the critical role of standards in promoting sustainability. Industry leaders, policymakers, and experts shared insights on embedding sustainable practices into industrial processes, with a particular focus on AI's transformative potential. The event reinforced BIS's commitment to fostering sustainable industrialization through rigorous standards, aligning with India's vision for a better, greener future.

7.3.4 Outcomes of Initiatives on Sustainability

- i. Sector-wise Horizontal Standards:** Approach for developing Sector specific horizontal standards comprising sourcing and use of sustainable raw materials, sustainable manufacturing process (e.g. energy efficient, use of renewable source of energy, water efficient, use of non-hazardous chemicals/solvents, low carbon emission), use of sustainable (e.g. reusable, biodegradable) packaging, guidance to minimize waste generation, use of wastes, safe disposal etc has been formulated for development of horizontal standards.
- ii. Modern Technologies:** Suggestions received from stakeholders for use of AI, machine learning, automation, and IoT as tools to enhance manufacturing efficiency and support SDGs.
- iii. Government Collaboration:** For effective SDG implementation, stakeholders suggested that government departments incorporate Indian Standards, especially QCOs, in tender documents.

7.4 INTERNATIONAL ACTIVITIES

7.4.1 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 as Participating (P) member or Observer (O) member on various Technical Committees and Sub-Committees of ISO and IEC and has been nominating technical experts in various Committees/Working Groups of these organizations.

BIS also participates in various policy-making committees of these international standards bodies and holds the secretariat for 11 ISO Committees dealing with subjects that are of interest to India.

As of December 2024, BIS is a member of ISO Technical Management Board (TMB) (the highest body for technical matters in ISO). BIS (India) is also a member of IEC Board (the apex governance body responsible of IEC), IEC Standardization Management Board (SMB) (the highest body for technical matters in IEC), IEC Market Strategy Board (MSB) (the body responsible for identification and investigation of principal technological trends and market needs) and IEC Governance Review and Audit Committee (GRAC)(body responsible for providing independent oversight of governance if IEC).

Presently an Indian member is the IEC Vice President and SMB Chair for the three-year term beginning on 01 Jan 2023. BIS (India) has also acquired membership in Business Advisory Committee (BAC) (body responsible for coordination of financial planning and outlook of IEC) for the term 2025-27.

As on December 2024, BIS is Participating (P) member in the three Policy Development Committees of ISO (CASCO, COPOLCO and DEVCO), 562 Technical Committees/Subcommittees of ISO and 129 Technical Committees/Subcommittees of IEC, and an O-member in 150 Technical Committees/Subcommittees of ISO and 51 Technical Committees/Subcommittees of IEC. BIS has nominated convenors on 37 Working Groups/ Adhoc Groups/ Advisory Groups of ISO and 16 working groups/system evaluation groups of IEC. Such participation by BIS in the development of International Standards helps in protecting the interests of Indian trade and industry.

An Indian delegation comprising of DG (BIS) participated in the IEC Board meetings held on 20 August 2024 (virtually) and 19-20 June 2024 in Singapore.

During these meetings, discussion on various financial aspects of IEC such as Budget, Dues for National Committees, Forecasts for upcoming years took place.

An Indian delegation comprising of DDG(International Relations) participated in 90th Meeting of ISO Technical Management Board (TMB) and related events from 10-13 June 2024 at Geneva, Switzerland.

An Indian delegation comprising of DDG(Standardization-1) participated in the IEC Standardization Management Board (SMB) and associated meetings from 11-14 June 2024 in Geneva, Switzerland

An Indian delegation comprising of DDG(International Relations), Head(IR &TISD) and an officer from IR&TISD virtually attended PASC AGM 2024 on 9-10th July 2024.

An Indian delegation led by DDG (International Relations) participated in ISO Annual Meeting 2024 held at Cartagena, Colombia during 9-13 Sept 2024. During the week, Sh. Chandan Bahl, BIS (India) member of ISO Technical Management Board (TMB) actively participated in the TMB meeting and TMB Council Joint Workshop wherein he shared India's viewpoints on Agenda items such as progress on actions relating to climate change, future categorization of Management System standards port and port terminals, possible cooperation with GHG protocol, ISO Governance Review etc. and also presented BIS India's proposal for new field of standardization on "Ayurveda and Yoga". BIS delegation also participated in PASC EC 77 meeting.

On the sidelines of the ISO Annual Meeting, the Indian delegation had bilateral meetings with the delegations from the National Standards Bodies of Australia, Japan, Sweden, Singapore, UK, USA etc to discuss issues of mutual interest.

An Indian delegation led by DG (BIS) represented BIS at the BRICS Heads of NSBs Meeting at Moscow, Russia from 27th to 28th September 2024. During the meeting, cooperation of NSBs and Capacity Building in Standardization at BRICS level was discussed.

An Indian delegation led by Secretary (Consumer Affairs) participated in 88th IEC General Meeting from 18 to 25 Oct 2024 in Edinburgh, UK. During the meeting, Indian delegates participated in various Management meetings, workshop and important bilateral meetings putting forth Indian viewpoints and taking up matters of national interest.

Secretary General of ISO, Secretary General of IEC and Vice President of IEC met Indian delegation comprising of Secretary (Consumer Affairs) and DDG (International Relations) on 15 Oct 2024 to discuss standardization in India and how India (BIS) can contribute more with respect to International standardization.

76 Indian delegations participated physically in the technical meetings of Indian interest to present Indian viewpoints. Apart from physical participation, BIS continued participation in virtual meetings on continuous basis.

7.4.2 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.

BIS is also engaged in regional cooperation with BRICS, IBSA, PASC and SARSO and bilateral cooperation with National Standards Bodies of other countries. Presently, BIS has 33 Memorandum of Understanding (MoUs) and 09 Bilateral Cooperation Agreements (BCAs) signed with National Standards Bodies and other standards development organizations of other countries.

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

BIS conducted webinars for the National Standards Bodies of African countries on National Building Code of India (NBC) and National Electrical Code

of India (NEC) on 2 December 2024 and 17 December 2024 respectively to explore collaborative opportunities between India and African countries.

A delegation from DKE, Germany met Indian Delegation comprising of Secretary (Consumer Affairs) along with DDG (International Relations) and Shri Vimal Mahendru (IEC Vice President and SMB Chair) on 11 Dec 2024 at Krishi Bhawan for discussion on matters of mutual interest such as Digital Transformation, IEC affairs, etc.

BIS organized 3-Day ISO Onsite Online Standards Development (OSD) Training programme from 18-20 December 2024 at NITS Noida for Indian Experts designated as Chairs, Convenors, Committee Managers, Chair/ CM Support team and Project leaders in ISO & IEC and BIS Officers working in Standardization Activity

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

BIS continued its collaboration with MEA and other ministries on International Cooperation related matters.

7.4.3 International Meetings Hosted by BIS:

1. 32nd Plenary Meeting of ISO TC 113 Hydrometry, along with the concurrent 27th Meeting of SC 1 Velocity Area Method and the 25th Meeting of SC6 Sediment Transfer, held at the esteemed India Habitat Centre from April 22nd to 25th, 2024.
2. 14th plenary meeting of IEC TC 120, Electrical Energy Storage Systems(EESS) and meetings of its working groups in Habitat World at India Habitat Center, Lodhi Road, New Delhi from 09th December 2024 to 13th December 2024.
3. **IEC/ISO workshop on Digital Transformation** organized on 22-23 January 2024 in New Delhi
4. 33rd Plenary and sub-group meetings of **ISO/TC 28** “Petroleum and Related Products, Fuels and Lubricants from Natural or Synthetic Sources” held from 23 – 27 Sep 2024 in New Delhi, India

5. Plenary and sub-group meetings of **IEC/TC 120** “Electrical Energy Storage (EES) Systems” and its Working Group meetings held from 9-13 Dec 2024 in New Delhi, India
6. 33rd Plenary and sub-group meetings of **ISO/TC 28** “Petroleum and Related Products, Fuels and Lubricants from Natural or Synthetic Sources” scheduled from 23 – 27 September 2024 in New Delhi

7.4.4 Others

(a) The Manak Pravardhak Program Series and Post-Workshop Activities:

Recognizing the need to nurture young talent, IR&TSID, in collaboration with ISO and IEC, launched the Manak Pravardhak Program and periodically organizes this programme for young professionals (below 37 years). By empowering the next generation of experts, this program ensures a dynamic and skilled workforce capable of shaping the future of standards at both national and international levels.

Bureau of Indian Standards organized a two-day workshop under the Manak Pravardhak programme on 05-06 December 2024 at its training centre NITS, Noida for engagement of Young Professionals in standardization work.

The workshop was inaugurated by Mr. Chandan Bahl, Deputy Director General (International Relations) & Member, ISO TMB, Mr. Sanjay Pant, Deputy Director General (Standardization), Ms. Reena Garg (Scientist-G & Head, Electronics and IT Department) and Mr. Rajneesh Khosla, Head (International Relations Department).

Resource persons from ISO and IEC, several eminent professionals from standardization community and other officials from BIS participated as speakers.

The program was attended by Young Professionals, which included faculty from educational institutions, representatives from industry and industry associations, State Governments and laboratories.

The programme covered aspects such as fundamentals of standardization, National and international standardization processes and role of technical committee members, national participation in Technical and Governance of ISO and IEC, etc.

This workshop will be followed by post-workshop activities to further strengthen the participation of these professionals in the process of standardization.

(b) Series of Training programmes on Online Standards Development (OSD) for BIS Experts working in ISO & IEC standardization activities

ISO and IEC jointly developed the OSD platform to facilitate the online development of standards, from initial drafts to final publication. The OSD platform has replaced the previous word-based processes and is now the default tool for developing ISO/IEC standards. Given its importance, it is crucial that BIS experts are well-equipped to navigate and utilize this platform effectively.

Training Initiatives to Equip BIS Experts: In collaboration with ISO and IEC, BIS has already conducted the following training programmes:

- i. An online training on the IEC OSD platform in August 2024, and
- ii. A 3-day in-person training on the ISO OSD platform for BIS officers involved in standardization activities, as well as external experts in leadership positions at ISO and IEC in December 2024. Details of trainings imparted to BIS experts on these three days is as follows:
 - Day 1: Training for Leaders - Training was provided to Secretaries/ Chairs of ISO Committees, Convenors and Project Leaders and will cover the leaders responsibilities in OSD and go through the document workflow and how to manage projects in OSD. The main features of the tools relevant to leaders such as how to activate a document, set up a project team, write content, resolve comments etc. were also explained.
 - Day 2: Training for Voters - Training was provided to BIS Standardization Officers and will cover the process of Member commenting for Online Projects Option B (for NSBs which do not manage NMCs in ISO GD) and

how voter can provide comments on behalf of the secretariat during a CD consultation or enquiry ballot, hands on exercises in OSD sandbox.

- Day 3: Train the Trainers - Training was provided to selected BIS Officers for the roles of leaders and voters in separate sessions who are well equipped and motivated to educate others and advocate for OSD tools. They were trained as National OSD Champions to resolve issues of national experts and to coordinate with ISO for updates/feedback on OSD.
- Satellite Sessions - During these three days, sessions were also taken on SMART covering future SMART authoring capabilities in OSD, Tech Journey: Digital Transformation – AI & SMART and how it ties in with OSD (impact on BIS as a publisher), National OSD and ISO journey from paper/ word-based publishing to XML/ Digital publishing.

(c) International Standards Summit 2024 “Energy Sector : Ensuring Excellence, Adaptation and Transformation through Standards on 04 - 05 July 2024 in Bengaluru, India:

Bureau of Indian Standards (BIS) in collaboration with the CII Institute of Quality, organized a two-day International Standards Summit on 04 – 05 July 2024. This standards summit was dedicated to raise awareness about the significance of standards in promoting trade, innovation and technological advancements. The theme of the programme was “Energy Sector” which aimed to bring together key stakeholders from across the globe to deliberate on the role of standards in advancing affordable clean energy, eco-friendly fuels and reduction of carbon emissions to meet our commitment to achieving net zero emissions. The Summit aimed at identifying the areas in which standardization is required to bridge gaps between innovation and their integration to technologies.

The event witnessed participation from leaderships of International Organization for Standardization (ISO), International Electrotechnical Commission (IEC), Japanese Industrial Standards Committee, Japan, Ministries, Regulatory Bodies, Industry, Industry Associations, Laboratories and Academia

within India. Around 300 delegates participated physically in the summit. The event was streamed on YouTube which had more than 100 views.

The event commenced with Inaugural Session on Day 1 followed by seven Technical Sessions and concluded with Valedictory session in which Key Takeaways of the Summit were deliberated.

International Relations Portal - BIS is transforming the way India engages with global standardization by creating a centralized digital platform. For the purpose, BIS has launched a Digital Platform called “International Relations Portal” to optimize India’s engagement with international standardization efforts. This platform allows us to strategically identify high-priority international projects and designate Indian experts, ensuring a focused and impactful contribution from India.

7.5 CONFORMITY ASSESSMENT

7.5.1 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 760 products that have been made compulsory by the Central Government through notification of Quality Control Orders (QCOs) on various considerations.

During 01 January 2024 to 31 December 2024, 9445 new certifications were granted, which includes 176 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 1319 and the total number of operative certifications held by domestic manufacturers is 49032.

During this period, different ministries/departments of Central Government have also notified 28 Quality Control Orders covering 105 products for compulsory BIS Certification.

In addition, two horizontal Quality Control Orders have also been notified as under:

- i) Ministry of Heavy Industries has issued Machinery and Electrical Equipment Safety (Omnibus Technical Regulation) Order, 2024, covering 20 categories of Machinery and Electrical Equipment and their assemblies /subassemblies/components.
- ii) Department for Promotion of Industry & Internal Trade (DPIIT), Ministry of Commerce and Industry has also issued Safety of Household, Commercial and Similar Electrical Appliances (Quality Control) Order, 2024, which is applicable to all electrical appliances intended for household, commercial or similar application with rated voltage not exceeding 250V single phase alternating current or 415V three phase alternating current and at present includes 86 electrical items.

7.5.2 All India first licences

BIS has granted 176 “All India First” licences i.e. certification for products which are being certified for the first time, in 2024. Some of the important new products certified were:

- i) **Synthetic Polymer Rope Gabions as per IS 17880:2022:** Synthetic polymer gabions are collapsible sausage used for coastal and waterways protection applications, such as revetments, river training, construction of groynes, artificial reefs and toe retaining wall, etc. to minimize soil erosion and control floods. IS 17880: 2022 specifies material, construction and performance requirements for synthetic polymer rope gabions.
- ii) **Hot-Rolled Steel Strip, Sheet, and Plates for Pipeline Transportation Systems as per IS 18384:2023:** Used in manufacturing Steel pipes for pipeline transportation systems in petroleum and natural gas industry. IS 18834: 2023 specifies requirements for hot-rolled steel strips, sheets and plates for manufacturing welded steel pipe for pipeline transportation systems in the petroleum and natural gas industries.
- iii) **Acrylonitrile as per IS 12540:2023:** Acrylonitrile is an organic compound used in the manufacture of synthetic rubber, plastics, synthetic fibres, etc. Acrylonitrile also finds wide applications in organic synthesis and grain fumigants. IS 12540: 2023 prescribes the requirements, methods of sampling and testing for acrylonitrile.
- iv) **Cotton Towelling and Towels as per IS 7056:2024:** Widely used in household and hospitality sectors. IS 7056: 2024 prescribes constructional and performance requirements of cotton terry (turkish) and huck-a-back towelling and towels; bleached, dyed, printed or striped.
- v) **Ballistic Shields as per IS 17435:2020** - Ballistic shields are used by law enforcement agencies in situations, involving ballistic threat, including high-risk warrant entry, tactical entry, barricaded subject response, officer/victim rescue, active shooter response, and negotiations. Indian

standard IS 17435: 2020 specifies the dimensional and performance requirements and methods of tests for Ballistic Shields.

- vi) **Insulated Containers for food storage as per IS 17569: 2021-** Insulated container is a vacuum insulated/thermal insulated storage container that greatly lengthens the time over which its contents remain hotter or cooler than the container's surroundings. These insulated containers, often referred as Casseroles or Hot-Cold Boxes, are widely used in households and commercial purposes for storing food items. Indian standard IS 17569: 2021 specifies material and performance requirements such as heat and cold retention capability, Impact tests etc.
- vii) **Plastic Chairs as per IS 13713: 2020** - Plastic chairs have become an integral part of modern life, found in homes, offices, schools, parks, and public spaces around the world. The Standard IS 13713 specifies materials, dimensions, methods of test and acceptance criteria for chairs made of plastic materials in combination with steel tubes or as one-piece plastic molded chairs. The material used shall be virgin material. To ensure that the chair provides adequate support and seating comfort for different body types and usage scenarios, it provides dimensional requirements for seat height, width and depth. It specifies various tests including Strength test, Stability test, Free fall drop test, Vibration test and Rigidity test to ensure product safety, performance, durability, environmental responsibility, and consumer satisfaction by taking care of their comfort.
- viii) **Smoke detectors designed for use in automatic fire alarm systems as per IS 11360: 1985** - Smoke detectors identify invisible aerosols and smoke from early-stage fires, activate audio and visual alarms to alert occupants. IS 11360:1985 standard specifies requirements for these smoke detectors designed for use in automatic fire alarm systems, ensuring early detection and minimizing life risks and property loss. This standard applies to both ionization and optical (photoelectric) smoke detectors for indoor installations. It highlights the importance

of detecting fires at the incipient stage to allow adequate evacuation time and early fire suppression.

- ix) **Steam Irons as per IS 6290: 1986**- Steam irons are widely utilized consumer products found in households, garment shops, hotels, light industries, and even on farms. Indian Standard addresses the performance requirements for steam irons with a rated power of up to 1250 W. The Electrical safety of the product is ensured by IS 302 (Part 2/ Sec 3), which is covered under mandatory certification. The primary tests outlined in IS 6290 focus on heating and temperature distribution, ensuring that the steam irons meet necessary safety and performance benchmarks

7.5.3 Industry friendly initiatives

- a) **Rationalization of Minimum Marking Fee for Micro Scale Enterprises**- To facilitate entry of manufacturing units under small, micro and startup sector, BIS decided to reduce the minimum marking fee: For small scale manufacturing units, the concession in minimum marking fee has been enhanced from 20% to 50%. The concession of start-up units in minimum marking fee has been raised to 80%, as is the case for micro scale manufacturing units. The additional 10% concession is also being provided to units located in north-east areas and women entrepreneur enterprises.
- b) **For MSME Manufacturers, the requirement of maintaining an in-house testing laboratory is made optional**: Creation of in-house test facilities has been made optional for MSME manufacturers for operation of BIS certification. Further, the MSME manufacturers have the option to utilise services of laboratories recognised by BIS as well as laboratories accredited by NABL without any need to maintain in-house test facilities. However, for critical products related to consumer safety, i.e. for food products, helmets for two-wheeler riders, products regulated by PESO like LPG cylinder/ valve/regulator which are under lot inspection, cement and products with

certifications operated on factory testing basis; these technical relaxations are not applicable.

- c) **Manufacturers can define their own Levels of Control:** Product Specific Guidelines outline the levels of controls to be exercised by the manufacturers so as to ensure conformity of their products. Manufacturers are free to opt their own Levels of Control and follow them during their regular production. The Scheme of Inspection and Testing (SIT) prescribed by BIS has been made recommendatory. Now, Manufacturers have the option to either accept recommended SIT or declare their own Quality Assurance Plan (QAP).

7.6 HALLMARKING

7.6.1 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 01 April 2024 to 24 January 2025, the no. of BIS Registered Jewellers increased from 1,87,936 to 1,96,902, while the number of BIS recognized Assaying and Hallmarking centres increased from 1,540 to 1,623. During the same period, approximately 12 crore articles of gold and silver jewellery/artefacts have been hallmarked.

7.6.2 Mandatory Hallmarking

Quality control order for mandatory hallmarking of gold jewellery/artefacts was issued on 23 June 2021 by the Govt. of India which makes hallmarking mandatory in 256 districts of the country where there is atleast one assaying and

hallmarking centre. Second phase of mandatory hallmarking was implemented in 288 districts from 01 June 2022 vide Hallmarking of Gold Jewellery and Gold Artefacts (Amendment) Order, 2022, dated 04 April 2022. The third phase of mandatory hallmarking was implemented in 343 districts from 06 September, 2023 vide Hallmarking of Gold Jewellery and Gold Artefacts (Third Amendment) Order, 2023, dated 06 September, 2023. The fourth phase of mandatory hallmarking was implemented in 361 districts from 05 November, 2024 vide Hallmarking of Gold Jewellery and Gold Artefacts (Amendment) Order, 2024, dated 05 November, 2024.

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, 46.3 crore articles of gold jewellery/artefacts have been hallmarked as on 24 January 2025.

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 details of jeweller who has hallmarked the jewellery, etc. This will help the consumer to check authenticity of the hallmark at the time of purchase.

BIS Refinery Scheme

BIS started the certification of gold refineries/mint in October 2015 as a part of Gold Monetization Scheme(GMS) of Govt. of India. Under this, license is granted to the gold refineries/mint for manufacturing gold bullion and coin as per IS 1417:2016 under BIS Act, 2016 and BIS(Hallmarking) Regulations, 2018.

The refinery scheme of BIS operates as a self-marking scheme wherein the BIS licensed refiner may apply the hallmark on the gold bullion/ coin by himself on conformance of the final product to the relevant Indian Standard. As on date there are 58 operative BIS licensed refineries.

Any manufacturer engaged in production of refined gold bullion by aqua-regia or electrolytic process or minting of gold coins, as per the grades specified in IS 1417, may apply for a grant of licence under BIS(Hallmarking) regulations, 2018.

7.6.3 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.

7.6.4 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 01 April 2024 to 24 January 2025, 141 such jewellers' awareness programmes were organized.

7.6.5 Plan Scheme

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 the current FY (till Dec. 2024), a sum of Rs 63.4 lakhs has been utilised for providing financial assistance to 11 AHCs for setting up Assaying & Hallmarking Centres in deficient districts under the plan scheme. Further, under the capacity building component of the plan scheme, a target of 10 Artisan Training Programmes, 04 Assaying & Hallmarking personal training programmes and 01 TOT programme for BIS Officials was allocated. As of date, 03 Artisan Training Programmes have been completed and the remaining programmes are planned to be completed before 31 March 2025.

7.7 LABORATORY ACTIVITIES

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 Sahibabad, Mumbai, Kolkata, Chennai, Mohali, Bengaluru, Patna and Guwahati have been accredited as per ISO/IEC 17025. BIS also operates Laboratory Recognition Scheme (LRS) for recognition of outside laboratories.

There are 311 BIS labs under BIS Laboratory recognition and 266 government laboratories under empanelment, 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:

- Building Material test facility at Guwahati.
- Food products, Laminated Lumber Chemical testing in Toys and Electrical appliances at Mohali
- Feeding Bottles, Jute bags, AGRI utensils, Wiring accessories at Kolkata
- Water Dispersible Powder at Sahibabad
- Irrigation equipment, Industrial Chemicals at Bengaluru

New Achievements and Initiatives

1. During the financial year 2023-24, BIS labs have achieved the highest overall testing output of more than 7000 samples in a month. BIS Central laboratory has achieved an output of more than 2000 samples and Eastern Regional laboratory has achieved more than 1100 samples.
2. With a view to modernize the testing activity in BIS laboratories, a major exercise for procurement of testing equipment is under process in all BIS labs and a total no. of 432 no. of equipment have been procured and are under use in all BIS Labs. For procurement of high-end equipment for BIS laboratories, a proposal for seeking exemption to host the Global Tender Enquiry was sent to Secretary (Coordination), Cabinet Secretariat. The proposal has been approved and the procurement of equipment is under process.
3. In respect of enhancing laboratory infrastructure and exploring ways to incorporate emerging trends, best practices and latest advancements in automation in testing as well as sample preparation, BIS Labs have initiated organising one-day conclaves focusing on various testing areas. In 2023-24, BIS

labs have organised 09 conclaves in the fields of Chemical, Mechanical, Electrical, Microbiological and Gold testing as well as sample preparation processes.

4. To deliberate on the issues pertaining to the testing procedures and their applicability in specific Indian Standards, BIS labs have started organising “Manak Manthan” events. In 2023-24, three events have been organised in BIS labs covering Steel Tubes, Cattles feeds and Microbiological testing.

5. 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.

6. To ensure the availability of laboratories for testing of Cotton Bales as per IS 12171 which has been brought under mandatory certification through Quality Control Order, BIS has proactively taken measures to reduce the application fees for recognition of Laboratory under BIS LRS from Rs 40, 000 to Rs 5,000 and recognition fees have been reduced from Rs 1,00,000 for three years to Rs 20,000 for one year. Based on stakeholder interaction, relaxation in requirement of accreditation as per IS/ISO/IEC 17025 for one year has also been made for laboratories applying for BIS recognition for cotton bales as per IS 12171:2019.

7. To further enrich the knowledge and skill base of the country, an internship scheme has been implemented in all BIS labs for college students to give them exposure to the laboratory activity of BIS. These Interns are required to carry out regular testing of the various products received by BIS Laboratories under different BIS conformity assessment schemes.

8. Under the Indo-German Expert Exchange in collaboration with GIZ on Good Laboratory Practices workshop and visit to prominent laboratories and manufacturers in India have been organised for BIS officers to get exposure to the state-of-the-art testing infrastructure related to the Analytical, Metallurgical, Electrical, and Electronics products.

9. To support the government laboratories operating in the country in creating new facilities in critical areas and for upgradation of their testing infrastructure, BIS has implemented a scheme for providing financial support in form of testing equipment. Under this scheme, procurement of equipment by BIS worth Rs. 4.7 Cr for creation of testing facilities at National Test House, Mumbai is currently under process. Moreover, proposals worth Rs. 116.25 Cr. for 24 Food Testing laboratories. Rs. 38.72 Cr. for 21 Laboratories of Textiles Committee and Rs. 37.49 Cr. for National Physical Laboratory have been approved under this scheme.

10. To further reduce the human intervention in the testing operation, BIS has initiated the project of integration of testing equipment with the Laboratory Information Management System (LIMS) portal. With the addition of this feature, the testing observation would be directly recorded in the test reports which would increase the overall productivity and prevent the errors in data transfer.

11. With the directions of the Hon'ble Minister of Consumer Affairs, Food and Public Distribution (CA, F & PD), BIS was assigned with the task of carrying out the testing of drinking water at the Bharat Mandapam during the G-20 summit held on 8th & 9th Sep 2023 in New Delhi. An onsite testing laboratory was established by BIS at Bharat Mandapam and the analysis of water samples drawn from various points of the supply line was carried out for chemical parameters using Field-Testing Kits (FTK) and Rapid testing equipment. For biological and radiological parameters as well as the remaining chemical tests, the drawn samples were tested offsite.

12. To assess the effects of the byproducts released from the testing of Gold Jewellery, a pollution study was carried out by all Referral Assay Laboratories of BIS. The concentration of the pollutant materials and compounds was examined with respect to the health and safety tolerance before and after the neutralization by the pollution control devices. The study reports from all laboratories have been examined by technical experts and the recommendations of the experts are being implemented to increase the effectiveness of the pollution control devices in all BIS labs. A similar study is now being planned for the by-products of the

analytical testing being carried out in all BIS laboratories

13. BIS has initiated the work for the creation of the testing facility at Hyderabad for the PVC/Plastic products and Textile products for which Quality Control Orders have been issued by Ministry of Textiles.

14. 56 nos. of exposure visit has been conducted in BIS labs for School/college students and industry personnel.

15. During the year 2023-24, 22 outside labs (OSLs) have been recognized under the Laboratory recognition scheme and 07 government laboratories have been empanelled for carrying out the testing of products under various Conformity Assessment Schemes of BIS.

7.8 Research & Training at the National Institute of Training for Standardization (NITS)

Established in 1995 as the training arm of the Bureau of Indian Standards (BIS), NITS addresses the growing demand for expertise in standardization and conformity assessment. The institute offers a range of programs focusing on standard formulation, conformity assessment, laboratory services, management system certification, and customized industry-specific topics. These programs are delivered by a team of highly qualified faculty with extensive experience.

NITS boasts world-class facilities, including an auditorium, advanced computer labs, modern conference rooms, various training halls, and a residential hostel. Over the reporting period, NITS successfully organized 194 programs for a diverse range of participants, including industry professionals, government officials (both state and central), PSUs, technical committee members, and BIS staff. Two international programs were also conducted, focusing on standardization, conformity assessment, and laboratory services, benefiting over 5,845 participants in total.

Product Specific Capsule Courses To address technical gaps among Quality Control Personnel (particularly those in MSME's) NITS offers free two-day Capsule Courses across India. These courses aim to enhance technical skills,

particularly as more products come under mandatory BIS certification. In total, 51 courses have been held, training over 2,000 individuals.

7.8.1 New Initiatives

Several new initiatives were introduced during the year to further strengthen NITS's training offerings:

1. **Capsule Courses on Codes of Practice:** In 2024-25, 15 new courses focusing on various codes of practice were introduced.
2. **Training on National Building Code (NBC) and National Electrical Code (NEC):** Specialized training programs were carried out to address key regulatory frameworks and quality in the construction and electrical sectors.
3. **Training of BIS officer's at IIMs:** A total of 225 BIS officers underwent training at IIM Ahmedabad, IIM Indore, IIM Trichy, and IIM Nagpur.
4. **Creative and technical Writing Courses:** A two-day course, specifically for BIS officers, was conducted in six batches at NITS in collaboration with IIT Roorkee to improve communication and writing skills.
5. **Internship Programs:** NITS facilitated internship opportunities for students from reputed colleges, including those with specialized disciplines. 352 Interns were engaged for standardisation activity in Technical departments and conformity assessment activity in various Branch offices in 2024-25.
6. **Infrastructure Upgrades:** The training halls and campus facilities are being renovated to provide a more aesthetically pleasing and functional learning environment.

7.8.2 Additional Developments

- NITS is in the final stages of implementing a **Learning Management System (LMS)**, which will support the development and delivery of e-learning content, allowing for flexible learning options and at the same time also facilitate reaching out to the stakeholders on a much larger scale for the purpose of capacity building.

7.9 CONSUMER AFFAIRS & PUBLIC RELATIONS

Bureau of Indian Standards (BIS) engages with its diverse stakeholders such as Academia, 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:

7.9.1 Reaching out to Students and Academia

- i. 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. 308 standard clubs have been created throughout the country from 01 Apr 2024 to 31 December 2024 taking the total to 10352 standards club pan India.
- ii. 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 2948 activities including Standards Club Activities, Students Exposure visit, Education utilization programme etc. during 01 Apr'24 to 31 December 2024.
- iii. Learning Science via Standards: One of the new initiatives is promoting science education through the use of standards. The initiative, called

“Learning Science via Standards,” aims to help students understand the practical application of science concepts and laws for the design, functioning, manufacturing, and testing of different products and the requirements stated in the relevant Indian Standards.

Under this initiative, 52 Lesson Plans have been made. The Learning Science via Standards initiative is a step towards bridging the gap between theory and practical application in science education and also enabling students to promote a culture of quality and standardization in the country. Fifty-two lesson plans have been published and are available in both text format and video lectures on the BIS website. A complete set of all 52 lesson plans has been distributed to each Standards Club.

This initiative is an innovative way of using Indian Standards to educate students and will go a long way in building a stronger foundation for science education in the country by helping students in understanding science concepts better and also promote awareness of Indian Standards and their importance in different industries and sectors.

- iv. National Level Quiz: BIS has started a new initiative wherein Quiz is conducted at National Level. This BIS initiative is expected to foster a sense of awareness and appreciation for quality and standards among citizens of all ages.

National Level Quiz was organized on My Gov Portal on the occasion of World Consumer Rights Day on 15 March 2024. More than 42,000 people participated. The top 50 received cash rewards as prizes.

In June 2024, BIS launched an online quiz on ‘Quality & Standards’ through the Diksha portal for Indian citizens. The quiz covered various topics related to BIS, its activities, and the importance of quality and standardization. The primary objective was to enhance awareness about BIS and its role in promoting quality standards in society. However, the quiz had to be cancelled due to inconsistencies observed in both participation and the results.

- v. Exposure Visit to School Students and Industry Representative: Going by the phrase that Seeing is Believing, BIS has initiated the concept of exposure visits for industry and academia to enhance their quality consciousness. The exposure visits comprises of bringing the industry and students to BIS offices and laboratories which have been developed as learning spaces.

The visits to the laboratories provide the opportunity to the visitors to see the infrastructure and testing facilities available in BIS and BIS recognized labs and also witness testing in progress. Opportunities are also offered to students of educational institutions to visit industrial units for witnessing the manufacturing processes and in-house testing of the products by the manufacturers.

BIS also recognizes the importance of exposure visits for industry representatives which imparts them knowledge of emerging technology & advanced testing methods, exchange of information among the industries and BIS laboratories.

A total of 2876 visits were conducted for students and 45 for the Industries representative from 1 Apr 2024 to 31 Dec 2024.

7.9.2 Reaching out to Consumers and others stakeholders:

- i. 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. 188 such programmes were organized by Regional Offices / Branch offices throughout the country during 01 Apr 2024 to 31 December 2024.
- ii. Quality Connect Campaign: Consumers are the ultimate beneficiaries of all activities of BIS which are aimed to ensure that the products and services used by the consumers are safe as well as meeting the desired levels of quality as defined under the respective national standards. One of the recent BIS initiatives is the “Quality Connect Campaign”, which

is undertaken to educate consumers on the importance of standards and promoting the use of quality products and services. The campaign involves door-to-door personal contact by the youth volunteers (called as the Manak Mitra) with the households, showing them the consumer-centric information, which have been made available on the various digital platforms.

The fifth round of Quality connect campaign 5.0 was launched on occasion of 'World Consumer Rights Day' i.e. on 15th March 2024, where more than 15000 Manak Mitras participated and covered more than 2.3 lakh college student. Manak Mitras visited more than 500 Prominent Educational Institutions across the country.

The sixth round of quality connect campaign 6.0 was designed to outreach more stakeholders for creating awareness on the quality & standards ecosystem. Quality Connect Campaign 6.0 wherein two separate events were organized namely Youth to Youth Connect and Household Connect. BIS engaged volunteers (named Manak Mitra) to connect with the Students of prominent Universities and colleges to interact and explain to them the importance of Quality and Standards in daily life. More than ten thousands eight hundred Manak Mitra from 195 nos. of institutions across 165 districts of 23 states were connected to more than 1.4 lakhs students through Youth to Youth connect. Furthermore, many BOs engaged volunteers to sensitize households about the products that are under mandatory certification through the BIS website and BIS Care App. The volunteers connected approx. Twenty-Four Thousand households during the campaign using the Quality Connect App.

- iii. Standard Promotion Activities conducted with Industry: To propagate the concept of standardization, product certification, management systems certification and other BIS activities amongst Industries, 369 activities, for awareness programs for Jeweller /Artisans were conducted during 01 Apr 2024 to 31 Dec 2024. 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.

- iv. Standard Promotion Activities conducted with Government: During 01 Apr 2024 to 31 December 2024, BIS conducted 93 activities with Government as the primary stakeholder. The activities included meetings with Government Departments, meetings with District Industry Centres, Awareness programs and others.
- v. State Level Committees on Standardisation (SLCS): SLCS have been constituted in 28 States and 7 UTs (except in UT of Lakshadweep) till 31 December 2024 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 and 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. As on 31st December 2024 a total of 25 SLCS meetings have been conducted post the reconstitution of committees in States/UTs.
- vi. Sensitization of Gram Panchayats: Gram Panchayats play a pivotal role in the planning and execution of various development projects & schemes at village levels. Therefore, the sensitization of the Gram Panchayats about Indian Standards and their implementation is an important aspect. Sensitization programmes of the President and Secretary of Gram Panchayat were carried out by launching special campaigns across the country.

Further, to strengthen BIS’s Gram Panchayat Sensitization initiative, a pivotal digital resource has been established: the ‘Gram Panchayat Portal’. This portal is designed to enhance governance and community engagement at the grassroots level by providing a centralized platform. It offers access to a diverse range of information and resources essential for rural development. Through this portal, Gram Panchayats can stay updated on initiatives aimed at enhancing their quality of life. It also facilitates efficient communication between BIS and community members, promoting collaboration for the effective implementation of rural development strategies and projects.

A total of 3727 sensitization programmes are conducted across the country and 1.86 Lakhs Gram Panchayats are sensitized across the country as on 31 Dec 2024.

7.9.3 Celebrating Special Occasions

- i. World Standards Day 2024: Bureau of Indian Standards (BIS), like every year, celebrated World Standards Day (WSD) on 14 October 2024 to acknowledge the collaborative efforts of the thousands of experts involved worldwide in standardization and ruminate on the future path. The theme for this year continues under the multi-year campaign, “SHARED VISION FOR A BETTER WORLD,” with a focus on Sustainable Development Goal 9 (SDG 9): Industry, Innovation, and Infrastructure, highlighting the vital role of standards in fostering a sustainable future.

WSD 2024 celebrations at BIS Headquarters spanned over three prominent locations in the NCR namely BIS Headquarters, New Delhi and ICAR, New Delhi and NITS, Noida. The main event at NITS, NOIDA was graced by prominent dignitaries Shri Pralhad Joshi, Hon’ble Union Minister of Consumer Affairs, Food & Public Distribution and New & Renewable Energy , Shri B.L. Verma, Hon’ble Minister of State for Consumer Affairs, Food & Public Distribution, and Social Justice and Empowerment ; Smt. Nidhi Khare, IAS, Secretary of Consumer

Affairs; Shri Shantmanu, Additional Secretary & Financial Advisor and Shri Pramod Kumar Tiwari, IAS, Director General BIS, alongside key stakeholders from government and industry.

Event kicked off with an inaugural session that featured the releases of Comic Books and Reference Handbooks for MoU Institutes; launch of board game on the theme of Standardization and Indian Standards for Standard club students ; launch of Celebrity Endorsement Films featuring Sanjeev Kapoor, Annu Kapoor and Mithali Raj to promote quality and guiding audience about the Importance of Standards, Launch of Hallmarking 2.0 Portal , Revamped BIS Care App and felicitation of BIS Officers for their notable contribution in the functioning of the organization. Inaugural session was followed by sector specific technical sessions focused on promoting sustainability and technological innovation in manufacturing through the updated industry standards and best practices.

A central theme for all sector specific workshops was integration of sustainability into sector-specific standards, with a strong emphasis on leveraging advanced technologies like Artificial Intelligence (AI), machine learning, automation, Internet of Things (IoT) etc. to enhance manufacturing efficiency while supporting the UN's Sustainable Development Goals (SDGs). Stakeholders proposed updating Indian standards to include clear guidelines for recycling, resource reuse, waste reduction and eco-friendly disposal across product life cycles. Key discussions focused on the importance of adopting recyclable and environmentally friendly materials, along with developing new recycling standards that balance environmental, safety, and operational considerations. To accelerate SDG progress, participants recommended that government departments integrate Indian Standards—particularly Quality Control Orders (QCOs)—into tender processes. Industry presentations highlighted the growing adoption of renewable energy, circular economy models, and sustainable supply chains. The Bureau of Indian Standards (BIS) outlined its role in

driving sustainable industrialization, emphasizing its contributions to technology, trade, and economic growth. BIS also reaffirmed its commitment to advancing digitization, capacity-building initiatives, and R&D integration in the standardization process. Overall, the event highlighted the role of updated standards in minimizing environmental impact, enhancing product longevity, and fostering a more sustainable manufacturing sector.

The event was attended by diverse distinguished dignitaries, officials of DoCA, Representative of various industries & their associations, Licensees, press personnel, BIS officials, ex-BIS officers etc. The main programme was also streamed through various social media channels.

All the Regional and Branch Offices celebrated Worlds Standards Day with great enthusiasm. ROs /BOs organized a range of activities throughout the two weeks leading up to and the four weeks following 14th October 2024. Activities such as Manak Mahotsav; stakeholder conclaves in key industrial districts bringing together licensees, labs, exporters, government bodies, academic institutions and more; Quality Walk/ Run; Bike Rally ; Quality Connect Programs; Day long activities at educational institute featuring quizzes and meme-writing; activities in Standards Clubs like reel/meme competition , Game Stalls/Exhibitions/Photo booths, Nukkad Natak; Industry-led Quality Connect initiatives for staff and clients, Sensitization of Gram Panchayat Members etc. were held.

The Manak Mahotsav Programme, organized by the Regional and Branch Offices (ROs & BOs), was honored by the presence of distinguished dignitaries, including Members of Parliament, Members of Legislative Assembly, BIS Governing Council (GC) and Executive Committee (EC) members, Vice Chancellors of renowned universities, senior government officials, and Managing Directors of leading industries. The day-long event featured a series of engaging technical discussions, alongside various activities organized for students of Standard Clubs. These activities included exhibitions with interactive stalls, games, and

vibrant cultural performances by the students.

Additionally, the ROs and BOs hosted a Stakeholders' Conclave in districts with a significant concentration of industries. This conclave brought together licensees, non-licensees, laboratories, exporters, importers, government representatives, academic institutions, NGOs, and Resident Welfare Associations (RWAs) to foster collaboration and knowledge exchange.

In addition, Branch Offices took the opportunity to recognize and felicitate key individuals, including government officials, mentors, members of the Resource Support Team, and long-standing licensees during these programmes. In total, 33 Manak Mahotsav programmes and 86 Stakeholders conclaves were successfully conducted by the Regional and Branch Offices.

Further, Quality Connect Campaign 6.0 focused on Youth to Youth Connect and Household Connect. BOs engaged volunteers (named Manak Mitra) to connect with the others Students of prominent Universities and colleges to interact and explain to them the importance of Quality and Standards in daily life. More than 10,000 Manak Mitra from 195 nos. of Institutions across 163 districts of 28 states connected to more than 1.34 lakhs students through Youth to Youth connect. Furthermore, many BOs also engaged volunteers to sensitize households about the products that are under mandatory certification through the BIS website and BIS Care App. The volunteers connected more than 24000 households during the campaign using the Quality Connect App.

Many prominent Industries & their association displayed banners and organised events in their premises and offices to create awareness regarding the use of Standards and certified products for consumers on the occasion of World Standards Day 24.

Further, BOs extensively also advertised about the event through News Prints, Hoarding and also via Radio jingles. Articles on WSD and BIS

activities were published in leading newspapers and Quality Pledge ceremonies were held. Administrators/District Collectors were invited as Chief Guest at various events organized by BIS and were encouraged to lead the Quality Pledge or host Quality Connect meetings with district heads, addressing key agenda items provided by BIS. Digital display boards were installed at prominent places displaying the message regarding importance of celebrating Worlds Standards Day 2024.

- ii. BIS Foundation Day 2024: On occasion of BIS Foundation Day, BIS in association with Department for Promotion of Industry and Internal Trade (DPIIT) organized an event “Dialogue for Strengthening Quality Eco-system in India” at Bharat Mandapam on 06th Jan 2024. The presidential address was given by Shri Piyush Goyal, Hon’ble Minister of Commerce & Industries, Consumers Affairs, Food & Public Distribution and Textile and special address was given by Shri Rajesh Kumar Singh, Secretary Dept. of Promotion of Industry and Internal Trade and Shri Ashwini Kumar Choubey, Hon’ble Minister of State of Consumer Affairs, Environment and Climate Change.

During the event, major initiatives of BIS were launched by Hon’ble Minister such as release of Standardized development and Building Regulation (SP 73: 2023), video on the Sensitization of Gram Panchayat Members and video on Standards Promotion Films. Furthermore, technical sessions were conducted on Strengthening Quality Ecosystem in India through QCOs and through Standardization in the emerging fields by leading Industry Association personnels and consultants. Delegates including experts from diverse fields related to standardization, policymakers, industry professionals, consumer groups, academicians, representatives of various Industries, associations, leading manufacturers, traders, special invitees and representatives from the Ministry of Consumer Affairs, Food and Public Distribution and DPIIT, also participated in the event.

At ROs/BOs level, BIS foundation day was celebrated by organizing various programs in Standards Clubs, competitions such as Standard

Writing Competition, Quiz, speech and street play (Nukad Natak). Many BIS licensees sponsored sports kits to few of the Standards Clubs and Student winners of RO level quiz were also felicitated during the day long event.

Various Large Scale Industries participated in the celebration of BIS foundation day by organizing events and displaying the banners reflecting their continued support towards compliance to standards at their units.

At ROs/BOs level, BIS foundation day was celebrated by flagging off Quality Connect 2.0. NukkadNataks were also conducted by various BOs to create awareness of BIS activities among common people. For the first time, various industrial units participated in the celebration of BIS foundation day with great excitement by displaying the banners reflecting their commitment towards compliance to standards in their premises.

- iii. World Consumer Rights Day 2024: World Consumer Rights Day (WCRD) is observed on March 15th every year. It is a day to raise awareness about the rights of consumers and to advocate for better protections for consumers around the world.

The Bureau of Indian Standards like every year celebrated the event with great enthusiasm at Hqrs, ROs & BOs level on 15th Mar 2024. On this occasion an event was held on 15th March 2024 at Thakur Auditorium, Mumbai by DoCA in collaboration with BIS. Shri Piyush Goyal, the then Hon'ble Union Minister for Commerce & Industry, Consumer Affairs, and Food & Public Distribution, and Textiles presided over the event. This year's theme, "Fair and responsible AI for consumers," aimed to explore the ethical implications of AI in consumer services. Event was attended by Principal Secretaries (Consumer Affairs Department) President Members of the SCDRCs & President of DCDRCs & other Govt. officers of all the States/UTs along with prominent VCOs & Industry Association of the country. The event featured keynote addresses, panel discussions and interactive sessions.

BIS also organized a National level quiz competition on Quality and Standards on the occasion of WCRD 2024. At ROs/BOs level Quality Connect Campaign 5.0 was launched on 05th March 2024. During the campaign more than 15000 Manak Mitra engaged by various BOs pan India covered more than 2.3 lakhs college students and made them aware about BIS activities and Quality ecosystem. Manak Manthan Programmes for new and revised Indian Standards were also conducted by various ROs/BOs as part of celebration of WCRD. Branches felicitated NGOs/ Consumer Group and Gram Panchayat Presidents who have actively contributed to Standards Promotion Activities in Day long programmes organized by BOs on the occasion of WCRD 2024. Brand visibility was enhanced by installation of Outdoor hoardings and Billboards at prominent locations across the city; wrap branding on BUS and Flex branding on Metro/Taxi / Autos etc.

iv. National Consumer Day 2024 :

National Consumer Day is observed in India on December 24th every year. This day is dedicated to promoting consumer rights and raising awareness about the importance of consumer protection. It commemorates the enactment of the Consumer Protection Act, 2019, which provides consumers with a set of rights, such as the right to be protected, the right to be informed, the right to be assured, and the right to be heard, the right to seek redressal, the right to consumer awareness. On this occasion, various activities were organized to promote the use of quality products, educate the public about the BIS Care App, and ensure access to hallmarked jewellery, ISI & CRS marked products, and Quality Control Orders (QCOs). Branches collaborated with Standards Clubs to organize competitions, awareness programs, and events like the Manak Carnival, which featured interactive activities to teach participants about quality standards in a fun and engaging way. BIS also promoted the app as a tool to verify product authenticity, shared important messages on consumer rights, and engaged communities through social media campaigns and WhatsApp groups.

The celebrations included diverse initiatives such as exposure visits, where students from Standards Clubs visited industries to observe quality control processes and interact with industry experts. Gram Chaupals were held across districts to raise awareness among local stakeholders about the importance of BIS standards. Multi-platform campaigns, including advertisements in newspapers, radio jingles, and digital media, helped extend the reach of the BIS Care App and informed consumers about product quality. Branches also organized Quality Walks and Bike Rallies to engage the public, while articles and broadcasts highlighted BIS's role in consumer protection. The activities included 07 Manak Carnivals, 491 exposure visits involving 14,099 students, and 20 Manak Chaupal programs. In total, 110 newspaper advertisements were published in prominent national and regional outlets, and 15 radio campaigns helped further spread awareness. A month-long initiative with jingles was featured at 15 Reliance Malls, and 11 Quality Pledge sessions took place during morning assemblies. Nine Jewellers Awareness Programs were conducted in newly covered districts, along with 27 additional impactful awareness programs designed to educate diverse audiences on quality standards and consumer protection. These activities collectively worked towards increasing consumer awareness and encouraging the public to make informed choices when purchasing products, thus contributing to a safer, more informed marketplace.

7.10 COMPLAINTS AND PUBLIC GRIEVANCES

The Complaints Management and Enforcement Department (CMED) plays a pivotal role in addressing consumer grievances and ensuring the enforcement of consumer protection laws. Its primary responsibility is to act as a facilitator for resolving consumer complaints and grievances, ensuring that consumers have access to efficient and timely redressal mechanisms.

BIS has received a range of complaints related to the quality of BIS certified products, unauthorised use of BIS Standard Mark, Violation of Quality Control

Orders etc. These complaints are handled in accordance with well-established complaint redressal procedures to ensure consumer trust.

7.10.1 The BIS CARE Mobile App, Public Call Facility and the Standards Promotion Portal of BIS are instrumental in enabling consumers to lodge complaints easily and track their progress. These platforms enhance transparency and offer a more streamlined way for consumers to interact with the BIS. The BIS CARE App, in particular, allows users to verify the details of Licensed and Registered Manufacturers simply by entering the license or registration number, ensuring that consumers can quickly verify product authenticity.

- As of December 31, 2024, a total of 3,536 complaints had been received. Of these, 2,956 complaints were not registered due to incomplete information or because they were not relevant to BIS. Additionally, 393 complaints were redressed, while 408 complaints remained under investigation across various regional and branch offices.
- During the year, BIS received 731 complaints related to the quality of BIS-certified products. Additionally, 1622 complaints related to unauthorised use of the BIS Standard Mark and violations of Quality Control Orders were also processed and resolved successfully.
- Furthermore, BIS received 206 grievances through the CPGRAM portal while 229 grievances were successfully redressed during the year.

This shows BIS's continued commitment to consumer protection and ensuring that businesses adhere to the established standards, fostering consumer confidence in BIS-certified products.

By actively engaging with the public and providing multiple channels for lodging complaints, BIS has strengthened its role as a key player in consumer protection, ensuring compliance and resolution of grievances in a timely and efficient manner.

7.10.2 Investigations under Central Consumer Protection Authority

The Consumer Protection Act, 2019 (Act) incorporated phenomenal

provisions aimed at enhancing consumer rights, including the establishment of a regulatory authority, namely, the Central Consumer Protection Authority (CCPA). The CCPA is tasked with regulating matters related to the violation of consumer rights, misleading advertisements and unfair trade practices that harm consumers as a group or the public at large. This regulatory body plays a pivotal role in safeguarding the interests of consumers, ensuring fair trade practices and strengthening consumer empowerment through enforcement of progressive legislations.

The CCPA's mission is to guarantee that no entity engages in the sale of goods or services that contravene the provisions of the Consumer Protection Act, 2019. It strives to protect consumers from deceptive practices and promote transparency.

7.10.3 Powers and functions of DG (Investigation Wing), CCPA:

- To enquire into / investigate for violations of consumer rights or unfair trade practices
- To protect consumers interest
- To provide appropriate inputs for issuing necessary guidelines to prevent unfair trade practices

Based on the complaints registered with the National Consumer Helpline, the CCPA identifies prominent cases to safeguard consumer interests across various products and services. As part of its ongoing efforts, ***the DG (Investigation Wing) CCPA has received a total of 89 cases, of which 55 have been completed, and 34 are under investigation.*** These cases cover a range of issues, including surrogate advertising such as those related to PAN masala and alcoholic beverages, misleading advertisements and unfair trade practices including cases involving coaching institutes, e-commerce platforms, direct selling entities and others. These reports highlight instances where businesses have violated consumer rights or engaged in deceptive practices, providing evidence for further legal action.

Through such robust actions, the Investigation Wing, CCPA continues to work toward building a fairer, more transparent marketplace for consumers, holding businesses accountable and empowering consumers to make informed decisions.

7.11 PROJECT MANAGEMENT

Projects of construction and renovation/upgradation/redevelopment in BIS are looked after by Project Management and Works Department. It is primarily tasked with the responsibilities, which can broadly be classified as follows:

- 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 2024, under the aforesaid categories, include upgradation and strengthening of the civil, electrical and IT infrastructure at the BIS laboratories situated at various locations throughout the country and Training Institute at Noida; initiation of works for construction of new building blocks at BIS labs/offices in New Delhi, Sahibabad, Noida, Mohali and Bengaluru; modernization and upgradation of the various regional and branch offices of BIS, along with provision of new or upgradation of existing conference rooms and other service utilities like firefighting system, HVAC system, lifts, etc.

Other noteworthy initiatives undertaken include providing accessible toilets in the office buildings at BIS Hq and in all BIS owned buildings of Regional Offices, Branch Offices and Laboratories as per the guidelines and directives envisaged in the Accessibility India Campaign, under the aegis of the Ministry of Social Justice and Empowerment.

The major initiatives proposed to be taken up during the period 01 Jan – 31 Dec 2025 include construction of new building blocks in at BIS labs/offices in New Delhi, Sahibabad, Noida, Mohali and Bengaluru to cater for the increased manpower and new testing facilities conforming to all statutory and regulatory building norms.

7.12 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 HQ 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 (MoCA). 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 CVC/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.)

7.12.1 Preventive Vigilance Activities

Preventive Vigilance Audits of LKBO, PNBO, BNBO, BNBOL were carried out during the financial year 2024-25. As a result of these audits, various systemic 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.

7.12.2 Central Vigilance Commission 3-months Campaign

As a precursor to Vigilance Awareness Week 2024, following activities were carried out during the 3-months campaign from 16th August 2024 to 15th November 2024 as per CVC guidelines/ instructions:

- a. **Capacity Building Programs** – Under the Capacity Building Programme, officials were trained on:
 - i) Best Practices for Prevention from Cyber Security Threats
 - ii) CCS (Conduct) Rules, 1964
 - iii) Important GFRs related to Procurement in GeM
 - iv) Ethics in Governance
 - v) Workshop on Cyber Crime
 - vi) Role of Inquiry Officer in Disciplinary Proceeding
 - vii) Disciplinary proceeding in Government
 - viii) Conduct of Enquiry in Disciplinary Matters
- b. **Identification and implementation of Systemic Improvement measures** – Areas vulnerable to corruption were detected on the basis of analysis of past cases.
- c. **Updation of Circulars/ Guidelines/ Manuals** – 205 circulars/ guidelines were uploaded on BIS Intranet during the campaign period.
- d. **Disposal of complaints received before 30 June 2024.**
- e. **Dynamic Digital Presence :**

Following additional areas/activities/services have been introduced

- a) Provision to Assaying and Hallmarking Centres (AHC) to auto renew their recognition.
- b) Provision to BIS Licencees to upload/reenter consignee Data in consolidated form.

- c) Provision to public for accessing summary of Indian Standards.
- d) A Host Country (HC) website is being developed for IEC General Meeting (GM), 2025 in coordination with IRD.
- e) Provision to public for accessing Comic Books published by BIS.

Bike Rally

A Bike rally from Jammu Branch Office (JKBO) to Siachen Base Camp, Ladakh was organized by JKBO during 8-16 October 2024 to disseminate information on preventive vigilance matters as well as about the standard on Anti Bribery Management System (ABMS), as a preventive vigilance tool which aligns with BIS mission of transparency and ethical practices.



Issue of Manak Darpan Magazine

The second edition of Vigilance Department's magazine "**Manak Darpan**" was launched on 01.10.2024. Focusing on Preventive Vigilance, the magazine

aims to educate and promote transparency, efficiency and integrity across the organization.

7.12.3 Vigilance Awareness Week 2024 - Bureau of Indian Standards (BIS) observed Vigilance Awareness Week, 2024 from 28th October 2024 to 03rd November 2024 on this year's theme

“सत्यनिष्ठा की संस्कृति से राष्ट्र की समृद्धि” “Culture of Integrity for Nation's Prosperity” as informed by CVC.

Integrity Pledge administered to BIS officials by Director General, BIS - Marking the opening of Vigilance Awareness Week 2024 at BIS HQs, New Delhi, the Integrity Pledge was administered to all the officials of BIS by Lt.Col.Kumar Shantanu, DDGA BIS.

Bureau of Indian Standards (BIS) observed Vigilance Awareness Week, 2024 from 28th October to 03rd November 2024 as per the directions of CVC. In order to promote the theme of Vigilance Awareness Week 2024 **“सत्यनिष्ठा की संस्कृति से राष्ट्र की समृद्धि” “Culture of Integrity for Nation's Prosperity”**, various competitions, seminars, awareness programmes were organized during the Week in BIS HQ New Delhi and also at the Regional Offices, Branch Offices, Central Laboratory and National Institute of Training for Standardization, Noida of BIS, with a view to create awareness amongst the employees and general public. The outreach activities in school and colleges provided an opportunity to the students to creatively express their thoughts on vigilance and integrity. The Closing ceremony was organized on 4th November 2024 and prizes for the various competitions organized were distributed to the winners.



NTH is dedicated to offering reliable testing and evaluation services for a wide range of products and materials in the scientific and engineering sectors, ensuring compliance with relevant national and international standards for all its clients.



National Test House



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National Test House

CHAPTER-8

NATIONAL TEST HOUSE

The National Test House (NTH), a subordinate office under the administrative control of Department of Consumer Affairs, Ministry of Consumer Affairs, Food & Public Distribution, Government of India is a premier scientific institution of the country. NTH has established itself as a key player in the fields of testing, calibration, evaluation, and quality control for engineering materials and finished products.

Established in 1912 under the Railway Board, it has evolved into a nationally significant laboratory, providing test certificates that comply with national, international, or customer-specific standards and specifications.

NTH plays a vital role in driving technological advancement across various sectors, including industry, commerce, trade, and standardization. It has been pivotal in the growth of indigenous industries, connecting industrial research with the production of high-quality products that adhere to rigorous quality control standards.

NTH is modernizing by digitizing its testing processes to enhance service quality and efficiency. In the recent past, we have built advanced laboratories that compete globally while offering local solutions. Our goal is to create a cutting-edge testing environment that supports product quality and aligns with the “Atmanirbhar Bharat” vision for self-reliance and national growth.

8.1 OUR OUTREACH & NETWORKS:



NTH plays a key role in testing, calibration, and quality evaluation for products across manufacturing, service industries, and consumer use. It operates six regional laboratories in Kolkata (Salt Lake and Alipore), Mumbai, Chennai, Ghaziabad, Jaipur, and Guwahati. In 2021, a satellite centre was established in Pindra, Varanasi, and in 2024, NTH Bangalore at the RRSL Campus in Bangalore was added.

NTH also serves neighbouring countries like Bhutan, Bangladesh, and Sri Lanka, with plans for further international expansion.

8.2 MAIN FUNCTIONS OF NTH:

1. **Testing & Calibration Services:** The core scientific and technological service provided by NTH is the comprehensive testing, calibration, and quality evaluation of a wide range of industrial and consumer products, excluding drugs, arms, and ammunition. These services are delivered in accordance with national, international, or customer-specific standards and specifications. NTH offers both in-house and on-site testing services across various disciplines:

i. Testing Services:

- Chemical
- Micro-Biological
- Civil Engineering
- Electrical Engineering
- Mechanical Engineering
- Non-Destructive Testing (NDT)

- Rubber, Plastics, Paper & Textiles (RPPT)
- Testing at customers premises / On-Site

ii. Calibration Services:

- Electro Technical measurements
 - Mechanical measurements
 - Thermal measurements
 - Calibration at customer's premises / site.
 - Traceability to International system of Units (SI) as per ISO/IEC 17025:2017.
2. **Failure Analysis:** Comprehensive investigative services to examine the failure of engineering materials and products, determine underlying causes, and offer practical recommendations for enhancement.
 3. **Certification of Welders:** NTH serves as the “Central Authority for Testing & Certification of Welders” under the Indian Boilers Regulation Act of 1950, certifying welders to ensure compliance with industry standards.
 4. **Product Development Assistance:** Providing expert guidance and support to manufacturing industries in the creation and development of new goods and products, fostering innovation and enhancing competitiveness.
 5. **R&D in Testing Technology:** NTH undertakes cutting-edge research to develop new testing technologies and methodologies, ensuring that testing processes stay ahead of evolving industry demands.
 6. **Training:** NTH conducts specialized training programs aimed at enhancing the skill levels of engineering students, young professionals, and personnel from government and private sectors. These training programs include:
 - Chemical Product Testing
 - Civil Engineering Product Testing
 - Electrical Engineering Product Testing
 - Mechanical Engineering Product Testing

- Non-Destructive Testing (NDT)
 - Rubber, Plastics, Paper & Textile (RPPT) Testing
 - Metrology and Calibration (Mechanical & Electrical Measurements)
 - Internal Quality Audits as per ISO 17025:2017
7. **Consultancy Services:** NTH offers a diverse range of consultancy services, including:
- Setting Up Laboratories
 - Import Substitution
 - Failure Analysis
 - Quality Upgradation
 - Small Scale Industrial Development
 - Development of Test Methods
 - Grading of Radiographic Images
 - Structural Upgradation of Old & Heritage Buildings and Industrial Structures
8. **Standardization:** NTH actively participates in and supports the Bureau of Indian Standards (BIS) in the formulation and development of Indian Standards, contributing to national and international standardization efforts.
9. **Laboratory Accreditation:** NTH participates in the National Laboratory Accreditation Programme under NABL, ensuring that its testing and calibration services meet the highest international standards.

8.3 MAJOR TESTING FACILITIES AVAILABLE AT NTH:

NTH meets the diverse needs of customers and society by providing comprehensive testing and evaluation services for a wide range of consumer products and materials. With a broad spectrum of activities spanning multiple disciplines, NTH plays a vital role in ensuring product quality and safety. Below

is an outline of the laboratory and discipline-specific scope of activities offered by NTH, reflecting our commitment to excellence and industry leadership.

Chemical & Microbiological laboratory	Electrical laboratory
<ul style="list-style-type: none"> • Drinking water, packaged drinking water & packaged natural mineral Water • Metals & alloys (ferrous, non-ferrous, ores, minerals), • Building materials (cement, fly ash, aggregates, concrete), water for construction purpose • Fertilizers & Soils • Poly aluminium chloride, alum, bleaching powder, hypochlorite, disinfectant fluid Sanitizer (Solutions/ Liquid) • Organic/inorganic chemicals • Precious metals (gold, silver) • Zari and Gold Skeins used in Indian saris • Petroleum products (bitumen & allied products) • Pesticides • Paints (Enamels, PU, Epoxy, Road marking, Cement paint, Varnishes) & Surface coatings • Spices, edible oils, cereals, biscuits, breads, • Alcoholic & non-alcoholic beverages, • Food packaging materials 	<ul style="list-style-type: none"> • Luminaries, Light Fixtures and lighting products • Conductors and Conducting Materials • Insulators and Insulating Materials • Ceiling Fan • Environmental Test of Electrical Equipment • IP Test • Testing of office equipment (Photocopier, projectors, Data Walls etc) • Electrical Cables • Electrical and Electronics Products Safety Testing • High Voltage Line Materials of 200kV and High Current 4000A • Note sorting machines for Banks • Batteries, Electrical Accessories & home appliances • High voltage & impulse test facility 1400kv, 140kJ for transformers testing

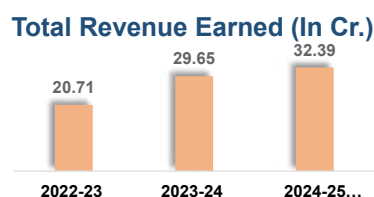
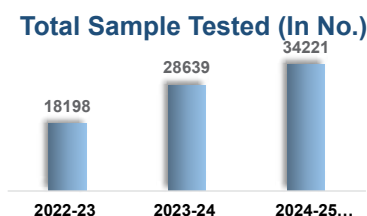
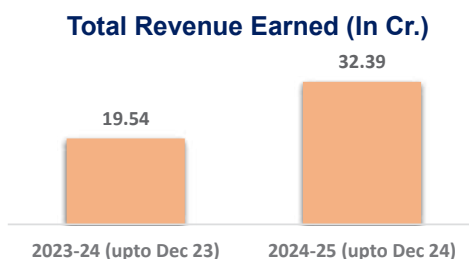
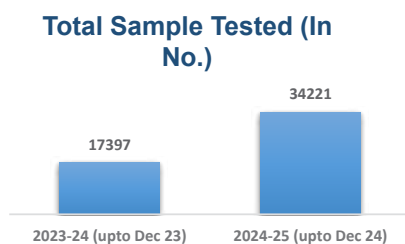
Mechanical laboratory	Civil laboratory
<ul style="list-style-type: none"> • Thermo Mechanically Treated (TMT) & High Yield Strength Deformed (HYSD) Bars • Steel Sheets/ Strips/Wires • HT Steel Strand Wire • Profile sheets • Barbed Wire / Concertina Coil • Structural Steel-Beam, Angle, Plate etc • Nuts & Bolts • Wrought Aluminium and Aluminium Alloys • Cast Iron (CI), Galvanised Iron (GI), Stainless Steel (SS)/GI/MS Pipes and Fittings • Conduit Pipes • ACSR Conductors • Ductile Iron (DI) Pipes • Load testing of Steel Chain, Shackles, Hooks • Pressure Cookers, Domestic Gas Stoves, Utility Lighters, Cookery Utensils & Sewing Machines • Calibration of Dimension, Mass, Pressure and force 	<ul style="list-style-type: none"> • Cement (All Types) and Cementous materials, Fly Ash • Timber, all types of Plywood, Block Boards, Particles Boards, PLB, MDF • Coarse and fine aggregates • Concrete Mix Designs, TMT Pull-out, PQC, DLC, Admixture, Cubes, Cores and NDT of concrete structures • Bricks, Blocks, Stones, Ballast, Boulders, Blanketing material, Vitreous, Sanitary wares etc, • Tiles (All Types), Ceramic Products, Glass • Wooden Flush Doors, Panel door shutters, UPVC doors, Fire resistance doors etc • Cement & Resin Capsule, Epoxy Materials, Curing Compounds, Graphite, Wall putty, WPC • M – Sand & C- Sand • Corrugated cement sheets

Rubber, Plastic, Paper & Textile (RPPT)	Non-Destructive Testing (NDT)
<ul style="list-style-type: none"> • Rubber products • Conveyor Belts • Paper & Paper products • Plastic & plastic products • Shoes/Footwear • Textile & Textile products • Woollen Sweaters • Sanitary Napkin • Manila Rope • FRP Sheet • Geo-textile/Geo-membrane • School Bag • APP Membrane • PVC Water Stop • Water Proofing Membranes • HDPE Pipes/HDPE Bags HDPE Sheets • CPVC & PPR Pipes • Filler Board • Rain Coat • Socks 	<ul style="list-style-type: none"> • Radiography Testing • Ultrasonography Testing • Magnetic Particle Testing • Dye Penetration (DP) Testing • Coating thickness tests • M.S/ A.S/ S.S. Welding Electrodes (IS:814, 1395, 5206, AWS) • Carbon Steel Cast Slabs • Ingots (IS:2830) • Welders Tests as per IBR/ IS/ ASME Sec IX etc • Welding Procedure Tests as per IS/ASME Sec IX • Metallographic tests like Micro Structure of Steel, grain size, inclusion rating, decarburization etc. • Failure analysis • Bullet Proof Life Jackets

Electro Technical & Thermal Calibration:	Mechanical Calibration
<ul style="list-style-type: none"> • Voltage (AC & DC) • Current (AC & DC) • Resistance DC • Frequency • Power • Temperature 	<ul style="list-style-type: none"> • Length • Angle • Force • Hardness • Pressure • Torque • Mass

8.4 STATISTICS FOR REVENUE & SAMPLE TESTED:

1. NTH generates revenue through commercial testing and calibration with earnings directly credited to BHARATKOSH.
2. Year on year, NTH has improved its sample testing and revenue statistics. In FY 2023-24, the number of samples tested grew by 57.37%, and revenue increased by 42.49% compared to FY 2022-23.
3. There has been an enhancement in the total number of samples tested by various regional laboratories up to **December 2024 (34,221)** compared to **December 2023 (17,397)**, marking an **increase of 96.71%**.
4. Revenue generated up to **December 2024 (₹ 32.39 crore)** compared to **December 2023 (₹ 19.54 crore)** shows an **increase of 65.76%**.
5. NTH targeted to achieve Rs. 40 Cr. In revenue during FY 2024-25.



BUDGETARY EXPENDITURE FOR FY 2024-25 (UPTO DECEMBER 2024):

The budgetary expenditure report in FY 2024-25 (upto December 2024) of NTH is tabulated below.

(₹ in crore)

S.No.	SCHEME HEAD	BE	RE	AE
A.	Revenue Head (3425):			
1.	Office expenses (OE)	8.00	-	7.330
2.	Domestic Travel Expenses (DTE)	0.60	-	0.440
3.	Foreign Travel Expenses (FTE)	0.10	-	0.035
4.	Digital Equipment (DE)	0.25	-	0.128
5.	Minor Civil & Electric Works (MW)	5.00	-	2.191
6.	Material & Supply	1.00	-	0.694
7.	Repair & Maintenance (R&M)	2.50	-	0.780
Total Revenue Head (3425)		17.45	-	11.598
B.	Capital Head (5425):			
1.	Machinery & Equipment (M&E)	9.39	-	8.753
2.	Information, Computer, Telecommunications (ICT)	2.00	-	1.027
3.	Building and Structures (B&S)	2.00	-	0.188
4.	Motor Vehicles (MV)	0.06	-	0.000
5.	Furniture & Fixtures (F&F)	0.20	-	0.167
6.	Land	0.00	-	0.00
7.	Other Capital expenditure (OCE)	0.01	-	0.009
Total Capital Head (5425)		14.05	-	10.145
C.	NER Head (4552):			
1.	Machinery & Equipment (M&E)	2.50	-	0.392
2.	Information, Computer, Telecommunications (ICT)	1.00	-	0.067
3.	Land & Building (L&B)	0.00	-	0.000
Total NER Head		3.50	-	0.459
TOTAL SCHEME BUDGET (A+B+C)		35.00	-	22.203

8.5 DIGITIZATION & IT RELATED WORKS:

In line with the evolving technological landscape, NTH is modernizing and digitizing all its functions to enhance outreach, improve productivity, and better serve the public and society. To publicize its services and increase efficiency, NTH has taken the following initiatives:

I. **Upgradation of NTH Regional BSNL Internet Leased Line (ILL) Connections:**

The NTH regional offices have been upgraded with seamless Internet connectivity through the deployment of Internet Leased Line (ILL). An ILL is a premium, dedicated internet service that offers symmetrical, un-contended speeds for both uploads and downloads. This upgradation also provides burstable bandwidth, allowing for immediate scalability to accommodate sudden traffic spikes and evolving business needs. The bandwidths for each of the offices are listed below:

S.No	Region / Circuit Type	Existing Bandwidth	New Bandwidth Required
1.	NTH (ER), Kolkata, Salt Lake (ILL)	10 mbps	50 mbps
2.	NTH (ER), Kolkata, Alipore (P2P)	3 mbps	34 mbps
3.	NTH (NR), Ghaziabad (ILL)	6 mbps	50 mbps
4.	NTH (SR), Chennai (ILL)	6 mbps	34 mbps
5.	NTH (NWR), Jaipur (ILL)	6 mbps	34 mbps
6.	NTH (NER), Guwahati (ILL)	6 mbps	34 mbps
7.	NTH, Varanasi (ILL)	3 mbps	6 mbps

II. **Development and Hosting of the NTH's New Website:**

The new NTH website (<https://nth.gov.in/>) has been developed and hosted with a primary focus on being user-friendly for both customers and stakeholders. The website is designed to enhance user experience while providing seamless access to essential information and services.

III. Migration of NTH Regional Aadhar Enabled Biometric Attendance System (AEBAS) Accounts to Unified NTH (HQ) AEBAS Account:

The migration of NTH Regional AEBAS accounts to the centralized Unified NTH (HQ) AEBAS system has improved the management of government services and enhanced workforce efficiency. By using Aadhaar numbers to track and manage attendance for all government employees, this system ensures greater transparency, reduces human errors, and fosters accountability within government operations.

IV. Local Area Network (LAN) Upgradation at NTH (NER), Guwahati and Jaipur (Active and Passive Components):

The LAN infrastructure upgrade at NTH (NER) in Guwahati and Jaipur improves resource sharing, communication, and collaboration. It enhances productivity, ensures better regional connectivity, and includes security measures like firewalls, access control, encryption, and VPNs to protect against unauthorized access and data breaches.

V. NTH (HQ) ITSD Customer Care via WhatsApp (Number: 9412223550):

NTH has introduced customer care services via WhatsApp to provide timely support to its stakeholders. The WhatsApp number 9412223550 allows for efficient communication and assistance regarding IT-related queries and issues.

VI. Allocation of Desktops to All NTH Regional Officials (Scientific Officer and Above) Using NTH MIS Application:

Desktops have been allocated to all NTH regional officials (Scientific Officer and above) to facilitate their work on the NTH Management Information System (MIS) application. This ensures seamless integration and effective use of the system across all regional offices.

VII. Migration of NTH Email Accounts from NIC's Old Email Service (<https://email.gov.in/>) to New NIC Email Service (<https://mail.gov.in/>):

The migration of NTH email accounts from the old NIC email service

to the new NIC email service (<https://mail.gov.in/>) ensures improved functionality, enhanced security, and a more reliable communication platform for all NTH personnel.

VIII. Continuous Improvement of NTH MIS Application Features:

Ongoing updates and improvements to the NTH MIS application (<https://mis.nth.gov.in/>) are focused on enhancing usability, adding new features, and improving overall system performance to meet evolving user needs.

IX. Setup of Video Conferencing Solution at DG Camp Office Conference Hall:

A state-of-the-art video conferencing solution has been implemented at the DG Camp Office Conference Hall to facilitate seamless virtual communication and collaboration across locations. This solution supports efficient remote meetings and enhances inter-office communication.

8.6 EXPANSION INTO NEW HORIZONS DURING THE YEAR 2024:

1. **Low-Voltage Switch Gear Testing Facility at NTH (WR), Mumbai:** NTH, Mumbai has established an advanced laboratory for Low-Voltage Switch Gear Testing. The facility will provide essential testing and certification services, including short circuit testing, for various state electricity boards, regulatory bodies, BIS, infrastructure companies, manufacturers, and academic institutions. Equipped for various low voltage tests like short-circuit, arcing, and load switching. This facility highlights our commitment to quality, safety, and advancing India's electrical infrastructure.
2. **Organic Food Testing Laboratory at NTH (NER), Guwahati:** NTH is establishing an Organic Food Testing Laboratory in Guwahati to combat food adulteration and ensure public health. The lab will analyze food and beverages for safety, purity, and labelling accuracy. Notified by FSSAI for chemical and biological testing, accredited by NABL under ISO/IEC 17025:2017, and recognized by BIS, it will test for contaminants like toxic metals, pathogens, additives, and pesticides, assuring consumers in the North East of safe, hazard-free food.

3. **EV Battery Testing Facility at Kolkata, Mumbai & Bangalore:** NTH is in process of setting up of advanced testing facilities for EV batteries and charging stations in Mumbai, Bengaluru, and Kolkata, chosen for their concentration of EV industry businesses. On August 22, 2024, Shri Pralhad Joshi, Hon'ble Minister of Consumer Affairs, Food and Public Distribution and Minister of New and Renewable Energy, laid the foundation for the EV testing facility at RRSL's Jakkur campus in Bengaluru. Equipment like the Battery Life Cycle Tester has been procured for Mumbai and Bengaluru, while procurement for Kolkata is in advanced stage.
4. **UAS (Drone) Certification:** As part of the Certification Scheme for Unmanned Aircraft Systems (UAS), NTH, Ghaziabad has received provisional approval from the Quality Council of India (QCI) as a Certification Body for type certification of drones. In alignment with this responsibility, a team of auditors from NTH conducted a Stage-1 & Stage-2 (onsite) assessment, and the resulting report has been forwarded to QCI. This assessment represents a crucial step toward securing type certification—a mandatory requirement for drones operating in India under the Drone Rules 2021.
5. **Testing Facility for BEE Star Rating:** On September 3, 2024, NTH and BEE signed an MoU to enhance the Standards & Labelling (S&L) Program, promoting energy efficiency. The MoU includes NTH as a referral laboratory for technical disputes, nominations for NTH officers in technical committees, capacity-building training for BEE officers, a review of the S&L program, and collaboration on other technical matters.
6. **Advance testing facility by High Voltage Lab at Chennai:** The High Voltage Laboratory (HVL) of NTH, Chennai, has developed an Integrated Power Transformer Test System for testing various transformers and reactors, including Distribution and Power Transformers, Dry Type Transformers, and Inductors, with ratings from 200 kVA to 6 MVA. The system meets national and international standards, including IS 1180 (Part 1) and IEC 60076 series, ensuring accurate and consistent testing.

8.7 TESTING FACILITIES CREATED BY LABORATORIES DURING THE YEAR 2024:

To create new testing facilities and fill the gap by developing product-specific complete testing facilities, all NTH laboratories improved their services for the convenience of industries and general consumers. The specifics of which are listed below.

1. Chemical laboratory of NTH (NR), Ghaziabad has expanded its testing capabilities to include Nano Fertilizer testing, in addition to offering comprehensive facilities for Organic Fertilizer testing.
2. NTH swift evaluation of Krishiraj 1.0 sets new standards for agricultural drone certification. NTH's efficient and cost-effective drone certification, leads the industry in speed and expertise.
3. RPPT laboratory of NTH (ER), Kolkata has recently inaugurated a new area dedicated to the inspection and joint testing of HDPE pipes, enhancing our capabilities and service offerings.
4. Civil laboratory of NTH (ER), Kolkata has successfully established a comprehensive testing facility for "General-Purpose Plywood", following the specifications outlined in IS 303:1989 and also recognised by BIS.
5. RPPT laboratory of NTH (NR), Ghaziabad has procured three essential testing instruments to establish the Footwear testing facility, such as i) Compression Tester for Footwear ii) Bata Shoe Flexometer & iii) Shoe Lace Abrasion Tester. These new additions enhance the testing capabilities and allowing to maintain rigorous quality control which will ensure that footwear products meet industry standards.
6. The recently established Fertilizer laboratory of NTH (NER), Guwahati, has been thoughtfully equipped with an advanced equipment and modern working table. This upgrade, will enhances the lab's efficiency and provides a conducive environment for precise testing and analysis.
7. NTH (NWR), Jaipur has successfully installed an "Automatic Fat Analyzer" in the Food Laboratory. This analyzer provides precise readings of fat content in any food sample.

8. Significant advancements in NTH (NER), Guwahati have been made in the Civil Laboratory with the successful installation of new equipment: (a) Hot Water Boiling Chamber: This chamber will enhance our capabilities for tiles testing, (b) High-Capacity Weighing Machine, 100 kg.
9. Civil laboratory of NTH (ER), Kolkata has successfully established a comprehensive testing facility for “General-Purpose Plywood”, following the specifications outlined in IS 303:1989 and also recognised by BIS.
10. NTH (NWR), Jaipur has introduced testing for printable aluminium sheets, assessing their heat resistance and ease of cleaning, specifically tailored for railway applications.
11. Civil laboratory of NTH (WR), Mumbai, has established a test facility for “Measurement of Surface Friction Properties – Pendulum Test” as per IS 18433 (Part 1): 2023. This test is applicable to all types of flooring materials such as tiles, granite, kota stones, concrete flags etc.

8.8 COLLABORATION WITH OTHER ORGANISATIONS:

1. On September 3, 2024, NTH and BEE signed an MoU to enhance the Standards & Labelling (S&L) Program, promoting energy efficiency. The MoU includes NTH as a referral laboratory for technical disputes, nominations for NTH officers in technical committees, capacity-building training for BEE officers, a review of the S&L program, and collaboration on other technical matters.
2. On December 19, 2024, D/o Agriculture and Farmers Welfare, M/o Agriculture and Farmers Welfare, Govt. of India under Gazette notification nominated NTH (NR), Ghaziabad for testing of Nano fertiliser samples under clause 28 BA of Fertiliser (Inorganic, Organic or Mixed) (Control) Order, 1985.
3. Mechanical & Electro-Technical Calibration laboratory of NTH (ER), Kolkata and the Research & Development Centre for Iron & Steel (RDCIS), SAIL, Ranchi, have signed a Memorandum of Understanding (MoU). The purpose of this MoU is to facilitate the calibration of equipment belonging to the RDCIS organization.

4. Electrical laboratory of NTH (WR), Mumbai has been recognised as a NABL accredited testing agency by M.P. Pashchim Kshetra Vidyut Vitaran Co. Ltd. (A Government of Madhya Pradesh Enterprise).
5. High Voltage laboratory of NTH (NR), Ghaziabad, has been empanelled as a Reference Laboratory by the Bureau of Energy Efficiency (BEE). It also serves as an expert committee member for Distribution Transformers within the BEE.
6. Chemical laboratory of NTH(NWR), Jaipur has initiated Research Collaboration with IIT, Jodhpur, Department of Mechanical Engineering for the testing of SIP-UP, a portable clay-based water filtration device to evaluation of pH, turbidity, alkalinity & TDS, as well as E-Coli and Total Coliform Bacteria.

8.9 SKILL DEVELOPMENT AND TRAINING PROGRAMS CONDUCTED BY NTH:

1. NDT laboratory of NTH (ER), Kolkata conducted a 3-day training program on Mechanical & Non Destructive Testing for the officials of OIL, Assam, from 18th to 20th November 2024.
2. The Mechanical Laboratory of NTH (ER) Kolkata successfully conducted a 15-days internship program for ten diploma students from APC Roy Polytechnic, Jadavpur, Kolkata. This immersive experience of students in Mechanical Engineering took place from October 21 to November 2, 2024, providing students with valuable hands-on training.
3. Electrical laboratory of NTH (NR), Ghaziabad successfully conducted an Industrial Training program for B. Tech (EEE) engineering students from KIET, Ghaziabad, offering them valuable hands-on training in the month of November, 2024.
4. NTH (WR), Mumbai has organised an in-house training program on “Awareness on NABL, ISO/IEC 17025:2017”, which enables laboratories to demonstrate that they operate competently and generate valid results, thereby promoting confidence in their work in October 2024.

5. A one-day training program was successfully conducted for 68 students from Vidyanardhanis College of Engineering & Technology on October 18, 2024. This initiative aimed to enhance the students' practical knowledge and skills.
6. Electrical Calibration laboratory of NTH (ER), Kolkata, organized a 15-day internship training program for 13 diploma college students from Acharya Prafulla Chandra Ray Polytechnic, Jadavpur. The training program took place from 24th July to 09th August 2024.
7. Chemical laboratory of NTH (NR), Ghaziabad, organized a technical tour for approximately 250 college and school students in the month of August, 2024. During this visit, the students were introduced to the diverse testing facilities available within the laboratory. From state-of-the-art equipment to cutting-edge methodologies, they gained firsthand insights into the fascinating area of chemical analysis and quality assurance.
8. Sixty (60) Science and Post Graduate Teachers, Principals of various High and Higher Secondary Schools of Tamil Nadu, guided by BIS, Chennai, visited different laboratories of NTH (SR), Chennai on 23rd July 2024, to gain general awareness about the quality of products and familiarize themselves with the functions and test facilities of NTH.
9. Chemical laboratory of NTH (WR), Mumbai, organized an internship training program for 09 engineering students from Datta Meghe College of Engineering, Navi Mumbai, Thane, from 10th June 2024 to 12th July 2024.
10. Chemical laboratory of NTH (NR), Ghaziabad, provided training to three interns from the BIS Lab as part of a training program on the month of July, 2024. Additionally, they offered training and an internship to one student pursuing B. Tech in petroleum engineering from Harcourt Butler Technical University (HBTU) in Kanpur.
11. Forty (40) science teachers from various schools, guided by BIS, Kolkata, visited different laboratories of NTH (ER), Kolkata on 24th June 2024, to gain general awareness about the quality of products and familiarize themselves with the functions and test facilities of NTH.
12. Mechanical laboratory of NTH (SR), Chennai organized a one-day laboratory visit program for engineering students from Sairam Engineering College,

Chennai, and Vellore Engineering College, Chennai on 6th June 2024, and 25th June 2024, respectively.

13. NTH (ER), Kolkata, hosted a 15-day internship training program on the month of May, 2024 for engineering college students (both B. Tech and Diploma) at the Civil and Electrical Calibration laboratories.
14. NTH (NWR), Jaipur, organized a technical visit to showcase the testing services offered by NTH laboratories in the fields of Civil, Chemical, Electrical, and Mechanical disciplines for four interns from BIS on 31st May, 2024.
15. Civil laboratory of NTH (SR), Chennai has organized a one-month internship training program for three B. Tech Civil Engineering students from the Vellore Institute of Technology, Chennai on the month of May, 2024.

8.10 PARTICIPATION IN TRAINING/ SEMINARS/ WORKSHOPS BY NTH:

1. All NTH Regional laboratories have successfully enrolled with the Board of Apprenticeship Training (BOAT) to initiate an apprenticeship training program in various disciplines.
2. National Learning Week Participation: In September 2024, NTH Regional laboratories, successfully completed all disciplines in the National Learning Week training course via the I-Got Karmayogi Platform, demonstrating our commitment to continuous professional development.
3. Director General, NTH along with Shri Rajesh Kumar, Scientist In-Charge, NTH (NR), Ghaziabad and Dr. Amarnath Chakraborty, Scientist-C (Chem.), NTH (SR), Chennai attended capacity building programme on latest technological trends in QI Frame Work to Europe (Germany) organised by Confederation of India-Institute of Quality (CII-IQ) from 02nd - 06th December 2024.
4. Under Exchange on Good Laboratory Practices a group of 12 Scientists across NTH Regions along with Director General, NTH visited TUV Rheinland, Bangalore on 24th October 2024.
5. Scientists from NTH (NR), Ghaziabad participated in National Consumer

- Day, empowering the consumers through knowledge and awareness with the focus on Virtual Hearing & Digital Access to Consumer Justice, organized by DoCA at Vigyan Bhavan, New Delhi on 24th December, 2024.
6. Scientists from NTH (WR), Mumbai and NTH (NR), Ghaziabad attended a four-day offline training program on “ISO 17034:2016 and ISO Guide 35:2017”, held from November 26th to 29th 2024, and organized by NABL in Pune.
 7. NTH (NWR), Jaipur was invited by the University of Engineering and Management, Jaipur to participate in the International Industry-Institution Meet - Synergy Summit 2024 on 22nd November 2024. The Regional Head, NTH (NWR), Jaipur along with one senior scientist, served as the first and second panellists for the discussions.
 8. Shri M. Suresh Babu, Director (Tech.), NTH (SR), Chennai participated and delivered a presentation at a seminar organized by CII, focused on “Labs for a Greener Tomorrow: Innovating for Sustainability and Climate Action” at CII-IQ campus, Bangalore on 26th November, 2024.
 9. On October 9, 2024, Shri Yogesh Singh, Scientist D (Elect), delivered a presentation at a seminar organized by CII focused on the role of electric vehicles in the defense sector. His insights contributed to meaningful discussions on advancements and applications in this critical area at NTH (WR) Mumbai.
 10. In the month of October 2024, the Officer in Charge (NDT) of NTH (ER) Kolkata participated in a seminar titled “Advancements in Material Testing & The Future of Extensometry,” organized by Tinius Olsen. This engagement reflects our commitment to staying at the forefront of industry development.
 11. A group of Scientists across NTH Regions attended four days training on “Strengthening Quality Infrastructure for the Solar Industry” co-organized by PTB- Germany, Kiwa-Germany and CII-Ahmedabad at Ahmedabad from 23rd – 26th September, 2024.
 12. RPPT laboratory of NTH (NWR), Jaipur, organized a webinar on the topic “Polymers and bio-composites” on 04th September, 2024. Dr. Vijay Shankar

- Kumawat, Asst. Professor, Manipal University, Jaipur delivered a lecture on the said topic.
13. A scientist from Civil laboratory of NTH (NWR), Jaipur, participated in a two-day Capsule Course on the “National Building Code of India 2016: Soil and Foundation Engineering.” The course took place at NITS, Noida, on 8th and 9th August, 2024.
 14. Scientists from NTH (NR), Ghaziabad attended a one-day workshop on “Right to Repair” Framework in the Mobile and Electronics Sector” organized by DoCA at Vigyan Bhavan, New Delhi on 29th August, 2024.
 15. A group of scientists from RPPT and Mechanical laboratory of NTH (WR), Mumbai attended the “Fire & Security India Expo” at Bandra Kurla Complex (BKC), Mumbai, on 23rd August 2024. This seminar provided valuable insights into fire safety and security technologies, fostering knowledge exchange and professional development.
 16. Scientists from Electrical laboratory of NTH (NWR), Jaipur attended “Bharat Solar Component Expo 2024” at Rajasthan International Centre, Jaipur on 08th July 2024.
 17. Scientists from Civil laboratory of NTH (NWR), Jaipur attended a two-day capsule course on Standardized Development and Building Regulations, 2023 of NBC 2016 conducted by BIS at NITS, Noida during 23rd – 24th July 2024.
 18. Scientists from Chemical laboratory of NTH (NR), Ghaziabad, participated in the Food & Technology Expo 2024 at Pragati Maidan, New Delhi from 20th to 22nd July 2024. Notably, NTH was honoured with the second prize for its valuable services to the nation.
 19. Scientists from NTH (WR), Mumbai, and NTH (SR), Chennai, participated in a two-days International Standards Summit 2024. This summit, co-organized by BIS and the Confederation of Indian Industry (CII), took place in Bengaluru during 4th - 5th July 2024.
 20. Scientists from the Civil laboratory of NTH (SR), Chennai attended a two-day training program on Concrete Mix Proportions and Acceptance Criteria at National Council for Cement & Building Materials (NCCBM), Hyderabad, during 26th – 27th June, 2024.

21. Scientist from Chemical laboratory of NTH (NER), Guwahati delivered a lecture on the topic ‘Accreditation Empowering Technological Enhancement’ during the celebration of World Accreditation Day in Guwahati on 10th June 2024 organised by NABL.
22. Scientists from the Civil laboratory of NTH (SR), Chennai, participated in a workshop on Manufactured Sand (M-Sand) on 28th May 2024, which was co-hosted by BIS Chennai. They also attended a BIS sensitization program organized by BIS, Chennai on 30th May 2024.

8.11 ENGAGEMENT IN OTHER ACTIVITIES:

1. The 25th Executive Committee Meeting of NTH, chaired by Ms. Nidhi Khare, Secretary, Department of Consumer Affairs, Govt. of India on 12th July 2024, where she reviewed NTH’s growth and services, including testing and calibration. The meeting was attended by DG NTH, DG BIS, DDG-BIS, Director, NPL and senior professors from IIT Delhi.
2. “Swachhata Ki Bhaagidari (Ek Ped Maa Ke Nam)” is organised by all NTH Regional laboratories on 21st September 2024. On this occasion, Smt. Nidhi Khare, Secretary, Department of Consumer Affairs, Govt. of India, graced NTH Ghaziabad with her presence and inaugurated the campaign.
3. NTH (ER), Kolkata, hosted a Customer Meet for potential and existing clients to address their concerns and foster business interactions. The meeting, chaired by Smt. Nidhi Khare, Secretary, Department of Consumer Affairs, was attended by 27 industry representatives, with directives given to resolve customer issues on 20th July 2024.
4. All NTH regions celebrated ‘Constitution Day’ by reading the Preamble and Discussing Fundamental Rights through presentations for employees, promoting a deeper understanding of democracy. Officers and staff enthusiastically participated in the event on 26th November 2024.
5. NTH (NER), Guwahati conducted a Seminar and Workshop cum Sensitization Program on Preventive Vigilance, as part of the celebration of Vigilance Awareness Week 2024. This initiative emphasizes our dedication to promoting integrity and transparency within our organization on 30th October, 2024.

6. All NTH regions participated in the 'Swachhata Hi Seva' Campaign, organizing around 70 events. These included tree plantation drives, cleanliness pledges, mass drives, competitions, workshops, and door-to-door awareness initiatives. NTH officers and staff actively engaged in all activities from 17th September to 2nd October 2024.
7. NTH celebrated its 113th Foundation Day on 31st August 2024, marking 112 years of service. The week-long events included customer meets, technical tours, and expert engagements. The closing ceremony on 5th September 2024 at NTH (NR), Ghaziabad, featured a video address by Smt. Nidhi Khare, Secretary, Department of Consumer Affairs, GOI, along with presentations from industry and scientific experts.
8. The 'Har Ghar Tiranga' Campaign, commemorating India's 78th Independence Day on August 15, 2024, was joyously celebrated across all seven NTH laboratories from 13th to 15th August 2024. All officers and staff enthusiastically participated in this campaign organized by NTH Regions.
9. NTH (NR), Ghaziabad organized a stress management program in collaboration with an Art of Living instructor for officials from both NTH (NR), Ghaziabad, and NTH (NWR), Jaipur. This program took place in Ghaziabad from 5th to 7th July 2024.
10. International Yoga Day has been celebrated across all seven NTH laboratories on 21st June 2024. All Officers and Staff actively participated in yoga sessions organised by the NTH Regions.

8.12 OFFICIAL VISITS BY DIGNITARIES AT NTH DURING THE YEAR 2024:

1. Shri Pralhad Joshi, Hon'ble Minister of Consumer Affairs, Food and Public Distribution and Minister of New and Renewable Energy, laid the foundation stone for the new Electric Vehicle (EV) Testing Facility at the NTH, RRSL Bengaluru campus on 22nd August 2024. He commended the facility as a key step in promoting safe electric mobility, congratulated the team for boosting PSU competitiveness, and emphasized the importance of training and attracting business to achieve environmental and economic goals.

2. The Parliamentary Standing Committee on Consumer Affairs, Food and Public Distribution, visited NTH (NWR), Jaipur on 16th November 2024. Hon'ble Chairperson Smt. Kannimozhi Karunanidhi, along with 15 MPs and senior officials, toured the laboratories and participated in a tree plantation ceremony.
3. Smt. Nidhi Khare, Secretary, Department of Consumer Affairs, Government of India visited NTH (SR), Chennai, on 3rd May 2024, where she addressed the NTH staff, interacted with scientists, and met with potential clients.
4. Smt. Nidhi Khare, Secretary, Department of Consumer Affairs, Government of India, visited National Test House (NTH) regional laboratories in Kolkata on 20th July 2024. During her visit, she explored the cutting-edge NTH labs at Salt Lake and Alipore and engaged with scientists there.
5. National Test House (NTH), Chennai, hosted a meeting with a delegation from the Japan Assurance Organization (JQA), wherein, technical discussions were held regarding utilisation of NTH's facilities to test products as per Japanese Industrial Standards (JIS).

8.13 Future Plans of NTH:

In order to provide consumers with high quality, flawless service experience and to keep itself in pace with the changing technological scenarios, NTH is now expanding into various new areas like EV battery testing, Drone testing alongside its traditional strengths in Testing and Calibration services.

1. **EV Battery Testing Facility at Kolkata, Mumbai & Bangalore:** NTH is in the process of setting up advanced testing facilities for EV batteries and charging stations in Mumbai, Bengaluru, and Kolkata, focusing on key EV industry hubs. Battery Life Cycle Testers have been procured for Mumbai and Bengaluru, with procurement for Kolkata underway. Additionally, the infrastructure for the laboratory in Bengaluru is under development, being executed by CPWD, Bengaluru.
2. **Low Voltage Switchgear Testing facility:** A state-of-the-art "Low Voltage Switch Gear Testing Facility" is being established at NTH (WR), Mumbai, under the BIS Scheme for "Support to Other Government Labs." This facility enhances NTH's capacity for short circuit testing, supporting

certification for Electricity Boards, regulatory bodies, BIS, manufacturers, and academic institutions involved in R&D.

3. **Food Testing Facility:** NTH is setting up Food Testing Laboratories in Kolkata, Ghaziabad, Jaipur, and Guwahati. Proposals for Ghaziabad, Jaipur, and Guwahati have been submitted to BIS under the ‘Support to Government Labs’ scheme. Partial facilities are operational in Jaipur, Ghaziabad, and Guwahati, and are notified by FSSAI. Procurement for Kolkata’s complete laboratory is underway.
4. **UAS (Drone) Testing Facility at NTH (NR), Ghaziabad:** Drone Testing laboratory will be set up at NTH(NR), Ghaziabad. The procurement of capital equipment such as dust chamber, mechanical shock machine is already completed and the procurement of environmental chamber currently being finalized for bidding through the GeM portal.
5. **Short Circuit Test facility at NTH (SR), Chennai:** NTH plans to establish a state-of-the-art Short Circuit Test Facility at NTH, Chennai, to test the reliability and safety of transformers and transmission line equipment. The facility will conduct tests for short circuit capacities over 120 kA and overcurrent endurance of at least 2500 Amp, following IS, IEC, and UL standards.
6. **Solar Cell and Panel Testing Facility:** A new laboratory will be established at NTH (NR), Ghaziabad, to test Solar PV Modules under the BIS Scheme for “Support to Other Government Labs.” Procurement of capital equipment is underway, with technical specifications nearing finalization.
7. **Modernization of laboratories:** Procurement of equipment through Central and Regional purchase committees is underway to create complete test facilities as per Indian Standards (IS), aiming to modernize laboratories. Implementation and monitoring are regularly conducted to ensure timely completion, based on available budgetary funds.

8.14 PHOTOGRAPHS OF THE EVENTS HELD DURING THE YEAR 2024:

NTH (HQ), Kolkata



1. Foundation Stone laying Ceremony of EV Battery Testing facility at NTH Bengaluru by Shri Pralhad Joshi, Hon'ble M/o CA, F&PD & New and Renewable Energy on 22nd August.2024.
2. 25th EC meeting under the chairmanship of Secretary, DoCA at DoCA, New Delhi on 12th July 2024.
3. NTH and BEE signed an MoU to enhance the Standards & Labelling (S&L) Program, promoting energy efficiency at DoCA, New Delhi on 03rd September, 2024.
4. Director General of NTH made a visit to Drone manufacturing industry at Bangalore.



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5. DG, NTH along with a group of scientists visited TUV Rheinland, Bangalore on 24th October 2024.
6. DG, NTH along with two other scientists attended capacity building programme at Germany organised by Confederation of India-Institute of Quality (CII-IQ) from 02nd - 06th December 2024.

NTH (ER), Kolkata:



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1. Ms. Nidhi Khare, Hon'ble Secretary, DoCA, visited Salt Lake and Alipore Campus on 20th July, 2024.
2. Ms. Nidhi Khare, Hon'ble Secretary, DoCA, had a meeting with the stakeholders.



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3. Augmentation of Paint Lab. for quality testing of paint sample under newly Installed Fume Hood and Extractors.
4. Upgradation of Fertiliser Testing laboratory at NTH(ER), Kolkata.
5. Upgradation of Testing Facility at Cable laboratory with new installation of Smoke Density Tester.
6. Upgradation of RPPT testing facility with Colour Assessment Cabinet for testing MICR cheque paper Quality Test as per Cl.3.9 of IS 11087-1986.

NTH (ER), Kolkata:



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7. Lamp and Photometric Lab conducted testing of LED Tower Mast Light for challenging environmental conditions.
8. Development of Shoe-testing Laboratory with installation of Flexometer.
9. Quality Awareness Training Programmes were held among school students of Kendriya Vidyalaya, Salt Lake, Kolkata.
10. Training Programme provided to engineering college students by Civil Laboratory at NTH(ER), Kolkata.
11. NTH Kolkata headed by Director & Technical Head actively participated in the event “Ek Ped Maa Ki Naam” under Swachchata Hi Seva Campaign 4.0.
12. Mobile Testing of Drinking Water to provide awareness about safe drinking water in urban/rural areas of Kolkata successfully.

NTH (NR), Ghaziabad:



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1. Ms. Nidhi Khare, Hon'ble Secretary, DoCA, along with Dr. Alok Kumar Srivastava, DGI visited NTH(NR), Ghaziabad to celebrate "Ek Ped Maa ki Naam" under Swachhata Hi Seva Campaign 4.0.
2. An onsite Audit Assessment of Drones was made by team of auditors from NTH(NR), Ghaziabad from 11-12.09.24 at Noida for specific needs in farming sector.
3. Chemical laboratory of NTH (NR), Ghaziabad has expanded its testing capabilities to include Nano Fertilizer testing, in addition to offering comprehensive facilities for Organic Fertilizer testing.
4. NTH(NR), Ghaziabad participated in Food Expo Technology held at Bharat Mandapam from 20-21st July 2024.



5. Under 'Swachhata Hi Seva' a cleanliness drive was organised in Raispur village, Ghaziabad.
6. Training Conducted and certificate distribution to interns of B.Tech.(Petrochemical Engg.) student from Harcourt Butler Technical University Kanpur.

NTH (NR), Ghaziabad:



7. Stress Management Training Programmes of Good Living practices & Art of Happiness for employees at RDC Rajnagar Ghaziabad.
8. Celebration of International yoga Day by all employees and officials at NTH (NR), Ghaziabad.



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9. Mobile Water Testing facilities were held at various places of Delhi-NCR region by NTH(NR), Ghaziabad.
10. NTH Stall by NTH (NR), Ghaziabad at Food Expo Technology held at Bharat Mandapam from 20-21st July 2024.
11. School students visit at all laboratories at NTH(NR), Ghaziabad.
12. Visit to laboratories for Engineering College students at NTH(NR), Ghaziabad.

NTH(WR), Mumbai:



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1. Shri Pralhad Joshi, Hon'ble M/o Consumer Affairs, Food and Public Distribution and New and Renewable Energy virtually inaugurates Low Voltage testing facility at NTH (WR), Mumbai on 24th December 2024.
2. Civil lab has created advance facility for testing flooring materials such as tiles, granite, kota stones etc.
3. Electrical laboratory installed Automatic Cable Dimensional measurement for Optical measuring system upgradation.
4. Analog to Digital Conversion: Successfully converted Rockwell and Rockwell superficial machines from analog to digital, enhancing precision in testing at mechanical lab, NTH(WR), Mumbai.



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5. Participants from BIS visited the NTH, Mumbai labs, regarding switches for domestic and similar purposes on July 26, 2024.
6. Plantation Drive: A #Plant4Mother Campaign under Mission LiFE was conducted, emphasizing environmental consciousness.

NTH(WR), Mumbai:



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7. Student Training Program conducted for Vidyanardhanis College of Engineering & Technology on Oct 18, 2024.
8. Chemical laboratory of NTH (WR), Mumbai, organized an internship training program for engineering students from Datta Meghe College of Engineering, Navi Mumbai.



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9. International Yoga Day: Celebrated on June 21, 2024, promoting physical and mental well-being.
10. International Women's Day: Observed on March 8, 2024, recognizing the achievements of women
11. A Seminar for awareness of sexual harassment at work place was conducted on 02nd February, 2024.
12. Swachhata Pakhwada: Celebrated from February 16 to 29, 2024, promoting cleanliness and hygiene at NTH(WR), Mumbai.

NTH (SR), Chennai:



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1. Ms. Nidhi Khare, Hon'ble Secretary, DoCA interacted with customers along with Dr. Alok Kumar Srivastava, Director General at NTH(SR), Chennai on 03rd May 2024.
2. Laboratory Visit of Dr. Yogita Rana, IAS, Joint Secretary (INM), D/o Agriculture & Farmers Welfare (DA&FW) along with other Senior Officers on 11th June 2024.
3. Civil lab carried a third-party witness test to the CVO, South Western Railway, Hubballi, Karnataka & the test was jointly witnessed by the ACB/CBI, Bangalore on 15/05/2024.
4. Upgradation of RPPT Lab with provision of Full Shoe Flex Tester for better testing facilities.



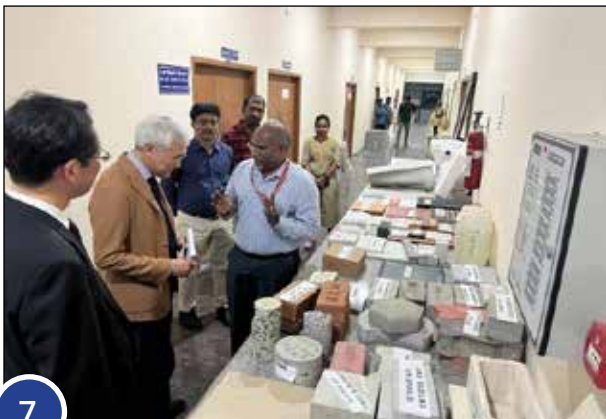
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5. New test facility at Civil lab for test of water penetration on sample stones, degree of whiteness and new impact test.
6. High Voltage laboratory expands testing capabilities with Advanced Transformer Test Facility at Chennai.

NTH (SR), Chennai:



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7. A delegation from the Japan Assurance Organization (JQA), visited NTH, Chennai regarding utilisation of NTH's facilities to test products as per Japanese Industrial Standards (JIS).
8. Civil lab provided one month internship to Civil Engineering students of V.I.T Chennai and Bannari Amman Institute of Technology, Sathyamangalam during June-2024.



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9. Training programme on Learning science by standards organised by BIS/NTH to science teachers of different schools in Chennai and demo of test facilities by different laboratories on 23rd July 2024.
10. Civil lab provided one month internship to Civil Engineering students of V.I.T Chennai and Bannari Amman Institute of Technology, Sathyamangalam during June-2024.
11. Observation of Vigilance Awareness Week Celebration during October-November 2024.
12. Lab visits of capsule course participants, in co-ordination with BIS Chennai, for Transformer testing.

NTH (NWR), Jaipur:



1. The Parliamentary Standing Committee on Consumer Affairs, Food and Public Distribution, visited NTH (NWR), Jaipur on 16th November 2024.
2. The construction of a boundary wall at Manda, Jaipur transformer testing project site
3. Visit of engineering college students under Youth training programme.
4. Customer meet conducted with Sr. officials of MES for testing of construction materials and lab visit thereafter.



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5. Testing facility of Fat & Fibre content by Automatic Fat Analyzer & Automatic Crude Fiber Analyzer in food products as per FSSAI requirements.
6. MS Conduit 25 mm Bend Testing started on newly purchased Pipe Bending Machine in September 2024 in Mechanical Laboratory.

NTH (NWR), Jaipur:



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7. Electrical Laboratory attended Bharat Solar Component Expo at Rajasthan International Centre, Jaipur on 07th July 2024.
8. NTH (NWR), Jaipur was invited by University of Engineering and Management, Jaipur for International Industry Institution Meet-Synergy Summit-2024 on 22nd November 2024.



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9. Successful Execution of Free Health Check-up Camp for Safai Karmachari and Outsourced Staff during Swachh Bharat Diwas “Swachhata Hi Sewa” (SHS).
10. Technical visit of four interns of BIS in Civil, Chemical, Electrical & Mechanical laboratory for IS 398, IS 269, IS 2062, IS 1659 on 31st May 2024.
11. Special Campaign 4.0, Public Awareness campaign about general Hygiene and use of Facemask at public places on dated 17th October 2024 by Swachhata team members of NTH Jaipur.
12. Ms. M Boben Sc Inchage & Sriilayraj Sc. C (Elect) attends world standards days conducted by BIS on 12th October 2024.

NTH (NER), Guwahati:



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1. Shri Pralhad Joshi, Hon'ble M/o Consumer Affairs, Food and Public Distribution and Minister of New and Renewable Energy virtually inaugurate Food testing facility at Guwahati on 24th December 2024.
2. Open House-training program for students of Assam University to visit labs of NTH(NER), Guwahati.
3. NTH (NER), Guwahati has been notified by FSSAI as "Food Testing Laboratory" for the scope Chemical and Microbiological testing vide the Gazette of India, dated 04th September 2024.
4. Chemical and Microbiological laboratory has started testing of Packaged Drinking Water as per IS 14543:2024 (latest edition) and included the same under BIS LRS Scheme 2020.



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5. Engineering Students Training Program conducted by Civil laboratory of NTH (NER), Guwahati.
6. Mechanical Laboratory developed facility to test Fasteners (i.e., Bolts & Nuts) and started testing with provision of Bolt Permanent Set Measurement apparatus.

NTH (NER), Guwahati:



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7. Creation Of New Testing Facility at Mechanical Laboratory for LRPC Strand Testing Facility & Started Testing Samples.
8. Electrical laboratory of NTH (NER), Guwahati procured equipment for creating Cable testing facility.



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9. NTH (NER), Guwahati Celebrated International Yoga Day on 21st June 2024.
10. Observance Of Vigilance Awareness Week with Awareness Programme and Public Interaction About PIDPI On 29.10.2024 At Public Places.
11. Plantation Programme “Ek Ped Maa Ka Naam” by employees of NTH (NER), Guwahati on 21st September 2024.
12. NTH (NER), Guwahati organize workshop on the occasion of International Women’s Day.

राष्ट्रीय परिक्षण शाला, मुंबई



राष्ट्रीय परिक्षण शाला, चेन्नई



8.15 VIGILANCE SET UP AT NTH:

The Vigilance Department at NTH (HQ) is under the direct supervision of the Director General of the National Test House. It is staffed by one Vigilance Officer (VO) and two UD Clerks. Each of the six NTH Regional Laboratories has a designated Assistant Vigilance Officer (AVO), who reports directly to the Vigilance Officer at NTH (HQ), Kolkata. In addition to their regular responsibilities, both the AVOs at the regional offices and the Vigilance Officer at NTH (HQ) diligently carry out their vigilance duties with the utmost commitment and attention. As of December 31, 2024, there are no pending vigilance cases at NTH.

8.16 AUDIT OBSERVATION REPORT DURING THE YEAR 2024:

Any irregularity, inefficiency, omission, or questions arising during Internal or External Audits are meticulously documented. Appropriate corrective actions are promptly taken in accordance with a detailed report that outlines the steps implemented to address and resolve any unresolved audit issues across the six NTH regions.

NTH Region wise status, to eliminate the pending audit para that are located in various areas up to 31st December 2024 is tabulated below:

S. No.	NTH Regions	No of Outstanding Audit Para	No of Settled Audit Para	No of Pending Audit Para
1.	NTH (ER), Kolkata	11	5	6
2.	NTH (NR), Ghaziabad	18	7	11
3.	NTH (WR), Mumbai	16	10	6
4.	NTH (SR), Chennai	17	2	15
5.	NTH (NWR), Jaipur	22	18	4
6.	NTH (NER), Guwahati	13	1	12



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Importer Details**
- **Best Before/ Use by Date**
- **Maximum Retail Price**
(Inclusive of all Taxes)
- **Customer Care Detail**
- **Country of Origin**



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CHAPTER-9

WEIGHTS & MEASURES

9.1 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

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 non-automatic weighing instrument, 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 weighing 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) rules 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, retail sale price of the package, unit sale price, 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, Guwahati and Varanasi. These RRSLs serve as a vital link in dissemination of the values of national standards of Legal Metrology down to the commercial level. One more laboratory at Nagpur, Maharashtra is 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-III** below.

- (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 2021-26 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. 195 crores were earmarked for the Legal Metrology for its strengthening.

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 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.

9.7 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.

9.8 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.

9.9 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 to allow the electronic products industries to declare certain mandatory declarations in the digital form through the QR Code, 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 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).

- (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.

- (iv) For selling products on e-commerce platforms it was made mandatory to display mandatory information on digital platforms also.
- (v) Medical devices which are declared as drugs, are brought under the rules
- (vi) Weights or measures which are used by the industries for their internal use do not require re-verification
- (vii) Adopting a uniform procedure throughout the country to avoid double stamping of the same weights and measures
- (viii) Declaration of **unit sale price and month & year of manufacture** is mandatory on all pre-packaged commodities
- (ix) The e-commerce websites are mandated to make few declarations for loose commodities ordered through e-commerce in the interest of consumers like MRP, net quantity etc.
- (x) The Second Schedule mandating the prescribed sizes for few packaged commodities is omitted.

9.10 India- An OIML Approval Certificate Issuing Authority:

OIML is an Intergovernmental organization which was established in 1955. India became its member in 1956. It has 63 Member States and 64 Corresponding Members. To sell a weight or measure in the International market an OIML Pattern Approval certificate is mandatory. India has recently achieved a significant milestone by becoming an authority capable of issuing internationally recognized OIML certificates for selling weights & measures anywhere in the world.

The domestic manufacturers can now export their weighing and measuring instrument worldwide without incurring additional testing fees, resulting in significant cost savings. India can also support the foreign manufacturers by issuing OIML pattern approval certificates after testing from our OIML approved Regional Reference Standard Laboratory. By issuing the OIML approval certificates of weighing & measuring instrument to the foreign manufacturers India will also generate forex in terms of fees etc.

India now joins an exclusive group of nations, including Australia, Switzerland, China, Czech Republic, Germany, Denmark, France, United Kingdom, Japan, Netherlands, Sweden, and Slovakia, as the 13th country worldwide, authorized for issuing OIML pattern approval certificates.

This achievement reinforces India's global standing in the field of legal metrology and enhances its role in facilitating international trade of weighing and measuring instruments.

India's official entry as the 13th country worldwide to issue OIML pattern approval certificates marks a milestone in legal metrology, boosting its global standing and facilitating international trade in weighing and measuring instruments.

9.11 Decriminalization of Legal Metrology Act: The Jan Vishwas (Amendment of Provisions) Act, 2023 has been notified as Act No. 18 of 2023. The Act contains amendments in 42 Acts across 19 Ministries/ Departments including the Legal Metrology Act, 2009. Under the said Act, 7 sections of the Legal Metrology Act, 2009 have been decriminalized.

As per the sub-section (2) of section 1 of the Jan Vishwas (Amendment of Provisions) Act 2023, respective Ministries/ Departments may issue notifications wherein the date for enforcement of amendments may be decided by respective Ministries / Departments. The said Notification has been issued and the said amendment is in force w.e.f. 01.10.2023.

9.12 Successfully hosted the 9th OIML CS MC Meetings (International organization of Legal Metrology - Certification System Management Committee meetings) during 05th-7th March, 2024 at Bharat Mandapam, New Delhi. The meeting was attended by the international delegates including the representatives of OIML member states of Australia, Cambodia, Canada, Colombia, Czech Republic, Germany, Japan, Netherlands, Saudi Arabia, Switzerland, United Kingdom, United States, Zambia and India.

9.13 Development of National Legal Metrology Portal through NIC: The Legal Metrology is working with NIC and States Legal Metrology Departments for the development of National Legal Metrology Portal. All the services at the Centre and

State level will be provided through this portal viz. issue of licence, verification of weights and measures, registrations, approval of models of weights and measures, enforcement activities etc.

The portal will reduce human intervention, bring transparency and reduce delay in submission of documents and issue of certificate.

9.14 An MoU was signed in between Legal Metrology and Gujarat Law University to provide for fostering collaboration in areas of mutual interest.

9.15 Rules for the Radar equipment for the measurement of speed of vehicles under the Legal Metrology (General) Rules, 2011 have been notified which will come into force w.e.f. 1st July 2025.

The Rules provides that all such equipment shall be verified and stamped to ensure their correctness for the protection of human beings. The rules will also ensure precise measurement of speed, distance, and other relevant parameters. The public would benefit as there would be improved enforcement as verified radar speed guns will accurately measure vehicle speeds, identify violations and enforce traffic laws effectively.

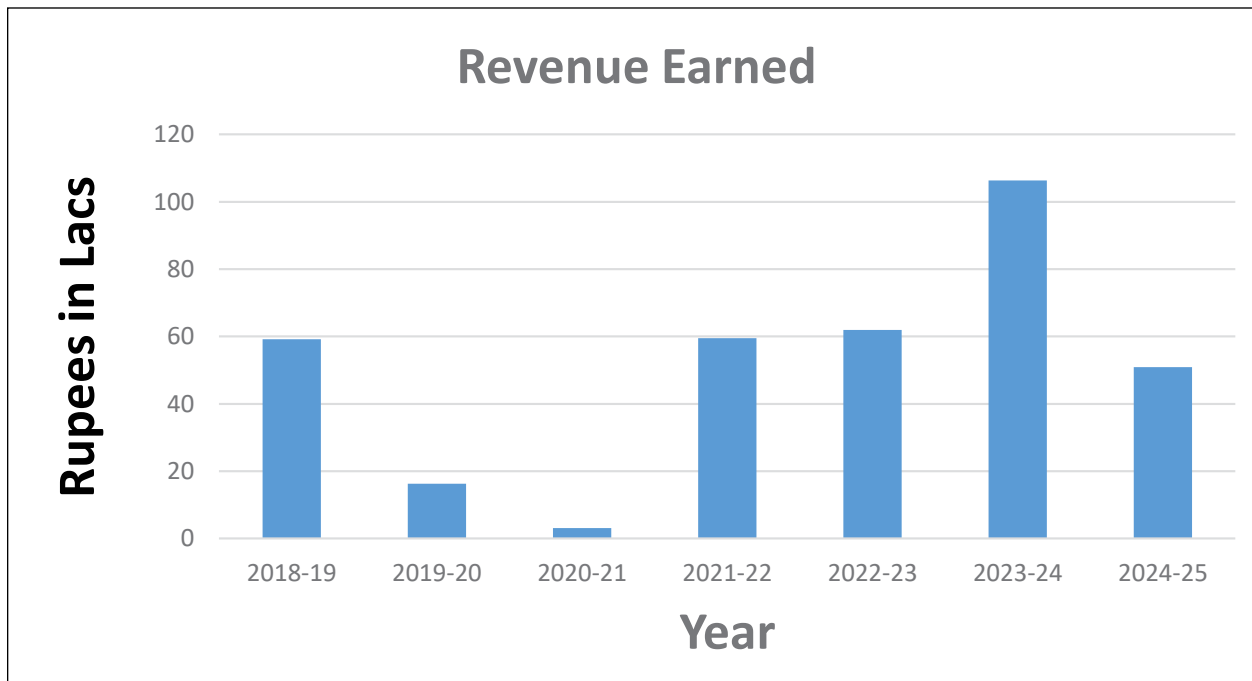
The verified radar equipment will help in enforcement personnel to measure speed limits effectively, which in turn significantly enhance the effectiveness and credibility of law enforcement officers' in traffic enforcement. The verified & stamped Radar equipment for the measurement of the speed of vehicles are crucial for preventing accidents, wear & tear of roads etc.

Speed measurement devices work by detecting the time it takes for a vehicle to travel between two points or by measuring changes in position over time using radar, laser, or other technologies. Radar devices emit radio waves that bounce off moving vehicles, calculating speed based on the Doppler Effect. All these methods rely on precise calibration to ensure their measurements are accurate and reliable. Modern radar systems are highly accurate, can measure the speed of multiple vehicles simultaneously and often include features like automatic target tracking. Proper calibration ensures the device provides reliable and precise speed readings.

ANNEXURE-III

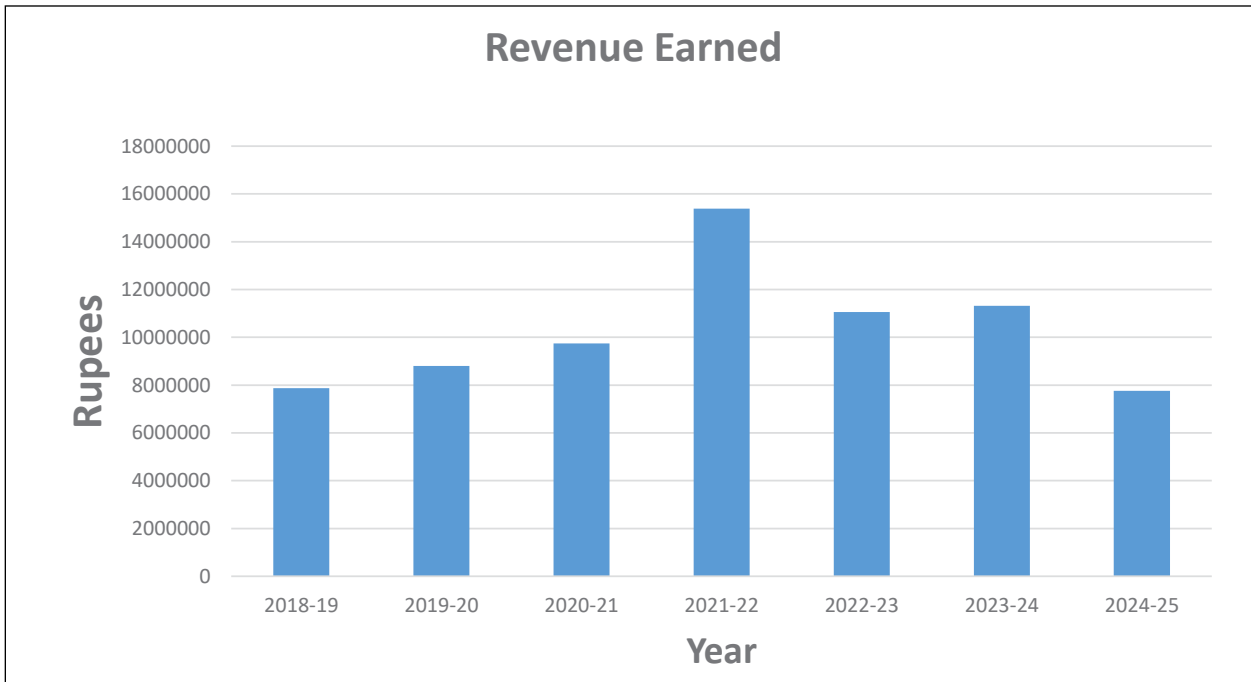
Performance of the Regional Reference Standards Laboratory, Ahmedabad

Description	2018-19	2019-20	2020-21	2021-22	2022-23	2023-24	2024-25 (upto 31.12.2024)
No. of Standards verified	87	110	26	144	228	150	125
No. of industries benefited	674	125	60		63	83	111
No. of certificates issued (Calibration +GATC +Legal Verification)	1123	252	59	3176 (107+ 2902+ 167)	12211 (102+ 11881+ 228)	934 (584+ 200+ 150)	885 (760+0+125)
No. of models approved	63	13	1	157	113	166	152
No. of seminar conducted	2	-	--	16	52	59	22
Revenue collected in Lacs	59.19	16.26	3.09	59.52	61.92	106.36	50.91



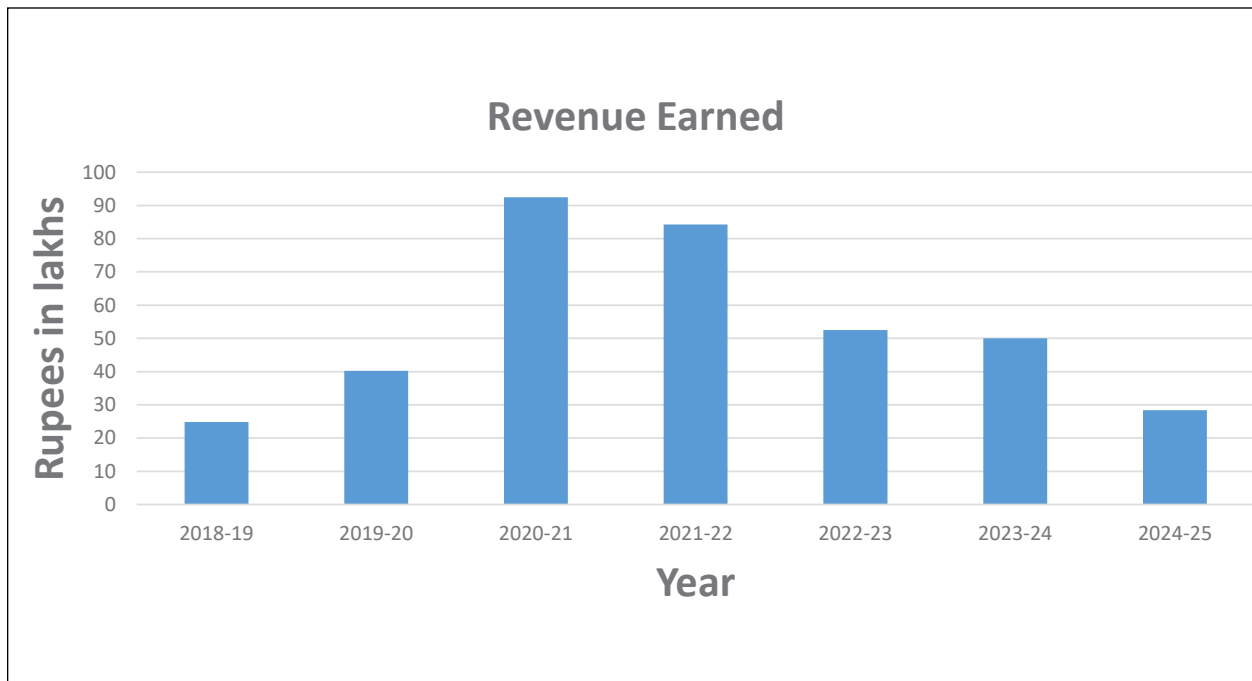
Performance of the Regional Reference Standards Laboratory, Bengaluru

Achievements	2018-19	2019-20	2020-21	2021-22	2022-23	2023-24	2024-25 (upto 31.12.2024)
Number of legal standards verified	126	79	54	62	85	72	73
Number of certificates issued	7698	1309	1343	1518	1220	1334	1093
Number of instruments calibrated	5609	6872	6505	6784	8618	9128	6194
Number of industries benefited	672	567	537	628	574	565	353
Number of models tested for approval	97	188	105	323	123	161	74
Test fee collected	7872497	8796785	9747846	15391170	11058885	11323257	7760769
Number of seminars conducted	04	03	04	06	11	14	13



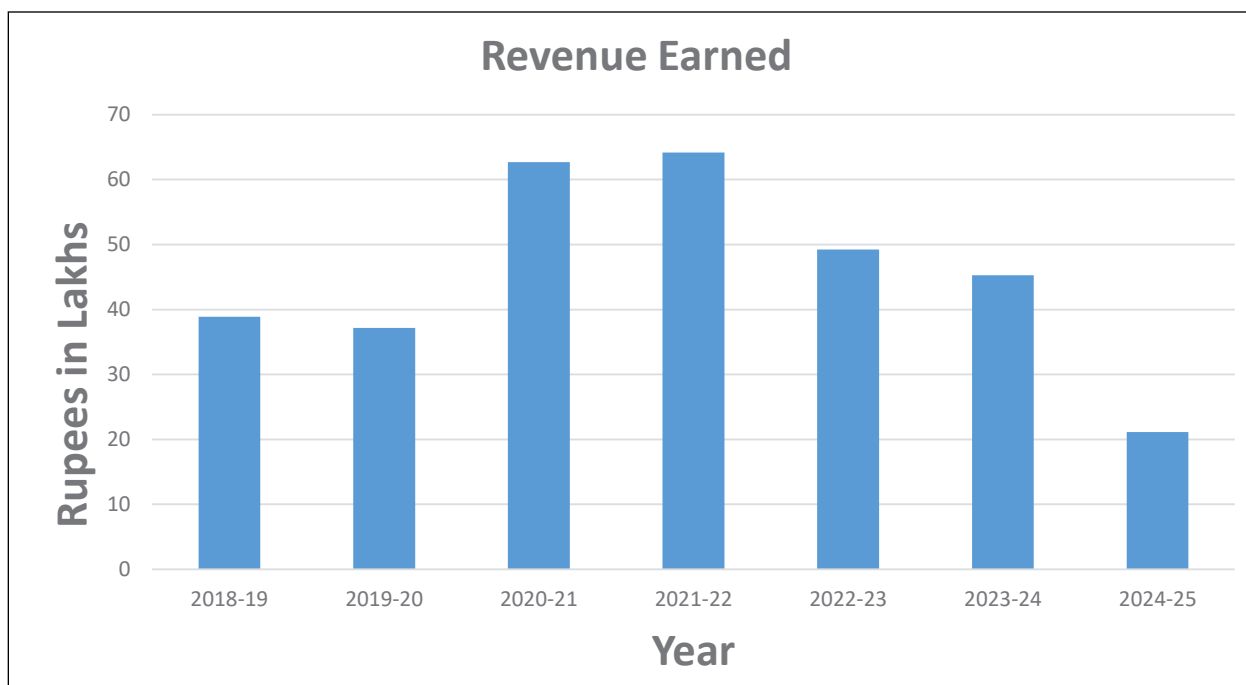
**Performance of the Regional Reference Standards Laboratory,
Bhubaneswar**

Description	2018-19	2019-20	2020-21	2021-22	2022-23	2023-2024	2024-25 (upto 31.12.2024)
No. of Standards verified	66	45	28	35	54	50	58
No of industries Benefitted	220	250	220	310	180	190	185
No of Certificates issued	632	757	241	310	302	354	317
No of Models Tested	82	141	281	235	151	138	81
No of Seminars Conducted	01	01	02	02	08	08	6
Total Revenue Collected (Rupees in lakhs)	24.80	40.20	92.46	84.27	52.50	49.98	28.38



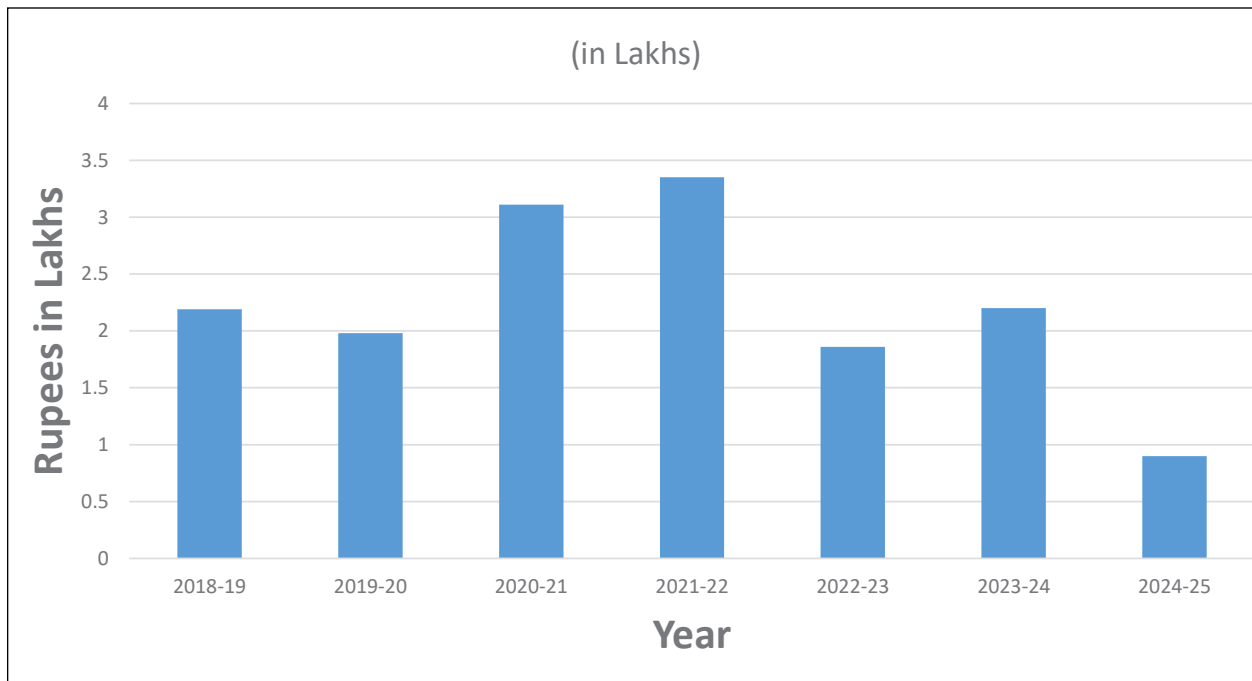
Performance of the Regional Reference Standards Laboratory, Faridabad

Description	2018-19	2019-20	2020-21	2021-22	2022-23	2023-24	2024-25 (upto 31.12.2024)
No. of Legal Standards Verified	108	19	86	111	96	109	25
No. of Calibration certificates issued	151	278	67	55	241	96	58
No. of Industries benefited	358	377	315	327	360	178	150
No. of certificates issued	466	472	374	383	491	355	164
No. of Models tested	207	175	221	217	154	150	81
No. of Seminar conducted	01	02	01	14	12	09	01
Revenue Collected (in Lakh)	38.88	37.18	62.69	64.15	49.23	45.27	21.15



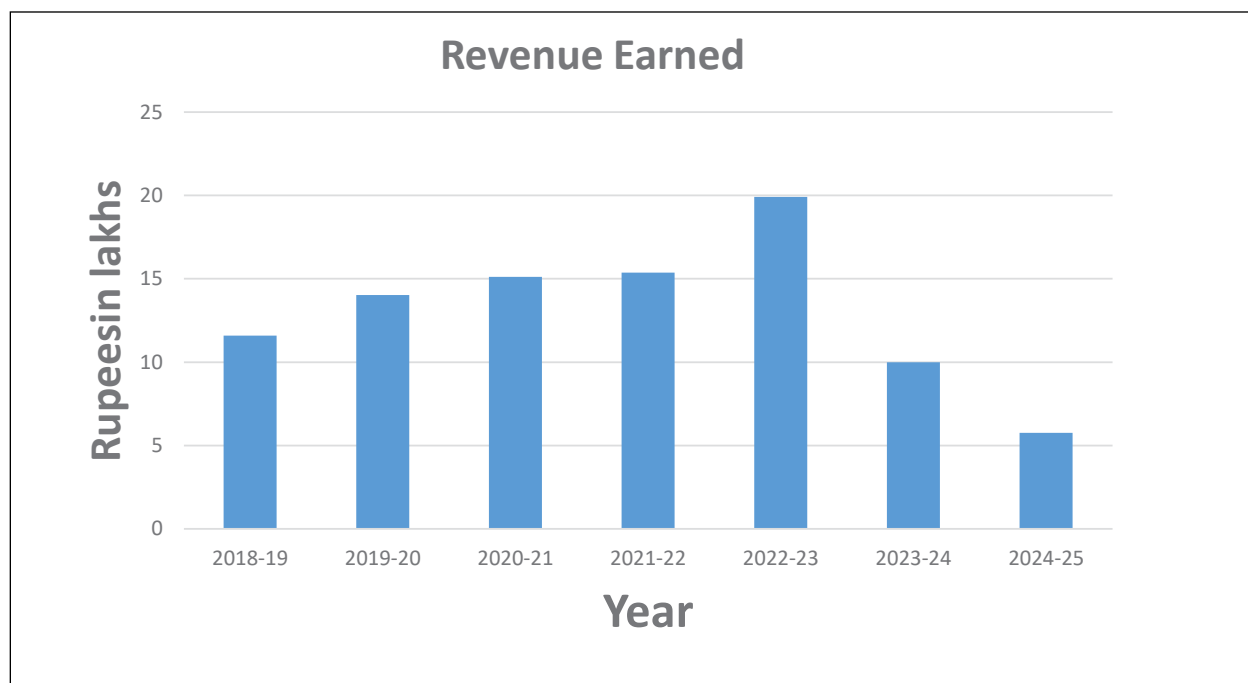
Performance of the Regional Reference Standards Laboratory, Guwahati

Description	2018-19	2019-20	2020-21	2021-22	2022-23	2023-24	2024-25 (upto 31.12.2024)
No. of Legal Standards Verified	21	5	5	16	15	22	6
No. of Certificates Issued	40	25	23	33	23	28	10
No. of Industries Benefitted	15	9	12	14	5	06	4
No. of Models Approved	3	5	8	8	-	--	-
No. of Seminar/ Training/ Awareness Program	2	-	-	6	1	02	1
Revenue Earned (in Lakh)	2.19	1.98	3.11	3.35	1.86	2.20	0.90



Performance of the Regional Reference Standards Laboratory, Varanasi

Description	2018-19	2019-20	2020-21	2021-22	2022-23	2023-24	2024-25 (upto 31.12.2024)
No. of legal Standards verified	0	0	0	0	8	0	0
No. of certificates issued	38	54	48	37	45	33	20
No. of Instruments calibrated	0	0	0	0	52	40	2
No. of industries benefited	46	60	51	37	56	22	16
No. of models tested for approval	48	62	76	55	65	35	23
No. of seminar conducted	0	0	0	5	12	08	09
Revenue collected (inLakhs)	11.6	14.02	15.12	15.37	19.91	10.00	5.75





Legal Metrology Packaged Commodity Rules ensure transparency!

Every packaged item must display

- 1 Name And Address of The Manufacturer/ Packer/ Importer
- 2 Country of Origin
- 3 Common or Generic Name of The Commodity
- 4 Net Quantity
- 5 Month And Year of Manufacture
- 6 Maximum Retail Price
- 7 Unit Sale Price
- 8 Best Before/ Use by Date

Always check before you pick!



I have all the details you need – from Manufacturer to MRP!



Department of Consumer Affairs,
Government of India



@jagograhakjago



@consumeraffairs_goi

CHAPTER-10

PRICE MONITORING DIVISION (PMD)

Price Monitoring Division oversees the implementation of Price Stabilisation Fund (PSF) under which the monitoring of the daily prices of essential food commodities and price stabilization interventions are undertaken. Under price monitoring, the daily retail and wholesale prices of 22 essential commodities and retail prices of 16 additional commodities are collected from 555 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. Under price stabilization intervention, government undertakes market interventions to control the volatility in prices of agri-horticultural commodities such as onion, potato, tomato and pulses to protect the interests of consumers. Market interventions primarily involves procurement of these commodities for buffer stock and undertaking strategic market disposals to contain price volatility. Buffer stocking also acts as deterrent for unscrupulous speculations. The procurement of agri-horticultural commodities ensures remunerative prices to the farmers for their produce.

10.1 PRICE MONITORING

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 26 years, the

coverage of commodities monitored by PMD has expanded to 38 and the number of reporting centers has increased to 555. The 38 commodities being monitored by PMD include five item groups i.e., Cereals: (Rice, Wheat, Atta, Bajra, Jowar, Ragi, Maida, Suji), Pulses & Products: (Gram Dal, Tur/Arhar Dal, Urad Dal, Moong Dal, Masoor Dal, Besan), Edible Oils & Fats: (Groundnut Oil, Mustard Oil, Vanaspati Oil, Soya Oil, Sunflower Oil, Palm Oil, Desi Ghee, Butter), Vegetables: (Potato, Onion, Tomato, Brinjal), Animal Products: (Milk, Egg), Spices: (Black Pepper, Coriander, Cumin Seed, Red Chilli, Turmeric), Fruits: (Banana), Others: (Sugar, Gur, Tea, Salt). List of 555 price reporting centers (year wise) across the country is at **Annexure IV**.

10.1.1 Retail and Wholesale prices :

The Retail and Wholesale prices of 22 essential food items is released every day by 5.00 P.M. based on the information compiled from 555 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 institutionalized 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:

At present, there are 555 price reporting centers across India. This department has also decided to increase price reporting center in each district of the country. The basic purpose is to ensure geographical representation of the States/UTs in price collection. In October 2024, Ladakh was added to the price monitoring network with the inclusion of two new centers, Leh and Kargil. This strategic expansion has brought the total coverage to 35 States/UTs. The addition of Leh and Kargil will ensure better monitoring of price trends in remote and border areas, contributing to more accurate data collection. With this expansion, the price monitoring system aims to provide a more holistic view of price fluctuations across diverse regions of India. This initiative is expected to improve decision-making for policymakers and benefit consumers by enabling more efficient price control mechanisms and interventions.

10.2. Price Stabilization Fund (PSF)

10.2.1. Price Stabilization Fund (PSF)

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.

The PSF Scheme has now been merged with other components of PM-AASHA scheme of D/o Agriculture and Farmers Welfare. PSF is now one of the components of PM-AASHA umbrella scheme. However, the PSF Scheme will continue to be managed by D/o Consumer Affairs for price stabilisation interventions and daily price monitoring.

10.2.2 Budget Provision and Deliberations

Budget allocation/AE of ₹ 34,489.15 crore has been made under PSF corpus from 2014-15 to 2024-25. This fund was largely utilized for building the dynamic buffer of pulses and onions. The financial year-wise allocation/ utilization of funds under PSF is ₹ 7,000 crore in 2024-25 (RE), Nil in 2023-24 (AE), ₹ 0.01 crore in 2022-23 (AE) , ₹ 2030.83 crore in 2021-22 (AE), ₹11,135.30cr in 2020-21 (AE), ₹1,713 cr in 2019-20 (AE), ₹1500 cr in 2018-19 (AE), ₹ 3500 cr in 2017-18 (AE); ₹ 6900 cr in 2016-17 (AE); ₹ 660 crores in 2015-16 (AE); and ₹ 50 crores in 2014-15 (AE). 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, 59 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 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.

10.2.4 Conversion of Chana, Moong and Masur stocks for retail disposal under Bharat Dal brand

Chana Dal Phase I

The Government has launched the sale of chana dal in retail market under the brand name of Bharat Dal on 17.07.2023 at subsidized rates of Rs.60 per kg for 1 kg pack and Rs.55 per kg for 30 kg pack in order to make pulses available to consumers at affordable prices. Bharat Dal (Chana Dal) is made available for retail sale to consumers and for supplies to Army, CAPF and welfare schemes through NAFED, NCCF, Kendriya Bhandar, Safal and state controlled

cooperatives of Telangana, Maharashtra and Gujarat. The Chana Dal, under this arrangement, is also made available to state government for supplies under their welfare schemes, police, Jails and also for distribution through the retail outlets of state government controlled cooperatives and corporations. Based on the quantity of retail sale till December, 2023 it is assessed that Bharat Dal constitutes about one-fourth of average monthly household consumption of Chana Dal in the country.

Chana Dal Phase II

Further, Government has launched the sale of Chana dal and Chana whole in retail markets under the brand name of Bharat Dal on 23.10.2024. The allocated Chana stock will be sold in Dal form and Whole form in the ratio of 80:20 in 1 kg pack at MRP of Rs. 70/kg for Chana Dal and Rs.58/kg for Chana Whole. Bharat Chana Dal and Whole Chana are made available for retail sale to consumers through retail outlets/ mobile vans of NAFED, NCCF, Kendriya Bhandar etc. and also through e-commerce platforms

(ii) Moong Dal

Conversion of Moong stock into Moong Dal (Dhuli) and Moong Dal (Saboot) for retail disposal under the Bharat Dal Brand has also been approved the Government. Taking into account the prevailing prices of Moong Dal in the retail market, the MRP for Bharat Moong Dal (Dhuli) is fixed at Rs.107 per kg, and Bharat Moong Dal (Sabut) at Rs.93 per kg by allowing a discount of Rs.1,500/ qtl on the issue price (i.e., MSP of the stock) of Moong stock. Bharat Moong Dal is made available in retail outlets/mobile vans of NAFED, NCCF, Kendriya Bhandar, Safal etc. and also on e-commerce platforms.

(iii) Masur Dal

Conversion of Masur stock into Masur Dal for retail disposal under the Bharat Dal Brand has also been approved the Government. Taking into account the prevailing prices of Masur Dal in the retail market, the MRP for Bharat Masur Dal is fixed at Rs.89 per kg. Bharat Masur Dal is made available in retail

outlets/mobile vans of NAFED, NCCF, Kendriya Bhandar Safal etc. and also on e-commerce platforms.

10.2.5 Major milestones in PSF Pulses Buffer

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 2018-19 and onwards, Government has decided that procurement at MSP would be under PSS of DACFW 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, Cooperation and Farmers Welfare (DACFW) 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 67.93 LMT of pulses have been transferred/replenished from PSS stocks to rebuild PSF buffer stock/allocation under PMGKAY/ANB schemes. Further, under PSF, procurement of 4.88 LMT of pulses have been undertaken and about 7.09 LMT has been procured from imported pulses. Also, 6.07 LMT of pulses have been replenished from PSS. In Phase 2, about 77.27 LMT (including PMGKAY/ANB) of pulses have been disposed off and 9.30 LMT of pulses are available in the PSF buffer (as on 23.01.2025). During F.Y. 2024-25, 5.16 LMT of pulses transferred from PSS, DA&FW to PSF, DoCA,

0.23 LMT of pulses procured under PSF , 0.25 LMT of pulses procured from imported pulses, 0.56 LMT of pulses have been replenished from PSS and 7.19 LMT of pulses has been disposed off as on 23.01.2025

10.2.6. State-level Price Stabilisation Fund

The Price Stabilisation Fund Scheme has a component under which interest- free working capital advance is provided from the PSF Corpus on a 50:50 sharing basis between Centre and State (75:25 ratio in respect of North Eastern States) for setting up State-level PSF. Till date, 7 States have availed of the fund for setting up State-level PSF for market intervention in various essential food commodities. Funds have been provided to Andhra Pradesh (₹50 crores), Telangana (₹9.15 crores), West Bengal (₹2.50 crores), Odisha (₹25 crores), Tamil Nadu (₹2.50 crores), Assam (₹75 crores) and Nagaland (₹37.50 crores) for setting up State Level PSF.

10.2.7. PSF ONION OPERATIONS:-

In order to address the volatility in prices of onion, the Government maintains onion buffer under the PSF. The buffer size has been maintained as per Supply-Demand dynamics. The onion buffer size has been increased after year from 1.00 LMT in 2020-21 to 2.50 LMT in 2022-23, and further to 4.69 LMT in FY 2024-25. The onions from the buffer are released in major consumption centers during the lean season i.e. from September to December in a calibrated and targeted manner to ensure affordability for the consumers. The details of onion buffer acquired under PSF since 2019-20 are given below:

Year wise quantity of onion acquired under PSF since 2019-20 till 31.12.2024.

Year	Procurement (MT)
2019-20	76,814.41
2020-21	1,01,811.10
2021-22	2,08,033.33
2022-23	2,51,056.78
2023-24	6,38,785.54
2024-25	4,69,946.64

To control the rapid increase in retail prices during the lean season of 2024, the Government decided that retail disposal of onion should be substantially enhanced by NCCF and NAFED, both in quantity and area coverage to make onion available at the subsidized rate. Accordingly, the Onion retail sale started on 05.9.2024. Upto 04 December, 2024 (04.12.2024), total 23 States were covered under onion sale operations. Of the procured quantity, 2.96 LMT of grade A i.e. and 1.03 LMT of grade B onion were sold to the consumers through retail sale at Rs. 35/- kg and also through open market sale. The main agencies involved in retail sale of onion were NAFED, NCCF, Kendriya Bhandar & Safal etc. To reduce post-harvest losses, the department has also initiated working capital investment in irradiation and cold storage technology

To address the challenges pertaining to the impact of geopolitical dynamics on the onion price, the department has taken series of measures in FY2024-25. The Export ban (which was imposed on December 2023) was lifted on 4th May, 2024 with 40% duty and MEP of US \$ 550 USD to keep the onion availability and prices under control. Thereafter, in September 2024, MEP was removed and the export duty was reduced to 20%. Till 31 December, 2024, a total quantity of 9.12 LMT onion (fresh + dried) had been exported in current financial year 2024-25, with a growth of 30% in December on month-on-month basis. The Farmers benefited from both export opportunities and higher average mandi and procurement prices, showcasing a dual benefit.

Additionally, an MIS based monitoring was initiated this year for real-time updates on onion procurement and disposal, as well as the progress of payment to farmers.

10.2.8 PSF TOMATO OPERATION:-

To arrest spike in tomato prices during July-August 2024, the National Cooperative Consumer Federation (NCCF) started selling tomatoes at fixed rate of Rs. 60/-kg to the consumers in major cities where retail prices have recorded the maximum increase. The Department is closely monitoring the production, pest and climatic situation and has been able to tame price rise in recent months

Annexure-IV

Year-wise break up of 555 Price 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	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	232	<p>Kohima, Tuensang, Jammalamadugu, Latur, Tinsukia, Barpeta, Alapuzha, Kollam, Daman, Silvassa, 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, Arniyatmal, Chandrapur, Karadsatara, 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, Lakhimpurkheri, 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, 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, Jhunjhunh, 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</p>	410
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2023	410	140	Sehore, Udupi, Chikkaballapur, Chitradurga, Kodagu, Gadag, Uttara Kannada, Bangalore Rural, Hassan, Vijayanagara, Sawaimadhopur, Akola, Sonitpur, Tezpur, Biswanath Chariali, Dibrugarh, Majuli, Karimganj, Sivasagar, Saitual, Khawzawl, Hnahthial, Mahrajganj, Auraiya, Mangan, Sonapur, Puri, Nayagarh, Jagatsinghpur, Dhenkanal, Nabarangpur, Nuapada, Malkangiri ., Kandhamal, Keonjhar, Gajapati, Rayagada, Boudgarh, Angul, Derabassi, Sangrur, Jharsuguda ,Bhadra, Ashok Nagar, Kannauj, Balrampur, Mathura, Latehar, Jamtara, Noklak District, North Lakhimpur, Haflong, Firozabad, Kasganj Mainpuri, Sharni, Balia, Alipurduar, Asansol, Balurghat, Bankura, Barasat, Bardhaman, Baruiapur, Berhampore, Chinsurah, Cooch Behar, Howrah, Jalapaiguri, Jhargram, Kalimpong, Krishnagar, Tamuk, Mau, Balaghat, Guna, Ratlam, Satna, Vidisha, Godda, Koderma, Kendrapara, Diphu, South Salmara Mankachar, Nalbari, Mawkyrwat, Erode, Karur, The Nilgiris, Perambalur, Pudukkottai, Sivagangai, Thanjavur, Thoothukudi, Viluppuram, Virudhunagar, Betul, Seoni, Damoh, Dindori, Alirajpur, Niwari, Kanniyakumari, Namakkal, Tiruvannamalai, Jajpur, Kalahandi, Kamrup, Ropar, Baramulla, Doda, Kathua, Kishtwar, Rajouri, Ramban, Reasi, Samba, Shopian, Udhampur, Panna, Ariyalur, Krishnagiri, Madurai, Nagapattinam, Tenkasi, Tiruppur, Tiruvarur, Ferozpur, Fatehgarh Sahib, Amargarh, Kapurthala, Tikamgarh, Theni, Kallakurichi, Kancheepuram, Salem, Chengalpattu, Mayiladuthurai , Ranipet, Tirupattur, Tiruvallur	550
2024	550	5	Leh, Kargil, Datia, Mahiar, Pakyong	555



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CHAPTER-11

ESSENTIAL COMMODITIES REGULATIONS AND ENFORCEMENT

11.1 This Department, *inter alia*, is also administering the following Acts:

Essential Commodities Act, 1955 (EC Act, 1955)

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

11.2 The objective of the Constitution of India includes, securing to all its citizens economic justice. To achieve this, the relevant provisions of mechanism & principles for Governments include the following:-

- i. Article 38:- “The State (Government) shall strive to promote the welfare of the people by securing and protecting as effectively as it may a social order in which justice, social, economic and political, shall 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”.

11.3 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”.

11.4 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.

11.5 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.

- 11.6** 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):

Sl. No.	Commodity	Administrative Department/ Ministry
1	Drugs	M/o Health & Family Welfare and M/o Chemical and Fertilizers
2	Fertilizers, whether inorganic, organic or mixed	M/o Agriculture and Farmers Welfare
3	'Foodstuffs'* including edible oilseeds and oil	M/o Agriculture and Farmers Welfare, M/o Food Processing Industries, D/o Food and PD, D/o Consumer Affairs
4	Hank yarn made wholly of cotton	M/o Textiles

Sl. No.	Commodity	Administrative Department/ Ministry
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	M/o Agriculture and Farmers Welfare
(ii)	Seeds of cattle fodder	
(iii)	Jute seeds; and	
(iv)	Cotton seed	

- 11.7** 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.
- 11.8** 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.
- 11.9** 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.

- 11.10** 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.
- 11.11** 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.
- 11.12** A Committee under the chairmanship of Additional Secretary, Shri Bharat Khara to monitor the stock of Tur held by entities such as importers, millers, stockists, traders etc. in close coordination with the state governments. The decision has come against the backdrop of reports of market players not releasing stocks despite regular arrival of imports in good quantities. Vide orders dated 21.06.2024 and 11.07.2024 stock limits were imposed on Pulses namely Tur and Chana upto 30.09.2024.
- 11.13** 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.

- 11.14** 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.
- 11.15** 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 85241 raids were conducted, 15850 persons arrested, 8073 persons prosecuted, 870 persons convicted and goods of Rs. 159047.60 lakh confiscated, detention orders under the PBMMSEC Act were issued against 107 persons during the year 2024 (as per report received upto 03.12.2024).
- 11.16** 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.

11.17 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 & proactiveness of the Police of the States & UTs and concerned departments e.g. Civil Supplies, Fertilizer/Agriculture, Health, etc.



Bottled water Dispensers **IS 17681:2022**



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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 OBSERVATIONS

(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 31.12.2024).

Name of Ministry/ Deptt	CAG Report of 2020	CAG Report of 2021	CAG Report of 2022	CAG Report of 2023	CAG Report of 2024	Total of CAG Reports
Department of Consumer Affairs	As on date, no Action Taken Note (ATN) on the CAG Reports are pending					

12.3 Statement showing BE, RE and Actuals in respect of Department of Consumer Affairs for fiscal year 2020-2021 to 2024-25 (upto 31st December, 2024 Provisional)

(Rs. in crore)

Year	De-mand No.	Budget Estimates			Revised Estimates			Actuals		
		Scheme	Non Scheme	Total	Scheme	Non Scheme	Total	Scheme	Non Scheme	Total
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	96.69	153.04	249.73
2023-2024	14	113.50	174.16	287.66	182.61	184.52	367.13	148.39	163.18	311.57
2024-2025	14	10169.00	190.81	10359.81	7204.50	196.74	7401.24	6233.07	151.46	6384.53 *

*Provisional Expenditure upto 31st December, 2024 as intimated by Pr. Accounts Office and includes the amount of Rs. 23.51 Crore authorized in favour of other Ministries/Departments.

12.4 DEPARTMENT OF CONSUMER AFFAIRS Details of Schemes (As on 31st December, 2024)

(Rs. in crore)

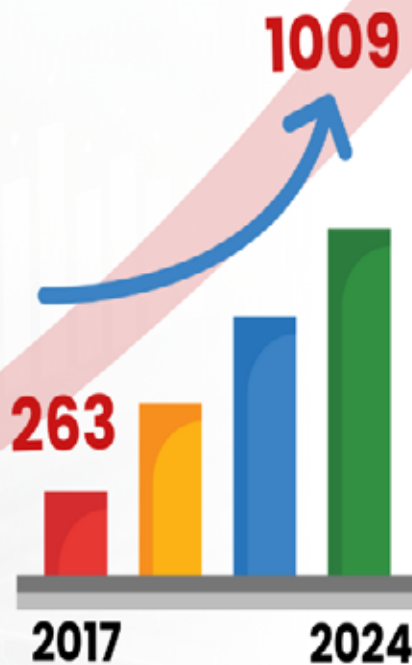
Name of the Scheme/Project/ Programme	2023-24				2024-25			
	BE	RE	AE	% w.r.t. RE	BE	RE	Expr. Upto 31.12.24	% w.r. t. RE
Consumer Awareness (Publicity)	17.99	25.00	24.55	98.20	17.99	17.99	16.04	89.16
CONFONET	29.40	67.00	36.21	54.04	42.00	70.00	41.93	59.90
Consumer Protection Cell (ICGRS)	7.60	8.60	6.20	72.09	8.00	10.49	3.80	36.22
Strengthening Consumer Fora	7.00	5.00	4.99	99.80	5.00	7.00	3.96	56.57
Strengthening of Price Monitoring Structure	6.00	6.00	7.54	125.67	0.01	0.00	0.00	0.00
Weights and Measures	28.00	45.00	43.98	97.73	60.00	60.00	50.32	83.87
National Test House	17.00	25.00	23.97	95.88	35.00	38.02	27.29	71.88
Bureau of Indian Standards	0.50	1.00	0.95	95.00	1.00	1.00	0.64	64.00
Price Stabilization Fund	0.01	0.01	0.00	0.00	10000.00	7000.00	6089.09	86.99
Total	113.50	182.61	148.39	81.26	10169.00	7204.50	6233.07	86.52



More Power to Consumers



has shown significant growth in its convergence partners, increasing from **263** in 2017 to **1,009** in 2024



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CENTRAL CONSUMER PROTECTION AUTHORITY

Protects consumer from violation of their Rights.



Prevents Unfair Trade Practices

Ensures that no false or misleading advertisement is made



Ensures that no person engages in publishing of misleading advertisement.



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CHAPTER-13

PROGRESSIVE USE OF HINDI

13. COMPLIANCE WITH THE OFFICIAL LANGUAGES ACT AND RULES

The Official Language Division of this Department is working under the supervision of Advisor (Cost), Chairman, Official Language Implementation Committee and to assist him there are One Joint Director (OL), One Assistant Director (OL), Three Senior Translation Officers, One Junior Translation Officer, along with One Hindi PA and One Hindi Stenographer. OL 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 2024-25 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 report

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. OLIC meetings were held on 13.03.2024, 13.06.2024 and 11.07.2024.
3. As per the instructions of the Dept. of Official Language, Hindi Salahakar Samiti of the Ministry is being reconstituted.

13.2 INCENTIVE SCHEMES

The Department observed Hindi Pakhwada from 14.09.2024 to 30.09.2024. During this Pakhwada seven competitions namely, Hindi Essay writing, Hindi Panch-pran lekhan, Hindi Tippetan evam masouda lekhan, Hindi creative writing, Hindi Quiz, Hindi Extempore and Shrutlekh were organized with a view to encourage the officers/ employees of the Department for doing their official work in Hindi. In these competitions total 54 employees participated and out of that 31 participants were declared winners and awarded prizes on 17.10.2024.

13.3 OTHER ACTIVITIES

1. Workshops related to the process of filling the parliamentary questionnaire, 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. 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.

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CONSUMER AFFAIRS

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13.4 वर्ष-2024 (जनवरी-दिसम्बर) में रा.प.शा मुख्यालय एवं क्षेत्रीय कार्यालयों में राजभाषा हिंदी संबंधी गतिविधियाँ:

1. वर्ष के दौरान रा.प.शा. (मुख्यालय एवं सभी क्षेत्रीय कार्यालयों में) प्रत्येक तिमाही में एक हिंदी कार्यशाला का आयोजन नियमानुसार किया गया। व्याख्यान एवं प्रशिक्षण के लिए राजभाषा नियमों के जानकार व्याख्याताओं को आमंत्रित किया गया। इन कार्यशालाओं में कार्यालय के अधिकाधिक कार्मिकों को राजभाषा हिंदी में कार्यालयीन कार्य करने के लिए प्रेरित किया गया।
2. प्रत्येक तिमाही में राजभाषा कार्यान्वयन समिति की बैठक का आयोजन मुख्यालय एवं क्षेत्रीय कार्यालयों में नियमानुसार किया गया। इन बैठकों में राजभाषा हिंदी के कार्यान्वयन पर चर्चा की गई एवं निर्णय लिए गए।
3. रा.प.शा. के मुख्यालय एवं क्षेत्रीय कार्यालयों में सितंबर माह में हिंदी पखवाड़े का भव्य आयोजन किया गया जिसमें कार्यालय के अधिकाधिक अधिकारियों एवं कर्मचारियों ने भाग लिया। इन समारोहों के दौरान विभिन्न हिंदी प्रतियोगिताओं का आयोजन किया गया जिसमें कार्मिकों के हिंदी ज्ञान की जाँच भी की गई एवं कार्मिकों को राजभाषा हिंदी में कार्यालयीन कार्य करने के लिए प्रोत्साहित एवं प्रेरित किया गया।
4. राजभाषा नियमानुसार रा.प.शा. में हिंदी पुस्तकों का क्रय किया गया। विज्ञान, यात्रा-वृतांत एवं अन्य विविध विषयों से संबंधित रुचिकर पुस्तकों का चयन किया गया।
5. रा.प.शा. मुख्यालय एवं क्षेत्रीय कार्यालयों में राजभाषा हिंदी गृह-पत्रिकाओं का प्रकाशन किया गया। इस पत्रिका में कार्यालय के कार्मिकों ने अपनी स्वरचित रचनाएँ, यथा-कविता, कहानियाँ एवं विविध वैज्ञानिक विषयों से संबंधित रचनाएँ प्रकाशन हेतु दीं।
6. रा.प.शा के मुख्यालय एवं क्षेत्रीय कार्यालयों के प्रतिनिधियों ने क्षेत्रीय राजभाषा सम्मेलनों एवं पुरस्कार वितरण समारोहों में भाग लिया।
7. दिनांक 14 सितंबर 2024 को भारत मंडपम, नई दिल्ली में माननीय गृह एवं सहकारिता मंत्री श्री अमित शाह की अध्यक्षता में आयोजित चतुर्थ अखिल भारतीय राजभाषा सम्मेलन एवं हिंदी दिवस समारोह में रा.प. शा के महानिदेशक डॉ आलोक कुमार श्रीवास्तव ने भाग लिया साथ ही मुख्यालय एवं क्षेत्रीय कार्यालयों के अधिकारियों ने भी भाग लिया।
8. रा.प.शा के मुख्यालय एवं क्षेत्रीय कार्यालयों के अधिकारियों ने नगर राजभाषा कार्यान्वयन समिति की बैठकों में कार्यालय का प्रतिनिधित्व किया एवं आयोजित चर्चा में भाग लिया।

हिंदी कार्यक्रमों के फोटो:





कोई भी विज्ञापन भ्रामक (**MISLEADING**) होता है अगर:

1. वह अपने दावों को सबके द्वारा सही माना गया बताता है।
2. लेकिन हकीकत में उन दावों पर जानकारों या वैज्ञानिकों में बड़ा मतभेद हो।



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DID YOU SPOT AN AD SELLING SOMETHING ELSE?

**Be Cautious of Advertisement
promoting goods and services
that is prohibited and is
advertised under the guise of
another product**

LET'S STOP THE SURROGATE ADS!



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CHAPTER-14

CITIZEN CENTRIC E-GOVERNANCE INITIATIVES

14.1 Online Portal for services provided by Legal Metrology: 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.

14.2 Price Monitoring:- The coverage of commodities monitored by PMD has expanded to 38 and the number of reporting centers has increased to 555. The 38 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) and 16 Additional Commodities (Brinjal, Black Pepper (whole), Coriander (whole), Cummin Seed (whole), Red Chillies (whole), Turmeric (powder), Banana, Bajra (whole), Jowar (whole), Maida (wheat), Ragi (whole), Suji (whole), Besan, Desi Ghee, Butter (Pasteurised), Eggs).

14.3 Bureau of Indian Standards (Information)

14.3.1 Development of New Standardization Portal

The standardization process of BIS, involving collaboration with various stakeholders for development of draft standards, conducting the technical committee meeting, processing of comments on the standards/draft documents, publication of standards has been made completely online since 2020 through the Standards Portal developed in-house. However, a need for new age standards portal was felt as a holistic approach was to be adopted to include technologies such as Online Standards Development, BIS National Directory and Document Management.

Accordingly, a bid was floated on Government e-marketplace (GeM) portal inviting proposals for design and development of new age web-based Standards Portal for catering the needs of the Bureau. After due technical and financial evaluation of the bids, M/s CSM Technologies pvt ltd has been engaged to develop the new standards portal. Requirement gathering phase of the module is currently under progress. The new standards portal is expected to be operationalized in 18 months.

14.3.2 Operationalization of IRD Portal

Keeping up with the changing times and to enhance the efficacy of the standardization process, the International Relations (IR) portal has been developed, which is intended to be a single platform for facilitating international standardization related work for BIS and its stakeholders.

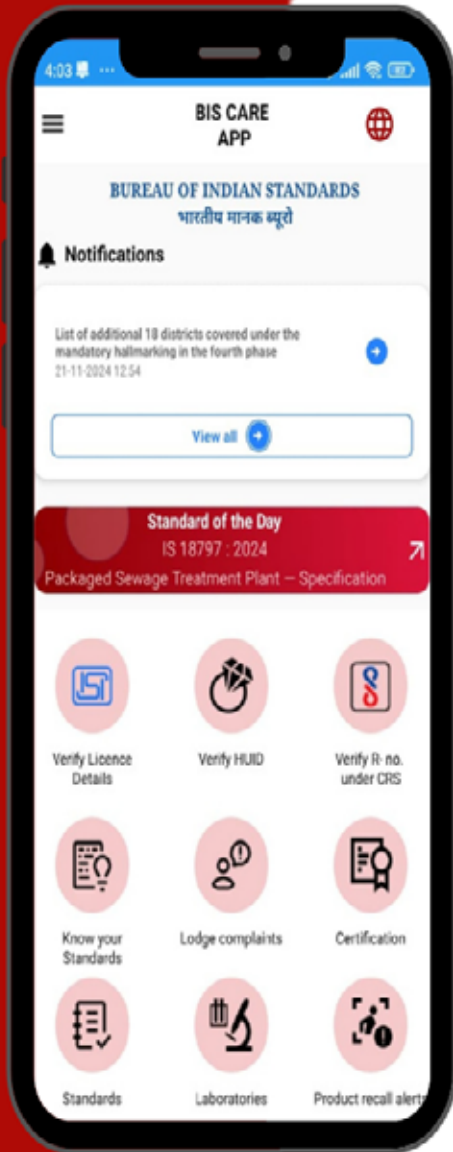
This includes, but is not limited to creating repository of ISO/IEC and other body meetings, utilizing available Application Programming Interface (APIs), and associated documents, facilitating participation in these meetings through delegation proposals, and enabling preparation of India's viewpoints on draft standards under development and other balloting documents through circulation with concerned experts and designating subject specific experts, maintaining database of national and international experts in national committees, and that

in international standardization bodies. Provision for generating proposals for new work items and new technical activities is also available.

The portal also enables users to see reports pertaining to activities related to international standard formulation and technical information services through the dashboard. Development of some other modules such as Hosting of International meeting, Global Directory for enabling Technical Departments to propose nomination of experts in ISO/IEC groups, WTO-TBT enquiry point for disseminating notifications with interested parties, International Engagement for agreements of BIS with other bodies and their action plan, Technical Information services such as World Manufacturer Identifier (WMI), Registered Application Provider Identifier (RID) and Issuer Identification Number (IIN) is also under development.

14.4 Tomato Grand Challenge

The Department of Consumer Affairs has launched on 30th June, 2023, the Tomato Grand Challenge to invite ideas for comprehensive and focused area interventions in tomato value chain, from cropping and market insights for the farmers to improved packaging, transportation and storage. The Tomato Grand Challenge is open to students, research scholars, faculty members, industry individuals, Indian start-ups, professionals etc. The overall objective of the Grand Challenge is to ensure availability of tomato to consumers at affordable prices. A total of 1,376 ideas were received from innovators across India. 423 ideas were shortlisted in Round 1 after rigorous evaluation. 29 ideas progressed to Round 2, with 28 projects receiving funding and mentorship. The projects underwent periodic monitoring, short visits, and reviews by TGC Evaluation Committee of AICTE and DoCA. Thereafter, the top 3/4 winners will be selected for field implementation for ensuring its usability/scalability on a large scale and price of the product



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CHAPTER-15

NUMBER OF SC/ST/OBC/PWD/EXM/Women/EWS Employees

15.1 Establishment

The instructions issued by the Department of Personnel and Training from time to time regarding representation of Scheduled Castes (SC), Scheduled Tribes (ST), Other Backward Classes (OBC), Economically Weaker Sections (EWS), Persons with Disabilities (PwD) and Ex-Servicemen (ExM) in direct recruitment and promotion to various grades and services were followed.

15.2 The number of employees belonging to SC, ST, OBC, EWS, PwD and ExM categories along with number of Women employees against the number of employees in position in the Department of Consumer Affairs and its attached and subordinate offices as on 31.12.2024 are as under:

Group of Post	Sanctioned Strength	Number of employees in position	Number of employees out of Col. 3 belonging to category								
			SC	ST	OBC	PwD			ExM	Women	EWS
						VH	HH	OH			
(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8)	(9)	(10)	(11)	(12)
Group A	187	149	27	13	34	1	1	3	-	25	-
Group B (Gazetted)	171	127	17	4	21	-	-	1	-	28	-
Group B (Non-Gazetted)	243	151	16	8	44	-	1	3	-	39	4
Group C	594	277	45	25	66	-	1	2	1	41	6
Total	1195	704	105	50	165	1	3	9	1	133	10

VH – Visually Handicapped, **HH** – Hearing Handicapped, **OH** – Orthopedically Handicapped

Note: The above compilation includes information in respect of the Department of Consumer Affairs (Secretariat proper) and its following subordinate offices:-

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

15.3 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.

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CHAPTER-16

SCHEMES FOR THE BENEFIT OF PHYSICALLY DISABLED PERSONS

16.1 SCHEMES FOR THE BENEFIT OF PHYSICALLY DISABLED PERSONS

16.1.1 SCHEME FOR THE BENEFIT OF PERSONS WITH DISABILITIES IN NTH:

All six Regions of NTH have effectively implemented and complied with all of the standards for the disabled as listed below with reference to “Activities for the benefits of the persons with disabilities”:

- Accessible approach and ramp at building entrance
- Reserve parking near entrance
- Accessible pathway to entrance
- Accessible corridor
- Drinking water provision
- Accessible reception
- Lift with Braille
- Durable railing along with staircase
- Provision of Wheelchairs for visitors
- Toilets for PWD staffs and visitors



Accessible approach and ramp at building entrance



Lift with Braille and user-friendly buttons



Durable railing along with staircase



Ladies Toilet for PWD for Staffs and Visitors

16.1.2 NIC (Department of Consumer Affaris)

The department of Consumer Affairs website is hosted at <https://consumeraffairs.nic.in>. The website has link for the Plug-ins/browsers for Download for the differently abled persons use as per Guidelines for Indian Government Websites (GIGW) 2.0. The link for the tools are available on the landing page. These tools help the differently abled persons to use the website with much ease. All the videos produced in the Department have been produced with subtitles. The Department will be launching the redesigned website, aligned with GIGW 3.0 guidelines.

16.2 SEXUAL HARASSMENT OF WOMEN AT WORK PLACE:

16.2.1 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 first constituted in the Department of Consumer Affairs on 03.08.1998. Based on the requirements of the Sexual Harassment of Women at Workplace (Prevention, Prohibition & Redressal) [SHWW (PPR)] Act, 2013, the Internal Complaints Committee (ICC) of this Department is reconstituted or its composition is modified with approval of the Competent Authority.

2. The composition of Department's ICC under the SHWW (PPR) Act, 2013 as on 31.12.2024 is as follows:

- (i) Ms. Lalramdinpuii Renthlei, Joint Director - **Chairperson**
- (ii) Smt. Kalyani Raj, President, All India Women's Conference (AIWC) - **Member (NGO Representative)**
- (iii) Smt. K. Mahendran, Under Secretary – **Member**
- (iv) Sh. Rajiv Kumar, Deputy Director – **Member**
- (iv)(a) Sh. Brijesh Kumar Patel, Deputy Director – **Member** – during the absence of Sh. Rajiv Kumar, Deputy Director.
- (v) Smt. Neeti Kapoor, Senior Statistical Officer - **Member Secretary**

3. The ICC also functions as a **Women's Cell** in this Department 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.

4. The ICC ensures time bound treatment of complaints for redressal of the grievance made by women employees. Also, the women employees of the Department can give suggestions in connection with the improvement of their working conditions etc. to this Women's Cell. The ICC also interacts with officials of the Department from time to time with a view to understand their problems and find solutions.

5. During 2024-25, one complaint was received by the ICC in the Department (Secretariat proper), which has been dealt with promptly and firmly by the Committee and brought it to its rightful conclusion.

16.2.2 Legal Metrology:

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

16.2.3 National Test House (NTH)

To strengthen the prevention, prohibition, and redressal of complaints related to sexual harassment of women at the workplace, a high-powered Committee has been established at both the NTH (HQ) in Kolkata and in all six regional offices of NTH. These committees are committed to ensuring a work environment free from sexual harassment for all women. They have implemented comprehensive measures to prevent such incidents and are fully responsible for addressing any occurrences with the highest level of care and sensitivity. Notably, both the Centralized and Regional Committees have reported no complaints or cases of sexual harassment from January 1, 2024, to December 31, 2024.



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CHAPTER-17

INITIATIVES IN THE NORTH EAST STATES

17.1 Price Monitoring Division (PMD):

Price Monitoring Division (PMD) monitors the retail and wholesale prices of 38 essential food items, viz., Rice, Wheat, Atta, Bajra, Jowar, Ragi, Maida, Suji, Gram Dal, Tur/Arhar Dal, Urad Dal, Moong Dal, Masoor Dal, Besan, Groundnut Oil, Mustard Oil, Vanaspati Oil, Soya Oil, Sunflower Oil, Palm Oil, Desi Ghee, Butter, Potato, Onion, Tomato, Brinjal, Milk, Egg, Black Pepper, Coriander, Cumin Seed, Red Chilli, Turmeric, Banana, Sugar, Gur, Tea, Salt for which data is obtained from 555 centres including 87 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, Haflong, As-Lakhimpur, Diphu, Nalbari, South Salmara, Mankachar, Kamrup, Imphal, Chandel, Jiribam, Kangpokpi, Senapati, Tamenglong, Thoubal, Ukhrul, Shillong, Tura, Jowai, Sohra, Mairang, Nongpoh, Khliehriat, Williamnagar, Nongstoin, Mawkyrwat, Aizawl, Lunglei, Kolasib, Mamit, Champhai, Serchhip, Siaha, Lawngtlai, Hnahthial, Khawzawl, Saitual, Kohima, Dimapur, Tuensang, Mokochung, Chumukedima, Mon, Peren, Phek, Tseminyu, Wokha, Zunheboto, Kiphire, Longleng, Niuland, Shamator, Noklak, Gangtok, Gyalshing, Namchi, Soreng, Mangan, Pakyong, Agartala, Dharmanagar, Belonia, TR-Udaipur. PMD is implementing Scheme for Strengthening of Price Monitoring Division (PMD) 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 Mizoram, Nagaland, Assam and Tripura during the year 2024-25.

On 8th Nov, 2024, The Department of Consumer Affairs, Government of India organizes day long Round Table consultation on 'Food Price Management and Expanding Pulses & Horticultural Crop Production in North Eastern Region held at Guwahati. The objective of the meeting was to focus on boosting the production of pulses and horticultural crops, recognizing the critical role of North-Eastern states in achieving self-sufficiency in pulses production by 2027. The discussions also emphasized the importance of price monitoring and state-level price stabilization. This event marked the first time such a workshop was held, with participation from various relevant state departments, research organizations, and other stakeholders. The goal was to formulate a comprehensive strategy and implementation roadmap to ensure increased availability and effective food price management.

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.

₹37.50 crore was released as 1st installment of Centre's share as a matching contribution to Govt. of Nagaland in April 2023 for creation of a revolving fund of ₹100 crore for State Level Price Stabilisation Fund of Nagaland. The State Government has conveyed that the fund will be utilised for market intervention activities in case of Gram, Masur and Potato.

17.2 Awareness Programme:

Jingles on NCH, Hallmarking and ISI marked products were publicized in NER region through IVRS during festive season via NFDC.

17.3 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.

17.4 ACTIVITIES OF NATIONAL TEST HOUSE NTH, IN NORTH EASTERN REGION

DEVELOPMENT IN NORTH-EASTERN REGION:

1. Hon'ble Minister Shri Pralhad Joshi, Ministry of Consumer Affairs, Food and Public Distribution & New and Renewable Energy, inaugurated Food testing laboratory at NTH (NER), Guwahati on 24th December 2024. This laboratory will ensure food safety for consumers in the North East by testing for contaminants like toxic metals, pathogens, pesticides, additives, preservatives, and foreign materials.
2. 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 and development of North Eastern states.
3. Microbiology laboratory of NTH (NER), Guwahati, has been accredited by NABL and recognized by FSSAI for conducting complete chemical and microbiological testing of Packaged Drinking Water as per IS 14543 (excluding radioactive residues) and Packaged Natural Mineral Water as per IS 13428 (excluding radioactive residues).
4. The recently established Fertilizer laboratory of NTH (NER), Guwahati, has been thoughtfully equipped with an advanced equipment and modern working table. This upgrade, will enhances the lab's efficiency and provides a conducive environment for precise testing and analysis.
5. NTH (NER), Guwahati has been notified by FSSAI as "Food Testing Laboratory" for the scope Chemical and Microbiological testing vide the Gazette of India, dated 04th September 2024.

6. The Chemical and Microbiological laboratory of NTH (NER), Guwahati has successfully integrated IS 14543:2024, the latest edition of the standards for packaged drinking water, under the BIS LRS Scheme 2020. This update underscores our commitment to maintaining the highest quality standards.
7. Significant advancements in NTH (NER), Guwahati have been made in the Civil laboratory with the successful installation of new equipment: (a) Hot Water Boiling Chamber: This chamber will enhance our capabilities for tiles testing. (b) High-Capacity Weighing Machine: A 100 kg capacity weighing machine has also been purchased and installed, further improving our testing efficiency.
8. Chemical, Mechanical, and Civil laboratories of NTH (NER), Guwahati have successfully undergone assessment by BIS, and the renewal of their recognition under the BIS Lab Recognition Scheme 2020 has been granted for a period of three years.
9. Scientist from Chemical laboratory of NTH (NER), Guwahati delivered a lecture on the topic 'Accreditation Empowering Technological Enhancement' during the celebration of World Accreditation Day in Guwahati on 10th June 2024 organised by NABL.
10. To improve the skill levels of young engineers and college students from various government and private colleges, NTH (NER), Guwahati has been organized various internship training programs throughout the year. Using state-of-the-art equipment and cutting-edge methodologies, participants gained firsthand insights into the fascinating fields of chemical analysis and quality assurance.



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- सुरक्षा का अधिकार
- सुनवाई का अधिकार
- सुचित किए जाने का अधिकार
- उपभोक्ता शिक्षा का अधिकार
- निवारण की मांग करने का अधिकार



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