



सत्यमेव जयते

Government of India

Citizens' Charter

DEPARTMENT OF CONSUMER AFFAIRS

Krishi Bhawan, New Delhi-110001

www.fcamin.nic.in | www.consumeraffairs.nic.in

(Ministry of Consumer Affairs, Food and Public Distribution)

2018-19

Citizen's Charter – Department of Consumer Affairs

Vision and Mission

Vision:

To enable consumers to make informed choices; ensure fair, equitable and consistent outcomes for consumers; and facilitate timely and effective grievance redressal.

Mission:

To empower consumers through awareness and education; enhance consumer protection and safety through progressive legislations and prevention of unfair trade practices; enable quality assurance through standards and their conformance; and ensure access to affordable and effective grievance redressal mechanisms.

Main Services / Transactions

| S. No. | Service/ Transaction | Weight (%) | Responsible Person (Designation) | Email | Phone | Processes | Documents required | Fees | | |
|--------|---|------------|---|-------------------|--------------|---|---|---|----------------|-------------|
| | | | | | | | | Category | Mode | Amount (Rs) |
| 1. | Publicity through print/electronic media for Consumer Awareness (Jago Grahak Jago) | 30 | Director / DS (Publicity), Room No.461, H wing, Krishi Bhavan, New Delhi-1 | dspub-ca@nic.in / | 011-23389936 | Approval of theme by the Empowered Committee | Agenda, Minutes | Not Applicable | | |
| | | | | | | Preparation of creative design | Related documents/ art work | Not Applicable | | |
| | | | | | | Issue of commitment letter (Work Order) to DD/AIR/LSTV/DAVP/Other Agencies | | Not Applicable | | |
| 2(1) | Appraisal of viable projects submitted by voluntary organizations for funding from Consumer Welfare Fund | 10 | Director / DS (CWF), Room No. 456-A, G-wing, Krishi Bhavan, New Delhi-1 | dirclf-ca@nic.in | 011-23387737 | As per revised guidelines on Consumer Welfare Fund provided on the website of the department. | Forms & supporting documents as per existing guidelines | Not Applicable | | |
| 2(2) | Interim reply in case of deficiencies after appraisal of projects submitted by voluntary organizations for funding from Consumer Welfare Fund | 10 | | | | As per revised guidelines on Consumer Welfare Fund provided on the website of the department. | | Not Applicable | | |
| 2(3) | Release of grants for projects for funding from Consumer Welfare Fund | 10 | | | | As per revised guidelines on Consumer Welfare Fund provided on the website of the department. | | Forms & supporting documents as per existing guidelines | Not Applicable | |

| S. No. | Service/ Transaction | Weight (%) | Responsible Person (Designation) | Email | Phone | Processes | Documents required | Fees | | |
|--------|--|------------|---|-------------------|--------------|--|--------------------|----------------|------|------------|
| | | | | | | | | Category | Mode | Amount (₹) |
| 2(4) | Release of grants for ongoing projects from Consumer Welfare Fund. | 10 | | | | | | Not Applicable | | |
| 3. | <u>Handling of Consumer Complaints</u> | 20 | Director (Coop), 371, H-wing, Krishi Bhavan New Delhi-1 | dircoop-ca@nic.in | 011-23386210 | i) Disposal of complaints by taking up with concerned Company/ Organisation; ii) Forwarding to National Consumer Helpline (NCH) for redressal | | Not Applicable | | |
| 4. | <u>Response to Grievances</u> | 10 | | | | (i) Entry of grievance on CPGRAMS portal http://pgportal.gov.in if grievance received in Ministry through e-mail or post; | | Not Applicable | | |
| | Acknowledgement | (2) | | | | | | Not Applicable | | |
| | Interim reply | (2) | | | | (ii) Taking a final decision on the grievance by the concerned Division/ Responsibility Centre with the approval of the competent authority in the Department, involving the NCH | | Not Applicable | | |
| | Final disposal | (6) | | | | (iii) Conveying the final decision to the complainant by the concerned Division/ Responsibility Centre. | | Not Applicable | | |

Performance Evaluation Criteria - Charter Evaluation Format – Services

| S. No. | Service | Weight | Success Indicator | Service Standard | Unit | Weight within Service (%) | Data Source | Evaluation Criteria | | | | |
|--------|---|--------|--|------------------|---------------------------------|---------------------------|---------------|---------------------|-----------|------|------|------|
| | | | | | | | | Excellent | Very Good | Good | Fair | Poor |
| 1. | Publicity through print/electronic media for Consumer Awareness {Jago Grahak Jago} | 30 | Frequency of campaign <u>at bimonthly intervals.</u> | 10 | Number of multi-media campaigns | 100 | Deptl Records | 100@ | 95 | 90 | 85 | 80 |
| 2(1) | Appraisal of viable projects submitted by voluntary organizations for funding from Consumer Welfare Fund | 10 | Average time taken after receipt of complete proposal | 1 | Number of Month | 100 | Deptl Records | 90@ | 85 | 80 | 75 | 70 |
| 2(2) | Interim reply in case of deficiencies after appraisal of projects submitted by voluntary organizations for funding from Consumer Welfare Fund | 10 | Average time taken after receiving the proposal | 15 | Number of working days | 100 | Deptl Records | 90@ | 85 | 80 | 75 | 70 |
| 2(3) | Release of grants for projects for funding from Consumer Welfare Fund | 10 | Average time taken from the date the project is considered as complete without any deficiency and found eligible | 4 | Number of Months | 100 | Deptl Records | 20# | 25 | 30 | 35 | 40 |

| S. No. | Service | Weight | Success Indicator | Service Standard | Unit | Weight within Service (%) | Data Source | Evaluation Criteria | | | | |
|--------|--|--------|--|------------------|---------------------|---------------------------|-------------------------------|---------------------|-----------|------|------|------|
| | | | | | | | | Excellent | Very Good | Good | Fair | Poor |
| 2(4) | Release of grants for ongoing projects from Consumer Welfare Fund. | 10 | As per time frame decided in the MOU | -- | -- | 100 | Deptl Records | 10# | 15 | 20 | 25 | 30 |
| 3. | Handling of Consumer Complaints | 20 | Average time for forwarding to appropriate organizations | 30 | No. of working days | 100 | Deptl & NCH Records | 90@ | 85 | 80 | 75 | 70 |
| 4. | Response to Grievances | 10 | Acknowledgement | 7 | No. of working days | 20 | CPGRAMS / Deptl & NCH Records | 100@ | 98 | 95 | 93 | 90 |
| | | | Interim reply | 15 | No. of working days | 20 | CPGRAMS / Deptl & NCH Records | 90@ | 85 | 80 | 75 | 70 |
| | | | Final disposal | 45 | No. of working days | 60 | CPGRAMS / Deptl & NCH Records | 0# | 5 | 10 | 15 | 20 |

[# – % Deviation; @ – % Achievement]

Our Stakeholders

Department of Consumer Affairs is the nodal agency for formulation of National Consumer Policy, implementing various consumer related programmes, formulating Standards through Bureau of Indian Standards (BIS), an autonomous body and Testing & Evaluation through National Test House (NTH), a sub-ordinate office for fulfillment of all the other objectives as mentioned in our Vision. In this process, the Department consults and collaborates with the following stakeholders:-

- State Governments and Union Territories
[Food, Consumer Protection & Legal Metrology departments]
- Two responsibility centres namely BIS and NTH
- National Consumer Disputes Redressal Commission (NCDRC)
(A quasi-judicial body)
- Indian Institute of Public Administration (IIPA) / National Law Schools
- Federation of Indian Chamber of Commerce & Industry (FICCI)
- Leading Voluntary Consumer Organizations
- All consumers under various disciplines across the country.

RESPONSIBILITY CENTRES

The following responsibility centres are under the administrative control of this department:-

- i. **BUREAU OF INDIAN STANDARDS, NEW DELHI**
- ii. **NATIONAL TEST HOUSE, KOLKATA**

| Name of the Responsibility Centre | Officers' name & designation | Contact details |
|--|--|---|
| Bureau of Indian Standards, Manak Bhavan, 9 Bahadur Shah Zafar marg, New Delhi. | Shri Anil Jain, Head, Planning & Coordination | Tel. No: 011-23236953 Fax No: 011-23239399 E-Mail : pnc@bis.org.in |
| National Test House, CP Block, Sector-V, Salt Lake, Kolkata- 700091. | Dr. Sudipta Ghosh Ray, Scientist-SB (Chem) | Tele No:033-2367 5387 (O) Fax No: 033-2367 3869 E-Mail: sudipta.ghoshray@nth.gov.in |

Each Responsibility Centre has been authorized to formulate and implement their own Citizen Charter keeping in view their client requirements.

Grievance Redressal Process

COMPLAINTS/GRIEVANCES LODGING PROCESS

Consumers can lodge their complaints/grievances at the following places:-

(i) **Written Complaints/Grievances at**

Facilitation Counter at the reception, Gate No.6, Krishi Bhawan, New Delhi
(From 9.00 AM to 5.30 PM)

(ii) **Complainants can also lodge their grievances through cpgrams-darpg@nic.in**

Designated Officers and contact details:-

Nodal Officer (Consumer-related Grievances)

Shri S. S. Thakur, Director,
371, H wing, Krishi Bhavan,
New Delhi-110001
Phone No: 011-23386210
E-mail: dircoop-ca@nic.in

For grievances (concerning non-compliance of Charter)

Shri. Anil Bahuguna, Joint Secretary,
Room No.456-C, G wing,
Krishi Bhavan, New Delhi-110001.
Phone No: 011-23386189, **Fax:** 011-23382395
E-mail: anil.bahuguna@nic.in

FOR SPEEDY REDRESSAL OF GRIEVANCES

Complainant should

- Lodge their grievances along with the verifiable and specific facts and figures, so that immediate action can be taken on the grievances without any loss of time at any stage.
- Provide complete contact details of the complainant with contact phone numbers with e-mail ID if any and this will help us to contact the complainant for any further clarifications on the complaint, instead of issuing communications by post.

Timeline for response:

Acknowledgement – Within 7 days

Interim reply – Within 15 days (in case of matters related to subordinate formations)

Expected Final Disposal – Within 45 days

Can also register online complaints through the web portal: consumerhelpline.gov.in. having linkages with more than 400 companies and service providers.

Expectation from Service Recipients

(Regarding release of grants under Consumer Welfare Fund)

1) Submission of complete proposals with requisite documents as per the guidelines issued by this Department

For complete list of documents please refer to

- <http://www.consumeraffairs.nic.in>

2) Submission of utilization certificates and physical progress reports in time where ever applicable, which will help us to process the cases of ongoing projects without any further delay. Format for UCs as well as physical progress reports available on

- <http://www.consumeraffairs.nic.in>

SUBORDINATE / ATTACHED / AUTONOMOUS ORGANISATIONS UNDER THE DEPARTMENT OF CONSUMER AFFAIRS:

| Organisation | Address |
|---|---|
| The Director General, Bureau of Indian Standards (BIS) (Autonomous Body) | Manak Bhavan, 9-Bahadur Shah Zafar Marg, New Delhi-110002, Tel: 011-23237991, Fax: 011-23235414, e-mail; dg@bis.org.in / URL: bis.org.in . |
| The Director General, National Test House (NTH) | Sector-V, CP block, Salt Lake, Kolkata-700091, Tel: 033-23673870, Fax: 033-23673869, e-mail: dgnth@web.nic.in / URL: nth.gov.in . |
| Registrar, National Consumer Disputes Redressal Commission (NCDRC) (Quasi-judicial Body) | Upbhokta Nyaya Bhavan, F-Block, General Pool Office Complex, INA, New Delhi-23. Tele: 24608715/ 18, Fax: 011-24651505; Mail: ncdrc@nic.in URL: ncdrc.nic.in |
| Managing Director, National Cooperative Consumers' Federation of India Ltd (NCCF) , New Delhi | NCCF of India Ltd. NCUI Complex, 3, Siri Institutional Area, August Karanti Marg, Hauz Khas, New Delhi – 110016 Tel: 011-41006852, Mail: nccf@rediffmail.com / URL: nccf-india.com . |
| Director Indian Institute of Legal Metrology, (IILM) [Weights & Measures] | Kanke, Ranchi, Jharkhand-834007. Tele: 0651-2450633, Fax: 0651-2450821. |

++0++