

Government of India

**Citizen's Charter**

**DEPARTMENT OF CONSUMER AFFAIRS**

Krishi Bhawan, New Delhi-110001

<https://consumeraffairs.nic.in>

(Ministry of Consumer Affairs, Food and Public Distribution)

**2022-2023**

## Citizen's Charter- Department of Consumer Affairs

### **Vision and Mission**

#### **Vision:**

To enable consumer to make informed choice; 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.

### **Our Functions**

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 its various stakeholders/ clients.

### **Our Clients/Stakeholders**

- State Governments and Union Territories  
[Food, Consumers Protection & Legal Metrology Departments]

- Two responsibility centres namely Bureau of Indian Standards (BIS) and NTH.
- National Consumer Disputes Redressal Commission (NCDRC).  
(A quasi-judicial body)
- National Law Schools.
- Federation of Indian Chamber of Commerce & Industry (FICCI).
- Leading Voluntary Consumer Organizations.
- All consumers under various disciplines across the country.

### **Main Services / Transactions**

<b>S.No.</b>	<b>Service / Transaction</b>	<b>Timeline</b>
1.	Appraisal of viable projects submitted by voluntary organizations for <u>funding from Consumer Welfare Fund.</u>	3 to 3-1/2 months, if proposal are complete in all respects
2.	Release of grants for projects for funding from Consumer Welfare Fund after receipt of necessary documents.	Within 30 days
3.	Release of grants or ongoing projects from Consumer Welfare Fund after receipt of complete documents along with previous Utilization Certificate (UC).	Within 30 days
4.	Handling of Consumer Complaints	Within 60 days
5.	Action on grievances	Within 45 days
6.	Monitoring of Grievances (by senior officers)	One Review meeting and one VC every three months.
7.	Issue of Model approval test report after receipt of test results.	15 days
8.	Registration of Packaged commodities	15 days
9.	Release of grants to States / UTs for Consumer Awareness after receipt of complete proposal with previous UC.	Within 60 days

## **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**

<b>Name of the Responsibility Centre</b>	<b>Officer's name &amp; designation</b>	<b>Contact details</b>
<b>Bureau of Indian Standards,</b> Manak Bhavan, 9 Bahadur Shah Zafar Marg, New Delhi	Praveen Kumar Scientist E & Head COMPLAINT MANAGEMENT & ENFORCEMENT DEPARTMENT	Tele No. : 011-23214720 Mob.No.- 9872260961 e-mail: cmed@bis.gov.in
<b>National Test House,</b> CP Block, Sector-V, Salt Lake, Kolkata- 700091	<b>Shri Atish Kumar,</b> Scientist C (Mechanical)/ A.O.(I/C) (HQ)	Tel. No. : 033-23673872 Fax No. : 033-23673868 Mob.No.:+9197003291168 E-mail : aonthhq@nth.gov.in atish@nth.gov.in

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

## **Grievance Redressal Mechanism**

### **COMPLAINT/GRIEVANCES LODGING PROCESS**

- Consumer can approach the following fora for redressing his grievances:
  - Approach Consumer Grievance Redressal of the manufacturer / trader given under mandatory declaration in packaged commodities.
  - Approach National Consumer Helpline (NCH), if unsatisfied
  - Approach Consumer Commission, if unsatisfied with NCH
  - Approach Court assisted Mediation for mutual settlement
- Consumer can lodge their complaints / grievances against Department in following manner :-
  - (i) Written Complaints / Grievances at

Facilitation Counter at the reception, Gate No. 06, Krishi Bhawan, New Delhi.

(Timing : 9.00 AM to 5.30 PM)

- (ii) Complaints can also lodge their grievances through [cpgrams-darpg@nic.in](mailto:cpgrams-darpg@nic.in)

### **Designated Officers and Contact details:-**

**Nodal Officer (Consumer-related Grievances)**

**Nodal Officer**

**Dr. Ramesh Singh, Deputy Secretary,  
468, H-Wing, Krishi Bhawan,  
New Delhi-110001  
Phone No: 011-23071149  
Mobile no 9817637070  
E-mail : [singh.ramesh64@nic.in](mailto:singh.ramesh64@nic.in)**

**For grievances (concerning non-compliance of Charter)**

**Shri Anupam Mishra,  
Joint Secretary  
Room No. 365-A, G-Wing,  
Krishi Bhawan, New Delhi-  
110001.  
Phone No : 011-23386666,  
Fax : 011-23386322 ;  
E-mail : [js-ca@nic.in](mailto:js-ca@nic.in)**

## **Expectations from citizens/stakeholders**

- Complaint 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 his 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 60 days

Can also register online complaints through the web portal:

[consumerhelpline.gov.in](http://consumerhelpline.gov.in) having linkages with more than 400 companies and services provider.

## **Expectations from Services Recipients**

- Regarding release of grants under Consumer Welfare Fund
  - i) Submission of complete proposals with requisite documents as per the guidelines issued by the this Department. For complete list of documents please refer to <http://www.consumeraffairs.nic.in/> - organisations- Consumer Welfare Fund- guidelines.
  - ii) 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>
- Regarding release of grants for Consumer Awareness
  - (i) Submission of complete proposal with requisite documents.
  - (ii) Submission of utilization certificates and physical progress reports wherever applicable in respect of grants released in previous years.

### **FILLING OF RTI APPLICATION**

1. The applicant / user can file RTI application on-line through the centralized RTI portal <https://rtionline.gov.in/> . Hence, user need not come to the Department of for filing RTI application
2. The name of Nodal Officer and Appellate Authority under RTI Act, 2005 are as follows:

**Nodal Officer**

**Shri TR Sathish Chandra,  
Joint Director  
Department of Consumer Affairs  
Room no 372-B, krishi Bhawan, New Delhi-110001  
Tel. 2338 4390  
Mobile:9718195398  
Email: [schandran.73@nic.in](mailto:schandran.73@nic.in)**

**Appellate Authority**

**Shri. Shashi Bhushan,  
Advisor  
Department of Consumer Affairs  
Room No. 468, Krishi Bhawan, New Delhi -110001  
Tel. 23384840  
E-mail : [shashibhushan.icoas@nic.in](mailto:shashibhushan.icoas@nic.in)**



**SUBORDINATE / ATTACHED / AUTONOMOUS ORGANIZATIONS  
UNDER THE DEPARTMENT OF CONSUMER AFFAIRS.**

S.No	Organization	Address
1.	The Director General, Bureau of Indian Standards <b>(BIS)</b> (Autonomous Body)	Manak Bhavan, 9- Bahadur Shah Zafar Marg, New Delhi- 110002, Tel: 011-23230131, Fax: 011-23234062, e- mail:infor@bis.gov.in / <a href="https://bis.gov.in">URL:https://bis.gov.in</a>
2.	The Director General, National Test House <b>(NTH)</b>	Sector-V, CP Block, Salt Lake City, Kolkata-700091, Tel: 033- 23673870, Fax: 033-23673868, e-mail:dgnth-wb@nic.in URL : <a href="http://www.nth.gov.in">www.nth.gov.in</a>
3.	Registrar, National Consumer Disputes Redressal Commission <b>(NCDRC)</b> (Quasi-judicial Body)	Uphotkta Nyaya Bhavan, f- Block, General Pool Office Complex, INA, New Delhi- 110023. Tele : 25608801/02, Fax : 011-24651505; Mail : <a href="mailto:ncdrc@nic.in">ncdrc@nic.in</a> URL : <a href="http://www.ncdrc.nic.in">www.ncdrc.nic.in</a>
4.	Managing Director, National Cooperative Consumers Federation of India Ltd. <b>(NCCF)</b> , New Delhi	NCCF of India Ltd. NCUI Complex, 3, Sri Institutional Area, August Karanti Marg, Hauz Khas, New Delhi-110016 Tel : 011-41006852, Mail : <a href="mailto:nccf@rediffmail.com">nccf@rediffmail.com</a> URL : <a href="http://www.nccf-india.com">www.nccf-india.com</a> .
5.	Director Indian Institute of Legal metrology, (IILM) [Weights & Measures]	Knake, Ranchi, Jharkhand- 834007. Tele/Fax : 0651-2450821 Mail : <a href="mailto:dir-iilmr-jhr@nic.in">dir-iilmr-jhr@nic.in</a>
6	Commissioner Central Consumer Protection Authority	Room No. 567 –A, Krishi Bhawan, New Delhi - 110001 Tele: 23386666 Fax: 23386322 Mail: <a href="mailto:com-ccpa@gov.in">com-ccpa@gov.in</a>