



Government of India

Citizen's Charter

2024-2025

DEPARTMENT OF CONSUMER AFFAIRS

Ministry of Consumer Affairs, Food and Public Distribution

Krishi Bhawan, New Delhi-110001

Website: <https://consumeraffairs.nic.in/>

CONTENTS

S.NO.	CONTENT	PAGE NO.
1	Vision, Mission, Functions of the Department	3
2	Clients / Stakeholders	3
3	Main Services / Transactions	4
4	Responsibility Centres	5
4	Grievance Redressal Mechanism	6
5	Expectations from Citizens/Stakeholders	9
6	Expectations from Services Recipients	10
7	Subordinate / Attached / Autonomous Organizations / National Cooperative Society under the Department of Consumer Affairs	11

Vision of Department

- Move beyond consumer protection to consumer prosperity
- Provide timely and effective consumer grievance redressal
- Prevent malpractices of quality and measurements
- Ensure availability of essential food commodities at reasonable prices
- Enhance and strengthen trade

Mission of Department

To empower consumers through awareness and education; enhance consumer protection and safety through progressive legislations and prevention of unfair trade practices; enable quality and quantity 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)
- Central Consumer Protection Authority (A Regulatory 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

S.No	Service / Transaction	Timeline
1.	Handling of Consumer Complaints	Within 45 days
2.	Action on grievances	Within 45 days
3.	Monitoring of Grievances (by senior officers)	One Review meeting and one VC every three months.
4.	Issue of Model approval after receipt of correct test report.	15 days
5.	Registration of Packaged Commodities	15 days
6.	Release of grants to States / UTs for Consumer Awareness after receipt of complete proposal with previous UC.	Within 60 days

RESPONSIBILITY CENTRES

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

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

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

Name of the Responsibility Centre	Officer's name & designation (Shri/Smt.)	Contact details
Bureau of Indian Standards, Manak Bhavan, 9 Bahadur Shah Zafar Marg, New Delhi	Praveen Kumar Scientist E & Head Complaint Mgmt. and enforcement department	Tele No. : 011-23214720 Mob. No. 09872260961 e-mail: cmed@bis.gov.in
National Test House, CP Block, Sector-V, Salt Lake, Kolkata-700091	Shri Atish Kumar, Scientist C (Mechanical)/ A.O.(I/C) (HQ)	Tel. No. : 033-23673872 Fax No. : 033-23673868 Mob.No. 07003291168 E-mail : aonthhq@nth.gov.in atish@nth.gov.in

Grievance Redressal Mechanism

Complaint / Grievances Lodging Process

Consumer can approach the following fora for getting his / her grievances redressed:

1. Clear and Visible Information:

- Ensure that the contact information for grievance redressal is clearly mentioned on the packaging.
- Include a helpline number, email address and physical address where consumers can reach out.

2. Dedicated Grievance Redressal Team:

- Establish a dedicated team responsible for handling consumer grievances promptly.
- Train the team members on effective communication and conflict resolution.

3. Accessible Communication Channels:

- Provide multiple channels for consumers to lodge complaints, such as a helpline, email, online portal, or even a mobile app.
- Monitor and respond to these channels regularly to demonstrate responsiveness.

4. Transparent Grievance Handling Process:

- Clearly outline the process for grievance redressal on your website and packaging.
- Inform consumers about the expected timelines for resolution.

5. Acknowledge and Investigate:

- Acknowledge receipt of the complaint promptly.
- Conduct a thorough investigation into the consumer's concerns to understand the issue fully.

6. Record and Analyze Complaints:

- Maintain a systematic record of all consumer complaints.
- Analyze the data periodically to identify recurring issues and implement preventive measures.

7. Timely Resolution:

- Strive for a quick and fair resolution of each complaint.
- Keep the consumer informed about the progress and expected resolution timelines.

8. Feedback Mechanism:

- Encourage consumers to provide feedback on the grievance resolution process.
- Use feedback to continuously improve the redressal mechanism.

9. Regulatory Compliance:

- Ensure compliance with local and national regulations regarding consumer grievance redressal.
- Stay updated on any changes in regulations related to consumer protection.

10. Public Relations:

- Effectively communicate resolved cases and improvements made to the grievance redressal process.
- Demonstrate a commitment to customer satisfaction and continuous improvement.

11. Learn from Resolutions:

- Use resolved cases as learning opportunities to enhance product quality, customer service, and overall consumer experience.

12. Approach National Consumer Helpline (NCH), if unsatisfied:

- Provide consumers with information on how to escalate their grievances to the National Consumer Helpline.
- NCH having linkages with more than 760 companies and services providers.
- Ensure the process for contacting NCH is clear and accessible.

13. Approach Consumer Commission, if unsatisfied with NCH:

- Clearly outline the steps consumers can take if they are not satisfied with the resolution provided by the National Consumer Helpline.
- Provide information on approaching the Consumer Commission for further assistance.

14. Approach Court-Assisted Mediation for Mutual Settlement:

- Inform consumers about the option of court-assisted mediation for resolving disputes.
- Emphasize the benefits of mutual settlement through mediation and the legal support available in the process.

Omni Channel System:

- NCH Helpline (1915)
- Web Portal
- Emails

- CPGRAMS
- SMS (8800001915)
- NCH APP
- UMANG App
- WhatsApp

Consumer can lodge their complaints / grievances against Department in the following manner:-

- Written Complaints / Grievances at

Facilitation Counter at the reception, Gate No. 06, Krishi Bhawan, New Delhi.
(Timing : 9.00 AM to 5.30 PM)

- Complainants can also lodge their grievances through cpgrams-darpg@nic.in

Designated Officers and Contact details:-

Nodal Officer
(Consumer-related Grievances)

Ms. Swwarupa Saraan,
Deputy Secretary
Room No. 464C,
Krishi Bhawan, New Delhi-110001.
Phone No: 011-23381767
E-mail : swwarupa.saraan@nic.in

For Grievances
(concerning non-compliance of Charter)

Shri Anupam Mishra,
Joint Secretary
Room No. 365-A,
Krishi Bhawan, New Delhi-110001.
Phone No. 23386666
Fax, 23386322
E-mail : **js-ca@nic.in**

Expectations from Citizens / Stakeholders

Complainants 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 to contact the complainant for any further clarifications on the complaint, instead of issuing communications by post.

Timeline for response:

1	Acknowledgement	Within 7 days
2	Interim reply	Within 15 days (in case of matters related to subordinate formations)
3	Expected Final Disposal	Within 45 days

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 Department. For complete list of documents please refer to [http://www.consumeraffairs.nic.in/-organisations- Consumer Welfare Fund- guidelines](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 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.

FILING 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 for filing RTI application
2. The name of Nodal Officer and Appellate Authority under RTI Act, 2005 are as follows:

Nodal Officer for RTI

Shri Aman Jain, Director,
251, Krishi Bhawan, New Delhi-110001
Phone No: 011-23389327
E-mail: amanjain.ofb@nic.in

Appellate Authority for RTI

Shri Shashi Bhushan, Advisor
Department of Consumer Affairs
Room No.468, Krishi Bhawan, New Delhi -110001
Tel. 23389327;
Mobile No. 9953608081
E-mail: shashibhushan.icoas@nic.in

SUBORDINATE / ATTACHED / AUTONOMOUS ORGANIZATIONS / NATIONAL COOPERATIVE SOCIETY UNDER THE DEPARTMENT OF CONSUMER AFFAIRS

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