



GOVERNMENT OF INDIA

OUTCOME BUDGET

2015-2016

**MINISTRY OF CONSUMER AFFAIRS, FOOD & PUBLIC
DISTRIBUTION
(DEPARTMENT OF CONSUMER AFFAIRS)**

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DEPARTMENT OF CONSUMER AFFAIRS

Executive Summary

A system of performance budgeting by Ministries handling development programmes was introduced in 1969 on the basis of the recommendations of the Administrative Reforms Commission. A need was felt to address certain weaknesses that had crept in the performance budget documents such as lack of clear one-to-one relationship between the financial budget and the performance budget and inadequate target-setting in physical terms for the ensuing year. There has also been a growing concern about the need to track not just the intermediate physical “outputs” that are more readily measurable but also the “outcomes”, which are the end objectives of State intervention.

In March, 2006, Outcome Budget 2006-07 and Performance Budget 2005-06 were presented in Parliament by Department of Consumer Affairs. These documents covered plan schemes and significant portion on non-plan expenditure and internal and extra budgetary resources as well. With effect from the year 2007-08 it has been decided to merge the Performance Budget with the Outcome Budget. Thus, there is now a single document i.e. Outcome Budget for 2008-09 and onwards. This document broadly indicates physical dimensions of the financial budget indicating the actual physical performance in 2013-14, performance in 2014-15 and targeted performance during 2015-2016. An attempt has also been made to enumerate the activities and schemes of the Department, their financial outlays, physical outputs and the projected outcomes.

In the long process of conversion of outlays into outcomes, there are several intermediate stages and complementary resources which are also required for achieving intended outcomes. The cause and effect chain is not always direct and several factors come into play that influence the actual outcomes, not just the outlays earmarked. Outcomes are the end products and results of various Government initiatives and interventions, including those involving partnership with the State Governments,

Public Sector Undertakings, Autonomous Bodies and the community. They involve much more than mere “outputs”, since they cover the quality and effectiveness of the goods and services produced as a consequence of an activity under a scheme or programme.

In the modern industrial society, consumer occupies a pivotal place. With the advent of globalization, the multi national companies are competing with local companies in the matter of production as well as rendering of services. There is a need to educate the consumers about their rights and also to put in place a framework to redress consumer grievances and to encourage the organizations which advocate the consumer cause. A consumer, who is fully aware of her/his rights, is in a position to exert pressure on the producers and suppliers of goods and services to upgrade the quality and standard of the products and services. This makes the local producers and service providers globally competitive.

The campaign “Jago Grahak Jago” had generated significant awareness amongst public and had become a household name. The emphasis of the Department is an Consumer empowerment and expand the footprints in the every corner of the country.

The Department of Consumer Affairs has initiated a large number of consumer centric schemes based on the following three fundamentals: -

(i) Consumer should be able to assert his/her rights - for this purpose he/she should be aware of what to expect from the service providers (including manufactured goods). This calls for increase in consumer awareness. The vehicle for doing so, inter alia, is to promote consumer movement so that it permeates into the mindset and thus consumer welfare becomes an integral part of public policy and functioning of the government, public and private sectors.

(ii) Standards and conformity Assessment – To enable the consumer to assert his/her rights it is necessary that he/she must be able to benchmark his/her expectations of quality services or products against certain pre-determined levels. That is where the installation of a comprehensive quality infrastructure with state of art integrated system of standards, legal metrology and conformity assessment aligned to the best international practices assumes a special significance.

(iii) Should the consumer find the quality of service or goods deficient when benchmarked with pre-determined or prescribed standards, he/she should have recourse to relatively inexpensive and quick method of redressal. This means that consumer grievance redressal mechanism is an integral ingredient in asserting consumer rights.

The schemes of the Department of Consumer Affairs are woven around the above fabric.

The Outcome Budget 2015-16 is organized in the following chapters.

Chapter I – INTRODUCTION :

Chapter-I gives details of functions, major programmes, schemes and mandate of the Department. The Department of Consumer Affairs, has been assigned the prime responsibility of consumer education, protection and monitoring the prices and availability of essential commodities. The Department has launched a publicity campaign to create consumer awareness and strengthen the consumer protection mechanism.

The other initiatives taken by the Department include: -

- Computerization and computer networking of consumer fora (CONFONET)
- Strengthening Consumer Fora.
- National Consumer Helpline
- Consumer On-line Research and Empowerment Centre (CORE).
- Gold Hallmarking.
- Setting up of consumer clubs.
- Strengthening of weight & measurement organizations.
- Comparative testing of products.
- Laying down of standards through Bureau of Indian Standards.

Chapter II – FINANCIAL OUTLAYS 2015-2016, PROJECTED PHYSICAL OUTPUTS AND PROJECTED OUTCOMES:

Chapter-II gives details of the current schemes and programmes to be pursued in the year 2015-16.

Chapter III – REFORM MEASURES AND POLICY INITIATIVES:

Chapter-III gives details of policy initiatives taken by the Department.

Some of the recent initiatives of the Department relate to:

- a) Strengthening of Standardization at National and International level;
- b) Upgradation of WTO-TBT Enquiry Point;
- c) Strengthening of Legal Metrology Units of States/UTs in the country.

Chapter IV – REVIEW OF PAST PERFORMANCE :

Chapter-IV highlights the performance of the Department in implementation of various schemes in the following fields during the year 2013-14 and 2014-15.

- (a) Consumer awareness
- (b) Consumer protection
- (c) Strengthening the infrastructure for redressal of consumer grievances.
- (d) Providing Computer hardware to Consumer Fora and networking thereof.

Chapter V – FINANCIAL REVIEW:

Chapter-V gives details of expenditure vis-à-vis Budget Estimates and Revised Estimates since 2011-12. The importance attached to consumer protection and consumer awareness is evident from the fact that the plan budget allocation of the Department has remained steady in the recent years. In the year 2011-12, the plan budget allocation was Rs. 225.00 crore which went upto Rs. 241.00 crore each in 2012-13 and in 2013-14. Budget allocation slightly reduced to Rs. 220.00 crore in 2014-15 and Rs. 180.00 crore in 2015-16. Expenditure during the year 2011-12 on the plan side was Rs. 175.62 crore whereas in 2012-13 it was Rs. 126.40 crore. In 2013-14 expenditure was Rs. 180.09 crore and in 2014-15 expenditure was Rs. 115.54 crore (up to December, 2014).

Non-Plan allocation during 2011-12 was Rs. 375.36 crore which went upto Rs. 383.09 crore in 2012-13, Rs. 361.70 crore during 2013-14 and went down to Rs. 90.79 crore in 2014-15 and Rs. 96.77 crore in 2015-16 due to lesser provision for pulses subsidy. Expenditure during the year 2011-12 was Rs.330.89 crore whereas in 2012-13 it was Rs. 360.85 crore. In 2013-14 Expenditure was Rs. 260.00 crore and in 2014-15 Rs. 59.21 crore has been spent upto December, 2014.

Chapter VI – REVIEW OF PERFORMANCE OF AUTONOMOUS BODIES:

Chapter-VI details the performance of the autonomous body under the Department, namely Bureau of Indian Standards (BIS). BIS has completed 28 years of its operation in March, 2015. BIS keeps a close eye on the setting up of standards of various goods and services.

MONITORING OF PROJECTS AND PUBLIC INFORMATION SYSTEM

A system for monitoring and evaluation of projects has been put in place in the Department of Consumer Affairs. Projects are initially scrutinized and evaluated by duly constituted Committees. There is provision for a Standing Committee to monitor and approve projects under Consumer Welfare Fund (CWF). An Inter Ministerial Appraisal Committee has been constituted to evaluate and recommend new projects for consideration of the Standing Committee. Monthly reports are obtained to keep a watch on the activities carried out. In the case of the consultancy awarded to IIPA, the Monitoring Committee has been upgraded to the level of Secretary (Consumer Affairs). Department is in the process of evaluating such projects under CWF, that have completed two years through an independent agency. Over and above this, the accounts of the grantee organizations are open to audit inspection by Comptroller and Accountant General as well as the Internal Audit.

All information pertaining to the major activities including Budget, Annual Report and Outcome Budget, etc. are also available on the website of the Department: www.fcamin.nic.in. Department has set up a “Facilitation Centre” in Krishi Bhavan where public can obtain any information or approach the Central Public Information Officer, as envisaged under Right to Information Act. Department has appointed 12 Central Public Information Officers (CPIOs) under the Right to Information Act to provide information to the public. Department has also set up a “Public Grievance Cell” which looks into the grievances of general public in respect of various activities undertaken by this Department.

DEPARTMENT OF CONSUMER AFFAIRS

CHAPTER-I

INTRODUCTION

This chapter contains a brief introductory note on the functions of Department of Consumer Affairs, its organizational set up, list of major programmes/schemes implemented by the Department, its mandated goals and policy framework.

Department of Consumer Affairs (DCA) is one of the two Departments under the Ministry of Consumer Affairs, Food & Public Distribution. It was constituted as a separate Department in June 1997 as it was considered necessary to have a separate Department to give a fillip to the nascent consumer in the country. The work allocated to the Department, as per the Allocation of Business Rules, 1961, is listed below:-

- (i) Internal Trade.
- (ii) Inter-State Trade: The Spurious Preparation (Inter-State Trade and Commerce) Control Act, 1955 (39 of 1955).
- (iii) The Essential Commodities Act, 1955 (10 of 1955) (supply, price and distribution of essential commodities not dealt with specifically by any other Department).
- (iv) Prevention of Black Marketing and Maintenance of Supplies of Essential Commodities Act, 1980 (7 of 1980), persons subject to detention thereunder.
- (v) To regulate weighing and measuring instruments used in trade and transaction, industrial production and for protection of human safety including regulation of packaged commodities.

- (vi) Training in Legal Metrology.
- (vii) The Emblems and Names (Prevention of Improper Use) Act, 1952 (12 of 1952).
- (viii) The Standards of Weights and Measures Act, 1976 (60 of 1976) and the Standards of Weights and Measures (Enforcement) Act, 1985. To regulate weights and measures and commodities in prepackaged form.
- (ix) The Bureau of Indian Standards Act, 1986 (63 of 1986).
- (x) Laying down specifications, standards and codes and ensuring quality control of bio-fuels for end users.
- (xi) Consumer Cooperatives.
- (xii) Monitoring of prices and availability of essential commodities.
- (xiii) National Test House.
- (xiv) The Consumer Protection Act, 1986 (68 of 1986).

ORGANISATION

Department of Consumer Affairs' mandate consists of 4 (Four) main areas of responsibilities:-

- (i) Consumer protection,
- (ii) Internal Trade,
- (iii) Quality infrastructure and policies consisting of standards and legal metrology,
- (iv) Monitoring of prices and availability of essential commodities.

In carrying out its mandate, the Department is assisted by the following organizations:-

- (a) Bureau of Indian Standards (BIS)
- (b) National Test House (NTH)
- (c) National Consumer Disputes Redressal Commission (NCDRC)
- (d) National Cooperative Consumers' Federation (NCCF)
- (e) Indian Institute of Legal Metrology (IILM)
- (f) Regional Reference Standards Laboratories (RRSLs)

CONSUMER WELFARE FUND

Consumer Welfare Fund was created in the year 1992 with the objective of providing financial assistance to promote and protect the welfare of the consumer, create consumer awareness and strengthen consumer movement in the country, particularly in rural areas. Under these rules, any agency/organization engaged in consumer welfare activities for a period of three years and registered under the Companies Act, 1956 or any other law for the time being in force, village/ mandal/ samiti-level cooperatives of consumers, industries, State government etc. are eligible for seeking financial assistance from the Fund. Consumer Welfare Fund guide lines have been revised/amended in the year 2014. An inter-Ministerial Standing Committee has been constituted under the Rules to make recommendations for proper utilization of the money credited to the Consumer Welfare Fund for the Welfare of the Consumers.

The Fund set up by the Department of Revenue under the Central Excise and Salt Act, 1944, is operated by the Ministry of Consumer Affairs, Food & Public Distribution. The Central Excise and Salt Act, 1944 was amended in 1991 to enable the Central Government to create the CWF where the money, which is not refundable to the manufacturers, etc. shall be credited. Net amount available in CWF as on 31.12.2014 is Rs. 2.58 crores. A sum of ₹ 15.00 Crore under the budget (non-plan) has been allocated to Consumer Welfare Fund for the current financial year 2015-16.

The Department of Consumer Affairs has initiated a number of steps to promote a responsible and responsive consumer movement in the country which is in line with the best international practices. These include setting up of complaint handling, counselling guidance mechanism, comparative testing of product and services, schemes for promoting involvement of Research Institution in Consumer Protection, Creation of Chair/Centers of excellence in Institutions/Universities, training programme and Information, Education and Communication(IEC) programmes for consumer awareness. Further, the Department of Consumer Affairs, Government of India has decided to set up **Consumer Care Centers (CCC)** (GRAHAK SUVIDHA KENDRA), on a pilot basis in seven locations in India, viz.

- | | | |
|----|-------------------|--------------------------------|
| 1. | North: | Lucknow / Chandigarh |
| 2. | South: | Bangalore / Chennai/ Hyderabad |
| 3. | West: | Jaipur /Ahmedabad /Pune |
| 4. | East: | Bhubaneswar / Patna / Calcutta |
| 5. | North East: | Guwahati / Shillong |
| 6. | Central: | Raipur / Bhopal |
| 7. | National Capital: | New Delhi |

These Centres are to be run by Registered Voluntary Consumer Organizations (VCOs), to cater to all consumer needs and offer personalized services, it can have a wide impact and acceptance among the public, provided the agency selected is competent to deliver services perfectly. The centres will be set up initially for 3 years on a pilot basis.

CORPUS FUND:

In the year 2003, all the States/UTs were impressed upon to set up a Consumer Welfare Fund at the State level, so that voluntary efforts for promoting the consumer movement could be strengthened at grass root level through financial support. The State/UT Government to become eligible to receive the one time grant should deposit their share in a non-plan, non-lapsable public account. Sate/UT Government may draw up their own guidelines for administering this Fund, which should not be inconsistent with the Central guidelines. State Governments will identify a nodal agency/officer in the State to run the Scheme. This ratio has been revised in 2004 to 75:25 by the Centre and State (90:10 in the case of Special Category States/UTs. In order to strengthen the Consumer Welfare Fund in all the States/UTs further, in the year 2010 it was decided that States/UTs which are willing to establish a corpus fund of Rs. 10.00 Crore will be supported by the Central Government by contributing 75% of that amount as Central share from the Central Consumer Welfare Fund. Such corpus fund is to be credited in separate account that can generate interest which could be utilized for financing state/local

level programmes. Corpus Fund has been set up in ten States/UTs viz. Gujarat, Andhra Pradesh, Orissa, West Bengal, Bihar, Nagaland, Karnataka, Tamil Nadu, Madhya Pradesh and Kerala.

CONSUMER CLUB:

Consumer Club Scheme was launched in the year 2002, according to which a Consumer club can be set up in each Middle/High/Higher Secondary School/College affiliated to a Government recognized Board or University. A grant of Rs. 10,000/- per consumer club is admissible under the scheme. The proposal to revise the scheme is under consideration of the Department.

PUBLICITY MEASURES

The success of consumer movement depends upon the level of awareness in the country amongst the consumers about their rights and responsibilities. Within India, due to its sheer size and diversity, the level of consumer awareness varies from State to State depending upon the level of literacy and the social awareness of the people. Educating more than 120 crores of population comprising various categories particularly those in rural areas where consumers are more susceptible to exploitation on consumers' interests is a herculean task and has to be undertaken as a sustained national programme with adequate resource availability. Central Plan Scheme on Consumer Awareness was launched in the 10th Five Year Plan.

The outlay for the 11th Plan was Rs.409.00 crores.

The B.E. allocation and the expenditure status of the five years of 11th Plan is as below:-

S. No.	Year	B.E.	Expenditure
1	2007-08	Rs. 67.00 crores	Rs. 44.34 crores
2	2008-09	Rs. 75.00 crores	Rs. 80.50 crores
3	2009-10	Rs. 78.00 crores	Rs. 70.60 crores
4	2010-11	Rs. 84.00 crores	Rs. 80.27 crores
5	2011-12	Rs. 87.23 crores	Rs. 85.73 crores

The Outlay for the 12th plan is Rs. 409.29 crores

BE, RE and Expenditure during first three years of 12th Plan is as under:-

S. No.	Year	B.E.	R.E.	Expenditure
1	2012-13	Rs. 89.00 crores	Rs.69.08 crores	Rs. 66.46 crores
2	2013-14	Rs. 75.00 crores	Rs. 71.00 crores	Rs. 68.08 crores
3	2014-15	Rs. 75.00 crores	Rs. 76.47 crores	Rs. 62.90 crores (Approx.) As on date 31.12.2014

PRICE MONITORING CELL

1. The Price Monitoring Cell (PMC) monitors the prices of 22 essential commodities, viz. rice, wheat, atta, gram dal, arhar dal, moong dal, urad dal, masoor dal, tea, sugar, salt, potato, onion, tomato, vanaspati, groundnut oil, mustard oil, milk, soya oil, palm oil, sunflower oil and gur. The retail and wholesale prices are collected from 67 designated centres on daily basis on the information furnished by the State's Food and Civil Supplies Departments. The daily commodity prices and other activities of PMC are available in the website of the Department (<http://fcamin.nic.in>) which is updated regularly. Notes on the measures taken by the Government for ensuring adequate supplies and containing the rise in prices of essential commodities were prepared for Press Information Bureau (PIB) and Chief Economic Adviser, Ministry of Finance on a weekly basis for giving publicity.

2. The year-on-year Wholesale Price Index (WPI) for All Commodities in December 2014 stood at 0.11% (over December 2013) as compared to 0.00% for the previous month of November 2014 and 6.40% for the corresponding month of the previous year. The rate of inflation for Food Articles declined from 13.73% in December 2013 to 5.20% in December 2014. The inflation rate in December 2014 declined in cereals like rice and wheat, pulses like gram and arhar, vegetables like potato, onion and tomato, sugar and edible oils except mustard and rapeseed oil whereas the same for moong, masur and urad, milk, and mustard & rapeseed oil rose. As a result of various steps initiated by the Government to contain the price rise during the last eight months, the prices of various essential food items witnessed a declining/stable trend.

3. The prevailing price situation as well as other factors which have impact on prices, both in domestic and international markets are studied and brought to the notice of high level committees through agenda notes prepared for their meetings, for appropriate action at the policy level. The decisions taken in these meetings are implemented by the concerned Ministry/Department which is charged with the responsibility of the subject matter of the decision.

4. Government has taken several steps which have led to the softening of prices and insulated the vulnerable sections of society from the price rise. The measures taken on the prices front to improve availability of essential commodities include import of various items of mass consumption at zero or concessional import duties together with restriction on export, prescribing stock holding limits under Essential Commodities Act, and allocation of food grains at affordable prices under Targeted Public Distribution System (TPDS).

NATIONAL CONSUMER DISPUTES REDRESSAL COMMISSION

On the United Nations guidelines of 1985, the Government of India enacted the Consumer Protection Act 1986 for better protection of the interests of consumers and for that purpose established quasi-judicial consumer forum all over the country to redress the grievances of the consumers. The main objects of the Act are to provide inexpensive, effective and speedy remedy to the consumers for defective sale of goods and for deficiency of services; consumer education and right to be informed about the quality, quantity, potency, purity, standard and price of goods to protect the consumer against unfair trade practices.

The Consumer Protection Act – a benevolent legislation is only one of its kind a codified statutory Act in the world giving a right to the consumer to approach the Consumer Fora, established specifically to redress the grievances of all consumers.

This Act has been passed by the Parliament in 1986 adopting three tier system, National Commission at National level, State Commissions at State level and District Forums at District level, to cover jurisdiction of the entire country.

Objects and Reasons of the Act:

- (i) The right to be protected against the marketing of goods, which are hazardous to life and property.
- (ii) The right to be informed about the quality, quantity, potency, purity, standard and price of goods so as to protect the consumer against unfair trade practices;
- (iii) The right to be assured, wherever possible, access to a variety goods at competitive prices;
- (iv) The right to be heard and to be assured that consumers interests will receive due consideration at appropriate fora.
- (v) The right to seek redressal against unfair trade practices or unscrupulous exploitation of consumers; and
- (vi) The right to consumer education.

1. **National Consumer Disputes Redressal Commission:** -- The National Consumer Disputes Redressal Commission (NCDRC) was established in the year 1988. It deals with the redressal of Consumer disputes above the value of rupees one crore and also hears Appeal against the orders of the State Consumers Disputes Redressal Commissions, having jurisdiction from Rs.20 lakhs to Rupees one crore and the Revision Petition against the order in Appeal filed in the State Commission against the decision given by the District Forum, having pecuniary jurisdiction up to Rs. Twenty lakh.

The sitting of the NCDRC is at Delhi. The National Commission however, also hold its Circuit sittings under Section 22-C of the Act, at such places, notified by the Central Government, in consultation with NCDRC. In 2004, the Central Government notified eleven places to hold Circuit Benches of the National Commission. Subsequently, three more places i.e. Kochi, Jaipur and Chandigarh have been notified for holding the Circuit Bench. Till date, the National Commission held its Circuit Bench sittings at Hyderabad, Bangalore, Pune, Ahmedabad, Chennai, Kolkata, Kochi, Bhopal, Jaipur, Nagpur, Chandigarh and Lucknow.

It has the power to transfer a case pending in a State Commission or the District Forum to any other State Commission or the District Forum, as the case may be, on application of complainant or of its own motion in the interest of justice under Section 22-B of the Act. Under Section 24-B, the NCDRC has also the administrative control over all the State Commissions with regard to calling for the various types of reports and returns on functioning of the consumer Forums, uniform adoption of procedure and applicability of rules and regulations to achieve objects and purpose of the Act. It has implied power to inspect or cause to inspect State Consumer Commission or District Forum. It has power to review its order. The National Commission consists of a President who is a former Judge of the Supreme Court of India and also eleven Members of which at least one is a female Member. The Hon'ble Members of the National Commission are either former High Court Judges or former Secretaries to the Government of India. Recently, a Member from medicine and a Member from the State Commission have been appointed. At present, six Benches of the Commission are functional.

2. **State Consumer Dispute Redressal Commission:** -- The State Commissions are established at State level and deals with cases having pecuniary limit between rupees twenty lakh and one crore. They also hear and adjudicate on First Appeal filed against the order of the District Forum in the State. The State Commission has power to transfer a case from one District Forum to another within State and also have administrative control over all the District Forums in its State. The State Commission consists of One President, who is or has been a Judge of High Court and a minimum of two Members of which one is always a woman. Some of the

State Commissions are having more than two Members and also having additional Benches. There are 36 State Commissions in the country which includes Telangana State Consumer Disputes Redressal Commission having been established recently.

3. District Consumer Forums-- As on date, 644 District Forums have been functional throughout India. These District Forums deal with the redressal of Consumer Disputes where the value of goods or services and compensation claimed, if any, does not exceed rupees twenty lakhs. The District Forums are established in each District Headquarter. Keeping in view the number of cases pending, some Districts are having more than one District Forums.

After enactment of the Consumer Protection Act, 1986, the NCDRC came into existence in the year 1988. Since inception the total number of cases filed, disposed of and pending in various consumer Fora are as under:--

(As per information compiled as on 31st December, 2014)

Sl. No.	Name of Agency	Cases filed since inception	Cases disposed of since inception	Cases Pending as on 31.12.2014
1	National Commission	93009	81634	11375
2	State Commissions	667149	575751	91398
3	District Forums	3503429	3233434	269995
	TOTAL	4263587	3890819	372768

4. Administrative Functions:--

National Commission u/s 24-B of the Act has also been empowered to exercise administrative control over all the State Commissions and District Forums through the respective State Commissions by way of calling for the periodical returns in respect of institution, disposal and pendency of cases as well as issuance of instructions regarding making of uniform procedure in the hearing of matters. Keeping in view the past experience and for effecting functioning of the consumer fora, the Consumer Protection Act, 1986 has been amended thrice i.e. in 1991, 1993 and 2002. The National Commission, in consultation with of the Department of Consumer Affairs, Government of India, has notified the Consumer Protection Regulations, 2005 on 31st May, 2005 laying down the procedure for functioning of the Consumer Forums and has also notified 'Consumer Protection (Procedure for regulation of allowing appearance of Agents or representatives or Non-Advocates or Voluntary Organisations before the Consumer Forum), Regulations, 2014' on 13th February, 2014 in pursuance of the directions Hon'ble Supreme Court of India.

In order to attain the objects of the Consumer Protection Act, National Commission has also been issuing necessary directions to the State Commissions and the District Forums throughout the country regarding adoption of uniform procedure in the hearing of the matters/maintaining working days/hours etc. The National Commission is also collecting the statistical information pertaining to filing, disposal and pending of cases and forward the same to the Department of Consumer Affairs for preparing reply of the Parliament Questions etc. & Parliament Standing Committee.

Apart from the functions as contemplated under the provision of the Act, the Registry of the National Commission has to maintain the record of cases for transmitting to the Hon'ble Supreme Court as and when an Appeal is filed against the order of this Commission. National Commission being apex body at the National level, a large number of quarries from general public consumers are being received daily which are being dealt with to maintain the confidence of the consumer in the consumer redressal forums.

The Presidents and Members in the State Commissions and District Forums are being imparted training by the Indian Institute of Public Administration (IIPA), New Delhi under the supervision of the National Commission for better performance. The vacancy either in the State Commission or District Fora is reported to the respective State Government for early appointment.

5. OWN OFFICE BUILDING – ‘Upbhokta Nyay Bhawan’

The Office of the National Commission has shifted to its newly constructed building at ‘Upbhokta Nyay Bhawan’, ‘F’ Block, GPO Complex, INA, New Delhi in the month of August, 2011. The “F” Block is having Ground+Four Floors with two basements. The entire building is centrally air-conditioned with rich specification in the interiors. The building has been planned with modern facilities and superior specifications.

The total area in the ‘F’ Block is 44,318 sq.ft, out of which, 29,768 sq.ft. is the carpet area.

6. COMPUTERISATION

With the help of National Informatics Centre, a software, namely ‘Case Monitoring System’ has been developed. The software – Case Monitoring System – developed by NICS I for the computerization of the National Commission is being utilized for maintaining record of live cases. During the last year, the NICS I made several changes. All the live cases have been fed in the Software. This system helps in maintaining proper record of live cases in the National Commission. The daily list, all orders/judgements, the Consumer Protection Act, Rules & Regulations, Addresses of the State Commissions/District Forums etc. can be accessed through the website of the National Commission - www.consumercom.nic.in or <http://www.ncdrc.nic.in>. After shifting to the new building, several new equipments have been installed for better computerization e.g. Computerised Court Display System, new servers, 8 mbps leased lines, CCTVs, new computers & printers etc. The Department of Consumer Affairs has provided sufficient funds to National Informatics Centre (NIC) for computerization in the National Commission under the Confonet Project. Efforts are being made to connect the National Commission with all the consumer Fora for video conferencing facility so that hearing of cases can be held even without visiting the NCDRC in deserving cases from far-flung areas.

7. TO SPREAD AWARENESS AMONGST THE CONSUMERS

To bring more awareness among the consumers, the National Commission observes 15th March as World Consumer Rights Day, 17th August as Foundation Day of the NCDRC and 24th December as National Consumer Day by organizing the Conferences and Open house, Seminars, etc. The NGOs are encouraged to participate in the development process of the consumer fora. Interaction with Consumer Fora of other countries is also being explored and once this happens this would go long way to create awareness amongst the consumers.

CHAPTER II

FINANCIAL OUTLAYS 2015-16 PROJECTED PHYSICAL OUTPUTS AND PROJECTED OUTCOMES

This chapter gives the details of the financial outlays, plan and non plan, for 2015-16, projected physical outputs and projected/budgeted outcomes for non-plan and plan schemes of the Department of Consumer Affairs. Its main objective is to establish a correspondence between financial outlays and projected outcomes.

(Rs. in crores)

S. No.	Name of the Scheme Programme	Objective/ Outcome	Outlay 2015-16			Quantifiable Deliverables/Physical Outputs	Projected Outcomes	Process/ Timeline	Remarks
			4(i)	4(ii)	4(iii)				
1	2	3	4			5	6	7	8
			Non-Plan (Rs. in crore)	Plan (Rs. in crore)	Complementary Extra-Budgetary Resources				
I.	3456 Grant-in-aid Awareness-Programme including training and education	<ul style="list-style-type: none"> • To make consumers aware of their rights, protect their rights, train and educate them about how to use their rights and where to approach for redressal of their grievances. • To set up Mediation Advisory Centre (MAC) under PPP model. • Testing and comparative testing of products. • Verification of misleading claims of 	7.50	--	--	<ul style="list-style-type: none"> • Development of a resource centre at State level which will be networked with national resource centre. • Develop alternate consumer disputes redressal mechanism at State level. • Maximum no. of disputes resolved out of court. • Early resolution of complaints. • Reach out to rural consumers. • Capacity building of State VCOs. • State level machinery gets experience. 	<ul style="list-style-type: none"> ▪ An average of at least 80% of consumers surveyed indicate that they are very satisfied with the service. ▪ Average of at least 50% of consumers surveyed indicate that their problem was fully or partially resolved. ▪ A minimum of 70% of all contacts and files monitored by the Knowledge Resource Management Portal are categorized as good. • A minimum of 95% of consumers names and addresses used to 	3 Years	

		<p>manufacturers about their products.</p> <ul style="list-style-type: none"> • For upgradation of testing laboratories with NABL accreditation. 				<ul style="list-style-type: none"> • Companies and service providers become more active in solving consumer disputes. • Provides service in regional language in addition to English language. • Develop and assess an implementable solution for practicing mediation in resolving consumer disputes in India. • Offer court annexed Mediation (Delhi State Consumer Court referred cases & cases referred from the identified District forums). • Select and train trainers for managing Mediation in Consumer Dispute based on International Best Practices. • Train mediators from academics, VCO's and Industry across India. • Organize One National Level Consultation with the stakeholders. • Organize awareness programs promoting Mediation in major metros of India. • Create a website for promoting the concept of mediation in India and for disseminating the International Best Practices. 	<p>populate case histories are deemed accurate and</p> <ul style="list-style-type: none"> • All complaints about the SCHs service were acknowledged and answered in due time. All such complaints and answers to them were made available to the Knowledge Resource Management Portal. • Offer court annexed Mediation (Cases referred by Delhi State Consumer Court and identified District Forums). • Mediators Training- 20 Trainers and 100 Practitioners (Mediators) • Awareness programs for Businesses and Consumer Bodies across major metros in India. • One National Level Consultation with the stakeholders. • Action research & report on challenges and constraints in implementing Mediation for consumer dispute redressal in India and key areas of policy interventions at the end of the project. • Develop website for 	
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		<p>Consumer Online Resource and Empowerment (CORE) Centre project is an initiative taken by the Ministry towards web-based Consumer Awareness & Protection Programme aimed at identification of Consumer problems and their redressal through institutional approach and utilizing the information technology methods.</p>				<ul style="list-style-type: none"> • Conduct action based research and document the feedback of consumers & businesses experienced mediation with MAC. • Comparative testing of products and services. • To conduct survey to identify senior citizens who are eligible for Government pension and arrange to help them get their pension. • To conduct survey to identify BPL families and help them in securing ration card. • Develop Online Database • Upload and update the consumer related issues on time. • Make the online information available in major local languages for the benefit of a maximum number of consumers 	<p>information sharing.</p> <ul style="list-style-type: none"> • The objective is that at least 1000 consumers will use these facilities in a year from across 6 Mediation centers including Delhi and at least 80% of the cases handled by the mediators are disposed of within a time frame of 30 days. The time frame for mediation session and number of sessions to be offered will be decided by the Project Executive Committee. • To spread Consumer Awareness so as to make rational choice. • Improvement in resolution of complaints of consumer 		
		<p>To service the consumer complaints by giving them appropriate counseling</p> <p>To continue transmitting,</p>				<p>The Helpline is intended to deal with all problems related to products and services including problems related to telecom, courier, banking, insurance, financial services etc. Processing of fresh</p>		<p>Continuous for 3 years</p>	<p>Third phase of NCH (IIPA)</p>

		<p>complaints relating to companies under convergence platform for their speedy disposal. The convergence activities would continue as its existing methodology.</p> <p>The State consumer Helpline knowledge Resource Management Portal (SCHKRPM) for Coordination and Monitoring of the Central Plan Scheme of State Consumer Helpline for implementing in 3 years.</p>			<p>proposals applications regarding research projects already received and likely to be received from various organizations institutions, colleges, universities and educational institutions.</p> <p>To impart 3 training programmes for research on consumer protection.</p> <p>To identify and disseminate best practices in the field of consumer protection.</p> <ol style="list-style-type: none"> 1. Development of a resource centre at State level which will be networked with national resource centre. 2. Develop alternate consumer disputes redressal mechanism at State level. 3. Maximum no. of disputes resolved out of court. 4. Early resolution of complaints. 5. Reach out to rural consumers. 6. Capacity building of State VCOs. 7. State level machinery gets experience. 8. Companies and service providers become more active in solving consumer 	<ol style="list-style-type: none"> 1. An average of at least 80% of consumers surveyed indicates that they are either very satisfied or partially satisfied with the service. 2. Average of at least 50% of consumers surveyed indicate that their problem was fully or partially resolved. 3. A minimum of 70% of all contacts and files monitored by the Knowledge Resource Management Portal are categorized as good. 4. A minimum of 95% of consumers names and addresses used to populate case histories are deemed accurate and 5. All complaints about the SCHs service were acknowledged and 	3 Years	
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						disputes. 9. Provides service in regional language in addition to English language.	answered in due time. All such complaints and answers to them were made available to the Knowledge Resource Management Portal.		
II.	Corpus Fund Scheme	<ul style="list-style-type: none"> In order to strengthen the Consumer Welfare Fund in all the States/UTs further, it has now been decided in 2004 to revise the ratio of Centre:State share from 50:50 to 75: 25, and 90:10 in the case of special category States. The States/UTs which are willing to establish a corpus fund of Rs. 10.00 Crore will be supported by the Central Government by contributing 75% of that amount as Central share from the Central Consumer Welfare Fund. 	7.20	-	-	So far 10 states have been sanctioned Corpus Fund Four States (Madhya Pradesh, Kerala, West Bengal, Tamilnadu, Gujarat, Andhra Pradesh, Odisha, Bihar, Karnataka, and Nagaland) have been part funded for setting up corpus fund.	Consumer movement will become stronger by setting up of State Consumer Welfare Fund.	Scheme is going on and will continue till all States /UTs are benefited of the scheme. Scheme is going on and will continue till all States /UTs are benefited of the scheme	
III.	Establishment expenses of CWF.	Provision is for implementation of Consumer Welfare Fund Act and rules.	0.30	--	--				
2. (I)	Strengthening of Price Monitoring Cell		--	2.00	---	Increasing the number of centres to 100 from 67 centres during the remaining period of XII Five Year Plan	10 centres added during the year 2014-15 (till date)	10 centres proposed to be added during the year 2015-16	Approval of the competent authority obtained for the scheme of strengthening of PMC during the

									XII Five Year Plan (2012-17), as a sub-component of the scheme for Consumer protection with a provision of Rs.10.81 crore for the remaining period i.e. 2014-17
2. (II)	Pulses Subsidy Scheme		10.00						Only residual claims of PSUs to be settled.
3.	Secretariat Economic Services	Provision for salary and administrative expenses of Secretariat and PAOs	23.20						Continuous
4.	National Test House	Provision for salary and administrative expenses of National Test House.	30.32						Continuous
5.	Consumer Protection Cell	Provision for salary and administrative expenses of Consumer Protection Cell.	0.67						Continuous
6.	National Consumer Disputes Redressal Commission	Provision for salary and administrative expenses of National Consumer Disputes Redressal Commission	11.40						Continuous
7.	Weights & Measures	Provision for salary and administrative expenses of Weights	6.18						Continuous

		& Measures including RRSLs and IILM, Ranchi							
8.	(i) Strengthening Legal Metrology Infrastructure of States/UTs	To Strengthen the Legal Metrology Wing of the States and Union Territories so that they may ensure correct measurement in commercial transaction and may protect the interest of consumers. This objective will be met through Supply of equipments viz. smaller Mobile Kit for testing of weigh bridges, CNG/LPG kits, Working/secondary standards Weights and working standards capacity measures etc. to various states/UTs. Grant in aid for the construction of laboratory buildings will also be given for the said purpose.		25.00		(i) Supply of equipments viz. CNG/LPG testing kits, proving measures, standard balances etc. (ii) Construction of Standard Laboratory Buildings. (iii) Training In India and abroad.	To ensure better accuracy by proper calibration of weighing and measuring instruments used in -Trade and transaction -Protection of human health and safety; To ensure accurate standards for calibration of commercial scales and weighment by state agencies and To ensure better enforcement	During XII five year plan	
	(ii) Strengthening RRSLs & IILM Ranchi	To strengthen the existing infrastructure of RRSLs/ IILM and to create new testing facility to modernize testing/ training facilities at RRSLs and IILM,		8.00		(i) To purchase testing equipments for RRSLs and IILM (ii) Renovation work at RRSL & IILM, Ranchi to make it as centre of excellence.	To ensure better accuracy by proper calibration of weighing and measuring instruments used in trade Transaction & protection.	During XII five year plan	

		Ranchi				(iii) Establishment of new RRSLs			
9 (i)	Consumer Protection Cell	The Consumer Protection Cell renders secretarial assistance to the Department in administering the Consumer Protection Act, 1986 and related activities.		1.00		For holding one meeting of the Central Consumer Protection Council (CCPC) during 2015-16.	-	Continuous and on-going scheme.	-
(ii)	Computerization and Computer Networking of Consumer Fora CONFONET	The project is being implemented by the National Informatics Centre (NIC) and this Department in a Mission Mode Project. Under the project all Consumer Fora in the country are to be computerized. The project would enable consumers to access various types of information relating to their complaints.		15.00		Software application development upgradation. Support cell and Project Management at NIC. Supply of new hardware at Consumer Fora.	The system would be operationalized fully.	By 31.3.2016	-
(iii)	Strengthening Consumer Fora Phase-II	The scheme seeks to broadly continue with the objective of the earlier Strengthening Consumer Fora scheme to further strengthen the infrastructure of the consumer fora so that minimum level of facilities are provided at each consumer		24.00		To complete the infrastructure of all Consumer Fora.	Better facilities at Consumer Fora would helpin quicker disposal of complaints and more consumer friendly interface.	31.3.2016	-

		forum in the country, which are required for their effective functioning.							
(iv)	Consumer Helpline	To guide and counsel the Consumers to resolve their grievances.		3.00		<ul style="list-style-type: none"> • Develop alternate complaints redressal mechanism at State level. • Maximum No. of Disputes to be resolved out of court. • Early resolution of complaints. • Reach out to rural consumers. • State level machinery gets experience. • Companies and service providers become more active in solving consumer disputes. • Provide service in regional language in addition to English language. 	More no of complaints will be resolved out of court.	31.03.2016	---
10.	Gold Hallmarking	To protect Consumers against cheating by unscrupulous jewellers and to boost export of jewellery		5.00		<p>Setting up and recognition of Assaying & Hallmarking centres.</p> <p>Organization of training Programmes for artisans</p> <p>Organization of Training Programmes for personnel of A & H Centres</p> <p>Organization of Training Programmes on Auditing of A&H Centres for BIS officers</p>	<p>5 A&H Centres</p> <p>10 Training Programmes</p> <p>4 Training programmes</p> <p>1 Training programme</p>	2015-16	a) Financial viability of an Assaying and Hallmarking Centre is the main consideration for the private entrepreneur who intends to set up an A&H centre in different location.

									b) Policy decision on making of hallmarking mandatory for Gold jewellery/articles will largely determine the demand under this scheme.
ii)	National System for Standardization - Strengthening Standardization at National and International Level	<p>The scheme will help the Central Government in framing technical regulations by using the Indian standards, in public interest, including those relating to human health, safety and environment for overall consumers and societal/community benefit.</p> <p>It will help in taking strategic positions /considering inclusion of India's view point in the international standards. It would also help in incorporating national deviations in international standards and</p>		5.00		<p>R&D projects for establishment / revision of Indian Standards</p> <p>Intensifying participation of BIS Technical Committee Members in BIS Technical Committee Meetings</p> <p>Seminars/ workshop and training programmes:</p> <p>a. Workshops for Technical Committee members (2 days)</p> <p>b. Training programmes for SDOs (5 days)</p> <p>c. Seminar /workshops for other stakeholders (1 day)</p>	<p>20 R&D Projects</p> <p>300 technical committee members</p> <p>6 workshops</p> <p>1 Training Program</p> <p>28 seminars</p>	2015-16	<p>The outlay for R&D Project has been increased as new projects under Nano technology, IT, power, energy, transportation etc are envisaged during the Plan Project period. Process of award of R&D work requires thorough scrutiny at various levels of Technical Committees of BIS. Enhanced participation of stakeholders in national standardization process would</p>

		<p>safeguard national trade and consumers interests.</p> <p>It will help In developing more interactions at regional / multilateral / bilateral levels with the NSBs of other countries. Enhanced participation and consequently, better appreciation of India's concerns is expected if more meetings of the ISO/IEC technical and policy committees and with other regional / multi-lateral / bi-lateral meetings/training programmes are organized by BIS in India, which would provide ample opportunities for such interactions</p>						<p>facilitate evolving comprehensive Indian Standards</p> <p>There is also a need to sensitize stakeholders on the standards setting process which requires training to new and existing members of Technical Committee members on the concept and process of formulating standards so as to make them contribute effectively in the Committee work.</p> <p>To train the SDOs in formulating standards as per Code of Good Practice for developing standards given in WTO/TBT</p>
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									Agreement so as to demonstrate that they follow the WTO/TBT Code of Good Practice for development of standards To organize seminars/ workshop for propagation and implementation of standards and also for opinion building on subject of national importance
11.	Consumer Awareness	Empowerment of consumer by dissemination of information regarding consumer rights and responsibilities through multimedia publicity campaign "Jago Grahak Jago"		75.00		(i) Print advertisements through national and regional newspapers (ii) Release of audio spots through AIR and Private FM Channels (iii) Release of TV spots through DD Network, Private C&S channels (iv) Outdoor Publicity by banners, hoardings etc. (v) Participation in Trade Fairs/Exhibitions. (vi) Development of Consumer Awareness Index.	Target achieved	N.A.	

12.	National Test House	To implement 12 th Plan proposed objectives as submitted to Planning Commission through DoCA i) Creation of New Test, Quality Evaluation & Calibration Facilities annually as per the proposed year-wise outlay ii) Strengthening of NTH regional laboratories through procurement of new Machinery & Equipments commensurate to the requirements iii) Infrastructural Development for creation of more laboratory space through construction of new building and extension of existing building		17.00		i) Increase of revenue generation w.r.t previous year(2013-14) by providing NTH services ii) Utilization of Plan fund in accordance with the objectives laid down as under :- a) Completion of on-going construction of NTH, Guwahati Building. b) Progress of the c/o vertical extension of one floor at NTH(NWR) Jaipur. c) Start of the construction of new office building at NTH(WR)Mumbai. d) Procurement of new equipments to enhance the test and calibration facility of NTH e) Extension of IT infrastructure. iii) Start of new building of NTH, Mumbai & extension of NTH, Jaipur.	i) Anticipated revenue generation Rs.20.50 cr.	Continuous	
13.	Strengthening of Price Monitoring Cell	Strengthening of Price Monitoring Mechanism of States/UTs and Centre		2.00				Continuous	
		Total	96.77	180.00					

CHAPTER- III

REFORM MEASURES AND POLICY INITIATIVES

1. CONSUMER WELFARE FUND

NCH which was functioning from University of Delhi has now been shifted to the Indian Institute of Public Administration. NCH now operates under the Centre for Consumer Studies at IIPA from 2nd Week of May 2014. The Project recognizes the need of consumers for a Telephone Helpline to deal with multitude of problems arising in their day-to-day dealings with business and service providers.

Consumers from all over the country can access the toll-free number 1800-11-4000 and seek telephonic counselling for problems that they face as consumers relating to various sectors. The service is available in English and Hindi. Average complaints received are roughly 10,000 in a month and resolved is 40-45%. The project was sanctioned for an amount of Rs.4.00 crores in 2014 for a period of three years.

National Consumer Helpline supports consumers by

- Guiding consumers in finding solutions to problems related to Products & Services.
- Providing information related to Companies and Regulatory Authorities.
- Facilitating consumers in filing complaints against defaulting Service Providers.
- Empowering consumers to use available Consumer Grievances Redressal.
- Mechanisms, Educating Consumers about their Rights and Responsibilities

ii) Consumer Online Research and Empowerment (CORE) Centre

Consumer Online Research and Empowerment (CORE) Centre project is an initiative taken by the Ministry towards web based consumer awareness & protection programme aimed at identification of consumer problems and their redressal through institutional approach and utilizing the vibrant information technology methods. The project is being executed through Consumer Coordination Council (CCC). It presently has a membership reach of over 77 leading Consumer Organizations, spread over different

parts of the country, which are, or have been members of the Central Consumer Protection Council (CCPC), set up under the Consumer Protection Act.

The main objectives of the CORE Center Project are:-

- (i) Influencing policies, legislation and administrative framework towards promoting consumer interests.
- (ii) Empowering consumer protection groups to work towards strengthening the civil society in the democratic system of the country.

The project has been sanctioned at a cost of Rs.75.00 lakhs spread over a period of eighteen months, out of which Rs.50.00 lakhs has been released so far.

(iii) Council for Fair Business Practice, Mumbai, Maharashtra (CFBP)

As part of new initiatives to enhance the levels and reach of consumer protection and welfare activities, the Department has considered and approved a project by Council for Fair Business Practice, Mumbai, Maharashtra (CFBP) for consumer complaint handling, an amount of Rs.6.00 lakhs each year was sanctioned for 5 years. The same was revised to Rs.12 lakhs each for the 4th and 5th year instalments. Though Rs.12 lakhs was released as 4th instalment, it was decided to restrict the 5th instalment to Rs.6.00 lakhs only, due to paucity of funds.

(iv) Indian Institute of Public Administration (IIPA) submitted a project proposal for State Consumer Helpline Knowledge Resource Management Portal (SCHKRMP) for coordination and monitoring of scheme on State Consumer Helpline. An amount of Rs. 167.35 Lakhs was sanctioned out of which Rs. 74.06 Lakhs & Rs.22.69 Lakhs were released as Ist and IInd year grant in aid. An additional grant of Rs. 11.00 lakhs for a period of one year was also released to IIPA , New Delhi for availing a leased line of 8 MBPS from MTNL.

(v) Federation of Indian Chamber of Commerce and Industry (FICCI,MAC) New Delhi, has been sanctioned a project for setting up of Mediation Advisory Centre (MAC) under PPP Model with the support of Department of Consumer Affairs, GIZ and FICCI at a cost of Rs.1,05,26,000 for 15 months, wherein the contribution of Department of Consumer Affairs amounting to Rs.58,30,000 has been released. An additional grant in aid of Rs. 15 lakhs has also been released during the financial year 2014-15 for continuing the MAC project.

II. Setting up of consumer Product Testing Laboratories

i) Centre for Comparative Testing of Products and Services(Voice Society)

VOICE Society, New Delhi has been sanctioned a project for Comparative Testing of 6 products & 2 Services for the year 2014 at a cost of Rs. 40 lakhs with the objective of ensuring product quality and safety. Grant in aid of Rs. 40.00 lacs for the project has been released during the month of September 2014.

The objective of comparative testing of products and services

- To provide consumers unbiased information that will enable them to make a rational choice among major brands available in the metropolitan markets. This will help them to get good value for their money.
- To raise the standard of manufactured goods and services by increasing public awareness and consequently to pressurise the manufacturers to improve the quality of the products they supply. Thus, the standard of goods will improve.
- To serve as a basis for campaigns to persuade Government to introduce policies which protect the rights of consumers
- To communicate to government, regulatory and standard authorities the test-results for appropriate action against malpractices (if any).
- To educate consumers about the types of products that will be most likely to suit their needs. Consumers would then pressure products to improve the quality of their products.
- To draw public attention to unsafe goods and unfair trade practices.
- To verify the product claims of different brands of Health Related products as per available National Standards.

(ii) CONCERT Trust Chennai: The Department of Consumer Affairs has approved and sanctioned the proposal for financial assistance for Comparative Testing of 3 products and 1 service at a cost of Rs. 40.00 lakh. The amount was released in the month of August 2014.

(iii) M/s Consumer Education and Research Centre (CERC) 'Suraksha Sankool' Sarkhej-Gandinagar Highway, Thaltej, Ahmadabad has been sanctioned an amount of Rs. 1.25 crore grant in aid to expand its consumer protection and service activities over a period of 5 years. Two instalments of Rs. 25 lakhs each have been released, first in the month of December 2012 and second in the month of June 2014. The laboratory tests products in three categories, viz. food, chemicals, pharmaceuticals, domestic electrical appliances, accessories, lighting products, and fans. It also tests personal care products- hair, skin, and dental care products. The test reports are

published in the magazine. The reports carry the manufacturers' response to the test findings as well. Consumers are provided with 'Best Buy' information for sustainable consumption by way of product comparative test reports.

III Scheme for promoting involvement of Research Institutions/Universities /Colleges etc. in Consumer Protection and Consumer Welfare

This scheme has been launched in 2004 with a view to sponsor research and evaluation studies in the field of consumer welfare to provide solution to the practical problems being faced by the consumers, to sponsor seminars/workshops/conferences on the consumer related topics, and to have necessary inputs for the formulation of policy/programme/scheme for protection and welfare of the consumers. The Indian Institute of Public Administration, New Delhi, has been identified as the nodal organization to administer the scheme. An amount of Rs. 2.98 crores over 3 years was sanctioned for consultancy project under the scheme for promoting involvement of Research Institutions/Universities /Colleges etc. in Consumer Protection and Consumer Welfare. The Department of Consumer Affairs has now sanctioned and released grant in aid of Rs. 66.25 lakhs over one year, in May, 2014 for revised Consultancy project on Consumer Protection and Consumers "involving research organizations in Consumer Protection measures" during financial year 2014-15.

IV Creation of Chair/Centers of excellence in Institutions/Universities:

(i) **Chair on Consumer Law and Practice in National Law School of India University (NLSUI), Bangalore:-** The primary objectives of the Chair is to act as a "Think Tank" for the Research and Policy related issues on consumer law and Practice and also develop Consumer Affairs as a district subject of study both at Under Graduate and Post Graduate levels. Grant in aid of Rs.15 lacs has been sanctioned and released to NLSUI for carrying out additional activities by the chair/Centre on Consumer Law and Practice in the year 2013-14.

(ii) A project has been approved by Standing Committee to **Administrative Staff College of India, Hyderabad** at a cost of Rs. 1.50 crores for setting up of a centre for Rural Consumer Studies at (ASCI) campus for a period of three years. An amount of Rs.45.00 Lakh has been released in 2012 as 1st instalment and Rs.38,16,160/-as second installment in March, 2013.

(iii) **National Law Institute University, Kerwa Dam Road, Bhopal, M.P.:** The Department of Consumer Affairs has sanctioned in March 2010 and a grants in aid of Rs.94.45 lakhs spread over a period for 5years for Chair on Professorship in Consumer Protection. Department has released two installments of Rs.39.37 Lakh and Rs.23,36,734/- each in March, 2010 and August, 2013 respectively.

The objective of the project of NLIU, Bhopal are—

- (a) To study how Consumer Protection Law adapts itself to changing socio economic realities.
- (b) To study key issues relating to UTPs as well as RTPs and propose equitable solutions.
- (c) To develop, promote knowledge, training and research capabilities in the law related to Consumer Protection and UTPs.
- (d) To transfer knowledge and promote cooperation within areas affected by Consumer protection and UTPs.

V Information, Education and Communication programmes for consumer awareness

The Department in the year 2011 had sanctioned Rs.49.50 lakhs to **Ayolta Human Resource Society, Nagaland** (Out of the sanctioned amount Rs.4.50 lakhs will be borne by the Ayolta) for a period of 3 years for the project “Awareness Generation and Training Programmes on Consumer Right and Protection” in Nagaland. Out of the sanctioned amount of Rs.45 lakh the 1st and 2nd instalments of Rs.15 lakhs each have been released in 2012 and 2013 respectively to Ayolta Human Resource Society.

2 NATIONAL TEST HOUSE

National Test House(NTH)- A subordinate office- under the Department of Consumer Affairs(DOCA), Government of India and a Scientific and Technological(S&T) Organization has been rendering its services to the nation in the field of Test, Quality Evaluation and issuing of Test Certificates on the conformity of practically all sorts of engineering products(except Drugs, Pharmaceuticals, Arms and Ammunitions) as per national, international and customer specified standards since the year 1912. **NTH has a network of six regional laboratories situated at Kolkata, Mumbai, Chennai, Ghaziabad, Jaipur and Guwahati and administering by the Office of the Director General, NTH at Salt Lake, Kolkata**

Over the years apart from test and quality evaluation of engineering products in six major engineering disciplines (viz. Chemical, Mechanical, Electrical, Metallurgy/ Non-Destructive Testing(NDT), Civil and Rubber, Plastic, Paper & Textile(RPPT), NTH has diversified itself in the area of providing Calibration Services, Training in Test Methodologies, Consultation for product up-gradation, Welder Certification under Indian Boiler Regulation Act (IBR) Act, 1950 and related S&T services. Besides, the Scientists of NTH assists BIS in formulation, framing and developing Indian Standards as members of various Technical Committees. The Scientists of NTH also carry out R&D activities in respect of development and modification of test methodologies which are being incorporated in the Indian Standards after necessary validation. **All the NTH regional laboratories have been duly accredited by National Accreditation Board for Testing & Calibration(NABL) in the field of Test & Calibration services.**

NTH extends its services to the nation by assisting Custodians of law of the country, Judiciary and Vigilance Departments as a referral laboratory by testing and evaluation of contentious products.

NTH render its services to industries(Private, PSU, Autonomous Bodies & Govt. Departments (both State and Central), Scientific Research Institutions like DRDO, Indira Gandhi Atomic Research Center, Kalpakkam, IIT etc., different Consumer Forums and even individuals.

Thus the vision and objective of NTH as envisaged is to provide Consumer Protection in respect of assuring quality products to the nation as a whole.

Functions of National Test House (NTH)

- ▶ Test, Quality Evaluation of industrial and consumer products (except Drugs, Pharmaceuticals, Arms and Ammunition) and issuing of test certificates as per national/international standards or consumers requirements
- ▶ Calibration of artifacts

- ▶ Imparting training on test methodologies to industrial professionals and students from academic and technological institutions

- ▶ Provide consultancy for up-gradation of products

- ▶ Development and modification of test methods

- ▶ Provide assistance to BIS for framing and modification of Indian Standard as Chairman/ Member of Technical Committees

- ▶ Services through six regional laboratories(Kolkata, Mumbai, Chennai, Ghaziabad, Jaipur and Guwahati)

- ▶ Assisting NABL in its laboratory Accreditation Programme

In view of strengthening, modernizing , infrastructure expansion and development and also to increase its stake especially in the area of Test and Quality Evaluation of varied engineering products to satisfy , **NTH was allocated fund to the tune of Rs. 69.51 crore during the 11th Five Year Plan Period. For 12th Five Year Plan period an outlay of Rs. 88.90 crore has been approved.**

- a) To fill up the gap of major test areas in respect of high value industrial and consumer products across the country, like test for Solar energy appliances, Impulse voltage test facilities for transformer, EMI/EMC test facilities for electronic gadgets, automobile tyre testing, test facilities for Light Emitting Diode(LED) lamp etc.
- b) To develop a coherent bond on sharing scientific and technological services between NTH and BIS for providing adequate service in consumer protection.
- c) Strengthening of NTH regional laboratories in order to widen its scope of test activities by procuring advanced technological Machinery & Equipments.
- d) To make NTH self-sufficient during the 12th Five Year Plan Period.
- e) To provide improved & rapid service delivery to the customers and clients through web based computer network (MIS system).
- f) To impart training to Professionals and students from engineering colleges on Test methodologies.
- g) Infrastructural development by construction of new /additional building / additional floor depending on the requirements with a view to enlarging the existing laboratory space of different NTH Regions.

3 CONSUMER PROTECTION UNIT

Major policy initiatives taken concerning the Consumer Protection Unit (CPU) are as under:

(1) Computerisation and Computer Networking of Consumer Fora in the Country (CONFONET):

To enhance transparency and efficiency in the functioning of Consumer Dispute Redressal Agencies (Consumer Fora) established under the Consumer Protection Act, 1986, the 'CONFONET' project is being implemented through the National Informatics Centre (NIC) on turnkey basis. The project would provide for computerization of all Consumer Fora in the country. This project would enable consumers & other concerned to access information online. The scheme has been extended during 12th Plan period in a Mission Mode approval with a total outlay of Rs.70 crores.

(2) **Strengthening Consumer Fora Phase-II:**

The scheme is an extension of the 11th Plan scheme 'Strengthening Consumer Fora' in the 12th Plan period with a total outlay of Rs.143.95 crore. The scheme would further strengthen the infrastructure of the Consumer Fora so as to provide the minimum level of facilities required to make these Fora fully functional. Under this scheme, assistance would primarily be extended to States to complete the infrastructure in those Consumer Fora which were not covered under the earlier schemes. The scheme has a sub-component named as "Consumer Counseling and Mediation (CCM)".

(3) **State Consumer Helpline:**

Under this scheme State Consumer Help lines are being set up by State Governments with objective to encourage Alternate Consumer Disputes Redressal mechanism at State level and help in resolving cases through Mediation cell. These State Help lines are being networked with the Nodal Portal set up at IIPA under the Centre of Excellence for Consumer Protection. Under this scheme State Governments are being provided one time non-recurring grant for establishing the State Helpline and recurring grant for five years for smoothly running the State Consumer Helpline. It is the responsibility of State Government to run the Helpline later on. This scheme has been extended during 12th Plan period with a total outlay of Rs.18.00 crore. So far 30 States/UTs have been sanctioned funds under this scheme.

4 PUBLICITY

The Department has been focusing on core areas of its functioning i.e. Standards such as ISI and Hallmarking, provisions of Weights & Measures Act and Consumer Protection Act in various advertising campaigns. The Department has also released joint campaigns with NPPA, FSSAI & RBI. The Department has been releasing consumer awareness messages through various mediums such as Newspapers, Doordarshan, Private Satellite TV Channels, AIR, Pvt. FM. Stations, Hoardings, Interactive voice Response System, LCD Screen, Railway etc. The messages are released in region specific language.

The Legal Metrology Act, 2009 (1 of 2010) was published in the official Gazette of India on 14.1.2010 and was implemented w.e.f. 1st April, 2011, with all rules made there under, after replacing the Acts namely Standards of weights and measures Act, 1976 and Standards of Weights and Measures (Enforcement) Act,1985. This Act will make uniform enforcement across the country.

It has been made mandatory from 1st July, 2014 that for 'every package containing soaps, shampoos, tooth pastes and other cosmetics and toiletries shall bear at the top of its principal display panel a red or, as the case may be, brown dot for products of non-vegetarian origin and a green dot for products of vegetarian origin'. (However, Hon'ble High Court of Bombay has directed not to take coercive action in the matter).

Vide GSR 870 (E) dated 4.12.2014 '*any thread which is sold in coil to handloom weavers*' is exempted from the purview of the Legal Metrology (Packaged Commodities) Rules, 2011 to safeguard the interest of small weavers.

CHAPTER IV

REVIEW OF PAST PERFORMANCE

Consumer Welfare Fund (Non-Plan)

A Consumer Welfare Fund (CWF) was created in 1992 with the objective of providing financial assistance to promote and protect the welfare of the consumers, create consumer awareness and strengthen consumer movement in the country, particularly in rural areas. The State Governments and Union Territory Administrations have been impressed upon to create their own Consumer Welfare Fund.

The other activities under the Consumer Welfare Fund relate to establishment of consumer clubs, promotion and involvement of Research Institutions/Universities/Colleges etc. in consumer protection and welfare.

Details of main projects approved by Standing Committee during the financial year 2013-14:-

The following projects have been released amounts as mentioned against each during 2013-14:

1. **Consumer Online Resource & Empowerment (CORE), Noida** for consumer awareness & protection programme aimed at identification of consumer problems and their redressal through institutional approach and utilizing the vibrant information technology methods:Rs.25.00 lakhs.
2. **Indian Institute of Public Administration (IIPA), New Delhi** for centre of Consumer Study: Rs. 201.27 lakhs.
3. **National Consumer Dispute Redressal Commission (NCDRC), New Delhi** for engagement of Law Clerks : Rs.36.00 lakhs.
4. **Ayolta Human Resource Society, Nagaland** for Consumer Awareness Programme: Rs.15.00 lakhs.
5. **Federation of Indian Chambers of Commerce and Industry (FICCI), New Delhi** for Knowledge work for the High Level Group on Internal Trade Reforms:Rs.15.00 lakhs.

6. **M/s Seeking Modern Application for Real Transformer “Mewat Radio”, New Delhi** for consumer grievances redressal through community radio: Rs.10.00 lakhs.
7. **Society for Advancement of Villagers Employment and Rehabilitation of All(SAVERA), New Delhi** for continuation of information, education and communication(IEC) programme phase-II to be conducted in the selected backward districts of Bihar over a period of two years: Rs.25.00 lakhs.
8. **Kerala State Civil Supplies Corporation Limited (SUPPLYCO), Kochi** for procurement of 10 mobile fair price stores for strengthening the distribution of consumer article and for consumer awareness campaign in remote, coastal and tribal areas: Rs. 1.50 crore.
9. **National Law School of India University, Bangalore** for carrying out additional activities by the Chair/Centre on consumer law and practice:Rs.15.00 lakhs.
10. **V.Kikhi Welfare Society, Nagaland** for consumer awareness programme: Rs. 10.00 lakhs.
11. **National Law Institute University (NLIU), Bhopal** for chair professorship in consumer protection and consumer welfare: Rs. 23.37 lakhs.
12. Setting up of **Corpus Fund**: Govt. of Gujarat :Rs. 7.50cr, Govt. of Tamil Nadu: Rs. 6.50cr, Govt. of Bihar: Rs. 4.87cr, Govt. of Odisha : Rs. 4.87cr, Govt. of Karnataka : Rs. 4.87cr and Govt. of Andhra Pradesh : Rs. 4.38cr respectively.

CONSUMER WELFARE FUND

Statement of Outlays/Outcomes/Targets and Actual Achievement 2014-15

NON-PLAN

(In crores of Rs.)

S.No.	Name of the Scheme Programme	Objective/Outcome	Outlay 2014-15	Expenditure During 2014-15 up to 31.12.2014	Deliverables/Physical Outputs	Achievement w.r.t (Col-5)	Reason for variation
1	2	3	4	5	6	7	8
I	0.4.01 Awareness Programme including training and education.		15.00				
	04.01.31 Grant-in-aid general.		7.00	3.27			
	4.01.35 Grants for capital assets.		0.50				
a	(i) Centre (CORE) set up by Consumer Coordination Council, Noida (UP)	Consumer Online Resource and Empowerment (CORE) Centre project is an initiative taken by the Ministry towards web-based Consumer Awareness & Protection Programme aimed at identification of Consumer problems and their Redressal through institutional approach and utilizing the information technology methods. An amount of Rs.75 lakhs was sanctioned as grant in aid over a period of 3 years.	0.25	0.25	(i) Develop in Online Database (ii) Upload and update the consumer related issues on time. (iii) Make the online information available in major local languages for the benefit of a maximum number of consumers.		

	(ii) Centre (CORE) set up by Consumer Coordination Council, Noida (UP) for National Convention.	The Department has sanctioned an amount of Rs.7.00 lakhs grant in aid for organizing National Consumer Convention on challenge facing Indian Consumer. Grant in aid Rs. 3.5 has been released out of Rs.7.00 lakhs as an advance payment.	0.04	0.04			
b.	National Consumer Helpline	NCH has been shifted from University of Delhi to the Indian Institute of Public Administration. NCH now operates under the Centre for Consumer Studies at IIPA from 2nd Week of May 2014. The Project recognizes the need of consumers for a Telephone Helpline to deal with multitude of problems arising in their day-to-day dealings with business and service providers. Consumers from all over the country can access the toll-free number 1800-11-4000 and seek telephonic counselling for problems that they face as consumers relating to various sectors. The service is available in English and Hindi. Project has been extended for further three years in Phase-III at a cost of Rs. 4.00 crores.	1.00	1.00	NCH is continuously doing efforts by forwarding the complaints to respective companies as well as by organizing discussions with officials of the companies so that the complaints get resolved before going the same to consumer courts. New guideline regarding credit cards issued by RBI is a major achievement of NCH.	Average complaints received are roughly 10,000 in a month and resolved is 40-45%.	
c.	(ii) Indian Institute of Public Administration: IP Estate, Ring Road, New Delhi	Setting up and running a Centre for Consumer studies in IIPA (i) Conduct/facilitate in depth research in the area of consumer protection and consumer welfare.	0.66	0.66	i) Organize seminar/training workshops/conferences /round table on the contemporary issues relating to consumer protections. ii) Sensitize trade and industry and the Net		

d.	Voluntary Organisation in Interest of Consumer Education (VOICE), New Delhi	<ul style="list-style-type: none"> • Comparable test data of most selling products for verification of product quality and performance. • Opportunities for manufactures to know their product performance compared with their counter parts. • Choices for consumer as best buy products sold in the markets. <p>Verification of misleading/claims of their products and providing information symmetry between consumer and producers to enhance and contribute to development of competitive market</p>	0.40	0.40	Comparative Testing of 6 Products and 2 services per year	<p>To spread Consumer awareness based on scientific studies of various consumers products and services to make rational choice.</p> <p>To sensitize national standards bodies policy makers on up gradation of national standards/policy changes</p> <p>Opportunity for manufactures to improve upon their products in competitive markets especially on quality, performance, safety and energy efficiency based on our scientific studies.</p>	
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e.	Consumer Education & Research Centre Ahmadabad.	CERC has been sanctioned an amount of Rs. 1.25 crores for expand its consumer protection and service activities over a period of five years.	0.25	0.25	Steps to enhance awareness among consumer about the products they use & serve as Resource Centre for consumers seeking information guidance and testing.		
f.	CONCERT, Chennai	The Department of Consumer Affairs has approved and sanctioned the proposal for financial assistance for comparative testing of products and Services at a cost of Rs.1.42 crore over a period of two year.	0.40	0.40			
g.	NCDRC, New Delhi.	(i) For meeting expenses on advocacy and class action	0.005	0.005			
h.	Council for Fair Business Practice, Mumbai, Maharashtra (CFBP)	For up gradation of test laboratory and for complaint handling. An amount of Rs.6.00 lakhs has been released as fifth instalment of Grant in aid.	0.06	0.06	For consumer complaint handling by CFBP. Rs.6 lakhs is sanctioned for complaint handling per years for 5 years.		
i.	Consumer Online Foundation, New Delhi	The Department has sanctioned and rereleased an amount of Rs.6.00 lakhs grant in aid for organizing conference on "Patient safety and access to quality healthcare at Haridwar.	0.06	0.06			
j.	Federation of Indian chambers of Commerce and Industry (FICCI ,MAC).	To set up Mediation Advisory Centre (MAC) under PPP model.	0.15	0.15	1. Develop and assess an implementable solution for practicing mediation in resolving consumer disputes in India. 2. Offer court annexed Mediation (Delhi State Consumer Court referred cases & cases referred from the identified District forums).		

					<p>3. Select and train trainers for managing Mediation in Consumer Dispute based on International Best Practices.</p> <p>4. Train mediators from academics, VCO's and Industry across India.</p> <p>5. Organize One National Level Consultation with the stakeholders.</p> <p>6. Organize awareness programmes promoting Mediation in major metros of India.</p> <p>7. Create a website for promoting the concept of mediation in India and for disseminating the International Best Practices.</p> <p>8. Conduct action based research and document, the feedback of consumers & businesses experienced mediation with MAC.</p>		
K.	04.04 Establishment Expenses of Consumer Welfare Fund.		0.30	---			
II	Corpus fund Scheme						
a.	3601 Grant-in-aid to State Government	In order to create Corpus fund in the States with central contribution 75% of the total amount and 90% of the central contribution in the case of special category states.	6.80	4.50	The sanctioned amount will be utilized by the respective states for strengthening consumer awareness activities to NGOs/VCOs.	Corpus fund have been released in the current financial to the Govt. of	

						Andhra Pradesh and Govt. of Nagaland of Rs.2.12 crores and Rs.2.38 respectively.	
b.	3602 Grant-in-aid to UT Governments 01.00.31	In order to create Corpus fund in the States with central contribution 75% of the total amount and 90% of the central contribution in the case of special category states.	0.40	--			

*Only major projects have been shown.

PLAN SCHEMES

1 (a)	3601- Grant-in-aid to States Govts. 03- Grants for Central Plan Schemes 04- Consumer Helpline 04.00.31- Grant-in-aid.	To guide and counsel the consumer to resolve their grievances.	2.50	1.50	<ol style="list-style-type: none"> 1. Develop alternate redressal mechanism at State level. 2. Maximum No. of Disputes to be resolved out of court. 3. Early resolution of complaints. 4. Reach out rural consumers. 5. Capacity building of state level VCOs. 6. State level machinery gets experience. 7. Companies and service providers become more active in solving consumer disputes. 8. Provide service in regional language in addition to English language. 	More No. of complaints will be resolved out of court.	The project is for 5 years after that states will continue the project from their own sources. Grant-in-aid has been sanctioned to Dadar & Nagar Haveli, Puducherry, Utrakhand for setting up of State Consumer Helpline. Recurring grant in aid were also released to Maharashtra, Mizoram, Odhisa, Rajasthan.
(b)	3602 Grants-in-aid to UTs. Govts. 03-Grant for Central Plan Schemes 04- Consumer Helpline 04.00.31- Grant-in-aid.	To guide and counsel the consumers to resolve their grievances.	0.50	--	<ol style="list-style-type: none"> 1. Develop alternate redressal mechanism at State level. 2. Maximum No. of Disputes to be resolved out of court. 3. Early resolution of complaints. 4. Reach out rural consumers. 		

					<p>5. Capacity building of state level VCOs.</p> <p>6. State level machinery gets experience.</p> <p>7. Companies and service providers become more active in solving consumer disputes.</p> <p>8. Provide service in regional language in addition to English language.</p>		
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Regional Reference Standards Laboratories (RRSLs)

The Central Government has established five Regional Reference Standards Laboratories at Ahmadabad, Bangalore, Bhubaneswar, Faridabad and Guwahati to check periodically the Legal Standards of weights and measures of State Government laboratories as well as to carry out calibration and testing of weights and measures of industries of the region.

The basic objectives of establishment RRSLs are as follows:-

- (i) Periodic verification of legal standards of weights or measures of States/UTs in the region.
- (ii) To conduct model approval tests of weighing and measuring instruments covered under Legal Metrology.
- (iii) Calibration of measuring instruments used by industries.
- (iv) Liaison with States weights and measures Dept., and to conduct surveys to check effective implementation of laws in various sectors of economy.
- (v) To conduct need based training seminars for enforcement officials of the region.

Scheme

The Department of Consumer Affairs, Government of India has formulated two Schemes during XII Plan, namely Strengthening Legal Metrology Infrastructure of States/UTs and Strengthening of Regional Reference Standards Laboratories (RRSLs) and Indian Institute of Legal Metrology (IILM), Ranchi.

1. Scheme “Strengthening Legal Metrology Infrastructure of States/UTs”.

The objective of the scheme is augmentation of State’s Legal Metrology infrastructure in holistic way by construction of laboratory building, supply of equipments and capacity building of enforcement officials for effective implementation of weights and measures laws.

The continuing scheme with an outlay of Rs. 270 crore will be implemented during 2012-17 to strengthen the State enforcement machinery in a holistic way. Under this scheme during 2012-13 Grant in Aid of amount Rs. 20.59 crore was given to States/UTs for the construction of Secondary/Working Standard Laboratories/ tank lorry calibration units and Rs. 0.88 crores were given to National Physical Laboratory, New Delhi and Fluid Control Research Institute, Palakkad, Kerala for training of Legal Metrology Officers of States/ UTs and GOI.

During 2013-14 letter of authority for Rs. 26.01 crore was given to DGS&D for supply of equipments to States/UTs out of which they have spent Rs.21.76 Cr and Rs. 11.66 Crore were given to Government of India Mint, Mumbai for supply of standard equipments. Rs. 13.46 crore Grant in Aid was given to States/UTs. An amount of Rs. 1.09 Cr has been spent for the training of Legal metrology Officers of States/ UTs / Govt. of India at National Physical Laboratory, New Delhi and NITS, BIS, Noida etc.

During 2014-15 (till 31.12.2014) Grant in Aid of amount Rs. 11.75 crore was released to States/UTs for the construction of Secondary/Working Standard Laboratories, letter of authority for Rs. 1.61 crore was given to DGS&D for supply of equipments to States/UTs and Rs. 1.31 crores were given to National Physical Laboratory, New Delhi and Fluid Control Research Institute, Palakkad, Kerala for training of Legal Metrology Officers of States/ UTs and GOI.

2. Strengthening of Regional Reference Standards Laboratory (RRSLs) and Indian Institute of Legal Metrology (IILM), Ranchi.

The objective of scheme is to strengthen RRSLs and IILM by complimenting the existing facility in mass, volume and length measurement. The total outlay of the scheme was 30.0 crore. The scheme aims at providing better testing facilities in mass, volume,

length measurement, force, torque and flow measurement for better consumer protection. Under the scheme two new RRSLs will be established at Nagpur, Maharashtra and Varanasi, Uttar Pradesh.

During 2012-13 Rs. 1.58 crore for major works of RRSLs/IILM and 0.16 crore for Machinery & Equipments to RRSLs were spent.

During 2013-14 Rs. 1.14 Cr for major works of RRSLs/ IILM, Rs. 79.78 Lakh for Machinery & Equipments to RRSLs and Rs. 4.75 Lakh for capacity building program were spent.

During 2014-15 (till 31.12.2014) Rs. 1.20 Cr for major works of RRSLs/ IILM and Rs. 0.95 Lakh for capacity building program were released.

The Highlights of the schemes, objectives and achievement during the year 2013-14 are as follows:

(Rs. In crore)

S. No.	Name of Scheme/ Programme	Objective/Outcome	Outlay 2013-14			Actual Expenditure 2013-14		Quantifiable Deliverables/Physical Outputs	Achievements w.r.t col.6	Reasons for variation
			4 (i)	4(ii)	4(iii)	Non-Plan	Plan			
			Non-plan Budget	Plan Budget	Complementary Extra-Budgetary Resources	Non-Plan	Plan			
1	Strengthening of Weights & Measures Infrastructure In states/UTs	To strengthen the infrastructure of legal Metrology in States for better enforcement of weights & measures Laws.		BE 60.00 RE 52.22			47.47	-Supply of mobile Kits for testing weighbridges, -Grant in Aid for construction of Standard Laboratory Buildings -training at FCRI/NPL	--- Mobile kits Supplied, -Grant in Aid -training at FCRI & NPL, New Delhi	
2	Strengthening Of RRSL & IILM Ranchi	To strengthen Infrastructures Basis better Consumer Protection		BE 4.00 RE 2.06			1.65	Creation of new Testing facility like Flow measurement etc	Renovation work of IILM and Flow Measurement Facility at RRSL	

The Highlights of the schemes, objectives and achievement during the year 2014-15 are as follows:

(Rs. In crore)

S. No.	Name of Scheme/ Programme	Objective/Outcome	Outlay 2014-15			Actual Expenditure Upto Dec. 14		Quantifiable Deliverables/Physical Outputs	Achievements w.r.t col.6	Reasons for variation
			4 (i)	4(ii)	4(iii)	Non-Plan	Plan			
1	Strengthening of Weights & Measures Infrastructure In states/UTs	To strengthen the infrastructure of legal Metrology in States for better enforcement of weights & measures Laws.	Non-plan Budget	Plan Budget	Complementary Extra-Budgetary Resources	Non-Plan	Plan	-Grant in Aid for construction of Standard Laboratory Buildings -training at FCRI/ NPL	-Grant in Aid released at FCRI/ NPL	DGS&D could not finalize the tenders
2	Strengthening Of RRSL & IILM Ranchi	To strengthen Infrastructures Basis better Consumer Protection		BE 11.00 RE- 1.98			1.21	-Major works etc -Seminar etc.	-Renovation work of RRSLs -seminar at IILM	State Govt. could not provide land for new RRSLs

CONSUMER PROTECTION UNIT

REVIEW OF PAST PERFORMANCE

Review of 2013-14

(Rs. in Crores)

Sl. No.	Name of the Scheme/ Programme	Objective/ Outcome	Outlay 2013-14	Actual Expenditure (2013-14)	Quantifiable Deliverables	Achievements w.r.t Col (6) (31.03.2014)	Remarks
(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8)
1.	Consumer Protection Cell	The Consumer Protection Cell renders secretarial assistance to the Deptt. in administering the Consumer Protection Act, 1986 and related activities.	0.40	0.1306	One meeting of the Central Consumer Protection Council (CCPC) held during 2013-14.	CCPC Meeting has been held on 03.02.2014 at Kochi (Kerala).	-
2.	Computerization and computer networking of Consumer Fora (CONFONET)	The project is being implemented through the National Informatics Centre (NIC) on turnkey basis, which would provide for computerization of all Consumer Fora in the country. The project would allow consumers & others concerned to access information.	23.85	22.00	Software application development upgradation. Support cell and Project Management at NIC. Supply of new hardware at District Fora and State Commission.	Rs. 22.00 crore has been released to NIC for carrying out activities under the scheme.	-
3.	Strengthening Consumer Fora	The scheme would further strengthen the infrastructure of the Consumer Fora so as to provide the minimum level of facilities required to make these Fora fully functional. The assistance to all the eligible States/UTs will strengthen the infrastructure of the Consumer Fora for their effective functioning.	22.22	19.043	To complete the infrastructure of those Consumer Fora, which were not covered under the scheme so far.	Rs. 19.043 crore has been sanctioned under the scheme covering the 11 States.	-
Grand Total :			46.47	41.1736			

Review of performance in 2014-15

(Rs. in Crores)

Sl No	Name of the Scheme/ Programme	Objective/ Outcome	Outlay 2014-15	Actual Expenditure (31.12.2014)	Quantifiable Deliverables	Achievements w.r.t. Col. (6) 31.12.2014	Remarks
(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8)
1.	Consumer Protection Cell	The Consumer Protection Cell renders secretarial assistance to the Department in administering the Consumer Protection Act, 1986 and related activities.	0.40	0.80	For holding one meeting of the Central Consumer Protection Council (CCPC) during 2014-15.	-	
2.	Computerization and Computer Networking of Consumer Fora (CONFONET)	The project is being implemented by the National Informatics Centre (NIC) and this Department in a Mission Mode Project. Under the project all Consumer Fora in the country are to be computerized. The project would enable consumers to access various types of information relating to their complaints.	25.00	10.12	Software application development upgradation. Support cell and Project Management at NIC. Supply of new hardware at Consumer Fora.	Rs. 10.12 crore has been released to NIC for carrying out the activities under the Scheme.	-
3.	Strengthening Consumer Fora Phase-II	The scheme seeks to broadly continue with the objective of the earlier Strengthening Consumer Fora scheme to further strengthen the infrastructure of the consumer fora so that minimum level of facilities are provided at each consumer forum in the country, which are required for their effective functioning.	27.60	5.08	To complete the infrastructure of all Consumer Fora.	Rs. 5.08 has been sanctioned to West Bengal	
4.	Consumer Helpline	To guide & counsel the consumers to resolve their grievances	3.00	2.12	Develop alternative complaints redressal mechanism at state level	Consumer Helpline have been sanctioned to Himachal Pradesh, Daman & Diu, Telengana and recurring grant was released Chhatisgarh, Kerala, Sikkim, Maharashtra	

Review of Past Performance of NATIONAL TEST HOUSE

NTH : Plan Scheme:

NTH has been implementing a Plan Scheme for providing services to the industries in the field of testing, calibration and quality evaluation of materials and products of all engineering branches except pharmaceuticals, arms and ammunition. The objective of the NTH XIth Plan Scheme is to render assistance for improving the quality of Indian engineering products so as to meet the national / international standards for their acceptability in the global market in order to keep pace with the tremendous technological changes taking place worldwide.

Achievements for the year 2013-14 and 2014-15 in respect of NTH Plan Scheme are given in Annexures I & II.

Annexure I**Review of Past Performances of NTH****Objectives of NTH Plan Scheme, Targets and Achievements during 2013-14**

(Rs. in Crore)

Sl. No.	Name of the scheme/Programme	Objective/Outcome	Outlay 2013-14	Actual Expenditure incurred w.r.t RE	Quantifiable Deliverables	Achievements w.r.t column 6	Reasons for variation in achievements
1	2	3	4	5	6	7	8
	National Test House	To provide services to the consumers in the field of testing and quality evaluation of engineering materials and products of all engineering branches except drugs, arms & ammunition	BE—18.75 (Break up) Revenue—2.50 Capital—16.25 RE—11.38 (Break up) Revenue—2.85 Capital—8.53	10.47 (Break up) Revenue-2.83 Capital- 7.64	Revenue Head i) Recurring Expenditure including Information Technology Capital Head i) Procurement of new Machinery & Equipments ii) Major Works (Land & Building)	Revenue Head RE 2.85 99% of RE Capital Head RE 8.53 i) 89.57% against RE under the head ME, Actual RE—3.39 and Actual expenditure-3.25. ii) 97.6% against RE under the head Major Works (Land & Building) Actual expenditure 4.39, RE—5.62 Authorized to CPWD	----

Annexure II

Objectives of NTH Plan Scheme, Targets and Achievements during 2014-15(up to December'2014)

(Rs. in Crore)

Sl. no.	Name of the scheme/Programme	Objective/Outcome	Outlay 2014-15	Actual Expenditure incurred (up to Dec. 2014)	Quantifiable Deliverables	Achievements w.r.t column 4 & 5 (up to December'14)	Reasons for variation in achievements
1	2	3	4	5	6	7	8
	National Test House	To provide services to the consumers in the field of testing and quality evaluation of engineering materials and products of all engineering branches except drugs, arms and ammunition	BE—21.00 (Break up) Revenue—3.20 Capital—17.80 RE- 19.70	14.62 (Break up) Revenue—2.39 Capital—12.23	Revenue Head i) Recurring Expenditure including Information Technology Capital Head i) Procurement of new Machinery & Equipments ii) Major Works (Land & Building)	70% of BE on the basis of 9 months Revenue 74.69% Capital 68.71%	

CONSUMER AWARENESS SCHEME

The highlighting covering objectives, targets and achievements in the field of consumer awareness during the year 2013-14 are tabulated as under:-

(Rs. in crore)							
S. No.	Name of the Scheme /Programme	Objective/ Outcome	Outlay 2013-14	Expenditure during 2013-14	Quantifiable Deliverables	Achievements w.r.t. (Col 6)	Reason for variation
1	2	3	4	5	6	7	8
1	Consumer Awareness	Empowerment of consumer by dissemination of information regarding consumer rights and responsibilities through multimedia publicity campaign "Jago Grahak Jago"	B.E.75.00 R.E. 71.00	68.08	(vii) Print advertisements through national and regional newspapers (viii)Release of audio spots through AIR and Private FM Channels (ix) Release of TV spots through DD Network,, ,Private C&S channels (x) Outdoor Publicity by banners, hoardings etc. (xi) Participation in Trade Fairs/Exhibitions. (xii) Development of Consumer Awareness Index.	Target achieved	N.A.

CONSUMER AWARENESS SCHEME

The highlighting covering objectives, targets and achievements in the field of consumer awareness during the year 2014-15 are tabulated as under:-

(Rs. in crore)							
S. No.	Name of the Scheme /Programme	Objective/ Outcome	Outlay 2014-15	Expenditure during 2014-15	Quantifiable Deliverables	Achievements w.r.t. (Col 6)	Reason for variation
1	2	3	4	5	6	7	8
1	Consumer Awareness	Empowerment of consumer by dissemination of information regarding consumer rights and responsibilities through multi media publicity campaign "Jago Grahak Jago	B.E. 75.00 R.E. 76.47	62.90 As on 31.12.2014	i) Print advertisements through national and regional newspapers. ii) Release of audio spots through AIR and Private FM Channel iii) Release of TV spots through DD Network,, ,Private C&S channels iv) Outdoor Publicity by banners, hoardings etc..	Target achieved	N.A.

CHAPTER - V

FINANCIAL REVIEW

This chapter on financial review covers overall trends in expenditure viz-a-viz Budget Estimates and Revised Estimates since 2011-12. Data has been segregated scheme wise.

TRENDS IN EXPENDITURE VIZ-A-VIZ BUDGET ESTIMATES/REVISED ESTIMATES IN RECENT YEARS. PLAN

(Rs. in Crore)

No.	Scheme	Budget Estimates					Revised Estimates				Actual Expenditure			
		2011-2012	2012-2013	2013-2014	2014-2015	2015-2016	2011-2012	2012-2013	2013-2014	2014-2015	2011-2012	2012-2013	2013-2014	2014-2015**
1	National Consumer Disputes Redressal Commission	0.00	0.00	0.00	0.00	0.00	2.39	0.00	0.00	0.00	2.39	0.00	0.00	0.00
2	Consumer Awareness	87.23	89.00	75.00	75.00	75.00	87.23	58.00	71.00	76.47	85.73	66.46	68.08	62.90
3	Consumer Protection	33.69	49.00	58.77	55.00	42.00	15.29	13.75	41.44	16.64	12.48	17.06	41.17	15.88
4	Weights & Measures	64.44	58.00	64.00	61.00	33.00	48.78	53.76	54.28	20.07	45.86	22.35	49.12	15.36
5	National Test House	21.22	18.00	18.75	21.00	17.00	18.00	13.00	11.38	19.70	16.86	9.44	10.47	14.62
6	Strengthening of FMC	14.00	15.00	16.20	*	*	10.00	8.00	11.80	*	9.08	8.02	9.15	*
7	Setting up of Gold Hallmarking and Assaying Centres/Standardization & Quality Control	2.42	10.00	5.28	5.00	10.00	2.31	2.00	0.60	5.00	2.28	1.80	0.60	5.00
8	Consumer Helpline	2.00	2.00	3.00	3.00	3.00	1.00	1.49	1.50	2.12	0.94	1.27	1.50	1.78
	Total	225.00	241.00	241.00	220.00	180.00	185.00	150.00	192.00	140.00	175.62	126.40	180.09	115.54

*FMC transferred to Ministry of Finance, Department of Economic Affairs during 2013-14.

**Expenditure (provisional) upto December, 2014 as booked by Pr. Accounts Office and includes authorization of Rs. 53.34 crores issued to other agencies.

**TRENDS IN EXPENDITURE VIS-A-VIS BUDGET ESTIMATES/REVISED ESTIMATES DURING 2014-15
PLAN**

During the financial year 2014-15 a total allocation of Rs. 220.00 crore was made in BE 2014-15 which was subsequently reduced to Rs.140.00 crore at RE stage. The actual expenditure provisional as on 31.12.2014 is Rs.115.54 crore which constitutes 82.53% of RE of Rs. 140.00 crores. The schemes wise and major head wise allocation and expenditure is given below.

(Rs. in Crore)

Sr. No.	Scheme etc.	Major Head	B.E. 2014-2015	RE 2014-2015	Actual expenditure 2014-15 **	B.E. 2015-2016
1.	Consumer Awareness.	2552	7.80	7.80	--	7.50
		3456	62.50	63.97	60.82	64.00
		3601	4.20	4.20	2.08	4.20
		3602	0.50	0.50	--	0.50
2.	Consumer Protection	2552	5.50	1.41	--	4.50
		3456	24.00	9.99	10.64	14.50
		3601	25.40	5.24	5.24	21.70
		3602	0.10	0.00	--	0.10
3.	Weights & Measures	2552	5.50	2.81	--	3.50
		3475	32.75	2.34	2.41	14.00
		3601	12.75	12.45	11.25	8.50
		3602	0.50	0.50	0.50	0.00
		4552	0.70	0.02	--	0.25
		5475	8.80	1.95	1.20	6.75
4.	National Test House	3425	3.20	3.57	2.39	3.30
		4552	2.10	2.10	--	1.70
		5425	15.70	14.03	12.23	12.00
5.	Setting up of Gold Hallmarking/Standardization Quality Control	2552	0.50	0.50	--	1.00
		2852	4.50	4.50	5.00	9.00
6.	Consumer Helpline	3456	0.30	0.23	0.23	0.44
		3601	2.20	1.89	1.55	2.26
		3602	0.50	0.00	--	0.30
Total			220.00	140.00	115.54	180.00

* FMC has been transferred to M/o Finance, D/o Economic Affairs during 2013-14.

10% of Plan allocation is provided for utilization for the benefit of North Eastern Region and Sikkim. Fund for this purpose are kept in the parking heads 2552 and 4552, however expenditure in this regard is shown in the respective functional heads of the schemes.

**Expenditure (provisional) upto December 2014 as booked by Principal Accounts Office and includes authorization of Rs. 53.34 crores issued to other agencies.

**TRENDS IN EXPENDITURE VIS-A-VIS BUDGET ESTIMATES/REVISED ESTIMATES DURING 2014-15
NON-PLAN**

During the financial year 2014-15 an allocation of Rs. 75.79 crore was made in BE 2014-15 which was subsequently raised to Rs. 75.88 crore at RE stage. The actual expenditure provisional as on 31.12.2014 is Rs. 51.44 crore (net). The scheme wise and major head wise allocation and expenditure is given below.

(Rs. in Crore)

Sr.No.	Scheme	Major Head	B.E. 2014-2015	RE 2014-2015	Actual expenditure 2014-15**	B.E. 2015-2016
1	Secretariat Economic Services	3451	20.68	21.17	15.40	23.20
2	National Test House	3425	29.41	28.69	23.50	30.32
3	Subsidies	2408	10.00	9.50	0.00	10.00
4	Consumer Protection	3456	10.68	11.14	8.61	12.07
5	Regulation of Weights & Measures	3475	4.87	5.23	3.93	5.93
6	International Cooperation	3475	0.15	0.15	0.00	0.25
8	Project under Consumer Welfare Fund	3456	7.80	7.80	3.27	7.80
		3601	6.80	7.20	4.50	6.80
		3602	0.40	0.00	0.00	0.40
9	Deduct Refund*		(-) 15.00	(-) 15.00	(-) 7.77	(-) 15.00
	Total		75.79	75.88	51.44	81.77

*The deduct entry represents the budgetary provision made under Consumer Welfare Fund which is being met out of Reserve Fund created for this purpose. The receipt is being accounted for under Major Head 8229- Development and Welfare Funds, 123 - Consumer Welfare Fund.

** Expenditure (provisional) upto December, 2014 as booked by Principal Accounts Office and includes authorization of Rs. 0.15 crore issued to other agencies.

Scheme-wise, Major Head-wise Financial Requirements/ Budgetary Outlay 2013-14 onwards

(Rs. in Crore)

Scheme	Major Head	BE 2013-2014			RE 2013-2014			BE 2014-2015			RE 2014-2015			BE 2015-2016		
		Plan	Non-Plan	Total	Plan	Non-Plan	Total	Plan	Non-Plan	Total	Plan	Non-Plan	Total	Plan	Non-Plan	Total
1. Secretariat Economic Services	3451	--	17.31	17.31	--	16.24	16.24	--	20.68	20.68	--	21.17	21.17	--	23.20	23.20
2. Lump sum provision for projects /Schemes for North Eastern Region (Revenue Section)	2552	21.83	--	21.83	20.72	--	20.72	19.30	--	19.30	12.52	--	12.52	16.50	--	16.50
3. National Test House	3425	2.50	28.29	30.79	2.85	26.89	29.74	3.20	29.41	32.61	3.57	28.69	32.26	3.30	30.32	33.62
4. Consumer Industries Bureau of Indian Standards	2852	4.74	--	4.74	0.54	--	0.54	4.50	--	4.50	4.50	--	4.50	9.00	--	9.00
5. Subsidy for meeting losses on import of pulses	2408	--	250.00	250.00	--	158.39	158.39	--	10.00	10.00	--	9.50	9.50	--	10.00	10.00
6. Consumer Protection, Consumer Awareness. etc.	3456	80.06	8.82	88.88	78.20	8.46	86.66	86.50	10.68	97.18	73.96	11.14	85.10	78.50	12.07	90.57
	3601	36.48	--	36.48	20.66	--	20.66	29.60	--	29.60	9.44	--	9.44	25.90	--	25.90
	3602	1.90	--	1.90	0.09	--	0.09	0.60	--	0.60	0.50	--	0.50	0.60	--	0.60
7. Strengthening Price Monitoring cell	3456	0.85	--	0.85	--	--	--	Merged with Consumer Protection (Sl. No. 6)								
	3601	0.54	--	0.54	--	--	--									
	3602	0.26	--	0.26	--	--	--									
8. Regulation of Weights & Measures	3475	35.01	4.89	39.90	34.56	4.71	39.27	32.75	4.87	37.62	2.34	5.23	7.57	14.00	5.93	19.93
	3601	19.25	--	19.25	11.47	--	11.47	12.75	--	12.75	12.45	--	12.45	8.50	--	8.50
	3602	0.25	--	0.25	0.25	--	0.25	0.50	--	0.50	0.50	--	0.50	0.00	--	0.00
9. International Cooperation	3475	--	0.15	0.15	--	0.15	0.15	--	0.15	0.15	--	0.15	0.15	--	0.25	0.25
10. Regulation of Markets	3475	14.58	6.44	21.02	10.62	6.02	16.64	*	*	*	*	*	*	*	*	*
11. Capital outlay on General Economic services (W&M)	5475	3.00	--	3.00	2.01	--	2.01	8.80	--	8.80	1.95	--	1.95	6.75	--	6.75
12. Capital outlay on scientific & other Environmental Research (NTH)	5425	14.37	--	14.37	6.65	--	6.65	15.70	--	15.70	14.03	--	14.03	12.00	--	12.00
13. Lump sum provision for Projects/ scheme for North Eastern Region (Capital Section)	4552	2.38	--	2.38	1.88	--	1.88	2.80	--	2.80	2.12	--	2.12	1.95	--	1.95
14. Project under Consumer Welfare Fund	3456	--	15.30	15.30	--	11.80	11.80	--	7.80	7.80	--	7.80	7.80	--	7.80	7.80
	3601	--	30.00	30.00	--	33.50	33.50	--	6.80	6.80	--	7.20	7.20	--	6.80	6.80
	3602	--	0.50	0.50	--	0.50	0.50	--	0.40	0.40	--	0.00	0.00	--	0.40	0.40

Scheme	Major Head	BE 2013-2014			RE 2013-2014			BE 2014-2015			RE 2014-2015			BE 2015-2016		
		Plan	Non-Plan	Total	Plan	Non-Plan	Total	Plan	Non-Plan	Total	Plan	Non-Plan	Total	Plan	Non-Plan	Total
Deduct Refund	3456	--	-15.30	-15.30	--	-11.80	-11.80	--	-7.80	-7.80	--	-7.80	-7.80	--	-7.80	-7.80
	3601	--	-30.00	-30.00	--	-33.50	-33.50	--	-6.80	-6.80	--	-7.20	-7.20	--	-6.80	-6.80
	3602	--	-0.50	-0.50	--	-0.50	-0.50	--	-0.40	-0.40	--	--	--	--	-0.40	-0.40
15. Consumer Helpline	3456	--	--	--	--	--	--	0.30	--	0.30	0.23	--	0.23	0.44	--	0.44
	3601	2.50	--	2.50	1.50	--	1.50	2.20	--	2.20	1.89	--	1.89	2.26	--	2.26
	3602	0.50	--	0.50	0.00	--	--	0.50	--	0.50	0.00	--	0.00	0.30	--	0.30
Total		241.00	315.90	556.90	192.00	220.86	412.86	220.00	75.79	295.79	140.00	75.88	215.88	180.00	81.77	261.77

***FMC has been transferred to Ministry of Finance, Department of Economic Affairs during 2013-14.**

Object head-wise Classification

(Rs. in lakh)

REVENUE SECTION	BE 2013-14			RE 2013-14			BE 2014-15			RE 2014-15			BE 2015-16		
	Plan	Non-Plan	Total	Plan	Non-Plan	Total	Plan	Non-Plan	Total	Plan	Non-Plan	Total	Plan	Non-Plan	Total
Object Heads															
Salaries	--	5402.00	5402.00	--	5166.00	5166.00	--	5234.00	5234.00	--	5428.00	5428.00	--	5755.00	5755.00
Medical Treatment	--	84.39	84.39	--	60.90	60.90	--	61.70	61.70	--	64.20	64.20	--	74.50	74.50
OTA	--	10.48	10.48	--	5.84	5.84	--	9.70	9.70	--	4.20	4.20	--	4.20	4.20
Wages	--	72.61	72.61	--	66.79	66.79	--	150.90	150.90	--	147.86	147.86	--	156.50	156.50
Office Expenses	256.50	678.60	935.10	275.00	678.60	953.60	230.00	748.80	978.80	294.00	733.80	1027.80	285.00	812.70	1097.70
Rent Rates & Taxes	9.00	11.00	20.00	1.00	8.00	9.00	--	10.00	10.00	--	10.00	10.00	--	12.00	12.00
Domestic Travel Expenses	94.00	94.50	188.50	59.00	84.92	143.92	26.00	132.60	158.60	21.60	110.50	132.10	26.00	137.70	163.70
Foreign Travel Expenses	113.00	63.42	176.42	50.00	38.00	88.00	12.00	60.00	72.00	--	24.30	24.30	9.00	47.00	56.00
Publication	--	13.60	13.60	--	13.40	13.40	--	14.20	14.20	--	9.20	9.20	--	16.20	16.20
Grant-in-aid General	3477.25	4349.10	7826.35	1050.04	4349.00	5399.04	2491.25	1389.00	3880.25	1176.69	1389.00	2565.69	2392.00	1389.00	3781.00
Grants for creation of Capital Assets	4083.75	201.00	4284.75	3045.26	201.00	3246.26	3203.75	81.00	3284.75	2035.51	81.00	2116.51	2908.00	81.00	2989.00
Subsidy	--	25000.00	25000.00	--	15838.90	15838.90	--	1000.00	1000.00	--	950.00	950.00	--	1000.00	1000.00
Contribution	17.00	32.69	49.69	20.00	27.00	47.00	--	27.60	27.60	--	24.00	24.00	--	37.60	37.60
Other charges	425.00	32.05	457.05	318.00	31.10	349.10	400.00	32.00	432.00	172.95	32.00	204.95	230.00	33.00	263.00
Other Administrative Expenses	27.00	21.72	48.72	20.00	18.72	38.72	25.00	23.00	48.00	15.00	20.60	35.60	50.00	23.00	73.00
Supply & Material	--	12.10	12.10	--	9.10	9.10	--	12.70	12.70	--	12.00	12.00	--	13.00	13.00
Advertising and Publicity	7042.00	1.10	7043.10	6957.00	0.15	6957.15	7030.00	00.50	7030.50	7177.00	0.30	7177.30	7030.00	0.40	7030.40
Professional Services	215.50	35.55	251.05	200.00	34.60	234.60	42.00	64.30	106.30	37.00	32.70	69.70	40.00	60.20	100.20
Secret Service Expenditure	--	0.90	0.90	--	0.90	0.90	--	--	--	--	--	--	--	--	--
Machinery and Equipment	3775.00	5.60	3780.60	3775.00	3.00	3778.00	3150.00	--	3150.00	161.20	--	161.20	1350.00	--	1350.00
Minor Works	--	29.84	29.84	--	14.98	14.98	100.00	25.20	125.20	27.00	12.84	39.84	70.00	21.00	91.00

REVENUE SECTION	BE 2013-14			RE 2013-14			BE 2014-15			RE 2014-15			BE 2015-16			
	Object Heads	Plan	Non-Plan	Total	Plan	Non-Plan	Total	Plan	Non-Plan	Total	Plan	Non-Plan	Total	Plan	Non-Plan	Total
Information Technology																
i) Office Expenses	2576.00	17.75	2593.75	2371.00	15.10	2386.10	2560.00	1.80	2561.80	1072.00	1.50	1073.50	1540.00	3.00	1543.00	
ii) Professional Services	14.00	--	14.00	5.00	--	5.00	--	--	--	--	--	--	--	--	--	--
Deduct Refund		(-)4580.00	(-)4580.00	--	(-) 4580.00	(-)4580.00	--	(-)1500.00	(-)1500.00	--	(-)1500.00	(-)1500.00	--	(-)1500.00	(-)1500.00	
Total Revenue Section	22125.00	31590.00	53715.00	18146.30	22086.00	40232.30	19270.00	7579.00	26849.00	12189.95	7588.00	19777.95	15930.00	8177.00	24107.00	
CAPITAL SECTION																
Machinery and Equipments	600.00	--	600.00	370.70	--	370.70	960.00	--	960.00	656.78	--	656.78	700.00	--	700.00	
Major Works	1375.00	--	1375.00	683.00	--	683.00	1770.00	--	1770.00	1153.27	--	1153.27	1370.00	--	1370.00	
Total Capital Section	1975.00	--	1975.00	1053.70	--	1053.70	2730.00	--	2730.00	1810.05	--	1810.05	2070.00	--	2070.00	
Grand Total	24100.00	31590.00	55690.00	19200.00	22086.00	41286.00	22000.00	7579.00	29579.00	14000.00	7588.00	21588.00	18000.00	8177.00	26177.00	

Department of Consumer Affairs
Ministry of Consumer Affairs, food and Public Distribution

REVIEW OF OUTSTANDING UTILIZATION CERTIFICATES/UNSPENT BALANCES (As on 31st March, 2014) IN RESPECT OF GRANTS RELEASED UP TO 31ST MARCH 2013 IN RESPECT OF DEPARTMENT OF CONSUMER AFFAIRS.

(Rs. In crores)

Sl. No.	Name of Division	Unspent Balance as on 01.04.12	Unspent Balance as on 01.04.13	Unspent Balance as on 01.04.14	Amount of UCs Pending as on 01.04.12	Amount of UCs Pending as on 01.04.13	Amount of UCs Pending as on 01.04.14
1.	Bureau of Indian Standards (BIS)	0.18	1.39	0.08	0.00	0.00	0.00
2.	Weights & Measures Unit	34.50	42.56	57.42	34.50	42.56	43.96
3.	Consumer Welfare Fund	14.60	13.53	20.16	14.60	13.53	11.15
4.	Consumer Protection Unit	35.32	30.83	34.14	28.55	23.62	19.82
5.	Publicity	9.15	10.86	12.26	6.71	7.94	5.55
	Total	93.75	99.17	124.06	84.36	87.65	80.48

CHAPTER VI

REVIEW OF PERFORMANCE OF AUTONOMOUS BODY

This chapter reviews the performance of the autonomous body under the administrative control of Department of Consumer Affairs. There is only one autonomous body under the Department of Consumer Affairs namely Bureau of Indian Standards (BIS). BIS was set up on 01st April 1987 as a statutory body taking over the function of the erstwhile Indian Standards Institution (ISI). The Bureau has completed twenty eight years of operation on 31st March 2015.

Performance of Bureau of Indian Standards (BIS)

As on **25 December 2014**, as many as **19313** standards representing specifications, methods of test, definitions of technical terms, codes of practice, etc., covering various sectors in the industrial and agricultural fields, were in force.

Certification Marking Scheme continued to progress and as on **25 December 2014**, as many as **29055** licences were in operation. The actual income through Product Certification during 2014-15 (upto **25 December 2014**) is given in **Table 1**.

BIS is also operating the following Management System Certification Schemes. The Schemes have progressed during the year. The number of licenses in operation under these Schemes was **1301** as on **25 December 2014**.

The actual income through Management System Certification during 2014-15 (upto **25 December 2014**) is given in **Table 1**.

BIS also operates a Hallmarking (Gold/Silver/artefacts) Certification scheme. As on **25 December 2014** as many as **13362** licences were in operation under the Hallmarking scheme. The number of BIS recognized assaying and hallmarking centres has increased to **322** as on **25 December 2014**. The income from Hallmarking activity for 2014-15 (upto **25 December 2014**) is given in **Table 1**.

The physical targets and achievements of BIS during 2013-14 and 2014-15 are as given below:-

S. No.		Targets 2013-14	Achievement 2013-14	Targets 2014-15 (upto 25 Dec 2014)	Achievement 2014-15 (upto 25 December 2014)
i)	Standards Formulated	488	547	1161	517
ii)	Grant of New Licence				
a.	Product Certification	3050	3580	3750	2340
b.	Compulsory Registration of 15 Electronics & IT Goods	75	742	750	546
c.	System Certification	100	82	110	87
d.	Hallmarking of Jewellery	1715	1859	4500	1316

Earnings during the year: - The Income generated by BIS during the year (upto 25 December, 2014) from various activities is as given below.

(Rupees in lakhs)			
S. No.		Targets 2014-15 (Apr – Dec 2014)	Achievements 2014-15 (upto 25/12/14)
(i)	Sale of Indian Standards	1161	758.65
(ii)	Certification Marks Income		
(a)	Product Certification (including Registration charges)	28500.00	22508.12
(b)	System Certification	450	257.24
(c)	Hallmarking of Gold Jewellery	1750.00	1032.21
(d)	Conference, Consultancy and Training Fee	380	121.42
(e)	Miscellaneous	307.00	331.40
(f)	Interest Income	1600.00	1200.00 (Approx)

* To be finalized in the year ended Annual Accounts since it is calculated on accrual basis

The financial position of BIS for the financial year 2013-14 and for the period from 01st April 2014 to 25 December 2014 is indicated below:

(Rupees in lakhs)			
S. No.		2013-14	Achievements 2014-15 (upto 25/12/14)
1	Income	32445.08	26209.00
2	Expenditure		
2.1	Operational Expenditure	18656.30	15872.00
3	Contribution towards shortfall in Pension/Gratuity Liability A/c	7153.96	-
4	Surplus	4421.59	10337.00