



GOVERNMENT OF INDIA

OUTCOME BUDGET

2016-2017

**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 2014-15, performance in 2015-16 and targeted performance during 2016-2017. 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 2016-17 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.
- Setting up of Price Monitoring Cell.
- Establishment of Price Stabilization fund.

Chapter II – FINANCIAL OUTLAYS 2016-2017, PROJECTED PHYSICAL OUTPUTS AND PROJECTED OUTCOMES:

Chapter-II gives details of the current schemes and programmes to be pursued in the year 2016-17.

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.
- d) Establishment of Price Stabilization fund.

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 2014-15 and 2015-16.

- (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 2012-13. 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 2012-13 & 2013-14, the plan budget allocations were Rs. 241.00 crore each. Budget allocation slightly reduced to Rs. 220.00 crore in 2014-15 and Rs. 180.00 crore in 2015-16 and Rs. 150.00 crore in 2016-17. Expenditure during the year 2012-13 was Rs. 126.40 crore. In Financial Years 2013-14 and 2014-15 expenditure was Rs. 180.09 crore and Rs. 131.93 crore respectively. Expenditure during 2015-16 upto December, 2015 is Rs. 129.27 crore (Provisional).

Non-Plan allocation during 2012-13 was Rs. 383.09 crore, 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. In RE 2015-16 provision has been raised to Rs. 144.64 crore. Expenditure during the year 2012-13 was Rs. 360.85 crore. In 2013-14 Expenditure was Rs. 260.00 crore and in 2014-15 Rs. 82.59 crore. Expenditure during 2015-16 upto December, 2015 is Rs. 71.64 crore (Provisional).

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 Auditor 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).
- (xv) Establishment of Price Stabilization Fund.

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

The Central Excise and Salt Act, 1944 was amended in 1991 to enable the Central Government to create a Consumer Welfare Fund into which unclaimed central excise revenues not refundable to the manufacturers would be credited annually. The Consumer Welfare Fund was created in 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. The Department of Consumer Affairs operates the fund, setup by the Department of Revenue under the Central Excise and Salt Act, 1944.

The Consumer Welfare Fund Rules were notified in the Gazette of India in 1992 and Guidelines were framed in 1993. Guidelines were revised in 2007 and again in 2014. Call for proposals seeking financial assistance from the Consumer Welfare Fund (CWF) shall be made **twice a year usually in the month of January and July**.

A Call for proposal inviting proposals for financial assistance from the Consumer Welfare Fund from eligible VCOs/NGOs/Institutions in digital/electronic format was uploaded on the website of the Department of Consumer Affairs for the period from 01.06.2015 to 30.06.2015. A sum of Rs. 51.08 crore was available in the Consumer Welfare Fund as on 31.03.2015. Of this balance, a budget provision of Rs. 15.00 crore was provided during the financial year 2015-16. An amount of Rs. 9.55 crore has been utilized as on 31.12.2015 from the Consumer Welfare Fund.

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 **GRAHAK SUVIDHA KENDRA**, on a pilot basis in six locations in India, viz.

- i) NCDRC- NCDRC Campus, New Delhi.
- ii) SAVERA (East Zone), Patna (East Zone).
- iii) The Consumer Unity and Trust Society (CUTS), Jaipur (West Zone).
- iv) M/s Bhavishya, Kolkata (East Zone)
- v) M/s Karshan Technologies, Bangalore (South Zone)
- vi) The Consumer Education & Research Centre (CERC), Ahmedabad (West Zone).

Registered Voluntary Consumer Organizations (VCOs) and NCDRC have been selected to run these centres in six locations, to cater to all consumer needs and offer personalized services, MOU has been signed with all the above VCOs on 30.06.2015 except NCDRC. 5 GSKs have, therefore, come into effect from 30.06.2015. The Centres will be set up initially for a period of 3 years.

Consumer Welfare Fund in States:

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 ratio of sharing for creating of the State CWF has been revised in 2004 from 50:50 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. 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. State/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. 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 Eleven States/UTs viz. Gujarat, Andhra Pradesh, Orissa, West Bengal, Bihar, Nagaland, Karnataka, Tamil Nadu, Madhya Pradesh, Kerala and Haryana.

CONSUMER CLUB:

The scheme for promoting consumer club in schools was launched in the year 2002, under which a Consumer club can be set up in a 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. This scheme was decentralized and transferred to the Government of States/UTs w.e.f. 1.4.2004. Eligible Organizations/VCOs can submit proposals under the scheme to the Nodal Officers in the Food, Public Distribution and Consumer Affairs Departments of the respective States/UTs. Funds are released by Central Government to the nodal officers in the state on receipt of the list of schools from the states. Till date about 7749 consumer clubs have been set up in Schools/Colleges in 23 States/UTs including Andhra Pradesh, Chhattisgarh, Gujarat, Haryana, Karnataka, Maharashtra, Orissa, Punjab, Rajasthan, Tamil Nadu, Uttarakhand, West Bengal, Himachal Pradesh, Sikkim, Mizoram, Arunachal Pradesh, Lakshadweep, J&K, Tripura, Pondicherry, Kerala, Chandigarh, Nagaland. Presently, the scheme is being revised.

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 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

RE, BE and Expenditure during first four 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. 71.50 crores
4	2015-16	Rs. 75.00 crores	Rs. 80.00 crores	Rs. 59.30 crores (Approx.) As on 31.12.2015

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 85 designated centres on daily basis. The information on prices are furnished by the State's Food and Civil Supplies Departments. The daily price reports can be accessed at <http://fcamin.nic.in> which is updated regularly. A weekly note on prices of essential commodities based on these daily price reports are sent to Department of Agriculture and Cooperation, Chief Economic Adviser, Ministry of Finance, PIB and Min. of I&B.

2. PMC prepares the agenda note on price trends which is placed for inter-ministerial consultation mechanism at the highest level such as Committee of Secretaries (COS) for appropriate action at the policy level. These agenda notes analyse the prevailing price situation as well as other factors which have impact on prices, both in domestic and international markets are analysed and are also based on inputs received from the concerned Ministries/Departments, Center and State Agencies and Private Agencies and contain an analysis of production, acreage, domestic and international prices, imports & exports etc. Item specific analysis/ appraisal notes e.g. onion, pulses, edible oils, sugar etc are also prepared as and when required.

3. Government has taken several steps to tackle price fluctuations include appropriate policy measures for improving availability and moderating prices of essential commodities. Such measures include facilitating import of various items of mass consumption at zero or concessional import duties together with restrictions on export, fixation of Minimum Export Price (MEP) for onions, moderation of price volatility of agro horticultural products through Price Stabilisation Fund (PSF) Scheme, prescribing stock holding limits under Essential Commodities Act, allocation of foodgrains at affordable prices under Targeted Public Distribution System (TPDS) etc. 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.

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 or more 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. The Central Government notified Seventeen (17)

places to hold Circuit Benches of the National Commission. 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, 657 District Forums have been established 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, 2015)

Sl. No.	Name of Agency	Cases filed since inception	Cases disposed of since inception	Cases Pending as on 31.12.2015
1	National Commission	98952	88893	10059
2	State Commissions	697976	601241	96735
3	District Forums	3659624	3373732	285892
	TOTAL	4456552	4063866	392686

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 queries 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 2016-17 PROJECTED PHYSICAL OUTPUTS AND PROJECTED OUTCOMES

This chapter gives the details of the financial outlays, plan and non plan, for 2016-17, 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 2016-17			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 	8.30	--	--	<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. 	6.80	-	-	So far 11 states have been sanctioned Corpus Fund Four States (Madhya Pradesh, Kerala, West Bengal, Tamilnadu, Gujarat, Andhra Pradesh, Odisha, Bihar, Karnataka, Nagaland and Haryana) 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 out 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.	0.40	--	--				
2. (I)	Strengthening of Price Monitoring Cell	To strengthen the Price Monitoring Mechanism at the centre as well as at State/UTs.	--	1.00	---	(i).Increasing the number of centres to 100 from 85 centres during the Year 2016-17. (ii). Provided capacity building and training to the	More representative price reports.	15 centres proposed to be added during the year 2016-17	(i). States need to provide UCs in time for the funds allocation

						Official of Price reporting centres at 6 states.			under the scheme for strengthening their Price Reporting Centres.
2. (II)	Pulses Subsidy Scheme	To reimbursed the claims from PSUs towards the losses incurred for import of pulses.	115.00	--	--	-----	-----	-----	
3.	Secretariat – Economic Services	Provision for salary and administrative expenses of Secretariat and PAOs	23.41						Continuous
4.	National Test House	Provision for salary and administrative expenses of National Test House.	32.61						Continuous
5.	Consumer Protection Cell	Provision for salary and administrative expenses of Consumer Protection Cell.	0.84						Continuous
6.	National Consumer Disputes Redressal Commission	Provision for salary and administrative expenses of National Consumer Disputes Redressal Commission	12.92						Continuous
7.	Weights & Measures	Provision for salary and administrative expenses of Weights & Measures including RRSLs and IILM, Ranchi	6.83						Continuous
8.	(i) Strengthening Legal	To Strengthen the Legal Metrology Wing of the States		30.00		(i) Supply of equipments viz. Blood Pressure testing kits, Taxi meter testing	To ensure better accuracy by proper calibration of weighing		During XII five year plan

	Metrology Infrastructure of States/ UTs	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 standard equipments viz. CNG/LPG kits, standards Weights and working standards capacity measures, testing kit for sphygmomanometer/ thermometers etc. to various states/UTs. Grant in aid for the construction of laboratory buildings will also be given for the said purpose.				units, Water Bath for testing of Clinical Thermometer, standard balances etc. (ii) Construction of Standard Laboratory Buildings. (iii) Training In India and abroad.	and measuring instruments used in -Trade and transaction -Protection of human health and safety; To ensure accurate environmental and physical conditions for calibration of commercial weights and measures by state agencies. To ensure better enforcement		
	(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, Ranchi		9.00		(i) To purchase testing equipments for RRSLs and IILM (ii) Renovation work at RRSLs & IILM, Ranchi to make it as centre of excellence. (iii) Establishment of new RRSLs	To ensure better accuracy by proper calibration of weighing and measuring instruments used in trade Transaction & protection.	During XII five year plan	
9 (i)	Consumer Protection	The Consumer Protection Cell		4.00		For meeting the expenditure on Committee to look into	-	Continuous and on-	-

	Cell	renders secretarial assistance to the Department in administering the Consumer Protection Act, 1986 and related activities.		Total:		functioning of Consumer Fora, as per Supreme Court order, holding one meeting of the Central Consumer Protection Council (CCPC) during 2016-17.		going scheme.	
(ii)	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.		20.50		To complete the infrastructure of all Consumer Fora.	Better facilities at Consumer Fora would help in quicker disposal of complaints and more consumer friendly interface.	31.3.2017	-
(iii)	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.		6.00		Software application development up gradation. Support cell and Project Management at NIC. Supply of new hardware at Consumer Fora.	The system would be operationalized fully.	By 31.3.2017	-

(iv)	State Consumer Helpline	To guide and counsel the Consumers to resolve their grievances.		2.50		<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.	31.03.2017	---
10. i)	Scheme for setting up of Gold Hallmarking/ Assaying Centres in India with Central Assistance	<p>i)To provide Central Assistance to prospective entrepreneurs for 'Setting up of Gold Assaying and Hallmarking Centres' in India in locations where no Assaying & Hallmarking Centre (assisted or otherwise) exists.</p> <p>ii) Training of various stakeholders to achieve the objective of ensuring consumer protection</p>		1.00		<p>Setting up and recognition of 15 Assaying & Hallmarking (A&H) centres.</p> <p>Organization of 10 training Programmes for artisans</p> <p>Organization of 4 training Programmes for personnel of A & H Centres</p> <p>Organization of 1 training Programme on Auditing of A&H Centres for BIS officers</p>	<p>Will extend the spread of Hallmarked jewellery and artefacts to 15 additional districts in the country where these A&H Centres are being established.</p> <p>Such programmes impart awareness amongst artisans regarding health hazards associated with use of non-permitted solids and help them in making jewellery as per requirement of standard.</p> <p>After undergoing training, the A&H</p>	2016-17	First Instalment of central assistance to 15 centres and second Instalment of central assistance to 20 centres is expected to be released. However, in the long run in the viability of the A&H Centres

							personnel would be able to better understand and implement the requirements of the standard w.r.t. Assaying & Hallmarking More BIS officers will be trained for conducting audits of A&H Centres		would depend upon the market forces and the extent of business which the A&H centre gets in that district
ii)	National System for Standardization - Strengthening Standardization at National and International Level	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. 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		1.00		R&D projects for establishment / revision of Indian Standards Intensifying participation of BIS Technical Committee Members in BIS Technical Committee Meetings Seminars/ workshop and training programmes: a. Workshops for Technical Committee members (2 days) b. Training programmes for SDOs (5 days) c. Seminar /workshops for other stakeholders (1 day) Intensifying participation of BIS officials, Technical Committee Members, other officials and experts in international standardization by participation in International / Regional/ Bilateral meetings/ trainings Organizing ISO/IEC and other international / regional/ SAARC	6 R&D Projects (1.20) 400 technical committee members (0.80) 6 workshops (0.12) 1 Training Program (0.10) 28 seminars (0.28) Participation of 150 BIS officials, Technical committee members etc in ISO/IEC meetings (3.40) Organising 2 ISO/IEC/	2016-17	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 facilitate evolving comprehensive Indian Standards There is also a need to

		<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>multilateral/bilateral Meetings/workshops/trainings in India</p>	<p>other Regional Meeting in India (0.40)</p>	<p>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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									<p>Agreement</p> <p>To organize seminars/ workshop for propagation and implementation of standards and also for opinion building on subject of national importance</p> <p>The International standards so formulated shall take into account our technical comments so that such international standards do not become technical trade barriers for our exports. Similarly these standards are used by the countries (which are</p>
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									<p>importing products from India) to frame their technical regulations (i.e. mandatory compliance of these international standards before these products can be imported by that country) as per WTO/TBT agreement. Organization of meetings in India would help more participation from India. It would also helps improving understanding of other country's stand. This would help in acceptance of India's viewpoints in various policy committees as</p>
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									well as Technical committee meetings of ISO or IEC
11.	Consumer Awareness	Empowerment of consumer by dissemination of information regarding consumer rights and responsibilities through multimedia publicity campaign "Jago Grahak Jago"		60.00		(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.		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 &		15.00		i) Increase of revenue generation w.r.t previous year 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		Continuous	

		Equipments commensurate to the requirements iii) Infrastructural Development for creation of more laboratory space through construction of new building and extension of existing building				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.			
13.	Price Stabilization Fund (PSF)	<ul style="list-style-type: none"> To support market interventions for price control of perishable agri-horticultural commodities To maintain a strategic buffer stock that would discourage hoarding and unscrupulous Speculation To protect consumers by supplying such commodities at reasonable prices through calibrated release of stock 	--	900.00	--	<ul style="list-style-type: none"> (i) Creation of buffer stock of pulses (ii) Maintaining stock of Onions (iii) Creation of PSF by (iv) States/UTs 	Reasonable and affordable prices of pulses, Potatoes, and Onions particularly during the lean season	<ul style="list-style-type: none"> Creating buffer stock of 1.5 lakh MT of Pulses from Kharif and Rabi Marketing Seasons of 2015-16 Creating buffer stock of 15,000 MT of Onion from Rabi Season 	<ul style="list-style-type: none"> Advance from the Central Corpus Fund can be availed by State Governments and Central Govt. Agencies wanting to make interventions for which they will submit specific project proposals to PSFMC.
		Total	207.11	1050.00					

CHAPTER- III

REFORM MEASURES AND POLICY INITIATIVES

1. CONSUMER WELFARE FUND

Setting up of Complaint Handling/Counseling/Guidance Mechanism

The endeavour of the Department is to partner with credible and committed voluntary consumer organisations in the task of raising awareness amongst consumers as well as to redress their grievances where possible. Towards this end the department has created some key collaborative platforms. The brief outline of each of these is set out below.

1.1 National Consumer Helpline (NCH)

A National Consumer Helpline which was operating from Delhi University is now being operated from the Centre for Consumer Studies at IIPA from the 2nd Week of May 2014. The Project recognizes the need of consumers for a Telephone Helpline to deal with a multitude of problems arising in their day-to-day engagement with the market, 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. The average number of complaints received average 10,000 in a month and the redress success rate averages 40-45%. The project was sanctioned Rs.4.00 crore in 2014 for a period of three years, out of which grant in aid of Rs.1.00 crore each as first and second instalment have already been released in April, 2014 and March 2015 respectively.

National Consumer Helpline supports consumers by:

- Guiding consumers in finding solutions to problems related to products and services.
- Providing information related to companies and regulatory authorities.
- Facilitating consumers in filing complaints against defaulting service providers
- Empowering consumers to use available consumer grievance redress mechanisms and educating consumers about their rights and responsibilities.

1.2 Consumer Online Research and Empowerment (CORE) Centre

Consumer Online Research and Empowerment (CORE) Centre project is an initiative taken by the Ministry to institutionalize web based consumer awareness & protection information technology applications. The project is being executed through the Consumer Coordination Council (CCC), an apex federation of voluntary consumer organisations. It has a membership of over 77 grass root Consumer Organizations, spread across the country, some of 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 Centre Project are:

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

The project has been sanctioned in the December, 2013 at a cost of Rs.75.00 lacs spread over a period of eighteen months, out of which Rs.65.00 lacs has been released so far.

1.3 Healix Sekhsarai Institute for Public Health

The Department of Consumer Affairs has approved in February, 2015 a project proposal for an amount of Rs. 1.50 crore over a period of two years to Healix Sekhsarai Institute for Public Health, Mumbai for Consumer Safety of Children from Health Hazards of Tobacco Products. Grant in aid of Rs. 75.00 lacs (1st installment) for the project was released in February 2015. The objectives of the project are as under:-

- (a) Make 100,000 educational institutes COTPA complaint and tobacco free – in the states of Madhya Pradesh, Maharashtra and Uttar Pradesh.
- (b) Support Swachh Bharat campaign by reducing tobacco-product related litter and spitting in and around these educational institutes.
- (c) Create awareness about above by media activities in block/districts of project areas.

1.4 Consumer Education and Research Centre (CERC), Ahmedabad

The Department of Consumer Affairs has approved in July, 2015 a project proposal for an amount of Rs. 1.00 crore over a period of five years to be released in five equal instalments of Rs.20.00 lacs each year to Consumer Education and Research Centre (CERC),

Ahmedabad for bringing out National Consumer Magazine INSIGHT in Hindi for 5 years. Grant in aid of Rs. 20.00 lacs (1st installment) for the project was released in August 2015.

1.5 Advertising Standards Council of India (ASCI), New Delhi

Advertising Standards Council of India (ASCI), New Delhi has been sanctioned in June, 2015 Rs.10.00 lacs for a period of one year in two equal instalments for resolving complaints on misleading and false advertisements. Grant in aid of Rs. 5.00 lacs (1st instalment) for the project was released in September 2015.

1.6 Consumer Unity & Trust Society (CUTS), Jaipur

The project of Consumer Unity & Trust Society (CUTS), Jaipur for conducting the study on consumer safety in India and to publish “State of Consumer Safety in India Report” has been approved with a total cost of Rs.33.45 lacs out of which financial assistance of Rs.25.00 lacs will be provided by this Department in three instalments. Grant in aid of Rs. 10.00 lacs (1st instalment) for the project was released in September 2015.

1.7 State Consumer Helpline Knowledge Resource Management Portal (SCHKRMP)

State Consumer Helpline Portal links State Consumer Helplines (SCH) located in different States. Presently states viz. Bihar, Haryana, Chhattisgarh, Gujarat, Madhya Pradesh, Maharashtra, Odisha, Rajasthan, Delhi, Himachal Pradesh, Utter Pradesh, Mizoram and Tamil Nadu are linked with Portal. The advisors at State Consumer Helpline (SCH) provide pre-purchase information, post-purchase advice, guidance and information and also offer “next-step advice” for resolution or redress.

The Department of Consumer Affairs has approved in March, 2011, a proposal for financial assistance for State Consumer Helpline Knowledge Resource Management Portal (SCHKRMP) for coordination and monitoring of the Scheme of State Consumer Helpline at an estimated cost of Rs.1,67,34,800/- spread over a period of 3 years. Three instalments have been released first in Rs.74.06 lacs in March 2011, second in March, 2013 Rs.22.68 lacs and Rs.50.0 lacs in March, 2015.

An additional amount of Rs.11.00 lacs in September, 2013 has also been released for availing a lease line of 8 MPBS from MTNL. The objectives of the project are as under:-

- (a) Development of resource centre at State level which will be networked with national resource centre.
- (b) Develop alternate consumer disputes Redressal mechanism at state level.
- (c) Maximum number of disputes resolved out of court.
- (d) Early resolution of complaints.
- (e) Capacity building of State VCOs.
- (f) State level machinery gets experience.

- (g) Companies and service providers become more active in solving consumer disputes.
- (h) Provides service in regional language in addition to English language.

2. Comparative Testing of Products & Services

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

The VOICE Society, New Delhi was sanctioned Rs.40.00 lacs during 2014 for undertaking comparative testing of 6 products & 2 services with the objective of disseminating empirical data on product quality and safety. Grant in aid of Rs. 40.00 lacs for the project was released in September 2014.

The objectives of comparative testing of products and services are to:

- Provide consumers unbiased information that will enable them to make a rational choice among major brands available in the market. This will help them get value for money.
- Help raise public awareness regarding quality and safety and bring demand pressure to bear on manufacturers to improve the quality of products.
- Serve as the basis for advocacy campaigns for policies that will enhance consumer protection.
- Communicate with government, regulatory and standards authorities on the test-results for appropriate action against malpractices, if any.
- Educate consumers about the product; amongst many in the market that will likely suit their needs best and thus strengthen consumer choice.
- Draw public attention to unsafe goods and unfair trade practices.
- Verify the claims made by different brands especially of health related products against the relevant national Standard for that product.

2.2 CONCERT Trust Chennai

The Department of Consumer Affairs has approved in August, 2014 the project proposal of Comparative Testing by CONCERT, Chennai of sixteen products and four services at the cost of Rs.142.30 lacs (Department's contribution Rs.128.07lacs), out of which grant in aid of Rs.40.00 lacs was released in September 2014 for undertaking comparative testing of 3 products and 1 service and Rs.24.04 lacs was released in December 2015 for undertaking Comparative Testing of 5 products and 1 service during the financial year 2015-16.

2.3 Consumer Education and Research Centre (CERC), Ahmedabad

CERC has been sanctioned in 2012 an amount of Rs. 1.25 crore grant in aid to expand its consumer protection and service activities over a period of 5 years. Three instalments of Rs. 25 lacs each have been released, first in the month of December 2012, second in the month of June 2014 and third in the month of March, 2015. Laboratory tests are conducted on products in three categories, viz. food, chemicals, pharmaceuticals, domestic electrical appliances, accessories, lighting products, and fans. Tests are also conducted on personal care products- hair, skin, and dental care products. The test reports are published in their 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.

The department has also approved in September, 2015 a project proposal of comparative testing of products for food adulteration presence of heavy metals and pesticides by CERC for testing total cost of Rs.20.00 lacs (Department's contribution Rs.17.00 lacs). The Department of Consumer Affairs has sanctioned and released one time grant in aid of Rs. 17.00 lacs in December 2015.

3. Scheme for promoting work at Research Institutions/Universities/ Colleges on Consumer Protection and Consumer Welfare

The Department in July, 2009 had sanctioned an amount of Rs.2.98 crore spread over a period of three years to Indian Institute of Public Administration(IIPA), New Delhi for consultancy project under the scheme for Promoting Involvement of Research Institutions/ University/ Colleges etc. in consumer Protection and Consumer Welfare. Out of the sanctioned amount, an amount of Rs. 2.95 crore has been released to IIPA till date. An additional amount of Rs.66.25 lacs has also been released to IIPA in June 2014 and the Consultancy Project on Consumer Protection and Consumer Welfare has extend upto 30 June, 2015 . The main objectives of the project are as under:

- (a) To facilitate and promote better protection of consumer's rights, interests and welfare by involving Educational and Research institutions in research and other activities especially designed to further consumer protection and consumer welfare.
- (b) To enhance understanding of various aspects of consumer behaviour and implementation of consumer protection measures through applied research conducted by academic/research institutions.
- (c) To identify gaps in knowledge conduct research to fill these gaps.
- (d) To develop material for training and dissemination to be used by academic institutions in their activities related to consumer protection and consumer welfare.
- (e) To promote knowledge links among educational institutions through (Research) Validation Seminar/Workshops etc. and publish and disseminate the findings of sponsored and other research studies undertaken by these educational/research institutions.

4 **Creation of Chair/Centre of excellence in Institutions/Universities:**

- (i) A Chair on Consumer Law and Practice has been established in **National Law School of India University (NLSUI), Bangalore**. The primary objective of the Chair is to act as a "Think Tank" for the DCA on research and policy related issues on consumer law and practice and also to develop Consumer Affairs as a distinct subject of study at Under Graduate and Graduate levels. Department has approved Rs.1.00 crore over a period of two years to be released in two equal instalments of Rs.50.00 lacs each year to National Law School of India University (NLSUI), Bangalore for setting up 'Online Consumer Mediation Centre'. Grant in aid of Rs. 50.00 lacs (1st instalment) for the project was released in August 2015.
- (ii) A project of the **Administrative Staff College of India, Hyderabad** to establish a Centre for Rural Consumer Studies at its campus at a cost of Rs. 1.50 crore over a period three years was approved in February, 2012. An amount of Rs.45.00 lacs as the first instalment and Rs.38 lacs as second instalment have been released in 2012 and 2013 respectively.
- (iii) The Department of Consumer Affairs has established a chair at the **National Law Institute University, Bhopal, M.P.** Grant in aid of Rs.94.45 lacs spread over a period of 5 years has been sanctioned for the activities of the chair from 2010-15. The objectives of the project are;
to study how Consumer Protection Law adapts itself to changing socio economic realities, to study key issues relating to Unfair Trade Practices (UTP's) and propose equitable solutions, to develop and promote knowledge, training and research capabilities in law related to Consumer Protection and UTP's and to foster knowledge transfer and promote cooperation within areas affected by UTP's.

- (iv) The Department of Consumer Affairs has in 2015 approved a one time grant of Rs.1.00 crore with an endowment grant of Rs.90.00 lacs and Rs.10.00 lacs as grant-in-aid for first year only to **National Academy of Legal Studies and Research (NALSAR) University of Law, Hyderabad** for establishing Consumer Law Chair and running courses on consumer issues. The Grant in aid was released in September 2015.
- (v) Dr. Ambedkar Law University, Chennai was sanctioned in June, 2011 an amount of Rs. 94.45 lacs to set up a Chair on Consumer Law and jurisprudence over a period of five years from 2011 to 2016. Out of the sanctioned amount, an amount of Rs. 34.00 lacs was released on 11.07.2011. The objectives of the project of Dr. Ambedkar Law University, Chennai as under:
- (a) To provide for the advancement and dissemination of knowledge of law and their role in the development of better education.
 - (b) To promote legal education and well being of the community generally;
 - (c) To develop in the student and research scholar a sense of responsibility to serve the society in the field of law by developing skills in regard to advocacy legal services, legislation, law reforms and the like;
 - (d) To organize lectures, seminars, symposia and conferences;
 - (e) To provide access to legal education of large segments of the population and in particular to the disadvantaged groups;
 - (f) To promote acquisition of legal knowledge in rapidly developing and changing society and to continually offers opportunities for upgrading knowledge, training and skills in the context of innovation, research and discovery in all field of human endeavours.
- (vi) **Centre for Consumer Studies by IIPA:** - A grant of Rs.850.77 lacs spread over a period of five years was sanctioned to IIPA in 2007-08 for setting up Centre for Consumer Studies (CCS). An additional funds of Rs.137.55 lacs in July, 2010 and Rs.35.00 lacs in April, 2015 have also been sanctioned to IIPA. Centre for Consumer Studies (CCS) focuses on Consumer Protection and Consumer Welfare to sponsor research and evaluation studies in the field of consumer welfare to provide solution to the practical problem being faced by the consumer to sponsor seminars/workshops/ conferences on the consumers and to have necessary inputs for formulation of policy/ programme/scheme for the protection and welfare of consumers. Indian Institute of Public Administration has been appointed as consultant under the scheme to the Department of Consumer Affairs. The scheme granted to IIPA was evaluated by an independent agency recently which concluded that the scheme of creating awareness among institutions/colleges through a premier institute like IIPA is successful. The objective of the scheme as under :
- To sponsor research and evaluation studies in the field of consumer welfare;
 - To identify the practical problems faced by consumers;

- To provide solution to the practical problems being faced by the consumers;
- To have necessary inputs for formulation of policy/program/scheme for the protection and welfare of consumers;
- To provide grants for publication of the results of research and evaluation studies and other related literature;
- To sponsor Seminars/Workshops/Conferences, etc., on consumer related issues and to sanction grants for organizing such programs.

Now, the Department has approved the proposal for extension of the project of Centre for Consumer Studies (CCS), at IIPA, beyond June, 2015 with financial support of Rs.15.00 crores for a period of 5 years, out of which an amount of Rs.242.24 lacs in the first year (2015-16) will be released in two equal instalments. Grant in aid of Rs. 121.12 lacs as first instalment for the project was released in November 2015.

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 'COFONENT' 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 crore. So far 33 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 BEE, 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. For the first time, two video spots on consumer awareness have been made in Sign language also. Further new and innovative media like Bulk SMS, Internet etc were also used.

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 rules made there under, after replacing the two Acts namely Standards of Weights and Measures Act, 1976 and Standards of Weights and Measures (Enforcement) Act, 1985. This Act is to make uniform enforcement across the country.

To promote the interest of industries and to safeguard the interest of consumers an amendment is made in the Legal Metrology (Packaged Commodities) Rules, 2011 vide GSR 385(E) dated 14.5.2015. the salient features of this amendment are:

- definition of industrial and institutional consumers is amended
- Email address of the person/ companies for consumer complaints is made mandatory
- Importers are allowed to put a label on imported packages for making the declarations
- The registered address of the company or firm is allowed to be declared on pre-packaged commodities w.e.f. 1.1.2016.
- It is made mandatory to declare all the declarations required under these rules on tobacco and tobacco products of any quantity

CHAPTER IV

REVIEW OF PAST PERFORMANCE

Consumer Welfare Fund

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 2014-15 :-

The following projects have been released amounts as mentioned against each during 2014-15:

1. **National Consumer Helpline (NCH)** for relocation operationalisation of National Consumer Helpline: Rs.2.00 crore.
2. **Indian Institute of Public Administration (IIPA), New Delhi (Centre of Consumer Study)** for Promoting Involvement of Research Institutions/ University/ Colleges etc. in consumer Protection and Consumer Welfare: Rs. 66.25 lacs.
3. **Consumer Education and Research Centre (CERC), Ahmedabad** for expand its consumer protection and service activities : Rs.50.00 lacs
4. **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.28.50 lakhs.
5. **CONCERT, Chennai** for conducting comparative testing and services: Rs.40.00 lacs.

6. **Federation of Indian Chambers of Commerce and Industry (FICCI)**, New Delhi for Knowledge work for Meditation Advisory Centre (MAC) project: Rs.15.00 lakhs.
7. **VOICE Society**, New Delhi for comparative testing & services : Rs.40.00 lacs.
8. **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: Rs.25.00 lakhs.
9. **Healis Sekhsarai Institute for Public Health**, Mumbai for Consumer Safety of Children from Health Hazards of Tobacco Products : Rs. 75.00 lacs .
10. **State Consumer Helpline Knowledge Resource Management Portal (SCHKRMP)** for coordination and monitoring of the Scheme of State Consumer Helpline : Rs.50.00 lacs.
11. Setting up of **Corpus Fund**: Govt. of Andhra Pradesh : Rs. 2.12cr, Govt. of Nagaland : Rs. 2.38cr and Govt. of Haryana : Rs. 2.39cr respectively.

CONSUMER WELFARE FUND

Statement of Outlays/Outcomes/Targets and Actual Achievement 2015-16

NON-PLAN

(In crores of Rs.)

S.No.	Name of the Scheme Programme	Objective/Outcome	Outlay 2015-16	Expenditure During 2015-16 upto 31.12.2015	Deliverables/Physical Outputs	Achievement w.r.t (Col-5)	Reason for variation
1	2	3	4	5	6	7	8
I	04.01 Awareness Programme including training and education.		15.00				
	04.01.31 Grant-in-aid general.		7.00	5.37			
	04.01.35 Grants for capital assets.		.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.	0.15	0.15	(i)Develop 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.		

b.	Mumbai Grahak Panchayat, Mumbai	The Department has sanctioned and rereleased an amount of Rs.60.00 thousand grant in aid for organizing a Seminar on Consumer Protection (Amendment) Bill-2014.	0.006	0.006			
c.	Federation of Indian Electronic Commerce & Industry(FIECI), Delhi.	The Department has sanctioned an amount of Rs.3.50 Lacs grant in aid for organizing National Consultative Conference on e-Consumer Protection & Awareness. Out of which Rs.2.80 lacs was released in May, 2015.	0.028	0.028			
d.	(i) Indian Institute of Public Administration: IP Estate, Ring Road, New Delhi	(i) A grant of Rs.850.77 lacs spread over a period of five years was sanctioned to IIPA in 2007-08 for setting up Centre for Consumer Studies (CCS). An additional funds of Rs.137.55 lacs in July, 2010 and Rs.35.00 lacs in April, 2015 have also been sanctioned to IIPA.Centre for Consumer Studies (CCS) focuses on Consumer Protection and Consumer Welfare to sponsor research and evaluation studies in the field of consumer welfare to provide solution to the practical problem being faced by the consumer to sponsor seminars/workshops/ conferences on the consumers and to have necessary inputs for formulation of policy/ programme/scheme for the protection and welfare of consumers. Indian Institute of Public Administration has been	0.35	0.35	(i) To provide solution to the practical problems being faced by the consumers. (ii)To have necessary inputs for formulation of policy/ program/scheme for the protection and welfare of consumers. (iii)To provide grants for publication of the results of research and evaluation studies and other related literature. (iv)To sponsor Seminars/ Workshops/Conferences, etc., on consumer related issues and to sanction grants for organizing such programs.		

	(ii) Indian Institute of Public Administration: IP Estate, Ring Road, New Delhi	appointed as consultant under the scheme to the Department of Consumer Affairs. (ii) The Department has approved the proposal for extension of the project of Centre for Consumer Studies (CCS), at IIPA, beyond June, 2015 with financial support of Rs.15.00 crores for a period of 5 years, out of which an amount of Rs.242.24 lacs in the first year (2015-16) will be released in two equal instalments. Grant in aid of Rs. 121.12 lacs as first instalment for the project was released in November 2015.	1.21	1.21			
e.	(i) Consumer Education & Research Centre Ahmadabad. (ii) Consumer Education & Research Centre Ahmadabad.	The Department of Consumer Affairs has approved in July, 2015 a project proposal for an amount of Rs. 1.00 crore over a period of five years to be released in five equal instalments of Rs.20.00 lacs each year to Consumer Education and Research Centre (CERC), Ahmedabad for bringing out National Consumer Magazine INSIGHT in Hindi for 5 years. Grant in aid of Rs. 20.00 lacs (1 st installment) for the project was released in August 2015. The department has also approved in September, 2015 a project proposal of comparative testing of products for food adulteration presence of heavy	0.20 0.17	0.20 0.17			

		metals and pesticides by CERC for testing total cost of Rs.20.00 lacs (Department's contribution Rs.17.00 lacs). The Department of Consumer Affairs has sanctioned and released one time grant in aid of Rs. 17.00 lacs in December 2015.					
f.	(j) CONCERT, Chennai	The Department of Consumer Affairs has approved in August, 2014 the project proposal of Comparative Testing by CONCERT, Chennai of sixteen products and four services at the cost of Rs.142.30 lacs (Department's contribution Rs.128.07lacs), out of which grant in aid of Rs.40.00 lacs was released in September 2014 for undertaking comparative testing of 3 products and 1 service and Rs.24.04 lacs was released in December 2015 for undertaking Comparative Testing of 5 products and 1 service during the financial year 2015-16.	0.24	0.24			
	(ii) CONCERT, Chennai	The Department of Consumer Affairs has approved in April, 2015 for conducting survey to study the quality and safety of eggs sold in market and served to the school children in Tamil Nadu for Rs.10.00 lacs over a period of two year. Out of which grant in aid of Rs.5.00 lacs was released in May, 2015.	0.05	0.05			
g.	NCDRC, New Delhi.	For meeting expenses on advocacy and class action	0.003	0.003			

h.	Raghvendra Trust, Karnataka	The Department of Consumer Affairs has approved and sanctioned an amount of Rs.4.50 lacs for consumer awareness building programme.	0.04	0.04			
i.	GRAHAK SUVIDHA KENDRA	<p>The Department of Consumer Affairs, Government of India has decided to set up GRAHAK SUVIDHA KENDRA, on a pilot basis in six locations in India, viz.</p> <p>i) NCDRC- NCDRC Campus, New Delhi.</p> <p>ii) SAVERA (East Zone), Patna (East Zone).</p> <p>iii) The Consumer Unity and Trust Society (CUTS), Jaipur (West Zone).</p> <p>iv) M/s Bhavishya, Kolkata (East Zone)</p> <p>v) M/s Karshan Technologies, Bangalore (South Zone)</p> <p>vi) The Consumer Education & Research Centre (CERC), Ahmedabad (West Zone).</p> <p>These Centres are to be run by Registered Voluntary Consumer Organizations (VCOs) in five locations and by National Consumer Disputes Redressal Commission (NCDRC) in Delhi</p>	-	-	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 MOU has been signed with all the above VCOs on 30.06.2015 except NCDRC. 5 GSKs have, therefore, come into effect from 30.06.2015. The Centre will be set up initially for a period of 3 years		
			0.26	0.26			
			0.26	0.26			
			0.26	0.26			
			0.26	0.26			
			0.26	0.26			
j.	Manipur Women Coordination Council(MWCC), Imphal	The Department of Consumer Affairs has approved and sanctioned an amount of Rs.5.00 in july, for Integrated Programme on Consumer Education and Awareness Campaign over a period of one year.	0.05	0.05			
K.	Nari Mangal Mahila Samity,	The Department of Consumer Affairs has approved an amount of	0.15	0.15			

	Orissa	Rs.15.00 lac in September, 2011 for organizing consumer awareness programmes over a period of three years. The entire sanctioned amount Rs.15.00 lacs has been released.					
L	National Law School of India University (NLSIU), Bangalore, Karnataka	The Department has approved Rs.1.00 crore over a period of two years to be released in two equal instalments of Rs.50.00 lacs each year to National Law School of India University (NLSUI), Bangalore for setting up 'Online Consumer Mediation Centre'. Grant in aid of Rs. 50.00 lacs (1 st instalment) for the project was released in August 2015.	0.50	0.50	A Chair on Consumer Law and Practice has been established in National Law School of India University (NLSUI), Bangalore. The primary objective of the Chair is to act as a "Think Tank" for the DCA on research and policy related issues on consumer law and practice and also to develop Consumer Affairs as a distinct subject of study at Under Graduate and Graduate levels.		
m	NALSAR, Hyderabad, Telangana	The Department of Consumer Affairs has in 2015 approved a one time grant of Rs.1.00 crore with an endowment grant of Rs.90.00 lacs and Rs.10.00 lacs as grant-in-aid for first year only to National Academy of Legal Studies and Research (NALSAR) University of Law, Hyderabad for establishing Consumer Law Chair and running courses on consumer issues. The Grant in aid was released in September 2015.	1.00	1.00			
n	Consumer Unity & Trust Society (CUTS), Jaipur	The project of Consumer Unity & Trust Society (CUTS), Jaipur for conducting the study on consumer safety in India and to publish "State of Consumer Safety in India	0.10	0.10			

		Report” has been approved with a total cost of Rs.33.45 lacs out of which financial assistance of Rs.25.00 lacs will be provided by this Department in three instalments. Grant in aid of Rs. 10.00 lacs (1 st instalment) for the project was released in September 2015.					
o	Advertising Standards Council of India (ASCI), New Delhi	Advertising Standards Council of India (ASCI), New Delhi has been sanctioned in June, 2015 Rs.10.00 lacs for a period of one year in two equal instalments for resolving complaints on misleading and false advertisements. Grant in aid of Rs. 5.00 lacs (1 st instalment) for the project was released in September 2015.	0.05	0.05			
P.	04.04 Establishment Expenses of Consumer Welfare Fund.		0.30	0.04			
II a.	Corpus fund Scheme 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	4.00	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 Haryana of Rs.1.00 crores and Rs.3.00 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	--			
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*Only major projects have been shown.

PLAN SCHEMES

<p>1 (a)</p>	<p>3601- Grant-in-aid to States Govts. 03- Grants for Central Plan Schemes 04- Consumer Helpline 04.00.31- Grant-in-aid.</p>	<p>To guide and counsel the consumer to resolve their grievances.</p>	<p align="center">2.50</p>	<p align="center">1.50</p>	<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. 	<p>More No. of complaints will be resolved out of court.</p>	<p>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.</p>
<p>(b)</p>	<p>3602 Grants-in-aid to UTs. Govts. 03-Grant for Central Plan Schemes 04- Consumer Helpline 04.00.31- Grant-in-aid.</p>	<p>To guide and counsel the consumers to resolve their grievances.</p>	<p align="center">0.50</p>	<p align="center">--</p>	<ol style="list-style-type: none"> 1. Develop alternate redressal mechanism at UT 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. UT 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.		
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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 and 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.

2. Two new Regional Reference Standards Laboratories are being established at Varanasi, Uttar Pradesh and Nagpur, Maharashtra.

Plan Schemes

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 is being 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 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 Grant in Aid of amount Rs. 14.95 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. 1.52 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 2015-16 (upto 15th Jan. 2016) Grant in Aid of amount Rs. 10.41 crore was released to States/UTs for the construction of Laboratories Buildings and Rs. 84.0 Lakh were spent for training of Legal Metrology Officers of States/ UTs and GOI at National Physical Laboratory, New Delhi and Fluid Control Research Institute, Palakkad, Kerala.

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 released.

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 released.

During 2014-15 Rs. 2.30 Cr for major works of RRSLs/ IILM, Rs. 79.78 Lakh for Machinery & Equipments to RRSLs/ IILM and Rs. 0.95 Lakh for capacity building program were released.

During 2015-16 (upto 15th Jan. 2016) Rs. 4.93 Cr for major works of RRSLs/ IILM, Rs. 2.83 Lakh for Machinery & Equipments to RRSLs/ IILM and Rs. 10.92 Lakh for capacity building program were released.

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 2014-15		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 50.00 RE18.09			18.07	- Grant in Aid for construction of Laboratory Buildings - training at FCRI/ NPL	-Grant in Aid released -training at FCRI/ NPL	DGS&D could not finalize the tenders
2	Strengthening of RRSLs & IILM Ranchi	To strengthen Infrastructures for better Consumer Protection		BE 11.00 RE- 1.98			2.31	- Major works, - Machinery & Equipment - Seminar etc.,	-Renovation work of RRSLs Started - Funds released for Machinery & Equipment -seminar at IILM conducted	DGS&D could not finalize the tenders. State Govt. could not provide land for new RRSL, Nagpur

The Highlights of the schemes, objectives and achievement during the year 2015-16 are as follows:

(Rs. In crore)

S. No.	Name of Scheme/ Programme	Objective/Outcome	Outlay 2015-16			Actual Expenditure Upto Dec. 15		Quantifiable Deliverables/Physical Outputs	Achievements w.r.t col.6	Reasons for variation
			4 (i)	4(ii)	4(iii)	Non-Plan	Plan			
1	2	3	4			5		6	7	8
			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 25.00 RE 16.47			11.73	- Grant in Aid for construction of Laboratory Buildings - training at FCRI/ NPL	-Grant in Aid released -training at FCRI/ NPL	
2	Strengthening of RRSLs & IILM Ranchi	To strengthen Infrastructures for better Consumer Protection		BE 8.00 RE 7.45			5.69	- Major works, - Machinery & Equipment - Seminar etc., -Purchase of land at Nagpur -Installation of solar cells at RRSL/ IILM	-Renovation work of RRSLs continued -seminar at IILM conducted Funds released Funds released	DGS&D could not finalize the tenders.

CONSUMER PROTECTION UNIT
Review of Past Performance (up to 31.12.2015)

(Rupees in crore)

Sl No	Name of the Scheme/ Programme	Objective/ Outcome	Outlay 2015-16	Actual Expenditure 31.12.2015)	Quantifiable Deliverables	Achievements w.r.t.Col. (6) 31.12.2015	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.	1.00	0.42	For holding one meeting of the Central Consumer Protection Council (CCPC) during 2015-16.	-	Meeting of CCPC will be held shortly.
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.	15.00	12.00	Software application development upgradation. Support cell and Project Management at NIC. Supply of new hardware at Consumer Fora.	Rs. 12.00 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.	24.00	16.12	To complete the infrastructure of all Consumer Fora.	Rs. 16.12 has been sanctioned to M.P, Rajasthan , Sikkim and West Bengal	

4.	Consumer Helpline	To guide & counsel the consumers to resolve their grievances	3.00	2.14	Develop alternative complaints redressal mechanism at state level	Recurring grant for running the consumer Helpline have been sanctioned to Haryana, Maharastra, Manipur, Mizoram, Nagaland, Odisa, Rajasthan, Tamilnadu Utter Pradesh Poducherry & consumer Helpline have been sanctioned to Chandigarh.
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B.

Review of 2014-15

(Rs. in crores)

Sl. No.	Name of the Scheme/ Programme	Objective/ Outcome	Outlay 2014-15	Actual Expenditure (31.03.15)	Quantifiable Deliverables	Achievements w.r.t Col (6) (31.03.2015)	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	0.22	One meeting of the Central Consumer Protection Council (CCPC) held during 2014-15.	CCPC Meeting has been held on 05.02.2015 at Patna (Bihar).	-
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.	25.00	10.12	Software application development upgradation. Support cell and Project Management at NIC. Supply of new hardware at District Fora and State Commission.	Rs. 10.12 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.	27.60	5.08	To complete the infrastructure of those Consumer Fora, which were not covered under the scheme so far.	Rs. 5.08 crore has been sanctioned under the scheme to West Bengal.	-
4.	Consumer Helpline	To guide & counsel the consumers to resolve their grievances	3.00	1.89	Develop alternative complaints redressal mechanism at state level	Consumer Helpline have been sanctioned to Himachal Pradesh, Tamilnadu Daman & Diu, Telangana, Kerala, Haryana, Chattishgarh, Maharastra, Sikkim - recurring grant.	
Grand Total :			56.00	17.31			

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 2014-15 and 2015-16 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 2014-15

(Rs. in Crore)

Sl. No.	Name of the scheme/Programme	Objective/Outcome	Outlay 2014-15	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—21.00 RE—19.70	16.93	Revenue Head i) Recurring Expenditure including Information Technology Capital Head i) Procurement of new Machinery & Equipments ii) Major Works (Land & Building)	----	----

Annexure II

Objectives of NTH Plan Scheme, Targets and Achievements during 2015-16(up to December'2015)

(Rs. in Crore)

Sl. no.	Name of the scheme/Programme	Objective/Outcome	Outlay 2015-16	Actual Expenditure incurred (up to Dec. 2015)	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-17.00 RE- 17.55	12.04	Revenue Head i) Recurring Expenditure including Information Technology Capital Head i) Procurement of new Machinery & Equipments ii) Major Works (Land & Building)	71% of BE on the basis of 9 months	

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 multimedia publicity campaign "Jago Grahak Jago"	B.E.75.00	71.50	(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 2015-16 are tabulated as under:-

(Rs. in crore)							
S. No.	Name of the Scheme /Programme	Objective/ Outcome	Outlay 2014-15	Expenditure during 2014-15 upto 31.12.2015	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	59.30	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 2012-13. 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			
		2012-2013	2013-2014	2014-2015	2015-2016	2016-2017	2012-2013	2013-2014	2014-2015	2015-2016	2012-2013	2013-2014	2014-2015	2015-2016**
1	Price Stabilization Fund	0.00	0.00	0.00	0.00	900.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
2	Consumer Awareness	89.00	75.00	75.00	75.00	60.00	58.00	71.00	76.47	80.00	66.46	68.08	71.50	59.30
3	Consumer Protection	49.00	58.77	55.00	42.00	31.50	13.75	41.44	16.64	42.00	17.06	41.17	16.23	29.62
4	Weights & Measures	58.00	64.00	61.00	33.00	39.00	53.76	54.28	20.07	23.92	22.35	49.12	20.38	17.42
5	National Test House	18.00	18.75	21.00	17.00	15.00	13.00	11.38	19.70	17.55	9.44	10.47	16.93	12.04
6	Strengthening of FMC	15.00	16.20	*	*	*	8.00	11.80	*	*	8.02	9.15	*	*
7	Setting up of Gold Hallmarking and Assaying Centres/ Standardization & Quality Control	10.00	5.28	5.00	10.00	2.00	2.00	0.60	5.00	10.00	1.80	0.60	5.00	8.75
8	Consumer Helpline	2.00	3.00	3.00	3.00	2.50	1.49	1.50	2.12	3.00	1.27	1.50	1.89	2.14
	Total	241.00	241.00	220.00	180.00	1050.00	185.00	150.00	192.00	176.47	126.40	180.09	131.93	129.27

*FMC transferred to Ministry of Finance, Department of Economic Affairs during 2013-2014.

**Expenditure (provisional) upto December, 2015 as booked by Pr. Accounts Office and includes authorization of Rs. 38.22 crores issued to other agencies.

**TRENDS IN EXPENDITURE VIS-A-VIS BUDGET ESTIMATES/REVISED ESTIMATES DURING 2015-16
PLAN**

During the financial year 2015-16 a total allocation of Rs. 180.00 crore was made in BE 2015-16 which was subsequently reduced to Rs.176.47 crore at RE stage. The actual expenditure provisional as on 31.12.2015 is Rs.129.27 crore which constitutes 73.25% of RE of Rs.176.47 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. 2015-2016	RE 2015-2016	Actual expenditure 2015-16*	B.E. 2016-2017
1.	Consumer Awareness.	2552	7.50	7.50	--	6.00
		3456	62.80	67.80	55.64	50.00
		3601	4.20	4.20	3.66	3.60
		3602	0.50	0.50	0.00	0.40
2.	Consumer Protection	2552	4.50	4.50	--	3.40
		3456	15.70	15.70	12.92	9.50
		3601	21.70	21.70	16.70	18.55
		3602	0.10	0.10	0.00	0.05
3.	Weights & Measures	2552	3.50	3.50	--	4.00
		3475	14.00	5.47	1.80	16.45
		3601	8.50	8.50	10.41	11.25
		3602	0.00	0.00	--	0.00
		4552	0.25	0.25	--	0.05
		5475	6.75	6.20	5.21	7.25
4.	National Test House	3425	3.30	3.30	2.66	5.00
		4552	1.70	1.70	--	1.50
		5425	12.00	12.55	9.38	8.50
5.	Setting up of Gold Hallmarking/Standardization Quality Control	2552	1.00	1.00	--	0.20
		2852	9.00	9.00	8.75	1.80
6.	Consumer Helpline	3456	0.44	0.44	0.00	0.35
		3601	2.26	2.26	2.08	1.85
		3602	0.30	0.30	0.06	0.30
7.	Price Stabilization Fund	2552	--	--	--	90.00
		3456	--	--	--	809.98
		3601	--	--	--	0.01
		3602	--	--	--	0.01
Total			180.00	176.47	129.27	1050.00

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 2015 as booked by Principal Accounts Office and includes authorization of Rs. 38.22 crores issued to other agencies.

**TRENDS IN EXPENDITURE VIS-A-VIS BUDGET ESTIMATES/REVISED ESTIMATES DURING 2015-16
NON-PLAN**

During the financial year 2015-16 an allocation of Rs. 81.77 crore was made in BE 2015-16 which was subsequently raised to Rs.129.66 crore at RE stage. The actual expenditure provisional as on 31.12.2015 is Rs. 62.10 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. 2015-2016	RE 2015-2016	Actual expenditure 2015-16**	B.E. 2016-2017
1	Secretariat Economic Services	3451	23.20	20.51	15.57	23.41
2	National Test House	3425	30.32	28.19	23.04	32.61
3	Subsidies	2408	10.00	63.00	10.00	115.00
4	Consumer Protection	3456	12.07	11.85	9.22	13.76
5	Regulation of Weights & Measures	3475	5.93	5.86	4.27	6.58
6	International Cooperation	3475	0.25	0.25	0.00	0.25
8	Project under Consumer Welfare Fund	3456	7.80	7.80	5.54	8.30
		3601	6.80	7.20	4.00	6.80
		3602	0.40	0.25	0.00	0.40
9	Deduct Refund*		(-) 15.00	(-) 15.00	(-) 9.54	(-) 15.50
	Total		81.77	129.66	62.10	191.61

*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, 2015 as booked by Principal Accounts Office and includes authorization of Rs. 0.42 crore issued to other agencies.

Scheme-wise, Major Head-wise Financial Requirements/ Budgetary Outlay 2014-15 onwards

(Rs. in Crore)

Scheme	Major Head	BE 2014-2015			RE 2014-2015			BE 2015-2016			RE 2015-2016			BE 2016-2017		
		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	--	20.68	20.68	--	21.17	21.17	--	23.20	23.20	--	20.51	20.51	--	23.41	23.41
2. Lump sum provision for projects /Schemes for North Eastern Region (Revenue Section)	2552	19.30	--	19.30	12.52	--	12.52	16.50	--	16.50	16.50	--	16.50	103.60	--	103.60
3. National Test House	3425	3.20	29.41	32.61	3.57	28.69	32.26	3.30	30.32	33.32	3.30	28.19	31.49	5.00	32.61	37.61
4. Consumer Industries Bureau of Indian Standards	2852	4.50	--	4.50	4.50	--	4.50	9.00	--	9.00	9.00	--	9.00	1.80	--	1.80
15. Subsidy for meeting losses on import of pulses	2408	--	10.00	10.00	--	9.50	9.50	--	10.00	10.00	--	63.00	63.00	--	115.00	115.00
6. Consumer Protection, Consumer Awareness. PMC	3456	86.50	10.68	97.18	73.96	11.14	85.10	78.50	12.07	90.57	83.50	11.85	95.35	59.50	13.76	73.26
	3601	29.60	--	29.60	9.78	--	9.78	25.90	--	25.90	25.90	--	25.90	22.15	--	22.15
	3602	0.60	--	0.60	0.50	--	0.50	0.60	--	0.60	0.60	--	0.60	0.45	--	0.45
7. Price Stabilization Fund	3456	--	--	--	--	--	--	--	--	--	--	--	--	809.98	--	809.98
	3601	--	--	--	--	--	--	--	--	--	--	--	--	0.01	--	0.01
	3602	--	--	--	--	--	--	--	--	--	--	--	--	0.01	--	0.01
8. Regulation of Weights & Measures	3475	32.75	4.87	37.62	2.34	5.23	7.57	14.00	5.93	19.93	5.47	5.86	11.33	16.45	6.58	23.03
	3601	12.75	--	12.75	12.45	--	12.45	8.50	--	8.50	8.50	--	8.50	11.25	--	11.25
	3602	0.50	--	0.50	0.50	--	0.50	0.00	--	0.00	0.00	--	0.00	0.00	--	0.00
9. International Cooperation	3475	--	0.15	0.15	--	0.15	0.15	--	0.25	0.25	--	0.25	0.25	--	0.25	0.25
10. Capital outlay on General Economic services (W&M)	5475	8.80	--	8.80	1.95	--	1.95	6.75	--	6.75	6.20	--	6.20	7.25	--	7.25
11. Capital outlay on scientific & other Environmental Research (NTH)	5425	15.70	--	15.70	14.03	--	14.03	12.00	--	12.00	12.55	--	12.55	8.50	--	8.50
12. Lump sum provision for Projects/ scheme for North Eastern Region (Capital Section)	4552	2.80	--	2.80	2.12	--	2.12	1.95	--	1.95	1.95	--	1.95	1.55	--	1.55
13. Project under Consumer Welfare Fund	3456	--	7.80	7.80	--	7.80	7.80	--	7.80	7.80	--	7.80	7.80	--	8.30	8.30
	3601	--	6.80	6.80	--	7.20	7.20	--	6.80	6.80	--	7.20	7.20	--	6.80	6.80
	3602	--	0.40	0.40	--	0.00	0.00	--	0.40	0.40	--	--	--	--	0.40	0.40

Scheme	Major Head	BE 2014-2015			RE 2014-2015			BE 2015-2016			RE 2015-2016			BE 2016-2017		
		Plan	Non-Plan	Total	Plan	Non-Plan	Total	Plan	Non-Plan	Total	Plan	Non-Plan	Total	Plan	Non-Plan	Total
Deduct Refund	3456	--	-7.80	-7.80	--	-7.80	-7.80	--	-7.80	-7.80	--	-7.80	-7.80	--	-8.30	-8.30
	3601	--	-6.80	-6.80	--	-7.20	-7.20	--	-6.80	-6.80	--	-7.20	-7.20	--	-6.80	-6.80
	3602	--	-0.40	-0.40	--	--	--	--	-0.40	-0.40	--	--	--	--	-0.40	-0.40
14. Consumer Helpline	3456	0.30	--	0.30	0.23	--	0.23	0.44	--	0.44	0.44	--	0.44	0.35	--	0.35
	3601	2.20	--	2.20	1.50	--	1.50	2.26	--	2.26	2.26	--	2.26	1.85	--	1.85
	3602	0.50	--	0.50	0.00	--	0.00	0.30	--	0.30	0.30	--	0.30	0.30	--	0.30
Total		220.00	75.79	295.79	140.00	75.88	215.88	180.00	81.77	261.77	176.47	129.66	306.13	1050.00	191.61	1241.61

Object head-wise Classification

(Rs. in lakh)

REVENUE SECTION	BE 2014-15			RE 2014-15			BE 2015-16			RE 2015-16			BE 2016-17		
	Plan	Non-Plan	Total	Plan	Non-Plan	Total	Plan	Non-Plan	Total	Plan	Non-Plan	Total	Plan	Non-Plan	Total
Salaries	--	5234.00	5234.00	--	5428.00	5428.00	--	5755.00	5755.00	--	5378.00	5378.00	60.00	6239.00	6299.00
Medical Treatment	--	61.70	61.70	--	64.20	64.20	--	74.50	74.50	--	81.30	81.30	--	83.10	83.10
OTA	--	9.70	9.70	--	4.20	4.20	--	4.20	4.20	--	1.80	1.80	--	4.10	4.10
Wages	--	150.90	150.90	--	147.86	147.86	--	156.50	156.50	--	146.80	146.80	--	164.40	164.40
Office Expenses	230.00	748.80	978.80	294.00	733.80	1027.80	285.00	812.70	1097.70	285.00	745.50	1030.50	270.00	812.50	1082.50
Rent Rates & Taxes	--	10.00	10.00	--	10.00	10.00	--	12.00	12.00	--	14.30	14.30	--	17.00	17.00
Domestic Travel Expenses	26.00	132.60	158.60	21.60	110.50	132.10	26.00	137.70	163.70	26.00	111.51	137.51	20.00	122.35	142.35
Foreign Travel Expenses	12.00	60.00	72.00	--	24.30	24.30	9.00	47.00	56.00	9.00	37.00	46.00	5.00	45.00	50.00
Publication	--	14.20	14.20	--	9.20	9.20	--	16.20	16.20	--	16.00	16.00	--	15.35	15.35
Grant-in-aid General	2491.25	1389.00	3880.25	1176.69	1389.00	2565.69	2392.00	1389.00	3781.00	2392.00	1389.00	3781.00	91200.00	1489.00	92689.00
Grants for creation of Capital Assets	3203.75	81.00	3284.75	2035.51	81.00	2116.51	2908.00	81.00	2989.00	2908.00	81.00	2989.00	3075.00	40.00	3115.00
Subsidy	--	1000.00	1000.00	--	950.00	950.00	--	1000.00	1000.00	--	6300.00	6300.00	--	11500.00	11500.00
Contribution	--	27.60	27.60	--	24.00	24.00	--	37.60	37.60	--	37.59	37.59	--	37.60	37.60
Other charges	400.00	32.00	432.00	172.95	32.00	204.95	230.00	33.00	263.00	230.00	33.00	263.00	289.00	24.00	313.00
Other Administrative Expenses	25.00	23.00	48.00	15.00	20.60	35.60	50.00	23.00	73.00	50.00	22.50	72.50	88.00	23.40	111.40
Supply & Material	--	12.70	12.70	--	12.00	12.00	--	13.00	13.00	--	17.00	17.00	--	17.50	17.50
Advertising and Publicity	7030.00	00.50	7030.50	7177.00	0.30	7177.30	7030.00	0.40	7030.40	7530.00	0.20	7530.20	5600.00	0.50	5600.50
Professional Services	42.00	64.30	106.30	37.00	32.70	69.70	40.00	60.20	100.20	40.00	36.50	76.50	174.00	56.80	230.80
Machinery and Equipment	3150.00	--	3150.00	161.20	--	161.20	1350.00	--	1350.00	497.00	--	497.00	1600.00	--	1600.00
Minor Works	100.00	25.20	125.20	27.00	12.84	39.84	70.00	21.00	91.00	70.00	15.50	85.50	260.00	18.00	278.00

REVENUE SECTION	BE 2014-15			RE 2014-15			BE 2015-16			RE 2015-16			BE 2016-17			
	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	2560.00	1.80	2561.80	1072.00	1.50	1073.50	1540.00	3.00	1543.00	1540.00	1.50	1541.50	629.00	1.40	630.40	
ii) Professional Services	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	
Deduct Refund	--	(-)1500.00	(-)1500.00	--	(-)1500.00	(-)1500.00	--	(-)1500.00	(-)1500.00	--	(-)1500.00	(-)1500.00	--	(-)1550.00	(-)1550.00	
Total Revenue Section	19270.00	7579.00	26849.00	12189.95	7588.00	19777.95	15930.00	8177.00	24107.00	15577.00	12966.00	28543.00	103270.00	19161.00	122431.00	
CAPITAL SECTION																
Machinery and Equipments	960.00	--	960.00	656.78	--	656.78	700.00	--	700.00	755.00	--	755.00	735.00	--	735.00	
Major Works	1770.00	--	1770.00	1153.27	--	1153.27	1370.00	--	1370.00	1315.00	--	1315.00	995.00	--	995.00	
Total Capital Section	2730.00	--	2730.00	1810.05	--	1810.05	2070.00	--	2070.00	2070.00	--	2070.00	1730.00	--	1730.00	
Grand Total	22000.00	7579.00	29579.00	14000.00	7588.00	21588.00	18000.00	8177.00	26177.00	17647.00	12966.00	30613.00	105000.00	19161.00	124161.00	

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

REVIEW OF OUTSTANDING UTILIZATION CERTIFICATES/UNSPENT BALANCES (As on 31st March, 2015) IN RESPECT OF GRANTS RELEASED UP TO 31ST MARCH 2015 IN RESPECT OF DEPARTMENT OF CONSUMER AFFAIRS.

(Rs. In crores)

Sl. No.	Name of Division	Unspent Balance as on 01.04.13	Unspent Balance as on 01.04.14	Unspent Balance as on 01.04.15	Amount of UCs Pending as on 01.04.13	Amount of UCs Pending as on 01.04.14	Amount of UCs Pending as on 01.04.15
1.	Bureau of Indian Standards (BIS)	1.39	0.08	0.08	0.00	0.00	0.00
2.	Weights & Measures Unit	42.56	57.42	60.70	42.56	43.96	35.63
3.	Consumer Welfare Fund	13.53	20.16	14.18	13.53	11.15	4.71
4.	Consumer Protection Unit	30.83	34.14	59.53	23.62	19.82	32.00
5.	Publicity	10.86	12.26	14.78	7.94	5.55	6.25
	Total	99.17	124.06	149.27	87.65	80.48	78.59

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. 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 Dec 2015**, as many as **18640** 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.

Under the Certification Marking Scheme as on **25 December 2015**, as many as **30593** licences were in operation. BIS is also operating Management System Certification Schemes. The number of licenses in operation under these Schemes was **1293** as on **25 December 2015**. The actual income through Product Certification and Management System Certification during 2014-15 (upto **25 December 2015**) is given in **Table 1**.

BIS also operates a Hallmarking (Gold/Silver/artefacts) Certification scheme. As on **25 December 2015** as many as **15368** licences were in operation under the Hallmarking scheme. The number of BIS recognized assaying and hallmarking centres has increased to **363** as on **25 December 2015**. The income from Hallmarking activity for 2015-16 (upto **25 December 2015**) is given in **Table 1**.

The physical targets and achievements of BIS during 2014-15 and 2015-16 are as given below:-

S.No.		Targets 2014-15	Achievement 2014-15	Targets 2015-16 (upto 25 Dec 2015)	Achievement 2015-16 (upto 25 December 2015)
i)	Standards Formulated	1549	746	618	257
ii)	Grant of New Licence				
a.	Product Certification	5000	3202	3000	2383
b.	Compulsory Registration of 15 Electronics & IT Goods	1000	688	1500	1830
c.	System Certification	150	117	92	70
d.	Hallmarking of Jewellery	6000	2171	2250	2108

Earnings during the year: - The Income generated by BIS during the year (upto 25 December, 2015) from various activities is as given below.

(Rupees in lakhs)

Sr. No.	Heads of Income	Targets 2015-16	Achievement 2015-16 (upto 25.12.15)
1	Product Certification (Including Registration charges)	35500.00	24687.42
2	Hallmarking	1800.00	1420.69
3	System Certification	500.00	330.38
4	Conference, Consultancy and Training Fee	320.00	135.47
5	Sale of Standards	1016.00	500.58
6	Retrocession from ISO/IEC	500.00	240.74
7	Income From Lab(Lab Recognition Fee, Sale of Scrap)	74.09	32.14
8	Other Income	307.91	415.43
9	Income from Investment (Proportionate)	2400.00	*1800.00
	Total	42418.00	29562.85

* To be finalized in the year ending Annual Account since it is calculated on accrual basis

The financial position of BIS for the financial year 2014-15 and for the period from 01st April to 25 December 2015 is indicated below:

(Rupees in lakhs)

S. No.		2014-15	Achievements 2015-16 (upto 25/12/15)
1	Income	36282.36	29562.85
2	Expenditure		
2.1	Operational Expenditure	21095.90	17415.09
3	Contribution towards shortfall in Pension/Gratuity Liability A/c	-	-
4	Surplus	15186.46	12147.76