



GOVERNMENT OF INDIA

OUTCOME BUDGET

2014-2015

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 2012-13, performance in 2013-14 and targeted performance during 2014-2015. 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 2014-15 is organized in the following chapters.

Chapter I – INTRODUCTION :

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

The other initiatives taken by the Department include: -

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

Chapter II – FINANCIAL OUTLAYS 2014-2015, PROJECTED PHYSICAL OUTPUTS AND PROJECTED OUTCOMES:

Chapter-II gives details of the current schemes and programmes to be pursued in the year 2014-15. During 2014-15 following schemes have been merged with the existing schemes or scrapped:-

- a) Strengthening of Standardization at National and International level has been merged under the scheme National System for Standardization.
- b) Strengthening of Price Monitoring Cell has been merged under the scheme Consumer Protection.
- c) Registration/self declaration of conformity scheme and Consumer Counseling and Mediation has been scrapped.

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.

For further strengthening the legal provisions, the Department of Consumer Affairs has initiated comprehensive amendments in the following Acts in the recent years:-

- a) Consumer Protection (Amendment) Bill, 2011.
- b) Legal Metrology (Amendment) Bill, 2011.

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 2012-13 and 2013-14.

- (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 2010-11. The importance attached to consumer protection and consumer awareness is evident from the fact that the plan budget allocation of the Department has been steadily increasing. In the year 2010-11, the plan budget allocation was Rs. 220.00 crore which went upto Rs. 225.00 crore in 2011-12, Rs. 241.00 crore each in 2012-13 and 2013-14 and slightly reduced to Rs. 220.00 crore in 2014-15. Expenditure during the year 2010-11 on the plan side was 94.91% of Revised Estimates whereas in 2011-12 the same was 94.93% of Revised Estimates in 2012-13, 84.27% of the Revised Estimates and in 2013-14 99.83% of Revised Estimates has been utilized upto March, 2014 (Provisional).

Non-Plan allocation during 2010-11 was Rs. 255.20 crore which went upto Rs. 355.66 crore in 2011-12, Rs. 383.09 crore during 2012-13 and went down to Rs. 361.70 crore in 2013-14 due to lesser provision for pulses subsidy. Expenditure during the year 2010-11 was 99.21% of RE whereas in 2011-12 the same was 99.43% of RE, in 2012-13 Expenditure was 99.38% of RE, in 2013-14 97.45% of RE has been spent.

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 27 years of its operation in March, 2014. BIS keeps a close eye on the setting up of standards of various goods and services.

MONITORING OF PROJECTS AND PUBLIC INFORMATION SYSTEM

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

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

DEPARTMENT OF CONSUMER AFFAIRS

CHAPTER-I

INTRODUCTION

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

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

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

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

ORGANISATION

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

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

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

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

CONSUMER WELFARE FUND

A Consumer Welfare Fund was created in 1992 with the objective of providing financial assistance to promote and protect the welfare of the consumers, create consumer awareness and strengthening consumer movement in the country, particularly in rural areas. The Fund set up by the Department of Revenue under the Central Excise and Salt Act, 1944, is operated by the Ministry of Consumer Affairs, Food & Public Distribution. The Central Excise and Salt Act, 1944 was amended in 1991 to enable the Central Government to create the CWF where the money, which is not refundable to the manufacturers, etc. shall be credited. Net amount available in CWF as on 31.03.2014 is Rs. 16.17 crores

The Consumer Welfare Fund Rules were framed and notified in the Gazette of India in 1992. Under these rules, any agency/organization engaged in consumer welfare activities for a period of three years and registered under the Companies Act, 1956 or any other law for the time being in force, village/ mandal/ samiti-level cooperatives of consumers, industries, State government etc. are eligible for seeking financial assistance from the Fund. An inter-Ministerial Standing Committee has been constituted under the Rules to make recommendations for proper utilization of the money credited to the Consumer Welfare Fund for the Welfare of the Consumers.

Guidelines for seeking financial assistance from the Consumer Welfare Fund, had been framed based on the report of a Working Group set up in 1993 for the purpose. Since the inception of the Fund, a number of schemes viz. consumer awareness scheme, scheme for setting District consumer Information Centres, Scheme for infra-structural development of VCOs and Consumer Club scheme have been launched for spreading consumer awareness throughout the country.

The Consumer Club scheme has been transferred to the State Governments for which financial assistance is given to the State Governments in proportion to the districts in a State. Further, in order to promote the consumer movement throughout the country, the State Governments have been impressed upon the need to create their own Consumer Welfare Fund. For strengthening financial support, the amount of seed money given to the State has been increased from 1:10 to 50:50, the quantum of which has been worked out on the basis of the number of districts in a State. For special category States the ratio is 90:10. The scheme has been launched with an amount of Rs. 10 crore as Corpus Fund by the Central Govt. as central share in the ratio of 75:25 (Centre: State). In case of special category state the ratio will be 90:10 (Centre: State) The scheme was implemented in Madhya Pradesh, Kerala & West Bengal.

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 counseling 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 .

PUBLICITY MEASURES

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

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

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

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

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

The B.E. allocation and the expenditure status of the first two years of 12th Plan is as below:-

S. No.	Year	B.E.	Expenditure
1	2012-13	Rs. 89.00 crores	Rs. 66.46 crores
2	2013-14	Rs. 75.00 crores	Rs. 70.76 crores (Prov.)

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 59 designated centres on daily basis on the information furnished by the State's Food and Civil Supplies Departments. The daily commodity prices and other activities of PMC are available on the website of the Department (<http://fcamin.nic.in>) which is updated regularly. Notes on the measures taken by the Government for ensuring adequate supplies and containing the rise in prices of essential commodities are prepared for Press Information Bureau (PIB) and Chief Economic Adviser, Ministry of Finance on a weekly basis for giving publicity.

2. The year-on-year Wholesale Price Index (WPI) for All Commodities in May 2014 stood at 6.01% which was at 4.58 % for the corresponding month of May 2013. The rate of inflation for Food Articles also slightly rose from 8.25% in May 2013 to 9.50% in May 2014. The inflation rate in May 2014 declined in cereals like rice and wheat, pulses like gram, arhar and masur, onion in vegetables, sugar and edible oils like vanaspati, groundnut oil, soyabean oil and sunflower oil whereas the same for moong, urad, potato, milk, palm oil and mustard & rapeseed oil rose. Due to the favorable monsoon in the year 2013-14, the prices of food articles were stable.

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

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

National Consumer Disputes Redressal Commission

On the United Nations guidelines of 1985, the Government of India enacted the Consumer Protection Act 1986 for better protection of the interests of consumers and for that purpose established quasi-judicial consumer forums all over the country under the Act 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 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 First Appeal against the orders of the State Consumers Disputes Redressal Commissions, having jurisdiction from Rupees Twenty 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 Bench sittings under Section 22-C of the Act, at such places, notified by the Central Government, in consultation with NCDRC. In 2004, the Central Government notified

eleven places to hold Circuit Benches of the National Commission. Subsequently, two more places i.e. Kochi and Jaipur have been notified for holding the Circuit Bench. Till date, the National Commission held its Circuit Bench sittings at Hyderabad, Bangalore, Pune, Ahmedabad, Chennai, Kolkata, Kochi, Bhopal and Jaipur. Circuit Bench sitting of the National Commission was held at Bengaluru, Karnataka from 3rd February to 14th February, 2014.

It has the power to transfer any 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 always a retired Supreme Court Judge and also eleven Members. The Hon'ble Members of the National Commission are either former High Court Judges or former Secretaries to the Government of India. At present, the strength of the Members is ten and five Benches of the Commission are functional. One (01) post of Member is lying vacant in the National Commission.

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 deal with First Appeal 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. Some of the State Commissions are having more than two Members and also having additional Benches. There are 35 State Commissions in the country.

3. District Consumer Forums:-- As on date, 641 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, if any, claimed 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 additional District Forums also.

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 upto 31st March, 2014)

Sl. No.	Name of Agency	Cases filed since inception	Cases disposed of since inception	Cases Pending as on 31.03.2014
1	National Commission	88166	76731	11435
2	State Commissions	639275	548983	90292
3	District Forums	3419945	3156854	263091
	TOTAL	4147386	3782568	364818

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.

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 according to the provision of the Act, the Registry of the National Commission has to maintain the record of disposed of cases for transmitting to the Hon'ble Supreme Court as and when an Appeal is filed against the order of this Commission. It being apex commission 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 in IIPA, New Delhi under the supervision of the National Commission for better performance. The vacancy either in the State Commission or District Fora are reported to the respective State Govt. and the High Courts which are being requested for early appointment.

A Conference of the Presidents of State Commissions and Secretaries in charge, Consumer Affairs of the State Governments/UTs on the occasion of 'World Consumer Rights Day' was organized on 14th & 15th March, 2013 in Vigyan Bhawan, New Delhi to discuss the problems, being faced by the consumer fora in the country.

5. OWN OFFICE BUILDING – 'Upbhokta Nyay Bhawan'

The Office of the National Commission has been 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 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' is 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 the live cases of the National Commission. The daily list, all orders/judgments, the Consumer Protection Act, Rules & Regulations, Addresses of the State Commissions/District Forums etc. can be accessed through on 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 Display System, new servers, 8 mbps leased lines, new computers & printers etc. The Department of Consumer Affairs has provided sufficient funds for computerization of 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 in the consumers, the National Commission is also observing 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, Open house and Seminars, etc. The NGOs are encouraged to participate in the development process of the consumer fora. Interaction with Consumer Fora of other countries though yet to commence, would go long way to create awareness amongst the consumers.

CHAPTER II

FINANCIAL OUTLAYS 2014-15 PROJECTED PHYSICAL OUTPUTS AND PROJECTED OUTCOMES

This chapter gives the details of the financial outlays, plan and non plan, for 2014-15, 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 2014-15			Quantifiable Deliverables/Physical Outputs	Projected Outcomes	Process/ Timeline	Remarks
1	2	3	4			5	6	7	8
			4(i)	4(ii)	4(iii)				
			Non-Plan (Rs. in crore)	Plan (Rs. in crore)	Complementary Extra-Budgetary Resources				
I.	3456 Grant-in-aid Awareness-Programme including training and education	<ul style="list-style-type: none"> • To make consumers aware of their rights, protect their rights, train and educate them about how to use their rights and where to approach for redressal of their grievances. • To set up Mediation Advisory Centre (MAC) under PPP model. • Testing and comparative testing of products. • Verification of misleading claims of 	7.50	--	--	<ul style="list-style-type: none"> • Development of a resource centre at State level which will be networked with national resource centre. • Develop alternate consumer disputes redressal mechanism at State level. • Maximum no. of disputes resolved out of court. • Early resolution of complaints. • Reach out to rural consumers. • Capacity building of State VCOs. • State level machinery gets experience. 	<ul style="list-style-type: none"> ▪ An average of at least 80% of consumers surveyed indicates that they are either very satisfied or partially 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 	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>addresses used to 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. 		<p>The project period has been extended upto 31.03.2015</p>
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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</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 	<ul style="list-style-type: none"> • Develop website for information sharing. • 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 	5 years continuous	Second phase of the CORE Project is under consideration
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		identification of Consumer problems and their redressal through institutional approach and utilizing the information technology methods							
		<p>To service the consumer complaints by giving them appropriate counseling</p> <p>To continue transmitting, 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>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.</p> <p>Processing of fresh 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> <p>1. Development of a resource centre at State level</p>		<p>Continuous</p> <p>3 Years</p> <p>3 Years</p>	Third phase of NCH (IIPA)

						<p>which will be networked with national resource centre.</p> <p>2. Develop alternate consumer disputes redressal mechanism at State level.</p> <p>3. Maximum no. of disputes resolved out of court.</p> <p>4. Early resolution of complaints.</p> <p>5. Reach out to rural consumers.</p> <p>6. Capacity building of State VCOs.</p> <p>7. State level machinery gets experience.</p> <p>8. Companies and service providers become more active in solving consumer disputes.</p> <p>9. Provides service in regional language in addition to English language.</p>	<p>surveyed indicates that they are either very satisfied or partially satisfied with the service.</p> <p>2. Average of at least 50% of consumers surveyed indicate that their problem was fully or partially resolved.</p> <p>3. A minimum of 70% of all contacts and files monitored by the Knowledge Resource Management Portal are categorized as good.</p> <p>4. A minimum of 95% of consumers names and addresses used to populate case histories are deemed accurate and</p> <p>5. 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.</p>		
II.	Corpus Fund Scheme	<ul style="list-style-type: none"> In order to promote the Consumer movement throughout the country the State Govts. have been impressed upon to create their own Consumer Welfare 	7.20	-	-	<p>During 2014-15 part payment of Andhra Pradesh, Haryana and Nagaland have to provide. This is Rs. 2.12 Crore for Andhra Pradesh, Rs. 2.00 Cr. for Haryana and Rs. 3.87 for Nagaland.</p> <p>So far 10 states have been</p>	<p>Consumer movement will become stronger by setting up of State Consumer Welfare Fund.</p> <p>Consumer movement</p>	<p>Scheme is going on and will continue till all States /UTs are benefited of the scheme. Scheme is</p>	

		<p>Fund. For encouraging them to do so, the amount of seed money given to the States has recently been increased from 1:10 to 50:50 and 90:10 in respect of 13 special category States.</p> <ul style="list-style-type: none"> • In order to create Corpus fund to the tune of Rs. 10 crore in the States/UTs with central contribution 75 % of the total amount and 90% of the central contribution in the case of special category states. 				sanctioned Corpus Fund Four States (Madhya Pradesh, Kerala, West Bengal, Tamilnadu, Gujarat, Andhra Pradesh, Odisha, Bihar, Karnataka, and Nagaland) have been part funded for setting up corpus fund. During 2014-15 remaining 25 State/UT will be included in this scheme	will become stronger by setting up of State Consumer Welfare Fund	going on and will continue till all States /UTs are benefited of the scheme		
III.	Establishment expenses of CWF.	Provision is for implementation of Consumer Welfare Fund Act and rules.	0.30	--	--					
2.	Food Storage and Warehousing	Making available imported Pulses for market intervention and for PDS to BPL card holders at a subsidy of Rs. 10.00 Per./Kg	10.00						Only residual claims of PSUs to be settled.	
3.	Secretariat - Economic Services	Provision for salary and administrative expenses of Secretariat and PAOs	20.68						Continuous	
4.	National Test House	Provision for salary and administrative expenses of National	29.41						Continuous	

		Test House.							
5.	Consumer Protection Cell	Provision for salary and administrative expenses of Consumer Protection Cell.	0.46						Continuous
6.	National Consumer Disputes Redressal Commission	Provision for salary and administrative expenses of National Consumer Disputes Redressal Commission	10.22						Continuous
7.	Weights & Measures	Provision for salary and administrative expenses of Weights & Measures including RRSLs and IILM, Ranchi	5.02						Continuous
8.	(i) Strengthening Legal Metrology Infrastructure of States/UTs	To Strengthen the Legal Metrology Wing of the States and Union Territories so that they may ensure correct measurement in commercial transaction and may protect the interest of consumers. This objective will be met through Supply of equipments viz. smaller Mobile Kit for testing of weigh bridges, CNG/LPG kits, Working/secondary standards Weights and working standards capacity		50.00		(i) Supply of equipments viz. CNG/LPG testing kits, proving measures, standard balances etc. (ii) Construction of Standard Laboratory Buildings. (iii) Training In India and abroad.	To ensure better accuracy by proper calibration of weighing and measuring instruments used in -Trade and transaction -Protection of human health and safety; To ensure accurate standards for calibration of commercial scales and weightment by state agencies and To ensure better enforcement	During XII five year plan	

		measures etc. to various states/UTs. Grant in aid for the construction of laboratory buildings will also be given for the said purpose.							
	(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		11.00		(i) To purchase testing equipments for RRSLs and IILM (ii) Renovation work at RRSL & 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 Cell	The Consumer Protection Cell renders secretarial assistance to the Department in administering the Consumer Protection Act, 1986 and related activities.		0.40		For holding one meeting of the Central Consumer Protection Council (CCPC) during 2014-15.	-	Continuous and on-going scheme.	-
(ii)	Computerization and Computer Networking of Consumer Fora CONFONET	The project is being implemented by the National Informatics Centre (NIC) and this Department in a Mission Mode Project. Under the project all Consumer Fora in the country are to be computerized. The project would enable consumers to access		25.00		Software application development upgradation. Support cell and Project Management at NIC. Supply of new hardware at Consumer Fora.	The system would be operationalized fully.	By 31.3.2015	-

		various types of information relating to their complaints.							
(iii)	Strengthening Consumer Fora Phase-II	The scheme seeks to broadly continue with the objective of the earlier Strengthening Consumer Fora scheme to further strengthen the infrastructure of the consumer fora so that minimum level of facilities are provided at each consumer forum in the country, which are required for their effective functioning.		27.60		To complete the infrastructure of all Consumer Fora.	Better facilities at Consumer Fora would helpin quicker disposal of complaints and more consumer friendly interface.	31.3.2015	-
(iv)	Consumer Helpline	To guide and counsel the Consumers to resolve their grievances.		3.00		<ul style="list-style-type: none"> • Develop alternate complaints redressal mechanism at State level. • Maximum No. of Disputes to be resolved out of court. • Early resolution of complaints. • Reach out to rural consumers. • State level machinery gets experience. • Companies and service providers become more active in solving consumer disputes. • Provide service in regional language in addition to English language. 	More no of complaints will be resolved out of court.	31.03.2015	---

10.	Gold Hallmarking	To protect Consumers against cheating by unscrupulous jewellers and to boost export of jewellery		0.60		<p>Setting up and recognition of Assaying & Hallmarking centres.</p> <p>Organization of training Programmes for artisans</p> <p>Organization of Training Programmes for personnel of A & H Centres</p> <p>Organization of Training Programmes on Auditing of A&H Centres for BIS officers</p>	<p>5 A&H Centres</p> <p>10 Training Programmes</p> <p>4 Training programmes</p> <p>1 Training programme</p>	2014-15	<p>a) Financial viability of an Assaying and Hallmarking Centre is the main consideration for the private entrepreneur who intends to set up an A&H centre in different location.</p> <p>b) Policy decision on making of hallmarking mandatory for Gold jewellery/articles will largely determine the demand under this scheme.</p>
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		4.40		<p>R&D projects for establishment / revision of Indian Standards</p> <p>Intensifying participation of BIS Technical Committee Members in BIS Technical Committee Meetings</p> <p>Seminars/ workshop and training programmes:</p> <p>a. Workshops for Technical</p>	<p>20 R&D Projects</p> <p>300 technical committee members</p> <p>6 workshops</p> <p>1 Training Program</p> <p>28 seminars</p>	2014-15	The outlay for R&D Project has been increased as new projects under Nano technology, IT, power, energy, transportation etc are envisaged during the Plan Project period.

		<p>societal/community benefit.</p> <p>It will help in taking strategic positions /considering inclusion of India's view point in the international standards. It would also help in incorporating national deviations in international standards and 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</p>				<p>Committee members (2 days)</p> <p>b. Training programmes for SDOs (5 days)</p> <p>c. Seminar /workshops for other stakeholders (1 day)</p>		<p>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</p> <p>There is also a need to sensitize stakeholders on the standards setting process which requires training to new and existing members of Technical Committee members on the concept and process of formulating standards so as</p>
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		India, which would provide ample opportunities for such interactions						<p>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 Agreement so as to demonstrate that they follow the WTO/TBT Code of Good Practice for development of standards</p> <p>To organize seminars/ workshop for propagation and implementation of standards and also for opinion building on subject of national importance</p>
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11.	Consumer Awareness	Empowerment of consumer by dissemination of information regarding consumer rights and responsibilities through multimedia publicity campaign "Jago Grahak Jago"		75.00		(i) Print advertisements through national and regional newspapers (ii) Release of audio spots through AIR and Private FM Channels (iii) Release of TV spots through DD Network, Private C&S channels (iv) Outdoor Publicity by banners, hoardings etc. (v) Participation in Trade Fairs/Exhibitions. (vi) Development of Consumer Awareness Index.	Target achieved	N.A.	
12.	National Test House	To implement 12 th Plan proposed objectives as submitted to Planning Commission through DoCA i) Creation of New Test, Quality Evaluation & Calibration Facilities annually as per the proposed year-wise outlay ii) Strengthening of NTH regional laboratories through procurement of new Machinery & Equipments commensurate to the requirements iii) Infrastructural Development for		21.00		i) Increase of revenue generation w.r.t previous year(2013-14) by providing NTH services ii) Utilization of Plan fund in accordance with the objectives laid down as under :- a) Completion of on-going construction of NTH, Guwahati Building. b) Progress of the c/o vertical extension of one floor at NTH(NWR)Jaipur. c) Start of the construction of new office building at NTH(WR)Mumbai. d) Procurement of new equipments to enhance the test and calibration facility of NTH e) Extension of IT infrastructure.	i) Anticipated revenue generation Rs.18.00 cr.	-	

		creation of more laboratory space through construction of new building and extension of existing building				iii) Start of new building of NTH, Mumbai & extension of NTH, Jaipur.			
13.	Strengthening of Price Monitoring Cell	Strengthening of Price Monitoring Mechanism of States/UTs and Centre		2.00				Continuous	
		Total	90.79	220.00					

CHAPTER- III

REFORM MEASURES AND POLICY INITIATIVES

1. CONSUMER WELFARE FUND

I Setting up of Complaint handling/Counseling /guidance mechanisms

i) National Consumer Helpline (NCH)

The Department is running National Consumer Helpline in coordination with centre for IIPA consumer Studies. Consumers from all over the country can access the toll-free number 1800-11-4000 and seek telephonic counseling for problems that they face as consumers relating to various sectors such as telecom, courier, banking, insurance, financial services etc. The service is available in English and Hindi. Average complaints received are roughly 10,000 in a month and resolution is 40-45%. Project is being funded in Phase-III at a cost of Rs. 4.00 crores.

ii) Consumer Online Research and Empowerment (CORE) Centre

Consumer Online Research and Empowerment (CORE) Centre project is an initiative taken by the Ministry towards web based consumer awareness & protection programme aimed at identification of consumer problems and their redressal through institutional approach and utilizing the vibrant information technology methods. The project is being executed through Consumer Coordination Council (CCC), - a national coalition of more than 50 leading consumer organizations in the country and member of Consumers International – CI, (U.K.).

The main objectives of the CORE Center Project are:-

- Development of National information gathering mechanisms on consumer related issues;
- Dissemination of information on important consumer issues;
- Establishment of a Research & Documentation Centre on various consumer issues;
- Providing information and analysis of consumer related Laws and Judgments; and
- Providing online support and pursuing consumer complaints;

Department of Consumer reviewed extending the CORE centre project for its extension at a cost of Rs. 1.10 crore. The proposal has been approved at the cost of Rs. 82.50 Lakh out of which the department has sanctioned Rs. 75.00 Lakh as grant in aid and the remaining Rs. 7.50 Lakh (10 % of the total cost) will be borne by the M/S Consumer Coordination Council as its own contributory. First instalment of Rs. 25.00 Lakh has been released out of three instalments in the financial year 2013-14.

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

As part of new initiatives to enhance the levels and reach of consumer protection and welfare activities, the Department has considered and approved a project by Council for Fair Business Practice, Mumbai, Maharashtra (CFBP) This project is for consumer complaint handling by CFBP. Rs.6 lakhs per year is sanctioned for complaint handling per years for 5 years. Fourth year grant of Rs 6 lakhs has been released to CFBP in financial year 2013-14.

(iv) Indian Institute of Public Administration (IIPA) a project proposal for State Consumer Helpline Knowledge Resource Management Portal (SCHKRMP) for coordination and Monitoring of Scheme on State Consumer Helpline was approved at a cost of Rs. 1,67,34,800. The Consumer Welfare Fund vide sanction of even number dated 30-03-2011 and 1-03-2013 sanctioned an amount of Rs. 74.06 Lakhs and Rs. 22,68,600 which were released as Ist and IInd year grant in aid to IIPA New Delhi. Department has also approved for the additional sanction of availing leased line of 8 MBPS from MTNL at cost of Rs. 11.00 Lakh for the one year in financial year 2013-2014.

(v) Federation of Indian Chamber of Commerce and Industry (FICCI) New Delhi, for setting up of FICCI Alliance for Consumer Care (FACC) for providing platform for facilitating prompt redressal of consumer complaint through voluntary self-regulation of consumer education at a cost of Rs. 3.10 crore. An amount of Rs. 1.96 crore released so far and a balance Rs. 1.14 crore is to be released.

(vi) Federation of Indian Chamber of Commerce and Industry (FICCI) New Delhi, has been sanctioned a project for setting up of Mediation Advisory Centre (MAC) under PPP Model with the support of Department of Consumer Affairs, GIZ and FICCI at a cost of Rs. 105.26 lakhs for 15 months. Department Contribution is Rs. 58.30 lakh.

(vii) FICCI, New Delhi has been sanctioned and released a grant of Rs. 15 Lakhs for High Level Group on internal trade reforms and popularize and logo / campaign “Jago Grahak Jago” in all activities in 2013-2014.

(viii) Raghavendra Trust For Education And Environment Action ,Chikkallapur has submitted a proposal for financial assistance from consumer welfare fund. Department have approved the project at a cost of Rs. 10 Lakh for a period of two years. Out of the sanctioned amount of Rs. 10 Lakh the department has released first year grant in aid to Raghavendra Trust for education and environment action, Karnataka for Rs. 4.50 Lakh in financial year 2013-2014.

II Setting up of consumer Product Testing Laboratories

(i) Voice Society

VOICE Society, New Delhi has been sanctioned a project for Comparative Testing of Consumer Products with the objective of ensuring product quality and safety. The total approved cost of the project is Rs.2.25 cores, for a period of two years. Total cost of the project has

already been released. Under this project 16 products and 3 services have been tested and the reports have been published. The project has been evaluated recently. Voice Society, New Delhi has been sanctioned an amount of Rs. 2.70 crore for IIInd phase of the project.

The focus of the projects is as under:-

- Utilizing existing NABL accredited laboratories in India for comparative testing of various categories of products.
- Publishing and popularizing consumer magazine containing consumer related subjects in English, Hindi & other regional languages to create informed consumers.
- To facilitate in developing & up-gradation of National Standards based on scientific data and consumer preferences.
- An amount of Rs. 1.80 crore has been released so far and a balance of Rs. 0.90 crore as 3rd year grant to be released.

(ii) **CONCERT Trust Chennai** has been sanctioned a project for undertaking Comparative Testing of 7 Products and 3 services per year. First year 172 lacs and second year Rs.161.70 lacs grant released to CONCERT. The Standing Committee after deliberations decided to release Rs.2 crores over a period of two years.

(iii) **M/s Consumer Education and Research Centre (CERC)** 'Suraksha Sankool' Sarkhej-Gandinagar Highway, Thaltej, Ahmadabad has been sanctioned an amount of Rs. 2.18 crore for up gradation of laboratory with NABL Accreditation and the amount released. An amount of Rs. 1.25 Crore has now been sanctioned as operating cost over a period of 5 years. 1st instalment of Rs. 25 lacs has been released to CERC in the financial year 2013-14.

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

This scheme has been launched in the year 2004 with a view to sponsor research and evaluation studies in the field of consumer welfare to provide solution to the practical problems being faced by the consumers, to sponsor seminars/workshops/conferences on the consumer related topics, and to have necessary inputs for the formulation of policy/programme/scheme for protection and welfare of the consumers. The Indian Institute of Public Administration, New Delhi, has been identified as the nodal organization to administer the scheme. Total of Rs. 2.98 crore as 1st year and 2nd year grant has been released and 3rd year grant of Rs. 1.04 crore is to be released.

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

i) **Chair on Consumer Law and(Practice in National Law School of India University (NLSIU), Bangaluru:-** A Chair on Consumer Law and Practice was sanctioned in 2007-08 to National Law School of India University (NLSIU), Bangaluru at a cost of Rs. 1.05 crore. Total amount of grant of Rs. 1.05 crore has been released. The primary objectives of the Chair is to act as a "Think

Tank” for the Research and Policy related issues on consumer law and Practice and also develop Consumer Affairs as a district subject of study both at Under Graduate and Post Graduate levels. Grants- in-aid of Rs.15.00 lacs has been released to NLSIU for carrying out additional activities by the chair/Centre on Consumer Law and Practice in the 2013-14.

(ii) **Centre of Consumer Studies in IIPA:** - A Centre for Consumer Studies was sanctioned in 2007-08 to Indian Institute of Public Administration, New Delhi at an estimated cost of Rs. 850.77 lakhs spread over a period of five years for in-depth action research in the areas of consumer protection, training of personnel engaged in administration and adjudication of consumer justice in the country and the elected representatives of the local bodies etc. An amount of Rs. 3,00,19,000/- for the first and Second year grant has been released so far.

(iii) **IIPA:** - IIPA has been sanctioned a Consultancy project 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. A total grant of Rs. 381 lakhs have been sanctioned and released to IIPA for disbursement to 228 applicant organizations and institutions so far undertaking such projects. The scheme granted to IIPA was evaluated by a independent the scheme was evaluated by a independent agency recently. The study has concluded that the scheme of creating awareness among institutions/colleges through a premier institute like IIPA is successful. Grant of Rs. 18 lacs has sanctioned and released to IIPA for two seminars on the subjects “Consumer Protection and E Commerce and Consumer issues and financial services” in the financial year 2013-14.

(iv) A project has been approved by Standing Committee to **Administrative Staff College of India, Hyderabad** at a cost of Rs. 1.50 crores for setting up of a centre for Rural Consumer Studies at (ASCI) campus for a period three years

(v) A Project proposal from **National Law Institute University, Kerwa Dam Road, Bhopal, M.P.** for Chair on Professorship in Consumer Protection and Consumer welfare at the cost of Rs. 94.45 lakhs has been sanctioned. Department has released 2nd instalment of Rs.23.36 lacs for establishing chair professorship in consumer protection and consumer welfare with financial assistance in the 2013-14.

(vi) A project has been sanctioned to **Dr. Ambedkar Law University, Chennai** for Chair of Excellence on Consumer Law and Jurisprudence. At a cost of Rs. 94.45 lakhs in three installment spread over a period of 5 years. Out of the sanctioned amount of Rs. 94.45 lakh Department will provide Rs. 85.01 lakh as grant-in-aid and balance amount of Rs. 9.44 lakh (10% of total cost) will be borne by Dr. Ambedkar Law University as their own contribution. The grant shall be released in next two years in two installments.

(vii) A project has been sanctioned to **National Law School of India University, Bangalore** for chair of Excellence on Consumer Law and Jurisprudence at a cost of Rs. 1,05,00,000. An additional amount of Rs. 8.00 lakhs has been sanctioned for undertaking additional activities.

V Training Programmes

(i) A project proposal for organizing Workshop-Cum-training programme for housewives for on the spot test to detect common adulterants in foods in eight districts of Chennai in Tamilnadu at a cost of Rs, 29,74,000/- was sanctioned to **CONCERT**. On the recommendation of the evaluation report of the pilot project carried out by Tamilnadu Government, a second phase of the project for another 11 districts VIZ, Madurai, Vellore, Villipuram, Cuddalore, Tuticorin. Tanjore Kaurur, Tiruvallu, Salem, Perambalur and Tiruvannamalai in Phase-II at a cost of Rs. 33,77, 664/- has been sanctioned. Third phase of project in the remaining parts of Tamil Nadu has also been sanctioned at a cost of Rs. 59.02 lakhs.

(ii) **Administrative Staff College of India, (ASCI) Hyderabad** has been sanctioned an amount of Rs. 10 lakhs for conducting a week's training programme for members of consumers disputes redressal bodies.

VI Information, Education and Communication programmes for consumer awareness

(i) A project has been sanctioned to **M/s Lakshya-A Relif Organisation, New Delhi** for implementing a project on consumer awareness in Kerala, UP and Haryana for a period of three years at a cost of Rs. 75.00 lakhs.

(ii) A project has been sanctioned to **M/s Paramhans Sanstha, Dehradun** for consumer awareness activities in rural areas of Uttrakhand State at a cost of Rs. 111.11 lakhs for a period of 2 years.

(iii) A project has been sanctioned to **Ayolta Human Resource Society, Longleng District, Nagaland** at a cost of Rs. 45.00 lakhs has sanctioned and released grant for 3 years for consumer awareness programme.

(iv) A project has been sanctioned to **M/s Manav Vikas Sewa Sansthan, Luknow** at a cost Rs. 33.00 lakhs for consumer awareness activities in rural areas of Lucknow.

(v) A project has been sanctioned to **M/s Kerala State Co-operative Consumer Federation (CONSUMERFED)** at cost Rs. 45.00 lakhs for procurement of Refrigerated vehicle To enable consumer's to reach essential commodities items at theirs door steps.

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:

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

To enhance transparency and efficiency in the functioning of Consumer Dispute Redressal Agencies (Consumer Fora) established under the Consumer Protection Act, 1986, the 'CONFONET' project is being implemented through the National Informatics Centre (NIC) on turnkey basis. The project would provide for computerization of all Consumer Fora in the country. This project would enable consumers & other concerned to access information online. The scheme has been extended during 12th Five Year Plan period in a Mission Mode approval with a total outlay of Rs.70.00 crores.

(ii) **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)".

(iii) **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 onetime non-recurring grant for establishing the State Helpline and recurring grant for five years for smoothly running the State Consumer Helpline. It is the responsibility of State Government to run the Helpline later on. This scheme has been extended during 12th Plan period with a total outlay of Rs.18.00 crore. So far 30 States/UTs have been sanctioned funds under this scheme.

4 PUBLICITY

The Department has been focusing on core areas of its functioning i.e. Standards such as ISI and Hallmarking, provisions of Weights & Measures Act and Consumer Protection Act in various advertising campaigns. The Department has also released joint campaigns with RBI on financial issues. 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, Utility Bills, Railway etc. The messages are released in region specific language.

5 LEGAL METROLOGY DIVISION

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

The Government has notified the Legal Metrology (Government Approved Test Centre) Rules, 2013 vide GSR 593 (E) dated 5.9.2013 for verification of specified weights and measures by the private persons in addition to the State Government Legal Metrology Officers to give an another option for verification to the traders/ users of weights and measures.

CHAPTER IV

REVIEW OF PAST PERFORMANCE

Consumer Welfare Fund (Non-Plan)

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 relates to establishment of consumer clubs promoting involvement of Research Institutions/Universities/Colleges etc. under consumer protection and welfare.

During the 2012-13 Standing Committee approved following project-

1. **National Consumer Dispute Redressal Commission (NCDRC), New Delhi** for improving the facilities to the consumers as well as to get office furnished with required infrastructure at the cost of Rs. 65 Lakh.
2. **National Consumer Helpline, Delhi University** for the extension of National Consumer Helpline Project to its second Phase for 3 Years at the cost of Rs.1,27,36,955/-.
3. **M/s Manav Vikas Evam Sewa Sansthan, Lucknow** for Consumer Awareness Activities in rural areas of lucknow (Uttar Pradesh) at the cost of Rs. 34 Lakh.
4. **M/s Gowthami Foundation, Prakasam District Andhra Pradesh** for spreading Consumer Education and Empowerment initiative at the cost of Rs. 44,41,886/-.
5. **M/s Consumer Unity & Trust Society (CUTS)** for their project Indian Consumers in the New Age and to address the concerns of Common Man in States viz. Tripura, Jharkhand, Karnataka and Haryana at the cost of Rs. 45 Lakh.
6. **M/s Kerala State Cooperative Consumer Federation Ltd. (CONSUMERFED)** for procurement of refrigerated vehicle for strengthening the distribution of Consumer article and for consumer awareness campaign at the cost of Rs. 45 Lakh.
7. **M/s Indian Institute of Public Administration (IIPA), New Delhi** for centre of Consumer Study at the cost of Rs. 1,82,87,000/-.

8. **M/s VOICE Society, New Delhi** for Comparative Testing of product and Services Phase-II for a Period of 3 years at the cost of Rs. 90 Lakh.
9. **M/s CONCERT, Chennai** for Comparative Testing of Product and Services for a period of 2 years at the cost of Rs. 1,28,33,000/-.
10. **Administrative staff College of India(ASCI) Hyderabad** for setting up of the Centre for setting up of the Centre for Rural Consumer Studies with financial assistance from CWF at the cost of Rs.38,16, 160/-.
11. Setting up of **Corpus Fund** at the cost of Rs. 6.48 cr, Rs. 2.63 cr, Rs. 2.63 cr, Rs. 2.63 cr, Rs. 2.63 cr and 1.02 cr for the Govt. of West Bengal, Bihar, Odisha, Nagaland, Karnataka and Tamilnadu respectively.

STATE CONSUMER HELPLINE SCHEME (PLAN) :-

State Consumer Helpline is a new plan scheme to set up State consumer Helpline on similar lines as National Consumer Help line which will be a partnership effort between State and active VCOs of the States. These help lines will extend service in the regional language of State concerned and in Hindi and English. Eventually these State Helplines can be networked with National Consumer Helpline so as to make use of the data base and experience already available. So far 21 states/UTs have been sanctioned funds to set up Consumer Help lines. It has been decided to continue the scheme during 12th Plan.

OBJECTIVE OF THE SCHEME

State Consumer Helpline is proposed to be established with the following objective.

1. Development of a resource center at States/UTs level which will be networked with national resource center.
2. Develop Alternate Consumer Disputes Redressal mechanism at States/UTs level
3. Maximum no. of dispute resolved out of court
4. Early resolution of complaints
5. Reach out to rural consumers
6. Capacity building of State/UTs level VCOs
7. States/UTs level machinery gets experience
8. Companies and service providers become more active in solving consumer disputes
9. Provide service in regional language in addition to English language.

CONSUMER WELFARE FUND

Statement of Outlays/Outcomes/Targets and Actual Achievement 2013-14

NON-PLAN

(In crores of Rs.)

S.No.	Name of the Scheme Programme	Objective/Outcome	Outlay 2013-14*	Expenditure 2013-14*	Deliverables/Physical Outputs	Achievement w. r. t (Col-5)	Reason for variation
1	2	3	4	5	6	7	8
I	0.4.01 Awareness Programme including training and education.		45.80				
	04.01.31 Grant-in-aid general.		14.00	6.26			
	4.01.35 Grants for capital assets.		1.00				
a	(i) Consumer Online Resource & Empowerment 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.	0.75	0.25	(i)Develop in Online Database (ii) Upload and update the consumer related issues on time. (iii) Make the online information available in major local languages for the benefit of a maximum number of consumers		1 st instalment of 2 nd phase.

b.	(i) Indian Institute of Public Administration (SCHKRMP), New Delhi	Development of a resource centre at State level which will be networked with national resource centre.	1.67	0.11			For networking
	(ii) Indian Institute of Public Administration: IP Estate, Ring Road, New Delhi	Setting up and running a Centre for Consumer studies in IIPA (i) Conduct/facilitate in depth research in the area of consumer protection and consumer welfare.	2.01	2.01	i) Organize seminar/ training workshops/ conferences/round table on the contemporary issues relating to consumer protections. ii) Sensitize trade and industry and the Net		Last instalment of 1 st phase
	(iii) Indian Institute of Public Administration, New Delhi.	To facilitate and promote better protection of consumer” Rights, interests and welfare”. Organize seminars/Workshops. Production of consumer rights in e-commerce and consumer issues in financial services.	0.18	0.18			Last instalment of 1 st phase
c.	Voluntary Organisation in Interest of Consumer Education (VOICE), New Delhi	Consumer Friendly Awards	0.01	0.01			For conducting a meeting of members
d.	National Law School of India University (NLSIU), Bangalore	Chair on Consumer Law and Practice NLSIU, seeks to develop and establish a focus academic capacity and leadership and contribute to all the issues relating to consumer affairs in India	0.15	0.15			

g.	NCDRC, New Delhi.	(i) For meeting expenses on advocacy and class action (ii) for engagement of Clerk	0.007 0.36	0.007 0.36			
h.	Ayolta Human Resources, Society, Nagaland	Consumer awareness in longleng District Nagaland.	0.45	0.15			
i.	V. Kikhi welfare society, Nagaland	Consumer awareness programme	0.30	0.10			
j.	Association for Development of Society, Nagaland	Consumer awareness programme	0.15	0.15			
k.	East Zone Sports & Games Development Association, Distt.- Dimahaso (Assam)	Consumer awareness programme	0.05	0.05			
l.	Bahujan Hitaya Bahujan Sukhaya Bahuuddeshiya Prasarak Mandal Ruddha, Maharashtra	Consumer awareness programme	0.05	0.05			
m.	Wangjing Woman and Girls Society (WWAGS), Manipur	“Promotion of Consumers ”Right	0.05	0.05			
n.	Mega Rural Development Society, Karnataka	Consumer Literacy and Awareness Building Programmes	0.05	0.05			
o.	Rural Artisans Welfare Society, Jammu (J & K)	“Promotion of Consumers ”Right, Training Campaign to Enhance Literacy and Awareness	0.05	0.05			

p.	Laxamibai Sevabhavi Gram Vikas Mandal, Maharashtra	Consumer Awareness Campaign	0.02	0.02			
q.	M/s Raghavendra Trust for Education and Environmental Action for Needs (RTEEAN), Karnataka	Consumer Awareness Programme	0.09	0.045			
r.	Kerala State Civil Supplies Corporation SUPPLYCO, Kochi (Kerala)	Mobile fair price shops as a means of customer empowerment and social justice	1.50	1.50			
s.	Net Creative Mind Solution Pvt. Ltd, Delhi		0.02	0.02			
t.	West Bengal National University of Juridical Sciences, Kolkata	Consumer Law and Consumer Protection	0.065	0.065			
u.	M/s Bundela Gramodyog Seva Sansthan, Uttar Pradesh	Consumer Awareness Campaign	0.05	0.05			
v.	M/s Seeking Modern Application for Real Transformation, "Mewat Radio", New Delhi	Community based Radio/Consumer Helpline	0.10	0.10			
w.	M/s National Law Institute University (NLIU), Bhopal	Chair Professorship in Consumer Protection and Consumer Welfare	0.23	0.23			

x.	M/s Society for advancement of villagers employment and rehabilitation of all (SAVERA), New Delhi	Consumer Empowerment and Awareness Campaign	0.50	0.50			
y.	M/s Mounda Dhunpur Kalyan Samati, Dehradun (Uttarakhand)	Consumer Awareness Programme with material of spreading consumer literacy and awareness building on Consumer Education	0.10	0.10			
z.	(i) Federation of Indian chambers of Commerce and Industry (FICCI), New Delhi, High (HLG) (ii) FICCI (MAC)	Knowledge work for the High Level Group on Internal Trade Reforms To set up Mediation Advisory Centre (MAC) under PPP model.	0.15 0.58	0.15 2 nd & final installment of Rs. 0.15cr. and Additional fund of Rs. 0.05cr.	--		1. Develop and assess an implementabl e solution for practicing mediation in resolving consumer disputes in India. 2. Offer court annexed Mediation (Delhi State Consumer Court referred cases & cases referred from the identified

						<p>District forums).</p> <p>3. Select and train trainers for managing Mediation in Consumer Dispute based on International Best Practices.</p> <p>4. Train mediators from academics, VCO's and Industry across India.</p> <p>5. Organize One National Level Consultation with the stakeholders.</p> <p>6. Organize awareness programs promoting Mediation in major metros of India.</p> <p>7. Create a website for promoting the concept of mediation in India and for</p>	
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						disseminating the International Best Practices. 8. Conduct action based research and document the feedback of consumers & businesses experienced mediation with MAC.	
II	04.04 Establishment Expenses of Consumer Welfare Fund.		0.30	0.22			
II	3601 Grant-in-aid to State Government						
a.	Corpus fund Scheme	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.	33.00	32.99	The sanctioned amount will be utilized by the respective states for strengthening consumer awareness activities through NGOs/ VCOs.	Corpus fund has been setup in Gujrat, Tamilnadu, Odisha, Bihar, Karnataka, Andhra Pradesh	

*Only major projects have been shown.

PLAN SCHEMES

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

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

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

The basic objectives of establishment RRSLs are as follows:-

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

Scheme

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

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

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

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

During 2013-14 letter of authority for Rs. 26.01 crore was given to DGS&D for supply of equipments to States/UTs out of which they have spent Rs.24.99 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.

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 Rs. 30.00 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 new RRSL will be established at Nagpur, Maharashtra and Varanasi, Uttar Pradesh.

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

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

The Highlights of the schemes, objectives and achievement during the year 2012-13 are as follows:

(Rs. In crore)

S. No.	Name of Scheme/ Programme	Objective/Outcome	Outlay 2012-13			Actual Expenditure		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 (i)	4(ii)	4(iii)	Non-Plan	Plan	6	7	8
			Non-plan Budget	Plan Budget	Complementary Extra-Budgetary Resources	Non-Plan	Plan			
1	Strengthening Legal Metrology Infrastructure of States/UTs	To strengthen the Legal Metrology infrastructure of States/ UTs for better enforcement of weights & measures Laws.		44.49			21.47	Grant in Aid for construction of Standard Laboratory Buildings and supply of equipments to States/UTs.	Grant in Aid released.	DGS&D could not finalize the tenders for supply of equipments.
2	Strengthening of RRSLs & IILM Ranchi	To strengthen Infrastructures for better Consumer Protection		1.74			1.72	Creation of new Testing facility like Flow measurement etc	Renovation work of IILM and Flow Measurement Facility at RRSL	-

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

(Rs. In crore)

S. No.	Name of Scheme/ Programme	Objective/Outcome	Outlay 2013-14			Actual Expenditure		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.		60.00 RE – 52.22			50.69	-Supply of mobile Kits for testing weighbridges, -CNG/ LPG testing kits to various States/ UTs. -Grant in Aid for construction of Standard Laboratory Buildings	--- Mobile kits Supplied, ----LPG/ CNG kits -Grant in Aid released.	
2	Strengthening Of RRSL & IILM Ranchi	To strengthen Infrastructures Basis better Consumer Protection		4.00 RE- 2.06			1.99	Creation of new Testing facility like Flow measurement etc	Renovation work of IILM and Flow Measurement Facility at RRSL	

CONSUMER PROTECTION UNIT

REVIEW OF PAST PERFORMANCE

Review of 2012-13

(Rs. in Crores)

Sl. No.	Name of the Scheme/ Programme	Objective/ Outcome	Outlay 2012-13	Actual Expenditure (31.03.13)	Quantifiable Deliverables	Achievements w.r.t Col (6) (31.03.2013)	Remarks
(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8)
1.	Consumer Protection Cell	The Consumer Protection Cell renders secretarial assistance to the Department in administering the Consumer Protection Act, 1986 and related activities.	0.50	0.3746	One meeting of the Central Consumer Protection Council (CCPC) held during 2012-13.	Meeting was held by CCPC on 16.11.2012 at Kochi (Kerala).	-
2.	Computerization and computer networking of Consumer Fora (CONFONET)	The project is being implemented through the National Informatics Centre (NIC) on a turnkey basis. 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.	10.10	9.6508	Software application development upgradation. Support cell and Project Management at NIC. Supply of new hardware at District Fora.	Rs. 9.6508 crore was released to NIC for carrying out activities under the scheme.	-
3.	Strengthening Consumer Fora	The scheme seeks to broadly continue with the objective of the earlier Integrated Project on Consumer Protection (IPCP) 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.	25.00	7.3683	To complete the infrastructure of those Consumer Fora, which were not covered under the scheme so far.	Rs. 7.3683 crore was sanctioned under the scheme covering the States of Mizoram, Punjab, West Bengal, Tamil Nadu, Uttar Pradesh and Tripura.	-
Grand Total :			35.60	17.3937			

Review of performance in 2013-14

(Rs. in Crores)

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

Review of Past Performance of NTH

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 2012-13 and 2013-14 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 2012-13

(Rs. in Crore)

Sl. No.	Name of the scheme/Programme	Objective/Outcome	Outlay 2012-13	Actual Expenditure incurred w.r.t RE	Quantifiable Deliverables	Achievements w.r.t column 6	Reasons for variation in achievements
1	2	3	4	5	6	7	8
	National Test House	To provide services to the consumers in the field of testing and quality evaluation of engineering materials and products of all engineering branches except drugs, arms & ammunition	BE—18.00 (Break up) Revenue- 3.30 Capital- 14.70 RE—13.00 (Break up) Revenue- 2.50 Capital- 10.50	11.98 (Break up) Revenue— 2.38 Capital— 9.60	Revenue Head i) Recurring Expenditure including Information Technology Capital Head i) Procurement of new Machinery & Equipments ii) Major Works(Land & Building)	Revenue Head 95% of RE Capital Head i) 97.60% against RE under the head ME RE—2.50, Actual expenditure-2.44 ii) 57.75% against RE under the head Major Works (Land & Building) RE—8.00 Authorized to CPWD	----

Annexure II

Objectives of NTH Plan Scheme, Targets and Achievements during 2013-14

(Rs. in Crore)

Sl. No.	Name of the Scheme/ Programme	Objective/Outcome	Outlay 2013-14 (Plan)	Actual Expdtr. Incurred	Quantifiable Deliverables	Achievements w.r.t. Col 6	Reasons for variation in achievements w.r.t. Col 6
	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	RE—11.38 (Break up) Revenue-2.85 Capital- 8.53	11.66 (Break up) Revenue-2.83 Capital-8.87	Revenue Head i) Recurring Expenditure including Information Technology Capital Head i) Procurement of new Machinery & Equipments ii) Major Works(Land & Building)	Fully Achieved	----

CONSUMER AWARENESS SCHEME

The highlighting covering objectives, targets and achievements in the field of consumer awareness during the year 2012-13 are tabulated as under:-

(Rs. in crore)							
S. No.	Name of the Scheme /Programme	Objective/ Outcome	Outlay 2012-13	Expenditure during 2012-13	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"	75.00	66.46	(i) Print advertisements through national and regional newspapers (ii) Release of audio spots through AIR and Private FM Channels (iii) Release of TV spots through DD Network,, ,Private C&S channels (iv) Outdoor Publicity by banners, hoardings etc. (v) Participation in Trade Fairs/Exhibitions. (vi) Development of Consumer Awareness Index.	Target achieved	N.A.

CONSUMER AWARENESS SCHEME

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

(Rs. in crore)							
S. No.	Name of the Scheme /Programme	Objective/ Outcome	Outlay 2013-14	Expenditure during 2013-14	Quantifiable Deliverables	Achievements w.r.t. (Col 6)	Reason for variation
1	2	3	4	5	6	7	8
1	Consumer Awareness	Empowerment of consumer by dissemination of information regarding consumer rights and responsibilities through multi media publicity campaign "Jago Grahak Jago	75.00 cr.	70.76	(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.. (v) Participation in Trade Fairs/Exhibitions	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 2010-11. 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			
		2010-2011	2011-2012	2012-2013	2013-2014	2014-2015	2010-2011	2011-2012	2012-2013	2013-2014	2010-2011	2011-2012	2012-2013	2013-2014**
1	National Consumer Disputes Redressal Commission	3.44	0.00	0.00	0.00	0.00	2.39	2.39	0.00	0.00	0.00	2.39	0.00	0.00
2	Consumer Awareness	84.02	87.23	89.00	75.00	75.00	80.67	87.23	58.00	71.00	80.27	85.73	66.46	70.76
3	Consumer Protection	30.82	33.69	49.00	58.77	55.00	23.24	15.29	13.75	41.44	20.48	12.48	17.06	41.17
4	Weights & Measures	62.50	64.44	58.00	64.00	61.00	61.00	48.78	53.76	54.28	59.45	45.86	22.35	54.18
5	National Test House	17.17	21.22	18.00	18.75	21.00	17.17	18.00	13.00	11.38	15.67	16.86	9.44	11.66
6	Strengthening of FMC	17.50	14.00	15.00	16.20	*	10.53	10.00	8.00	11.80	9.17	9.08	8.02	11.80
7	Setting up of Gold Hallmarking and Assaying Centres/Standardization & Quality Control	3.05	2.42	10.00	5.28	5.00	1.50	2.31	2.00	0.60	1.53	2.28	1.80	0.60
8	Consumer Helpline	1.50	2.00	2.00	3.00	3.00	1.50	1.00	1.49	1.50	1.35	0.94	1.27	1.50
	Total	220.00	225.00	241.00	241.00	220.00	198.00	185.00	150.00	192.00	187.92	175.62	126.40	191.67

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

**Expenditure (provisional) as booked by Pr. Accounts Office.

**TRENDS IN EXPENDITURE VIS-A-VIS BUDGET ESTIMATES/REVISED ESTIMATES DURING 2013-14
PLAN**

During the financial year 2013-14 a total allocation of Rs. 241.00 crore was made in BE 2013-14 which was subsequently reduced to Rs.192.00 crore at RE stage. The actual expenditure provisional as on 31.03.2014 is Rs.191.67 crore which constitutes 99.83% of RE of Rs. 192.00 crores. The schemes wise and major head wise allocation and expenditure is given below.

(Rs. in Crore)

Sr. No.	Scheme etc.	Major Head	B.E. 2013-2014	RE 2013-2014	Actual expenditure 2013-14 **	B.E. 2014-2015
1.	Consumer Awareness.	2552	7.80	7.80	--	7.80
		3456	58.20	58.20	66.00	62.50
		3601	7.50	4.91	4.67	4.20
		3602	1.50	0.09	0.09	0.50
2.	Consumer Protection	2552	5.88	5.69	--	5.50
		3456	22.71	20.00	22.13	24.00
		3601	29.52	15.75	19.04	25.40
		3602	0.66	0.00	--	0.10
3.	Weights & Measures	2552	5.99	5.99	--	5.50
		3475	35.01	34.56	39.28	32.05
		3601	19.25	11.47	12.71	16.75
		3602	0.25	0.25	0.25	0.50
		4552	0.50	0.00	--	0.70
		5475	3.00	2.01	1.94	5.50
4.	National Test House	3425	2.50	2.85	2.83	3.20
		4552	1.88	1.88	--	2.10
		5425	14.37	6.65	8.83	15.70
5.	Strengthening of FMC	2552	1.62	1.18	--	*
		3475	14.58	10.62	11.80	*
6.	Setting up of Gold Hallmarking/Standardization Quality Control	2552	0.54	0.06	--	0.50
		2852	4.74	0.54	0.60	4.50
7.	Consumer Helpline	3456	0.00	0.00	--	0.30
		3601	2.50	1.50	1.50	2.20
		3602	0.50	0.00	--	0.50
Total			241.00	192.00	191.67	220.00

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

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

**Expenditure (provisional) as booked by Principal Accounts Office.

**TRENDS IN EXPENDITURE VIS-A-VIS BUDGET ESTIMATES/REVISED ESTIMATES DURING 2013-14
NON-PLAN**

During the financial year 2013-14 an allocation of Rs. 315.90 crore was made in BE 2013-14 which was subsequently reduced to Rs. 220.86 crore at RE stage. The actual expenditure provisional as on 31.03.2014 is Rs. 220.60 crore (net) which is almost 100.00% of total allocation of RE of 2013-14. The scheme wise and major head wise allocation and expenditure is given below.

(Rs. in Crore)

Sr.No.	Scheme	Major Head	B.E. 2013-2014	RE 2013-2014	Actual expenditure 2013-14**	B.E. 2014-2015
1	Secretariat Economic Services	3451	17.31	16.24	16.12	20.68
2	National Test House	3425	28.29	26.89	26.85	29.41
3	Subsidies	2408	250.00	158.39	158.18	10.00
4	Consumer Protection	3456	8.82	8.46	8.59	10.68
5	Regulation of Weights & Measures	3475	4.89	4.71	4.61	4.87
6	International Cooperation	3475	0.15	0.15	0.23	0.15
7	Regulation of Markets	3475	6.44	6.02	6.02	#
8	Project under Consumer Welfare Fund	3456	15.30	11.80	6.27	7.80
		3601	30.00	33.50	32.99	6.80
		3602	0.50	0.50	0.00	0.40
9	Deduct Refund*		(-) 45.80	(-) 45.80	(-) 39.26	(-) 15.00
	Total		315.90	220.86	220.60	75.79

*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.

FMC has been transferred to Ministry of Finance, D/o Economic Affairs.

** Expenditure (provisional) as booked by Principal Accounts Office.

Scheme-wise, Major Head-wise Financial Requirements/ Budgetary Outlay 2012-13 onwards

(Rs. in Crore)

Scheme	Major Head	BE 2012-2013			RE 2012-2013			BE 2013-2014			RE 2013-2014			BE 2014-2015		
		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	--	16.86	16.86	--	15.83	15.83	--	17.31	17.31	--	16.24	16.24	--	20.68	20.68
2. Lump sum provision for projects /Schemes for North Eastern Region (Revenue Section)	2552	21.50	--	21.50	13.63	--	13.63	21.83	--	21.83	20.72	--	20.72	19.30	--	19.30
3. National Test House	3425	3.30	25.72	29.02	2.50	26.19	28.69	2.50	28.29	30.79	2.85	26.89	29.74	3.20	29.41	32.61
4. Consumer Industries Bureau of Indian Standards	2852	9.00	--	9.00	1.80	--	1.80	4.74	--	4.74	0.54	--	0.54	4.50	--	4.50
5. Subsidy for meeting losses on import of pulses	2408	--	300.00	300.00	--	270.00	270.00	--	250.00	250.00	--	158.39	158.39	--	10.00	10.00
6. Consumer Protection, Consumer Awareness, etc.	3456	86.69	7.59	94.28	55.86	8.53	64.39	80.06	8.82	88.88	78.20	8.46	86.66	86.50	10.68	97.18
	3601	32.98	--	32.98	7.73	--	7.73	36.48	--	36.48	20.66	--	20.66	29.60	--	29.60
	3602	1.63	--	1.63	0.35	--	0.35	1.90	--	1.90	0.09	--	0.09	0.60	--	0.60
7. Strengthening Price Monitoring cell	3456	1.65	--	1.65	0.40	--	0.40	0.85	--	0.85	--	--	--	Merged with Consumer Protection (Sl. No. 6)		
	3601	1.03	--	1.03	0.24	--	0.24	0.54	--	0.54	--	--	--			
	3602	0.02	--	0.02	0.04	--	0.04	0.26	--	0.26	--	--	--			
8. Regulation of Weights & Measures	3475	22.50	4.63	27.13	21.59	4.52	26.11	35.01	4.89	39.90	34.56	4.71	39.27	32.75	4.87	37.62
	3601	25.00	--	25.00	24.50	--	24.50	19.25	--	19.25	11.47	--	11.47	12.75	--	12.75
	3602	0.50	--	0.50	0.50	--	0.50	0.25	--	0.25	0.25	--	0.25	0.50	--	0.50
9. International Cooperation	3475	--	0.11	0.11	--	0.11	0.11	--	0.15	0.15	--	0.15	0.15	--	0.15	0.15
10. Regulation of Markets	3475	13.50	6.38	19.88	7.20	6.12	13.32	14.58	6.44	21.02	10.62	6.02	16.64	*	*	*
11. Capital outlay on General Economic services (W&M)	5475	4.20	--	4.20	1.67	--	1.67	3.00	--	3.00	2.01	--	2.01	8.80	--	8.80
12. Capital outlay on scientific & other Environmental Research (NTH)	5425	12.90	--	12.90	8.90	--	8.90	14.37	--	14.37	6.65	--	6.65	15.70	--	15.70
13. Lump sum provision for Projects/ scheme for North Eastern Region (Capital Section)	4552	2.60	--	2.60	1.60	--	1.60	2.38	--	2.38	1.88	--	1.88	2.80	--	2.80
14. Project under Consumer Welfare Fund	3456	--	18.30	18.30	--	13.30	13.30	--	15.30	15.30	--	11.80	11.80	--	7.80	7.80
	3601	--	3.00	3.00	--	18.00	18.00	--	30.00	30.00	--	33.50	33.50	--	6.80	6.80
	3602	--	0.50	0.50	--	0.50	0.50	--	0.50	0.50	--	0.50	0.50	--	0.40	0.40

Scheme	Major Head	BE 2012-2013			RE 2012-2013			BE 2013-2014			RE 2013-2014			BE 2014-2015		
		Plan	Non-Plan	Total	Plan	Non-Plan	Total	Plan	Non-Plan	Total	Plan	Non-Plan	Total	Plan	Non-Plan	Total
Deduct Refund	3456	--	-18.30	-18.30	--	-13.30	-13.30	--	-15.30	-15.30	--	-11.80	-11.80	--	-7.80	-7.80
	3601	--	-3.00	-3.00	--	-18.00	-18.00	--	-30.00	-30.00	--	-33.50	-33.50	--	-6.80	-6.80
	3602	--	-0.50	-0.50	--	-0.50	-0.50	--	-0.50	-0.50	--	-0.50	-0.50	--	-0.40	-0.40
15. Consumer Helpline	3456	0.27	--	0.27	0.22	--	0.22	--	--	--	--	--	--	0.30	--	0.30
	3601	1.45	--	1.45	1.05	--	1.05	2.50	--	2.50	1.50	--	1.50	2.20	--	2.20
	3602	0.28	--	0.28	0.22	--	0.22	0.50	--	0.50	0.00	--	--	0.50	--	0.50
Total		241.00	361.29	602.29	150.00	331.30	481.30	241.00	315.90	556.90	192.00	220.86	412.86	220.00	75.79	295.79

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

Object head-wise Classification

(Rs. in lakh)

REVENUE SECTION	BE 2012-13			RE 2012-13			BE 2013-14			RE 2013-14			BE 2014-15		
	Plan	Non-Plan	Total	Plan	Non-Plan	Total	Plan	Non-Plan	Total	Plan	Non-Plan	Total	Plan	Non-Plan	Total
Object Heads	Plan	Non-Plan	Total	Plan	Non-Plan	Total	Plan	Non-Plan	Total	Plan	Non-Plan	Total	Plan	Non-Plan	Total
Salaries	20.00	4935.00	4955.00	--	5001.00	5001.00	--	5402.00	5402.00	--	5166.00	5166.00	--	5234.00	5234.00
Medical Treatment	--	97.30	97.30	--	81.17	81.17	--	84.39	84.39	--	60.90	60.90	--	61.70	61.70
OTA	--	11.24	11.24	--	9.54	9.54	--	10.48	10.48	--	5.84	5.84	--	9.70	9.70
Wages	--	67.25	67.25	--	58.98	58.98	--	72.61	72.61	--	66.79	66.79	--	150.90	150.90
Office Expenses	428.00	647.40	1075.40	241.00	632.87	873.87	256.50	678.60	935.10	275.00	678.60	953.60	230.00	748.80	978.80
Rent Rates & Taxes	5.00	11.00	16.00	0.50	10.00	10.50	9.00	11.00	20.00	1.00	8.00	9.00	--	10.00	10.00
Domestic Travel Expenses	102.00	100.77	202.77	73.50	76.12	149.62	94.00	94.50	188.50	59.00	84.92	143.92	26.00	132.60	158.60
Foreign Travel Expenses	122.00	65.00	187.00	44.00	58.70	102.70	113.00	63.42	176.42	50.00	38.00	88.00	12.00	60.00	72.00
Publication	--	12.45	12.45	--	9.12	9.12	--	13.60	13.60	--	13.40	13.40	--	14.20	14.20
Grant-in-aid General	2498.25	1998.10	4496.35	707.20	3049.13	3756.33	3477.25	4349.10	7826.35	1050.04	4349.00	5399.04	2491.25	1389.00	3880.25
Grants for creation of Capital Assets	5966.75	152.00	6118.75	3483.81	152.00	3635.81	4083.75	201.00	4284.75	3045.26	201.00	3246.26	3203.75	81.00	3284.75
Subsidy	--	30000.00	30000.00	--	27000.00	27000.00	--	25000.00	25000.00	--	15838.90	15838.90	--	1000.00	1000.00
Contribution	15.00	31.00	46.00	15.00	22.00	37.00	17.00	32.69	49.69	20.00	27.00	47.00	--	27.60	27.60
Other charges	465.00	32.12	497.12	312.00	31.41	343.41	425.00	32.05	457.05	318.00	31.10	349.10	400.00	32.00	432.00
Other Administrative Expenses	28.00	23.50	51.50	18.50	17.19	35.69	27.00	21.72	48.72	20.00	18.72	38.72	25.00	23.00	48.00
Supply & Material	--	15.50	15.50	--	11.00	11.00	--	12.10	12.10	--	9.10	9.10	--	12.70	12.70
Advertising and Publicity	8650.00	5.00	8655.00	5720.99	1.00	5721.99	7042.00	1.10	7043.10	6957.00	0.15	6957.15	7030.00	00.50	7030.50
Professional Services	340.00	29.50	369.50	127.50	28.36	155.86	215.50	35.55	251.05	200.00	34.60	234.60	42.00	64.30	106.30
Secret Service Expenditure	--	0.90	0.90	--	0.90	0.90	--	0.90	0.90	--	0.90	0.90	--	--	--
Machinery and Equipment	2300.00	7.80	2307.80	2300.00	5.09	2305.09	3775.00	5.60	3780.60	3775.00	3.00	3778.00	3150.00	--	3150.00
Minor Works	--	41.35	41.35	--	30.80	30.80	--	29.84	29.84	--	14.98	14.98	100.00	25.20	125.20

REVENUE SECTION	BE 2012-13			RE 2012-13			BE 2013-14			RE 2013-14			BE 2014-15			
	Object Heads	Plan	Non-Plan	Total	Plan	Non-Plan	Object Heads	Plan	Non-Plan	Total	Plan	Non-Plan	Object Heads	Plan	Non-Plan	Total
Information Technology																
i) Office Expenses	1180.00	24.82	1204.82	735.00	23.75	758.75	2576.00	17.75	2593.75	2371.00	15.10	2386.10	2560.00	1.80	2561.80	
ii) Professional Services	10.00	--	10.00	4.00	--	4.00	14.00	--	14.00	5.00	--	5.00	--	--	--	
Deduct Refund	-	(-)2180.00	(-)2180.00	--	(-) 3180.00	(-) 3180.00		(-)4580.00	(-)4580.00	--	(-) 4580.00	(-)4580.00	--	(-)1500.00	(-)1500.00	
Total Revenue Section	22130.00	36129.00	58259.00	13783.00	33130.13	46913.13	22125.00	31590.00	53715.00	18146.30	22086.00	40232.30	19270.00	7579.00	26849.00	
CAPITAL SECTION																
Machinery and Equipments	700.00	--	700.00	250.00	--	250.00	600.00	--	600.00	370.70	--	370.70	960.00	--	960.00	
Major Works	1270.00	--	1270.00	967.00	--	967.00	1375.00	--	1375.00	683.00	--	683.00	1770.00	--	1770.00	
Total Capital Section	1970.00	--	1970.00	1217.00	--	1217.00	1975.00	--	1975.00	1053.70	--	1053.70	2730.00	--	2730.00	
Grand Total	24100.00	36129.00	60229.00	15000.00	33130.13	48130.13	24100.00	31590.00	55690.00	19200.00	22086.00	41286.00	22000.00	7579.00	29579.00	

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

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

(Rs. In crores)

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

CHAPTER VI

REVIEW OF PERFORMANCE OF AUTONOMOUS BODY

This chapter reviews the performance of the autonomous body under the administrative control of Department of Consumer Affairs. There is only one autonomous body under the Department of Consumer Affairs namely Bureau of Indian Standards (BIS). BIS was set up on 01st April 1987 as a statutory body taking over the function of the erstwhile Indian Standards Institution (ISI). The Bureau has completed twenty seven years of operation on 31 March 2014.

Performance of Bureau of Indian Standards (BIS)

As on **31st March 2014**, as many as **19199** 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. During **2013-14**, **547** (new and revised) standards were formulated, **4436 standards** were reviewed, out of which **4298** standards were re-affirmed. A total of **5259** Indian Standards have been harmonized with the International Standards as on **31 March 2014**. Considering the number of Indian Standards where corresponding ISO/IEC Standards exist, about **88.5%** of Indian standards were harmonized.

Certification Marking Scheme continued to progress and as on **31 March 2014**, as many as **27786** licences were in operation. **3580** Product Certification licences have been granted during **2013-14**.

BIS is also operating the different Management System Certification Schemes. The Schemes have progressed during the year. The number of licenses in operation under these Schemes was **1247** as on **31 March 2014**. During **2013-14**, **86** Management System Certification licences were granted.

BIS also operates a Hallmarking (Gold/Silver/artefacts) Certification scheme. As on **31 March 2014**, as many as **12743** licences (**Gold – 11902 & Silver – 841**) were in operation under the Hallmarking scheme. The number of BIS recognized assaying and hallmarking centres has increased to **285** as on **31 March 2014**.

Table – 1: The physical targets and achievements of BIS during 2012-13 and 2013-14

S. No.		Targets 2012-13	Achievement 2012-13	Targets 2013-14	Achievement 2013-14
i)	Standards Formulated	330	437	489	547
ii)	Grant of New Licence				
a.	Product Certification	2900	2964	3580	3050
b.	System Certification	200	83	100	86
c.	Hallmarking of Jewellery	1500	1925	1715	1859

Table – 2: The Income generated by BIS during the year from various activities**(Rupees in lakhs)**

Sl. No.	Activity	Targets 2012-13	Achievements 2012-13	Targets 2013-14	Achievements 2013-14*
(i)	Sale of Indian Standards	958.32	1140.43	1400	1233.61
(ii)	Certification Marks Income				
(a)	Product Certification	21270.60	24695.09	27800	27949.15
(b)	System Certification	280.50	264.41	300	296.55
(c)	Hallmarking of Gold Jewellery	1150.00	1561.65	2000	1503.03
(iii)	Conference, Consultancy and Training Fee	135.00	140.91	135	165.29
(iv)	Miscellaneous	295.00	164.96	225.00	248.33
(v)	Interest Income	1000.00	1779.17	1000.00	981.42

* as per data from Annual Accounts (subject to audit)

Table – 3: The financial position of BIS for the financial year 2012-13 and for 2013-14**(Rupees in lakhs)**

Sl. No.	Heads	Achievements 2012-13	Achievements 2013-14*
1	Income	29799.33	32445.08
2	Expenditure		
2.1	Operational Expenditure	17838.12	20869.53
2.2	Contribution towards shortfall in Pension/Gratuity Liability A/c	11961.21	7153.96
2.3	Surplus	0.00	4421.59

* as per data from Annual Accounts (subject to audit)