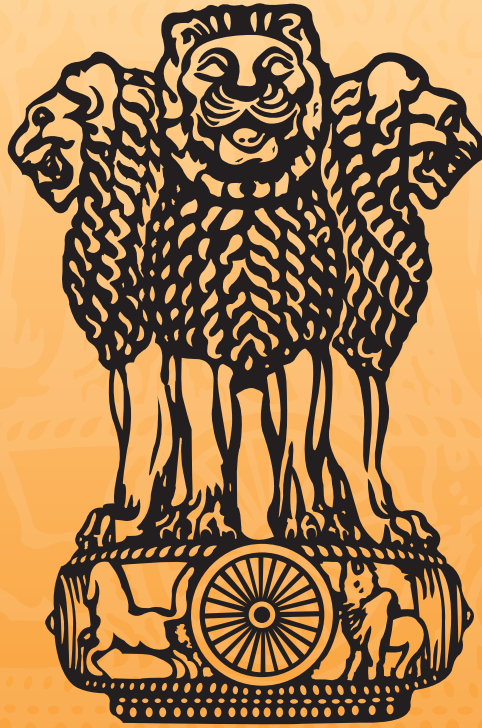


Annual Report 2014-15



सत्यमेव जयते

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Government of India
Department of Consumer Affairs
Krishi Bhawan, New Delhi-110114

Annual Report

2014-15



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An aware consumer is an empowered Consumer.

Sayani Rani says....

Be Aware of the Provisions of Consumer Protection Act, 1986 and become an enlightened Consumer .



WHO CAN FILE A COMPLAINT !

- * A Consumer.
- * Any Voluntary Consumer Association registered under the Companies Act 1956 or any other Law for the time being in force.
- * The Central Government or any State Government
- * One or more consumers having the same interest.
- * In case of death of a consumer, his legal heir or representative.

WHAT CONSTITUTES A COMPLAINT !

- * If you have suffered loss or damage as a result of any unfair/restrictive trade practices adopted by the trader.
- * If the goods purchased suffers from any defect.
- * If the services hired/availed of suffers from deficiencies in any respect.
- * If you have been charged a price in excess of the price displayed or fixed by or under any law in force or agreed between the parties.
- * If the goods purchased or services availed are hazardous to life and safety.

RELIEF AVAILABLE TO CONSUMERS !

- * Removal of defects from the goods.
- * Replacement of the goods .
- * Refund of the price paid.
- * Award of compensation for the loss or injury suffered.
- * Removal of defects or deficiencies in the services.
- * Award for adequate costs.
- * To discontinue the unfair trade practice or restrictive trade practices.
- * To withdraw hazardous goods from being offered on sale.
- * To issue corrective advertisement to neutralise the effect of misleading advertisement.



The above details are indicative. For detailed information, log on to www.ncdr.nic.in

Consumers can also call
National Consumer Helpline No. (1800-11-4000 Toll Free)
(From BSNL/MTNL lines)
011-27662955,56,57,58 (Normal Call Charges Apply)
(9.30 am to 5.30 pm - Monday to Saturday)



Issued in public interest by
Ministry of Consumer Affairs, Food and Public Distribution
Department of Consumer Affairs, Government of India,
Krishi Bhawan, New Delhi-110 001 Website:www.fcamin.nic.in



Chapter 1

Department of Consumer Affairs: An Overview

The Department of Consumer Affairs (DCA) is one of the two Departments under the Ministry of Consumer Affairs, Food & Public Distribution. The mandate of the Department is consumer advocacy.

India was a pioneer in consumer advocacy with the Consumer Protection Act (CPA), a path breaking legislation at the time, enacted in 1986 and the establishment of a separate government department dedicated to consumer affairs as early as in 1997. Translating this mandate into action entails:

- Enabling consumers to make informed choices;
- Ensuring fair, equitable and consistent outcomes for consumers; and
- Facilitating timely and effective consumer grievance redress.

1.1 The Year at a Glance:

Several new initiatives have been undertaken to mainstream consumer advocacy on a government wide basis. These include:

- Modernizing the legislative framework for consumer protection and quality assurance through comprehensive amendment of the Consumer Protection Act, 1986 and the Bureau of India Standards Act, 1986. These amendments are proposed in the form of new bills that the Parliament would consider and enact in the ensuing year.
- An inter-ministerial group on consumer advocacy has been established comprising key sectors – Food, Agriculture, Health, Commerce, Industry, Transport, Financial Services and Housing – to foster policy coherence and coordinated action to prevent consumer detriment.
- Potatoes and Onions were brought under the purview of stock-limits to enable state governments to issue stock control orders and undertake anti-hoarding measures.
- The number of price reporting centres were increased from 57 to 71 to strengthen price monitoring of essential commodities.
- The Grievance Redress mechanism was strengthened by integrating facilities provided by the National Consumer Helpline (NCH) and the Consumer Online Resource & Empowerment Centre (CORE).

- A Trade Facilitation Cell was opened in BIS to facilitate ease of doing business and encourage trade with other countries.
- The process of funding Voluntary Consumer Organisations (VCOs) through grants from the Consumer Welfare Fund was simplified through the system of “Call for Proposals” and digitized for greater transparency.
- Joint awareness campaigns were launched on consumer rights and responsibilities in key sectors - Health, Food, Financial Services and other Departments for greater consumer awareness.
- Financial assistance was released to State Governments for strengthening Consumer Courts and to modernise the testing laboratories under Legal Metrology.
- The Annual Conference of Food Ministers of State Governments/UTs adopted an integrated action plan on tackling food inflation.
- Under the Swacch Bharat Abhiyan, steps have been initiated to formulate/upgrade standards on potable water, street food and garbage disposal.
- A simplified scheme of Self-declaration of conformity (S-DoC) was introduced to provide for ease of doing business and help industry to conform to quality assurance standards.
- Steps were initiated for setting up referral food testing laboratories in all branches of the National Test House to facilitate better food testing.
- Facilities were provided to engineering students for hands-on Skill Development in the National Test House laboratories.
- A National Conference on Consumer Rights was held to engage with all stakeholders and prioritise focus areas of consumer protection.



- Grahak Suvidha Kendras to be managed by Voluntary Consumer Organisations – to provide a host of consumer support services – were launched on a pilot basis at six locations viz. Bangalore, Patna, Jaipur, Ahmedabad, Calcutta and Delhi.
- A web based portal to serve as a central registry for consumer complaints against misleading advertisements was launched.



The screenshot shows the official website of the Department of Consumer Affairs, Government of India. The header includes the department's name and the 'JAGO GRAHAK JAGO' logo. A navigation bar contains links for Home, About Us, Consumer Awareness, Consumer Protection, Consumer Grievances, Act & Rules, Log In, Contact Us, and FAQs. The main content area features a prominent banner for BIS Hallmarked Jewellery with the text: "...insist on BIS Hallmarked Jewellery only- The mark of purity. Before buying jewellery, use a Magnifying Glass to check the Hallmark and the number corresponding to the purity of Gold." Below this, there are buttons for 'शिकायत दर्ज करे' (Register Complaint) and 'Register Complaint'. A sidebar on the left lists various entities like State Government Authorities, Grahak Suvidha Kendras, and Regulators. The main text area is titled 'Grievances Against Misleading Advertisements (GAMA)' and provides information about the department's mandate and the launch of the GAMA portal.

1.2 Commitment to Consumers

The DCA seeks to empower consumers through awareness and education; enhance consumer protection through prevention of unfair trade practices; enable quality assurance and safety through standards and their conformity; and ensure access to an affordable and effective grievance redress mechanism.

Consumer markets for goods and services have undergone profound transformation since the enactment of the Consumer Protection Act in 1986. Liberalization, privatization and deregulation; innovations in new technologies and products; the growth of new consumer services; and the rising aspirations of the consumers for better goods and services have been the major drivers of change. The modern marketplace contains a plethora of increasingly complex products and services. The emergence of global supply chains, rise in international trade and the rapid development of e-commerce have led to new delivery systems for goods



and services and have provided new opportunities for consumers. Equally, this has rendered the consumer vulnerable to new forms of unfair trade and unethical business practices.

Addressing these challenges requires policy coherence, coordinated programme implementation, harmonization of regulatory action and an institutional mechanism by which the interventions of government produce optimal results. Taking the benefits of good governance to the common citizen has been the primary focus of the Department. This is done in partnership with multiple stakeholders – relevant line departments of the government of India, state governments, regulatory agencies, and voluntary consumer organizations.

1.3 Impact of Technology on Consumers

Information technology is quickly altering the way people do business all over the world. Business processes are transforming rapidly and Internet technology, mainly the World Wide Web (www) as an electronic medium of exchange has given rise to a de-territorial virtual market place. The new age consumer often engages with a remote but interactive marketplace characterized by high levels of heterogeneity and therefore needs to be digitally enabled. In the business-to-consumer segment, sales through the web have been increasing manifold over the last few years. The number of consumers who use the Internet not just for mining information but also for purchasing goods is growing.


Innovative product and service delivery systems like Direct Selling, Multi-Level Marketing and e-commerce do sometimes pose problems typical of cross-border transactions in both goods and services; risks of poor quality and unsafe products; as well as predatory, exploitative and unfair trade practices. These pose new challenges to creating awareness among consumers to prevent consumer detriment besides rendering the grievance redress process impersonal and the dispute resolution process complex, time consuming and expensive.

The department is therefore working on an institutional apparatus that combines the strengths of the government and the voluntary sector, is technology driven and is geared to making timely interventions. The Consumer Protection Bill, 2015 and the Bureau of Indian Standards Bill, 2015 are efforts to provide the basis for such praxis.



If you don't want to be cheated or misled...

**...insist on BIS 
Hallmarked Jewellery only-
The mark of purity**

Before buying Jewellery, use a Magnifying Glass to check the 
Hallmark and the number corresponding to the purity of Gold.

**National Consumer Helpline No.
1800-11-4000**

Nos. Denominating Gold Purity for	958 23 Carat	916 22 Carat	875 21 Carat	750 18 Carat	585 14 Carat	375 9 Carat
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For more details contact:
Bureau of Indian Standards
Manak Bhavan, 9 Bahadur Shah Zafar Marg,
New Delhi-110 002, Tel.:23234223
Visit us at: <http://www.bis.org.in>



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Department of Consumer Affairs, Government of India,
Krishi Bhawan, New Delhi-110 001 Website:www.fcamin.nic.in



Chapter 2

THE DEPARTMENT AND ITS MANDATE

The Department has been entrusted with administering:

- Internal Trade
- The Bureau of Indian Standards Act, 1986
- The Bureau of Indian Standards
- The Consumer Protection Act, 1986
- The Essential Commodities Act, 1955 (10 of 1955) (Supply, Prices and Distribution of Essential Commodities not dealt with specifically by any other Department)
- The Prevention of Black Marketing and Maintenance of Supply of Essential Commodities Act, 1980 (7 of 1980)
- Consumer Cooperatives
- Regulation of Packaged Commodities
- The National Test House

2.1 Functional and Organizational Set up

Shri Ram Vilas Paswan took charge as Cabinet Minister in the Ministry of Consumer Affairs, Food & Public Distribution with effect from 26th May 2014.

Shri Keshav Desiraju, IAS assumed charge as Secretary, Consumer Affairs (CA) with effect from 12.2.2014. A Principal Economic Adviser, an Additional Secretary and a Joint Secretary assist the Secretary (CA).

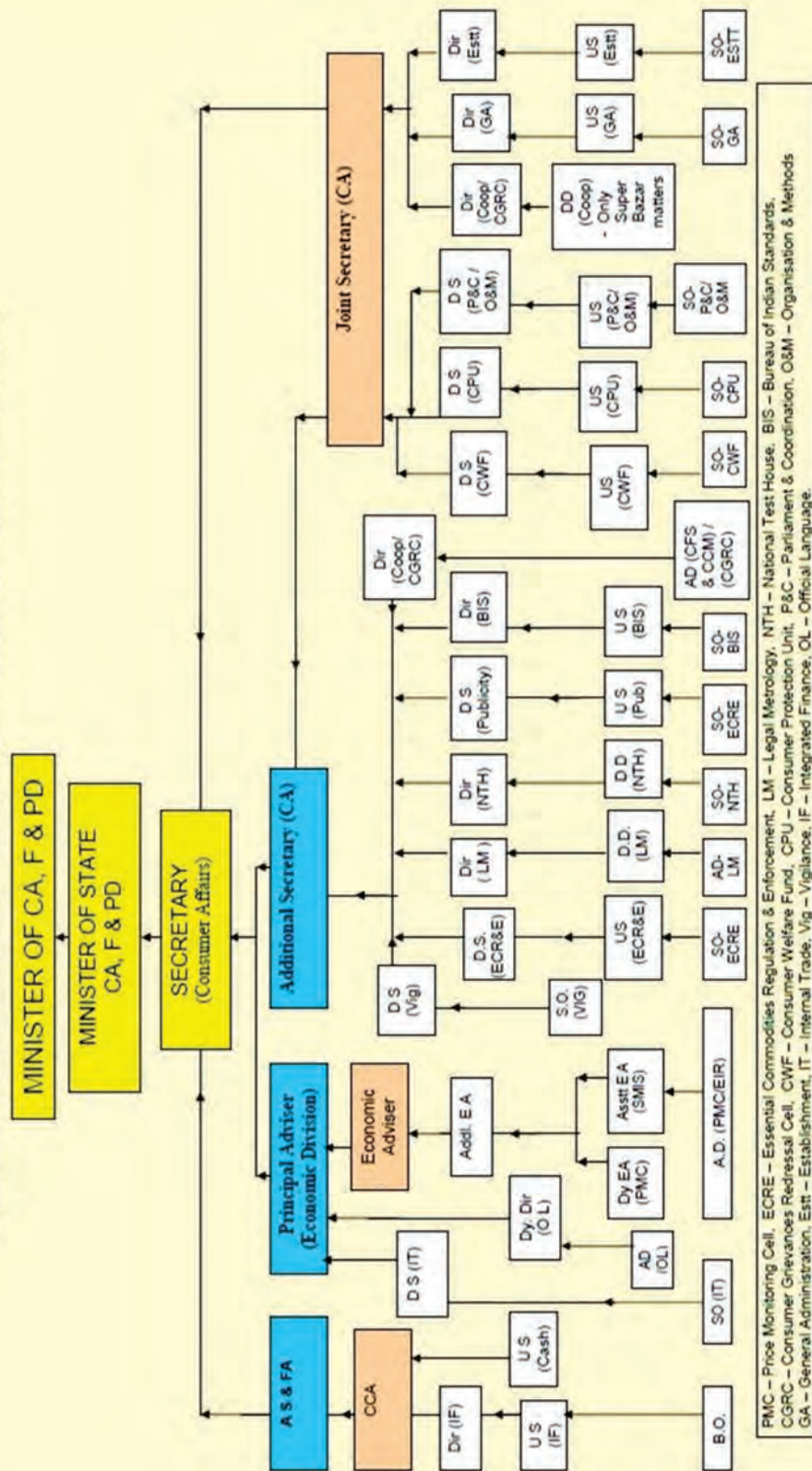
2.2 Citizens' Charter

Citizens' Charter of the Department of Consumer Affairs, a declaration of commitment of the Department to achieve excellence in the formulation and implementation of policies and procedures of the Department of Consumer Affairs for the benefit of consumers and the public at large, is available at <http://consumeraffairs.nic.in>.

2.3 Right to Information Act, 2005

The information required to be made available to the citizens under Section 4 of the Right to Information Act, 2005 is posted on the Departmental website <http://consumeraffairs.nic.in>. The list of Central Public Information Officers of various Divisions for providing

ORGANISATION CHART OF DEPARTMENT OF CONSUMER AFFAIRS (As on 31st March 2015)





information to the public under the Act is also available on the Department's website along with the details of the Appellate Authorities concerned. The status of implementation of the RTI Act in the department and the details of the reports sent to CIC are displayed on the website under RTI section. Online RTI applications and First Appeals are being disposed online since the launch of RTI web portal with effect from 22nd May 2013. So far, more than 2229 RTI applications and above 137 First Appeals have been received through the online RTI portal.

All tender notices and other decisions of public importance are being posted on this website regularly. E-procurement and e-processing of tenders in the CPP Portal (eprocure.gov.in) in procurements costing more than the prescribed limit as stipulated by the Ministry of Finance, Department of Expenditure instructions for all Ministries/Departments are being followed from 1st January 2012.

2.4 Vigilance

The Department of Consumer Affairs has a Chief Vigilance Officer (CVO). The Additional Secretary is designated as the CVO in addition to his normal duties assigned to the post. The Deputy Secretary/Director (Vigilance) and the Vigilance Section support the CVO.

This Department monitors the vigilance work of the Bureau of Indian Standards (BIS), the National Consumer Cooperative Federation of India Ltd. (NCCF), the National Test House (NTH) Kolkata, the Indian Institute of Legal Metrology (IILM) Ranchi and the National Consumer Disputes Redress Commission (NCDRC).

The CVOs of the subordinate organizations report to CVO of the Department in vigilance matters where necessary in addition to sending their progress reports to the Central Vigilance Commission. Vigilance Officers have also been appointed in all attached/subordinate Offices under this Department like NTH and its regional labs, IILM to coordinate with CVO in vigilance related matters and issue of Vigilance Clearances.



Consumer Rights

Right to Safety

- *Means getting protected against the marketing of goods and services that are hazardous to life and property.*
- *Purchase quality marked products such as ISI, AGMARK, etc.*

Right to be Informed

- *Means to be informed about the quality, quantity, potency, purity, standard and price of goods*
- *Insist on getting all the information about the product or service before making a choice or a decision.*

Right to Choose

- *Means to be assured of access to variety of goods and services at competitive price.*
- *In case of monopolies, it means right to be assured of satisfactory quality and service at a fair price.*

Right to be heard

- *Means that consumers' interests will receive due consideration at appropriate forums and consumer representation in various forums formed by the Government and other bodies .*

Right to Seek redress

- *Means right to seek redress against unfair trade practices or unscrupulous exploitation of consumers.*
- *Consumers must make complaint for their genuine grievances, if required, by taking the help of consumer organisations*

Right to Consumer Education

- *Means the right to acquire the knowledge and skill to be an informed consumer throughout life.*



Chapter 3

CONSUMER ADVOCACY

The DCA operates the Consumer Welfare Fund (CWF) to provide grants for strengthening consumer protection and to catalyze the Voluntary Consumer Movement in India. A wide network of Voluntary Consumer Organizations (VCOs) is doing commendable work to raise awareness amongst consumers of their rights and responsibilities and enhance consumer welfare by way of consumer awareness programmes; counseling and guidance; grievance redress and mediation services. These VCOs are supported through CWF grants for diverse projects including consumer education, training, legal support, the comparative testing of products and services, and dissemination of the findings. Steps have been taken to enhance the transparency in and to digitize the process of approving projects for grants under the CWF through a 'Call for Proposals' made twice a year and published on the department's website. The proposals received in response are examined and shortlisted by an intra-departmental appraisal committee chaired by the Joint Secretary, Consumer Affairs and the final approval of projects done by an empowered inter departmental committee chaired by the Secretary, CA.

3.1 Consumer Awareness

The Department has been conducting a countrywide multimedia awareness campaign since 2005 on various issues related to consumer rights and responsibilities across diverse subjects. "Jago Grahak Jago" has today become a household axiom. More recently, joint publicity campaigns have been launched in partnership with the related Government Departments/ Organizations that deal with a mass consumer clientele. For instance, on food, with the Food Safety & Standards Authority of India (FSSAI); on financial services with the Reserve Bank of India (RBI); and on medicines with the National Pharmaceutical Pricing Authority (NPPA) through various electronic and print media such as Television, Radio, Newspapers and outdoor advertising.



The consumer awareness campaign is implemented through the Directorate of Audio and Visual Publicity (DAVP), the Doordarshan Network (DD) and the All India Radio (AIR). The year-wise allocation and expenditure on the campaign during last five years is set out in table 1.

Table 1: Year-wise allocation and Expenditure on Consumer Awareness during the Last Five Years

(Rs. In crore)

S. No.	Year	BE	RE	Expenditure
1	2010-11	84.02	80.67	80.27
2	2011-12	87.23	87.23	85.73
3	2012-13	89.00	58.00	66.46
4	2013-14	75.00	71.00	68.07
5	2014-15	75.00	76.47	76.43

A brief overview of the multi-media campaign to reach out to consumers across diverse sectors and geographies is given below:

3.1.1. Publicity through Doordarshan

Doordarshan (DD) has a significant geographic reach. It also has a diverse viewership cutting across the urban-rural population segments. DD has been the primary electronic medium for the “Jago Grahak Jago” campaign. DD enables the department to reach out to the target audience in remote areas and the vast rural population of the country.

Dear Consumers!
Are you aware what a packaged food label should carry ?
 Always check if it carries the following details.

THE PACKAGED FOOD LABEL SHOULD MENTION

- Name, Trade Name or Description of Food.
- List of ingredients in descending order of their composition by weight and volume.
- Specific declaration for added preservatives, added colours and their class.
- Synthetic dye, i.e. any food (Green to our filled or to make the square with green outline for vegetable food and brown to our filled or to make the square with brown outline for non-vegetarian food).
- Net weight or number or measure of volume of container.
- Name and complete address of manufacturer / packer.
- Month and Year of manufacture / packing.
- Best before date along with storage conditions.
- Nutritional information or Nutritional facts per 100 gm, Or 100ml, Or per serving of the product.
- The food in which hydrogenated vegetable fats or bakery shortening is used shall disclose on the label that "Hydrogenated Vegetable Fats or Bakery Shortening used Contain Trans Fat".
- Where a health claim of "Trans Fat Free" is made then the Trans Fat shall be less than 0.2 g per serving and in case where the claim "Saturated Fat Free" is made then the saturated fat shall not be more than 0.5 g per 100g or 100ml of food.
- Nutritional information not mandatory in case of raw agricultural commodities like wheat, rice, cereals, spices and condiments, table salt, sugar or non-edible products.

For filing of complaints, consumers can also log on to www.core.nic.in or call Toll Free No. 1800 180 4566

Food Safety and Standards Authority of India (FSSAI)
 FSA Bhawan, Next to Rashtriya Bid Bhawan
 Kirti Road, New Delhi- 110 002 Website: www.fssai.gov.in

In case of Public Interest by:
 Ministry of Consumer Affairs, Food and Public Distribution
 Department of Consumer Affairs, Government of India
 Krishi Bhawan, New Delhi- 110 001 Website: www.fcom.nic.in

3.1.2. Publicity through All India Radio and FM Stations

All India Radio provides the unique dimension of having access to almost 99% of the country’s population and on account of easy portability of radio sets the medium provides an effective platform for reaching out to the migrant population, construction workers, farm labourers and farmers who often carry radio sets with them while at work or during travel. FM Stations as a medium of publicity have shown tremendous growth. Therefore, the

network of FM Stations of the AIR as well as private FM Stations empanelled by DAVP have been utilized as part of the publicity campaign under 'Jago Grahak Jago'. The department is now exploring the 'Community Radio' network to access rural communities.

3.1.3 Publicity through Print Media using Newspaper Advertisements:

Advertisements have been released through DAVP in national dailies as well as regional newspapers in local languages in accordance with the new advertisement policy of the DAVP. Each advertisement has been released through a network of over 300 newspapers throughout the country. Leading DAVP empanelled magazines have also been used for the publicity. The print advertisements and Ad spots for the electronic media have focused on subjects of interest to a wide cross-section of society. Some of these include:

WHY PAY MORE THAN MRP?
MRP MEANS MAXIMUM RETAIL PRICE
INCLUSIVE OF ALL TAXES.

YOU CAN BARGAIN ON MRP. IT'S YOUR RIGHT.

GENERAL STORE

MRP-100
SALES TAX=
CRED=
EDUCATION
CESS=
Rs. 135

Always check carefully on the packaged commodities :

• Name and Address of Manufacturer or Packer	• Month and year of manufacture or packing
• Name of the goods	• Name, address, Helpline No. and email of the Consumer Grievance Redressal Authority
• Net quantity in the package	

In case the packages do not carry these declarations, a complaint can be lodged with the office of the Controller, Legal Metrology or Inspector, Legal Metrology of your State/UT.
For more details log on to : www.fcamin.nic.in

Consumers ! For any help/clarification, feel free to call:
National Consumer Help Line No. 1800114000
(Toll free : Monday - Saturday 9.30 a.m. to 5.30 p.m.) :
011-27662955, 96, 97, 98 (Normal Call Charges Apply)

Issued in Public Interest by:
Government of India
Ministry of Consumer Affairs, Food and Public Distribution
Department of Consumer Affairs,
Kirti Bhawan, New Delhi-110001

- Maximum Retail Price (MRP) by which consumers have been educated about the concept of MRP and related issues.
- The importance of quality assurance and safety standards for products and the different standards – voluntary and mandatory - notified by the Government and applicable to consumer centric products.

एगमार्क और ISI
एक अच्छी गुणवत्ता वाले सामान का बेंचमार्क।

सर्वोत्तम बनाने वाला एक मात्र है, दुकानों के विकल्प के लिए इसे भी, समस्त भारतीय और भारतीयों की तुलना मात्र की जायें नहीं करें।

जागो ग्राहक जागो

अपनी सभी उपभोक्ता समस्याओं के लिए
दिल्ली/राज्य/राज्यीय उपभोक्ता विभाग/संस्था
संख्या 1800-11-4000 पर कॉल करें।
(बीएसएनएल/एसटीएनएल सड़कों से)

उपभोक्ता मामलों, शिकायत और सामुदायिक विचारण संस्थान
उपभोक्ता अधिकार, 42/2, 42/3
प्लॉट नंबर, नई दिल्ली-110 001। ईमेल: www.fcamin.nic.in

- Education and awareness on quantity assurance or the value for money through various provisions of weights and measures.
- Issues in the education sector especially awareness about the credibility of institutions and the validity of their degrees/courses through print advertisements and TV/Radio spots.

- Issues concerning the banking and insurance sectors to educate consumers about their right to different services provided by the banks and insurance providers.
- Education and awareness about the 3-tier consumer dispute resolution mechanism.
- Information on how to file a complaint, where to file a complaint and the format of the complaint letter.
- Awareness and education about misleading advertisements.
- Anti Tobacco campaign.

3.1.4 Publicity through Electronic Medium by telecast of Video Spots:

The Department has promoted video spots on various consumer related issues such as the provisions of Consumer Protection Act, Banking Services, Medicines, Travel Services, Grievance Redress system, MRP, ISI and Hall-Mark which are telecast through Doordarshan and the Satellite channels such as Sony, Star Plus, Zee News, Star News, Doordarshan National Network, Kalyani programme of DD-I, Krishi Darshan, Regional channels such as the Sun Network, ETV Network, ZEE TV network, Discovery, Sahara Network and other popular satellite channels.

3.1.5 Publicity in North Eastern States:

The Doordarshan Kendras of North Eastern States ensure that the message reaches out in the local language. The audio as well as video spots were produced in the local languages specific to the North-eastern region such as Assamese, Khasi, Garo, Mizo, Manipuri and Naga. The AIR Kendras, the private FM channels and the newspapers having editions in NE regions are being utilised for taking the campaign to the Northeast. A Special campaign has been carried out through the newspapers in the NE region.

3.1.6 Use of Sports Events:

In order to reach maximum number of consumers, the Department has telecast/ broadcast video/audio spots containing consumer related information during the popular sports events particularly the Cricket Series: the India-England Test and ODI Series 2014; the India Australia Cricket series 2014, and the India-Australia-England one day Cricket Series 2015, where the audience interest is maximum. The Department also made use of the ICC Cricket World Cup 2015.

3.1.7 Publicity through the Outdoor Medium:

Mediums available through DAVP such as banners, hoardings, Metro panels, bus panels, Tirupati Access Cards, Mata Vaishno Devi Access Card, LCD Screens in Railway stations, Advertisement on IRCTC Menu Card and such other facilities were suitably utilized for the publicity campaign.



3.1.8 Assistance to State Governments / UTs:

Considering the importance of the active participation of the State Governments in the awareness campaign to the rural, remote and backward areas, the States/UTs have been actively associated in the programme especially in expanding the geographic reach of the campaign on consumer awareness. The grant in-aid/support to States/UTs has been a key component of the programme that has helped enhance its reach and effectiveness.

3.1.9 National Consumer Helpline:

The National Consumer Helpline and the Toll Free Number 1800-11-4000 shifted its operation from Delhi University to the Centre for Consumer Studies, Indian Institute of Public Administration w.e.f. May, 2014 for dissemination of credible information, counselling Consumers and to redress their grievances. The toll free number facility is available to consumers from 9-30 A.M. to 5-30 P.M. on all the working days. Adequate publicity has been given to the National Consumer Helpline to encourage consumers to make use of this facility.

The publicity around National Consumer Helpline has been increased comprehensively through both the print and electronic media. This has resulted in a significant increase in the number of calls being handled by the National Consumer Helpline - a measure of growing consumer awareness.

3.2 The Rural Consumer

The rural consumer was earlier not considered an important segment in the market due to low purchasing power and the limited size of the market. However, liberalization and privatization of the economy has resulted in our markets being integrated with global supply chains. This combined with the information explosion and aggressive marketing has given rise to a rapidly growing rural demand for consumer goods. Saturation of the urban markets and the lure of the vast untapped rural market are now market forces that the producers of consumer goods and the providers of services can no longer resist. However, as the exposure to mass media and information technology grows, rural consumers are emerging more informed about products and services, and their dependence on the traditional reference groups is gradually waning.

3.3 Feedback / Evaluation mechanism

Evaluation of awareness programmes is done by engaging reputed organisations/agencies such as the Indian Institutes of Management. These agencies conduct surveys across the country to assess the level of awareness of consumers on their rights/responsibilities as well as the consumer protection institutions /programmes that they can access. The number of requests received over consumer help lines, at the consumer foras and other redress units also serve as indicators of the effectiveness of the campaign.



It is clear that the general awareness amongst consumers on their rights and responsibilities is fairly high in urban areas of the country especially the metros and the large cities. The challenge is in the vast and remote hinterland where the level of awareness is low and is exacerbated by low literacy and the proliferation of sub-standard goods and services. Poor consumer awareness, misleading advertisements and unfair trade practices often combine to place the rural consumer at the risk of exploitation besides the risk of serious consumer detriment to children and women at risk as a consequence of unsafe, counterfeit and poor quality products of mass consumption. This therefore is an area of consumer protection that will constitute the focus of the department's efforts in the ensuing year.

3.4 Consumer Welfare Fund

The Central Excise and Salt Act, 1944 was amended in 1991 to enable the Central Government to create a Consumer Welfare Fund into which unclaimed central excise revenues not refundable to the manufacturers would be credited annually. The Consumer Welfare Fund was created in 1992 with the objective of providing financial assistance to promote and protect the welfare of the consumer, create consumer awareness and strengthen the voluntary consumer movement in the country, particularly in rural areas. The Department of Consumer Affairs operates the fund, set up by the Department of Revenue under the Central Excise and Salt Act, 1944.

The Consumer Welfare Fund Rules were notified in the Gazette of India in 1992 and Guidelines were framed in 1993. Under the Consumer Welfare Fund Rules, since revised in 2014, any agencies/ organizations engaged in consumer welfare activities for at least a period of five years and registered under the Companies Act, Societies Registration Act, Cooperative Societies Act or any other law for the time being in force are eligible for financial assistance from the Fund.

A sum of Rs. 16.17 crore was available in the Consumer Welfare Fund as on 31.03.2014. Of this balance, a budget provision of Rs. 15.00 crore was provided during the financial year 2014-15. An amount of Rs. 13.11 crore was utilized from the fund in 2014-15.

Consumer Helplines

1. National Consumer Helpline

NCH a project of the Union Ministry of Consumer Affairs operates under the Centre for Consumer Studies at Indian Institute of Public Administration The Project recognizes the need of consumers for a Telephone Helpline to deal with multitude of problems arising in their day-to-day dealings with business and service providers.

NCH provides a National Toll Free No-1800-11-4000. SMS can also be sent to +918130009809 (charges apply) mentioning the name and city. A consumer can call to seek information, advice or guidance for his queries and complaints.

2. State Consumer Helplines

Consumer Helplines are existing in many States for assistance in vernacular language.

STATE CONSUMER HELP LINE NUMBERS

Sl. No	State	Consumer Help Line Number
1	Andhra Pradesh	1800-425-0082 , 1800-425-2977
2	Arunachal Pradesh	1800-345-3601
3	Bihar	1800-345-6188
4	Chhattisgarh	1800-233-3663
5	Gujarat	1800-233-0222
6	Haryana	1800-180-2087
7	Karnataka	1800-425-9339
8	Kerala	1800-425-1550
9	Madhya Pradesh	155343 , 0755-2559778
10	Maharashtra	1800-2222-62
11	Mizoram	1800-231-1792
12	Nagaland	1800-345-3701
13	Odisha	1800-34567-24
14	Rajasthan	1800-180-6030
15	Sikkim	1800-345-3209
16	Tamil Nadu	044-2859-2828
17	West Bengal	1800-345-2808



Chapter 4

CONSUMER PROTECTION

Asymmetry in market information, the explosive growth of advertising and aggressive marketing has constrained Consumer Sovereignty. Many of the problems encountered by consumers fall in the domain of other related departments, which by the nature of the allocation of business to them, do not have a consumer specific focus. This fragmentation of roles and responsibilities has created an intrinsic contradiction, in that; government policy on consumer advocacy is at one centralized location – the DCA – while the response apparatus is fragmented across several line departments. Price monitoring and interventions to moderate the market forces to stabilize prices in commodities of common consumption is a case in point. The outcome, as a result, measured in terms of mitigating consumer detriment, raising consumer awareness, enhancing consumer protection or enabling consumer grievance redress has been less than optimal.

Simply put, consumer advocacy needs to be mainstreamed in the policy frame of all related departments and organizations of government. The effort should be a seamless consumer advocacy thrust across government by which the whole is more than the sum of its parts. Clearly, the multiplier effect of pooling resources, leveraging the institutional outreach and integrating policy and programme content will strengthen consumer advocacy on an economy wide basis.

Hence the emphasis of the new government is on seamless consumer advocacy on a government- wide basis by which the common consumers are better protected. An inter-ministerial Group on Consumer Advocacy has been established with the Secretary, DCA as the chair. This group has now initiated several significant steps for consumer protection and welfare. These include specific actions to set quality assurance and safety standards for goods and services in diverse sectors under the Swacch Bharat Abhiyan as well as the Make in India Campaign.

The Department of Consumer Affairs has initiated a number of steps to promote a responsible and responsive consumer movement in the country. Such measures include the use of multi-media campaign for promoting consumer awareness and encouraging consumers' involvement through efforts of Government and Non-Governmental Organizations and others.



The main objectives of the consumer protection programme are:

- (i) To create suitable administrative and legal mechanisms which would be within the easy reach of consumers
- (ii) To engage with both Government and non-Governmental Organizations to promote and protect the welfare of the consumers.
- (iii) To involve and motivate various stakeholders including consumer organizations, industry, regulators and citizens especially the women and youth to participate in the programme.
- (iv) To generate awareness among consumers about their rights and responsibilities; motivate them to assert their rights so as not to compromise on the quality and safety of goods and services; and to seek redress of their disputes in the appropriate consumer forum, when required.

4.1 The Consumer Protection Act, 1986

A key milestone in consumer advocacy in the country was the enactment of Consumer Protection Act, 1986. This Act provided the legislative framework to better protect the interests of the consumer by creating a formal but quasi-judicial dispute resolution mechanism exclusively for consumers. This progressive legislation established the three-tier quasi-judicial consumer dispute redress machinery at the National, State and District levels aimed at providing simple, speedy and affordable redress to consumers. As on date 644 District fora, 35 State Commissions and the National Commission at the apex level are functioning in the country. The results, however, have been sub-optimal resulting in delays and the accumulation of cases. Irrespective of the causes the credibility of the consumer courts have come into question.

4.2 Salient features of the Act:

- a) The Act enshrines six rights of consumers namely, Right to Safety; Right to be informed; Right to choose; Right to be heard; Right to seek redress & Right to consumer education.
- b) The provisions of the Act are in addition to and not in derogation of the provisions of any other law for the time being in force.
- c) It is an umbrella legislation covering goods & services, but excluding transactions not involving consumers from the purview of the Act.
- d) A consumer can seek redress against any manufacturer and trader of goods/service provider, so long as the goods purchased or service availed of was for a consideration.
- e) The Act provides for simple, inexpensive and timely redress of consumer complaints.

- f) The provisions of the Act are not only compensatory in nature but also preventive and punitive in character.
- g) The Act also provides for setting up of Consumer Protection Councils at the Central, State and District levels, which are advisory bodies to promote and protect the rights of the consumers.

Fourteen cities across India have been notified by the Central Government where the National Commission can hold its Circuit Bench sittings in addition to New Delhi where it ordinarily functions. In pursuance of these provisions in the law, the National Commission has been holding Circuit Bench setting every year since 2005. During the last 3 Circuit Benches sittings held in Nagpur and Chandigarh in February, September & November 2014 - the National Commission has disposed off 29 & 44 cases respectively.

Though the responsibility of establishing consumer fora at the District and State levels is that of the States/UTs, the Central Government has been implementing the following plan schemes for improving the functioning of consumer fora.

4.3 CONFONET Scheme

The scheme of 'Computerization and Computer Networking of Consumer Fora in the country, (CONFONET)' was launched during the 10th Plan period in March 2005 at a cost of Rs.48.64 crore. The scheme had been extended during 11th Plan period with a total outlay of Rs.25.69 crore. Under the scheme, the Consumer Fora at all the three tiers throughout the country were to be fully computerized to enable access of information and quicker disposal of cases. The National Informatics Centre (NIC) is implementing the project. The scheme has been extended during 12th Plan period with a total outlay of Rs.70 crore. During the financial year 2014-15, Rs. 10 crore has been released under this scheme. As at the end of March 31, 2015, 516 district fora and 34 state/UT commissions have been connected digitally under the scheme.

4.4 Strengthening Consumer Fora

The Central Government has been extending financial assistance to States/UTs for strengthening the infrastructure of consumer fora so that adequate facilities are made available at each consumer forum, required for their effective functioning. Infrastructure facilities being provided under the scheme include construction of new building for the consumer fora, carrying out additions/alterations/renovation of existing buildings and grant for acquiring non-building assets such as furniture and office equipment. Under the plan Scheme 'Strengthening Consumer Fora (SCF) Phase –II' during financial year 2014-15, an amount of Rs.507.65 lakh has been released to State Government of West Bengal.

The Strengthening Consumer Fora (SCF) scheme has been extended during 12th Plan period with a total outlay of Rs.143.95 crore. The scheme has a sub-component named as



“Consumer Counseling and Mediation (CCM)”. With a view to decentralize the decision making power, an Empowered Committee under the chairmanship of the Chief Secretary or Secretary-in-charge of Consumer Affairs has been empowered in each State for the purpose of making further allocation of funds for the construction/Strengthening of infrastructure of individual consumer fora, based on a local need-gap analysis.

4.5 State Consumer Helpline

Under this scheme State Consumer Help lines are being set up by State Governments with financial support from the Department. The objective is to encourage a dedicated Consumer Grievance Redress mechanism at the State level and help in resolving cases through Mediation. These State Help lines are being networked with the Nodal Portal set up at the Centre for Consumer Studies (CCS), located in the Indian Institute of Public Administration in New Delhi. Under this scheme the State Governments are being provided a one time non-recurring grant for establishing the State Helpline and a recurring grant for five years for operating the State Consumer Helpline. It is the responsibility of State Government to run the Helpline thereafter. This scheme has been extended during 12th Plan period with a total outlay of Rs.18 crore. So far 32 States/UTs have been sanctioned funds under this scheme. During the financial year 2014-15 up to 31.03.2015, Rs.2.12 crore has been released to 10 State Governments.

The Statement of Cases filed/disposed off/pending in the National Commission, State Commission and District Fora are at **Annexure-I**.

4.6 Setting up of Complaint Handling/Counseling/Guidance Mechanism.

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

4.6.1 National Consumer Helpline (NCH)

A National Consumer Helpline which was operating from Delhi University is now being operated from the Centre for Consumer Studies at IIPA from the 2nd Week of May 2014. The Project recognizes the need of consumers for a Telephone Helpline to deal with a multitude of problems arising in their day-to-day engagement with the market, business and service providers.

Consumers from all over the country can access the toll-free number 1800-11-4000 and seek telephonic counseling for problems that they face as consumers relating to various sectors. The service is available in English and Hindi. The average number of complaints received average 10,000 in a month and the redress success rate averages 40-45%. The project was sanctioned Rs.4.00 crore in 2014 for a period of three years.

National Consumer Helpline supports consumers by:

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

4.6.2 Consumer Online Research and Empowerment (CORE) Centre.

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

The main objectives of the CORE Center Project are:

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

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

4.6.3 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 the Council for Fair Business Practice, Mumbai, Maharashtra (CFBP) for consumer complaint handling. An amount of Rs.6.00 lakh each year was sanctioned for 5 years. The same was revised to Rs.12 lakh each for the 4th and 5th year instalments. Though Rs.12 lakh was released as 4th instalment, it was decided to restrict the 5th instalment to Rs.6.00 lakh only, due to paucity of funds.

4.7 Comparative Testing of Products & Services

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

The VOICE Society, New Delhi undertook comparative testing of 6 products & 2 services during the year 2014 at a cost of Rs. 40 lakh with the objective of disseminating to empirical



data on product quality and safety. Grant in aid of Rs. 40.00 lakh for the project was released during the month of September 2014.

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

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

4.7.2 CONCERT Trust Chennai

The Department of Consumer Affairs has approved and sanctioned the proposal for financial assistance for Comparative Testing of 3 products and 1 service at a cost of Rs. 40.00 lakhs. The amount was released in the month of August 2014.

4.7.3 M/s Consumer Education and Research Centre (CERC), Ahmedabad

CERC has been sanctioned an amount of Rs. 1.25 crore grant in aid to expand its consumer protection and service activities over a period of 5 years. Three instalments of Rs. 25 lakh each have been released, first in the month of December 2012, second in the month of June 2014 and third in the month of March, 2015. The laboratory tests products in three categories, viz. food, chemicals, pharmaceuticals, domestic electrical appliances, accessories, lighting products, and fans. It also tests personal care products- hair, skin, and dental care products. The test reports are published in the magazine. The reports carry the manufacturers' response to the test findings as well. Consumers are provided with 'Best Buy' information for sustainable consumption by way of product comparative test reports.

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

This scheme was launched in 2004 to foster research and empirical work in the field of consumer protection and to address the complex issues that consumers confront in the

new and emerging modes of marketing and propose a robust framework that will best serve to prevent consumer detriment. This work will then feed into policy making and reforming the institutional apparatus for better consumer protection. The DCA partners with select universities to work on diverse consumer related domains. The Indian Institute of Public Administration, New Delhi, has been identified as the nodal organization to administer the scheme. The Department of Consumer Affairs has sanctioned and released grant in aid of Rs. 66.25 lakh during the financial year 2014-15.

4.9 Creation of Chair/Centre of excellence in Institutions/Universities:

- (i) A Chair on Consumer Law and Practice has been established in National Law School of India University (NLSUI), Bangalore. The primary objective of the Chair is to act as a “Think Tank” for the DCA on research and policy related issues on consumer law and practice and to also develop Consumer Affairs as a distinct subject of study at Under Graduate and Graduate levels. Grant in aid of Rs.15 lakh has been sanctioned and released to NLSUI for carrying out additional activities by the chair/Centre on Consumer Law and Practice in the year 2014-15.
- (ii) A project of the Administrative Staff College of India, Hyderabad to establish a Centre for Rural Consumer Studies at its campus at a cost of Rs. 1.50 crore over a period three years was approved and is underway. An amount of Rs.45.00 Lakhs as the first instalment and Rs.38 lakhs as second instalment have been released in 2012 and 2013 respectively. The project will be completed in 2015.
- (iii) The Department of Consumer Affairs has established a chair at the National Law Institute University, Bhopal, M.P. Grant in aid support of Rs.94.45 lakhs spread over a period for 5 years will support the activities of the chair from 2010-15.

The objectives of the project of NLIU, Bhopal are:

- a). To study how Consumer Protection Law adapts itself to changing socio economic realities.
- b). To study key issues relating to Unfair Trade Practices (UTP's) and propose equitable solutions.
- c). To develop and promote knowledge, training and research capabilities in law related to Consumer Protection and UTP's.
- d). To foster knowledge transfer and promote cooperation within areas affected by UTP's.

4.10 Consumer Clubs

The scheme for promoting consumer club in schools was launched in the year 2002, under which a Consumer club can be set up in a Middle/High/Higher Secondary School/ College affiliated to a Government recognised Board or University. A grant of ₹10,000/- per consumer club is admissible under the scheme. This scheme was decentralized and



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

4.11 Consumer Welfare Funds in the States

In the year 2003, the States/UTs were encouraged to establish a Consumer Welfare Fund, as a corpus fund, at the State level to support voluntary organisations undertaking advocacy work at the grass root level. The scheme envisages a one-time grant from the DCA provided the state makes a contribution to the corpus from its own resources too. The states are free to adopt their own guidelines for administering this Fund, consistent with the Central guidelines. The State Governments are also required to designate a nodal agency in the State to operate the Scheme. The present ratio of funding is 75:25 by the Centre and State (90:10 in the case of Special Category States/UTs). Such corpus funds are to be maintained in separate accounts and the income generated therefrom utilised for financing state/local consumer protection programmes. Corpus Funds have been set up in ten States including Gujarat, Andhra Pradesh, Orissa, West Bengal, Bihar, Nagaland, Karnataka, Tamil Nadu, Madhya Pradesh and Kerala.

Consumer Courts

Jurisdiction

- *The National Consumer Disputes Redress Commission (National Commission) at the apex with territorial jurisdiction over the whole country and pecuniary jurisdiction to consider consumer disputes/complaints involving claims above Rs.1.00 crore and with appellate jurisdiction over State Commissions.*
- *36 State Consumer Disputes redress Commissions (State Commissions) with territorial jurisdiction over the State/ UT concerned and financial jurisdiction to entertain consumer complaints involving claims above Rs.20.00 lakhs and up to Rs.1.00 crore and with appellate jurisdiction over the District Fora.*
- *644 District Consumer Dispute Redress Fora (District Forum) with territorial jurisdiction over the district and pecuniary jurisdiction up to Rs.20.00 lakhs*

Filing of Complaints

- *A complaint can be filed in the appropriate fora by any aggrieved consumer, recognized consumer association in which the aggrieved consumer is a member, one or more consumers having the same interests or the Central Government or State Government either in its individual capacity or as a representative of the interests of the consumers in general.*
- *Every complaint should contain particulars of the dispute and the relief claimed and should include copies of such documents as are necessary to prove the claim such as photocopies of the bill/cash memo/voucher, the nature of the defect in the product or the deficiency in the service and the relief claimed.*
- *The fee payable on total value of goods or services plus compensation claimed in a case filed in a District Forum are Rs.100/-, Rs.200/-, Rs.400/- and Rs.500/- for a value of Rs.1.00 lakh, above Rs.1.00 lakh and up to Rs.5.00 lakhs, above Rs.5.00 lakhs and up to Rs.10.00 and above Rs.10.00 lakhs and up to Rs.20.00 lakhs respectively. For a complaint up to a total value of Rs.1.00 lakh no fee is payable for Antyodaya Anna Yojana card holders. In State Commission for a claim value including compensation of above Rs.20.00 lakhs and up to Rs.50.00 lakhs fee payable is Rs.2000/- whereas it is Rs.4000/- for claim plus compensation of above Rs.50.00 lakhs and up to Rs.1.00 crore. In National Commission the fee payable is Rs.5000/- for a claim plus compensation valuing above one crore rupees.*



Chapter 5

CONSUMER GRIEVANCE REDRESS

The Consumer Protection Act, 1986 provides a three-tier quasi-judicial consumer dispute resolution mechanism in the country to adjudicate complaints filed before them and to provide speedy redress to consumers. This includes:

- The National Consumer Disputes Redress Commission (National Commission) at the apex level with territorial jurisdiction over the whole country and pecuniary jurisdiction to consider consumer disputes/complaints involving claims above Rs.1.00 crore and with appellate jurisdiction over State Commissions.
- 36 State Consumer Disputes Redress Commissions (State Commissions) with territorial jurisdiction over the State/ UT concerned and financial jurisdiction to entertain consumer complaints involving claims above Rs.20.00 lakhs and up to Rs.1.00 crore and with appellate jurisdiction over the District Fora.
- 644 District Consumer Dispute Redress Fora (District Forum) with territorial jurisdiction over the district and pecuniary jurisdiction up to Rs.20.00 lakhs.

5.1 On-line Monitoring of Cases in Consumer Fora

A major initiative on consumer dispute resolution has been the programme to fully digitise the operations of the consumer courts. The Consumer Forum Network (CONFONET) has linked the Consumer Fora in the country through a Computer Network and any citizen with an internet connection can access the cause list of a district forum or a State Commission, check the status of his case and read the orders passed in a case, online, from the comfort of his home. This is fully operational in respect of 444 District Fora and 32 state commissions besides the National Commission. Other District Fora are expected to go live soon. The DCA is working on the next level objective of enabling consumers to file complaints online.

As per the latest reports made available by the National Commission the average disposal of cases in all three levels of Consumers Fora in the country is an impressive 91.21%. The total number of cases filed and disposed of in the National Commission, State Commissions and District Fora as on 31.03.2015, since inception, is given below:

Sl. No.	Name of Agency	Cases filed Since inception	Cases disposed of since inception	Cases Pending	% of Disposal
1.	National Commission	93860	83294	10566	88.74
2.	State Commissions	701099	611588	89511	87.23
3.	District Fora	3605886	3330848	275038	92.37
	Total	4400845	4025730	375115	91.48

5.2 Filing of Complaints in the Consumer Forum

Consumer complaints can be filed in a District Consumer Forum, State Commission or National Commission, as the case may be, by an aggrieved consumer, a recognized voluntary consumer organisation in which the aggrieved consumer is a member, one or more consumers having the same interests and the Central Government or State Government, as the case may be, either in its individual capacity or as a representative of the interests of the consumers in general. The complaint should contain particulars of the dispute and the relief claimed and should include copies of such documents as are necessary to prove the claim including photocopies of the bill/cash memo/voucher, brief details of the nature of the defect in the product or the deficiency in the service and the relief claimed. The fees payable on total value of goods or services plus compensation claimed in a case filed in a District Forum are Rs.100/-, Rs.200/-, Rs.400/- and Rs.500/- for a value of Rs.1.00 lakh, above Rs.1.00 lakh and up to Rs.5.00 lakhs, above Rs.5.00 lakhs and up to Rs.10.00 lakhs and above Rs.10.00 lakhs and up to Rs.20.00 lakhs respectively. For a complaint up to a total value of Rs.1.00 lakh no fee is payable for Antyodaya Anna Yojana cardholders. In the State Commissions for a claim value including compensation of above Rs.20.00 lakhs and up to Rs.50.00 lakhs the fees payable is Rs.2000/- and Rs.4000/- for claim plus compensation of above Rs.50.00 lakhs and up to Rs.1.00 crore. In the National Commission the fee payable is Rs.5000/- for a claim plus compensation value of above Rs. 1 crore.

5.3 Consumer Rights

The Consumer Protection Act, 1986 enshrines and provides to all consumers certain rights including the:

- Right to be protected against marketing of goods which are hazardous to life and property;
- Right to be informed about the quality, quantity, potency, purity, standard and price of goods to protect the consumer against unfair trade practices;
- Right to be assured, wherever possible, access to an authority of goods at competitive prices;

- Right to be heard and to be assured that consumers' interests will receive due consideration at the appropriate forum;
- Right to seek redress against unfair trade practices or unscrupulous exploitation of consumers; and
- Right to consumer education.

5.4 Major Initiatives

An important step initiated by the government in recent months has been to modernise the legislative framework that governs consumer affairs. The DCA has finalised comprehensive amendments to the Consumer Protection Act as well as the Bureau of Indian Standards Act. The amendments proposed seek to ensure that the consumer disputes redress mechanism serves the consumers with quick, inexpensive and simple redress of their grievances, establish an institutional arrangement to prevent unfair trade practices, incorporate the concept of product liability in consumer protection and enable mediation as an Alternate Dispute Resolution (ADR) arrangement. The major amendments proposed include:

- Establishing an authority called the Central Consumer Protection Authority to investigate unfair trade practices; initiate class action in appropriate cases; order refund, recall or replacement of defective products; and the withdrawal of misleading advertisements and carrying out of corrective/compensatory advertisements.
- Introducing product liability to enable consumers to sue for damages for injury caused by defective products/ deficient services.
- Enhancing the pecuniary jurisdiction of the District Forum, State Commission and National Commission to Rs.50.00 lakhs, Rs.10.00 crore and above Rs.10.00 crore respectively to provide greater access to citizens.
- Enabling e-filing of cases and not requiring personal appearance till the stage of admission. Cases not admitted within 21 days will be deemed admitted.
- Enabling consumers to file cases in the District Forum with jurisdiction over his place of residence, rather than the place where the transaction was conducted, to provide for ease of access.

5.5 National Cooperative Consumers' Federation of India Ltd. (NCCF)

The National Cooperative Consumer's Federation of India (NCCF) is an apex consumer cooperative organisation registered under MSCS Act, 2002 and administered by the DCA. NCCF operates its business activities through its head office at New Delhi and 34 branches located in State capitals across the country. With a 78 percent shareholding, Government is the majority owner of the NCCF.



The NCCF has played a major role in strengthening the consumer cooperative movement in the country. Recently, it has ventured into new activities like procurement of food grains, to ensure minimum support price to farmers. Equally, in times of scarcity, the NCCF has undertaken direct market intervention operations to ensure that vegetables of mass consumption like Potatoes and Onions are available in the market at reasonable rates to consumers. It has also contributed to consumer welfare by importing pulses and offering it to cardholders under the Public Distribution System under various subsidy schemes. It provides support in the distribution of essential consumer goods to its 145 member cooperatives and other Government agencies at reasonable prices through the retail outlets.



Do you Have a Grievance Against Misleading Advertisements?

What is a misleading advertisement?

In simple terms any advertisement through electronic and print media that gives false information, making false claims or contravening any other provision of the advertising code can be termed as a misleading advertisement.

Types of advertisements you can complain about?

Advertisements appearing in News Papers, hoardings, handbills, wall writing as well as advertisements in the electronic media such as TV channels, radio channels, internet sites etc. are some examples.

What do I do as a consumer when I see such advertisements?

As an aware Consumer, you can register a complaint along with a copy / video / audio of such advertisement through the web portal of the GOI at <http://gama.gov.in> .

Is there any alternate way for registering my complaints?

You can register a complaint along with the copy / video / audio of such advertisement through the nearest Grahak Suvidha Kendra or designated Voluntary Consumer Organizations (VCOs) who will in turn lodge your grievance through the web portal of the GOI at <http://gama.gov.in> to bring it to the notice of the Government.

How do I track the status of my complaint?

Complainants could login using user id and password provided at the time of registering complaint and can track the status. Alternatively, GSK / VCOs would inform the complainant, if the complaint was lodged through them, from time to time.

What Action do I expect on my complaint?

Every complaint will be registered and a Unique Complaint ID is issued. The complainant can track the status of the complaint using this ID.

The complaint will be forwarded to the concerned regulator / authority for action against those responsible for the misleading advertisement. Action according to the provisions of the existing law will be initiated



Chapter 6

QUALITY ASSURANCE AND STANDARDS

Quality assurance and safety of products and services are central to preventing consumer detriment. When Shri C. Rajagopalachari, the first Governor General of independent India said, “Standards are to industry as culture is to society”, he succinctly captured the importance of standards in our daily lives. Standardization forms the cornerstone of consumer protection. The Indian Standards Institution later transformed into the Bureau of Indian Standards was established in this backdrop. For a common consumer, it is normally not possible to assess the quality of the product purchased, at its face value by merely looking at it, touching or smelling it. Standards are used as the basis to assess the quality of the product to be purchased. The Presence of certification marks such as on a product implies that the product has been produced according to a specific standard. The ISI mark of the BIS is synonymous with quality and safety.



Standards are authoritative statements of the criteria necessary to ensure that the material, product or procedure is fit for its intended purpose. Product standards generally prescribe optimum levels of quality, safety and performance as well as sampling and methods of practical evaluation.

Prescribing stringent standards laid down by the Bureau of Indian Standards (BIS), the National Standards Body of India, facilitates quality assurance and safety. Adoption of Indian Standards is generally voluntary in nature and their implementation depends on adoption by concerned parties. An Indian Standard becomes binding if the Central or State Governments stipulates it in a contract referred to in legislation or makes mandatory by specific orders.

6.1 Bureau of Indian Standards

The Bureau of Indian Standards was set up as a statutory organization under the Bureau of Indian Standards Act, 1986 taking over the assets and liabilities of the Indian Standards Institution (ISI) that came into existence in 1947. The Bureau has its Headquarters in New Delhi. It has a network of 05 regional offices, 32 branch offices and 08 laboratories which act as effective link between BIS, government, industry and consumers.

The Bureau has made steady progress in the various fields of its key activities namely Standards formulation, Product certification, Management system certification and Hallmarking.



International participants of the 47th International Training programme on 'Standardization and Quality Assurance'

The BIS has taken several measures to promote a culture of quality in the manufacturing process. It has developed over 19000 quality standards and enforces conformity to standards in diverse sectors across over 28000 licensees who use the ISI quality mark in manufacturing their products.

The DCA has finalized major amendments to the BIS Act. These amendments seek to strengthen the quality assurance regime for goods and services in India; prevent the entry of sub-standard goods; eliminate the dumping of poor quality products; provide for ease of doing business in India and make the market surveillance and testing of products more stringent. The list of products under mandatory certification will be expanded significantly to provide Indian consumers products of better quality. This transformation in our quality assurance eco system will catalyze the 'zero defect, zero effect' approach under the Make in India campaign.

Some of the recent initiatives undertaken on standards include:

1. A Trade Facilitation Cell in the BIS to facilitate trade with other countries.
2. Simplified types of conformity schemes have been launched so that industry can adopt the quality standards with ease and manufacture standardized products in the country.
3. A scheme of marking unique ID numbers on every piece of hallmarked Jewellery is proposed to be launched so that hallmarked articles can be traced and consumers are assured of the purity of the gold and are not misled or cheated by jewelers / assaying centres.

4. For better enforcement of standards, a new scheme has been launched wherein common consumers can send the ISI marked products for testing in BIS labs or BIS recognised labs.
5. A mobile App is being launched which will allow consumers to verify the genuineness of the BIS marked products.



BIS officials at 'Walkathon' organized by the Sports Authority of India on 02 Oct 2014



Signing of MoU between BIS, India and DGSM, Oman

Under the Swacch Bharat Abhiyan, the DCA has asked the BIS to formulate / update the national quality assurance standards for:

- a) Potable piped water supplied by Municipal / Government agencies
- b) Street food and
- c) Garbage and solid waste disposal



Quality Assurance


How can a consumer assess the quality of a product before purchase?

Standards are used as the basis to assess the quality of the product to be purchased. Presence of certification marks such as



on a product implies that the product has been produced according to a specific standard.

What consumer products are covered under the voluntary BIS Certification Marks Scheme?

There is a wide range of consumer goods that carry the  Mark. Some of the products under Voluntary Certification include biscuits, coffee powder, pressure cookers, L.P. gas stoves, detergents, fountain pen ink, carbon papers, dry distemper, paints, PVC pipes, ceiling fans, water heaters.

What consumer products are covered under Compulsory Certification?

Consumer products under Compulsory Certification are infant foods, food colours, cement, GLS lamps, electric iron, electric immersion water heater, some steel tubes etc. In all 93 products are covered under Compulsory Certification. The complete list of these products is available on BIS website www.bis.org.in.

How to lodge a complaint about an  Marked Product?

In case of any complaint about the quality of ISI Marked product, the consumer should get in touch with the nearest office of the Bureau of Indian Standards. BIS has a system of attending to complaints on Marked Products. Complaints can be made through online complaint registration in BIS website at www.bis.org.in or Personally contact/write to the nearest Regional/Branch/Inspection Office of BIS or directly to the Head, i-CARE Department at BIS Head Quarters at New Delhi.

What is Hallmarking?

Hallmarking is the accurate determination and official recording of the proportionate content of precious metal in precious metal articles. Hallmarks are thus official marks used in many countries as a guarantee of purity or fineness of precious metal articles. In India, at present two precious metals namely gold and silver have been brought under the purview of Hallmarking.



Chapter 7

NATIONAL TEST HOUSE

The National Test House (NTH) is a premier test and quality evaluation laboratory for industrial, engineering and consumer products under the administrative control of the Government of India since the year 1912. This century old Scientific and Technological Organization was established originally by the Indian Railway Board as a captive test and quality evaluation laboratory (originally known as Government Test House) at Alipore, Kolkata with a view



to examine the quality of the various products meant to be used by the Indian Railways. The first regional laboratory was set up by NTH in Mumbai in the year 1963 and subsequently at Chennai (1975), Ghaziabad (1977), Jaipur (1994) and Guwahati (1996).

The National Test House works in the field of Testing, Evaluation and Quality Control of various engineering materials and finished products, calibration of measuring equipment/ instruments and devices. To be precise, the NTH issues test certificates in scientific & engineering fields to certify conformity to national/international specifications or customer standard specifications.

Revenue performance for the three year period 2012-2015

(Rupees in lakhs)

Sl. No.	Name of the Region	2012-13	2013-14	2014-15
1	NTH(ER), Kolkata	363.86	477.4	496.05
2	NTH(WR), Mumbai	248.43	235.54	238.77
3	NTH(SR), Chennai	216.67	280.36	329.31
4	NTH(NR), Ghaziabad	465.96	451.97	476.86
5	NTH(NWR), Jaipur	121.73	125.09	145.67
6	NTH(NER), Guwahati	29.45	24.67	41.22
	Total	1446.10	1595.03	1727.88



Dr. Bijendra Kumar DG, NTH addressing review meeting chaired by Shri. G. Gurucharan, IAS, Additional Secretary DCA on 24th June 2014.



The 20th Executive Council meeting of the NTH held at NTH(ER), Kolkata on 13th November, 2014

Stop! Check the Expiry Date! before you buy



Look for

In case the packages do not carry these declarations, A complaint can be lodged with the office of the Controller, Legal Metrology or Food Inspector. Legal Metrology of your State/UT

These details should be declared by the manufacturer for their products without fail



Issued in public interest by :
**Ministry of Consumer Affairs,
Food and Public Distribution**
Department of Consumer Affairs, Government of India
Krishni Bhawan, New Delhi 110 001 Website: consumeraffairs.nic.in



National Consumer Helpline No. **1800-11-4000** (Toll Free)
SMS your name & city to **8130009809** from your mobile
you can also login your complaints at
www.nationalconsumerhelpline.in or www.core.nic.in (Toll Free No. 1800-11-4566)





Chapter 8

WEIGHTS AND MEASURES

Legal Metrology (Weights and Measures) Laws form the basis of commercial transactions in the modern market place. It is the basis of quantity assurance to a consumer by ensuring the accuracy of measurement in such transactions, thus guaranteeing value for money. The Government enacted the Legal Metrology Act, 2009. (1 of 2010), consolidating two older legislations: the Standards of Weights & Measures Act, 1976 and the Standards of Weights & Measures (Enforcement) Act, 1985. The Legal Metrology Act, 2009 has come into force from 1st April 2011. Seven sets of Rules have also been notified for better implementation of the Act.

The Legal Metrology Division of the Department of Consumer Affairs oversees the implementation of the Legal Metrology Act 2009, and aims to safeguard the interests of consumers to get the correct quantity for the price charged by ensuring use of the correct, tested calibrated and certified weights and measures. The Legal Metrology (Packaged Commodities) Rules mandates certain consumer-friendly declarations: the name and address of the manufacturer / packer / importer; the name of the commodity; the net quantity; the maximum retail price (MRP), the month and year of manufacture / packing / import and consumer care details pertaining to pre-packaged commodities. The powers for enforcement of the Legal Metrology Act 2009 and the Rules under the Act stand delegated to the Controllers of Weights and Measures in the respective state governments. The Secondary Standards of weights and measures of all States / UTs are verified through the Regional Reference Standards laboratories situated at Ahmedabad, Bengaluru, Bhubaneswar, Guwahati and Faridabad.

8.1 Recent Initiatives

- ❖ Application formats have been simplified and digitised to make them precise as well as to provide for the ease of doing business.
- ❖ Declarations by way of red dot /brown dot marking on the package for non-vegetarian contents and green dot for vegetarian content in soaps, shampoos, tooth pastes and other cosmetics and toiletries have been made mandatory through the Legal Metrology (Packaged Commodities) (Amendment) Rules, 2014.
- ❖ To safeguard the interest of weavers, any thread that is sold in coils to handloom weavers has been exempted from the provisions of Legal Metrology Packaged Commodities Rules.
- ❖ For the strengthening of Legal Metrology, grants have been released to State Governments for the construction of laboratory buildings and installation of standard equipment for verification of weights and measures.

The Department has already adopted new specifications in The Legal Metrology (General) Rules, 2011 in accordance with the recommendations of the International Organization of Legal Metrology (OIML). The Rules cover new specifications of Automatic Rail Weighbridges, Clinical Thermometers (digital type), Automatic gravimetric filling instruments, Standard Weights for testing higher capacity weighing machines, Discontinuous totalizing automatic weighing instruments, Sphygmomanometer (Blood Pressure measuring instruments) & CNG gas dispensers etc.

The Government ensures through Legal Metrology Act, 2009 that all weights and measures used for trade or commerce or for protection of human health and safety are accurate and reliable so that users are guaranteed correct weight and measurement. This in turn helps consumer protection by ensuring that the consumer gets the right quantity for the price that he/she has paid.

The Legal Metrology (Weights and Measures) Regulation in India also regulates the sale of commodities in "Pre-Packed form". The Legal Metrology (Packaged Commodities) Rules 2011 require mandatory declaration of certain basic information to the consumer. This ensures the consumer has the information required to enable her/him to make informed choices. The Rules also require importers to provide these basic declarations on imported packages, similar to those for indigenous packages. This ensures protection to the consumer even in respect of imported products.

8.2 Regional Reference Standards Laboratories

The Regional Reference Standards Laboratories (RRSL) are located at Ahmedabad, Bangalore, Bhubaneswar, Faridabad and Guwahati. These RRSLs serve as a vital link in dissemination of the values of national standards of Legal Metrology down to the commercial level. Two additional laboratories - at Varanasi, (Uttar Pradesh) and Nagpur, (Maharashtra) - are proposed. The laboratories maintain Reference Standards of appropriate accuracy and provide the following services:

- Verification of Legal standards of the States.
- Calibration of mass, length, volume, pressure gauges, load cell, thermometer, weighing and measuring instruments and Flow Meters.
- Model approval tests of weighing and measuring instruments.
- Training and Seminars on weights and measures.

The RRSL, Faridabad has been accredited by NABL and the final NABL Audit for the Accreditation of RRSL Bhubaneswar has been completed. The State Government has allocated Land for RRSL, Varanasi.

8.3 Indian Institute of Legal Metrology, Ranchi (IILM).

The DCA also administers the IILM, a premier training institution in the field of legal metrology. The IILM provides training to legal metrology officers from India and abroad.

The Institute provides a four-month basic-training course to the enforcement officials of Legal Metrology (Weights and Measures) departments of the states as well as of other countries. The Institute has been conducting training seminars on Consumer Protection for the non-judicial members of the State Commissions and the District Fora set up under the Consumer Protection Act. The Institute in addition, conducts workshops and seminars of shorter duration on specific topics to update the knowledge of the enforcement officers on the latest developments in the field of legal Metrology. On an average, the Institute trains about 200 personnel a year.

8.4 International Co-operation

The Legal Metrology Division of the Department is a member of the International Organization of Legal Metrology and works in collaboration with it. The Director (LM) is a member of CIML TC6 and other technical committees.

The Department of Consumer Affairs has started a Technical Co-operation programme with the Government of Japan called “Country focused Training Course for Social and Industrial Infrastructure in Legal Metrology in India” through JICA, Japan.

An agreement for training/transfer of technical knowledge has been signed between the Legal Metrology Organizations of both countries.

The first batch of 12 Legal Metrology Officers from all over India attended the course from 22nd February, 2015- 14th March 2015 in Tokyo, Japan.



Shri Manoj Parida, IAS, Joint Secretary hands over ISO 9001:2008 certificate to Shri B.N. Dixit, Director, Legal Metrology Division



Mandatory Declaration of Information on the Label of a Pack

1. ***Name and address of manufacturer/packer/importer***
2. ***Name of the commodity contained in the package .***
3. ***Net quantity :***
 - ***In terms of standard units of weight or measure.***
 - ***Commodities listed in Schedule-II to the Rules to be packed in standard quantities.***
 - ***Terms like 'approximate', 'about', 'when packed' should not qualify as net content declaration.***
 - ***The net quantity of the confectionery item should be without weight of wrapper.***
4. ***Month and year of packing***
 - ***May be indicated as 02/15 or Feb/15.***
 - ***For products like tubes, the declaration may be on the crimped surface.***
 - ***The wrapper may be used for one month before or one month after the declared month and year on the packing.***
5. ***Retail sale price in the form "MRP" (inclusive of all taxes)***
 - ***The MRP is not a Government fixed price. Consumers can bargain.***
 - ***No retail dealer is allowed to sell the package at a price more than MRP.***
 - ***Penal provisions are available if a package is sold at a price more than MRP.***
 - ***Putting of price sticker to increase the printed price is not permitted.***
 - ***Putting of price stickers to reduce the printed price is permitted, provided the earliest declaration of the manufacturer is visible.***
6. ***Consumer Contact***
 - ***Consumer Cell details, like name and address of the contact person, telephone no. and e -mail (if any) to be printed.***



Chapter 9

ECONOMIC DIVISION

9.1 PRICE MONITORING

The DCA operates a Price Monitoring Cell (PMC) tasked with monitoring prices of select essential commodities. The monitoring is done in respect of both retail and wholesale prices on a daily basis. The Cell monitors the prices of 22 essential commodities, which include cereals, pulses, vegetables, edible oils, sugar, milk etc. collected from 71 reporting centres across the country through the Civil Supplies Department of States/UTs.

The prevailing price situation as well as the other factors that impact prices, both in the domestic and the international markets are analyzed and brought to the notice of the inter-ministerial consultation mechanism for appropriate policy action. Based on the analysis of price data received, specific interventions are undertaken including allowing import of various items of mass consumption at Zero or concessional import duties; restriction on exports, when necessary; prescribing stock holding limits under Essential Commodities Act; and allocation of food grains at affordable prices under the Targeted Public Distribution System (TPDS).

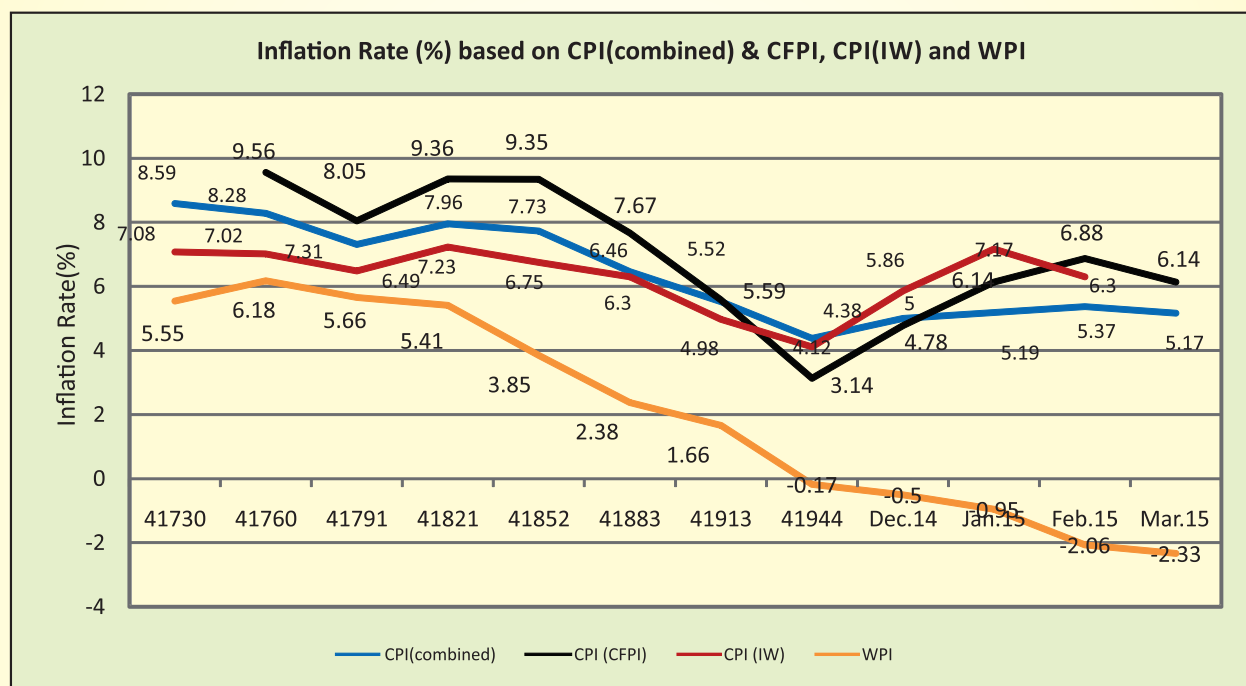
An important initiative underway is the scheme for strengthening the Price Monitoring mechanism at the centre and in the states as well as strengthening the services of the National Informatics at the Centre (NIC). The Price Monitoring Cell (PMC) monitors the prices of 22 essential commodities, viz., rice, wheat, atta, gram dal, arhar dal, moong dal, urad dal, masoor dal, tea, sugar, salt, Vanaspati, groundnut oil, mustard oil, milk, soya oil, palm oil, sunflower oil, gur, potato, onion and tomato.

The retail prices and wholesale prices on a daily basis are collated from 71 centres based on the information furnished by the State Food and Civil Supplies Departments. These daily commodity prices are available on the website of the Department (<http://fcamin.nic.in>) and are updated regularly. Analysis on price movement in relation to production, procurement and export/import of select essential commodities, international prices and other relevant factors are made for arriving at policy interventions.

The DCA is working on increasing the number of reporting centres from 71 at present to 100 by the end of 2017 in a phased manner, enhancing coordination with States/UTs to make price monitoring more effective, expanding the list of essential commodities currently monitoring keeping in view the changing consumption pattern through periodical

market surveys, commodity specific research on consumption pattern through periodical market surveys, commodity specific research studies/surveys such as demand – supply and consumption pattern analysis of essential food items to facilitate appropriate policy intervention. Price Monitoring Cell(PMC) initiated commodity specific studies/surveys such as for pulses and a study on structural factors behind food inflation. During the year 2014 to 2015, PMC also held a Regional workshop for North Eastern Region price centres at Guwahati, Assam state.

Graph showing the trend in the rate of inflation in CPI (R+U), CPI (IW) and WPI during April, 2014 to March, 2015



Source: D/o Industry Policy & Promotion & Labour Bureau.

The CPI(Combined=Rural + Urban) based inflation rate at 4.38 % in November, 2014 was the lowest recorded during this period while inflation rate at 8.59 % in April 2014 was the highest recorded during the same period. The CPI (IW) based inflation rate at 4.12% in November, 2014 was the lowest during this period, while inflation rate at 7.23% in July, 2014 was the highest. The WPI based inflation rate also was at the lowest of -2.33 % for the month of March, 2015 from the highest at 6.18 % in the month of May 2014.

The availability of most of the essential commodities remained comfortable during the period under review. In the case of pulses and edible oils, imports were resorted to meet the demand supply mismatch. Monthly average retail prices of 22 essential commodities at major metropolitan cities from April, 2014 to March, 2015 are given in **Annexure II**. Commodity-wise position on prices, production and availability of essential commodities are briefly analyzed in the following paragraphs.

9.2 Rice and Wheat

During the current year (April, 2014 to March, 2015), the retail prices of rice have shown a mixed trend at most of the reporting centres. The all India monthly average retail prices of rice across centres were in the range of Rs. 27-29 per kg during April 2014 to March, 2015 whereas it lay between Rs. 25-28 per kg during April 2013 to March, 2014.

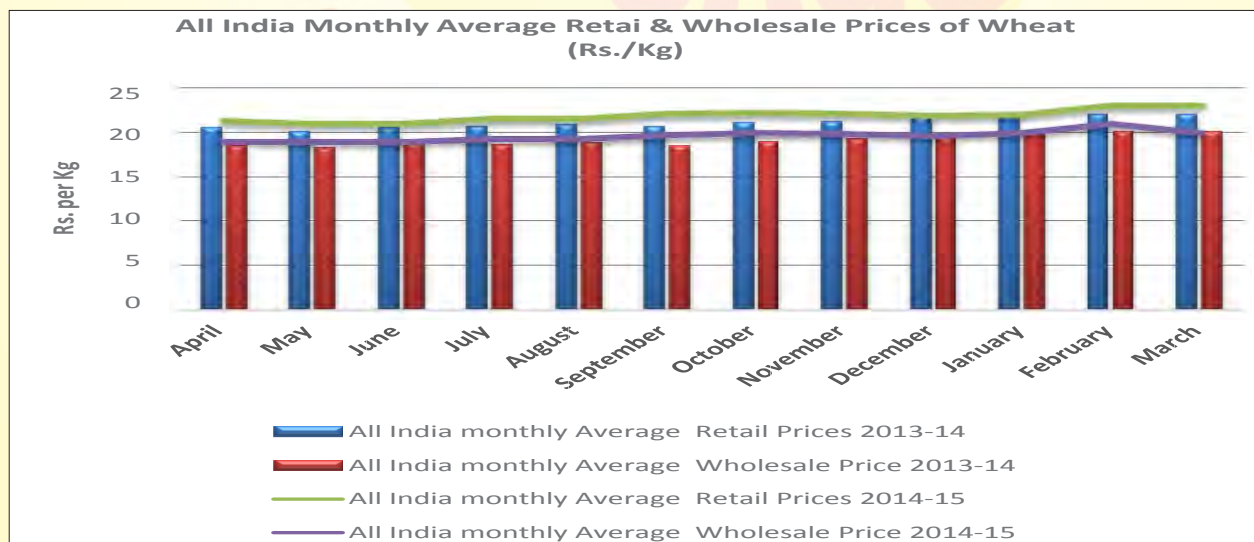
The All India monthly average retail and wholesale prices of rice



Source: State Civil Supplies Departments

The all India monthly average retail prices of wheat across centres were in the range of Rs.21-23 per kg during April, 2014 to March, 2015 as compared to Rs.20-22 per kg during April, 2013 to March, 2014.

The All India monthly average retail and wholesale prices of Wheat

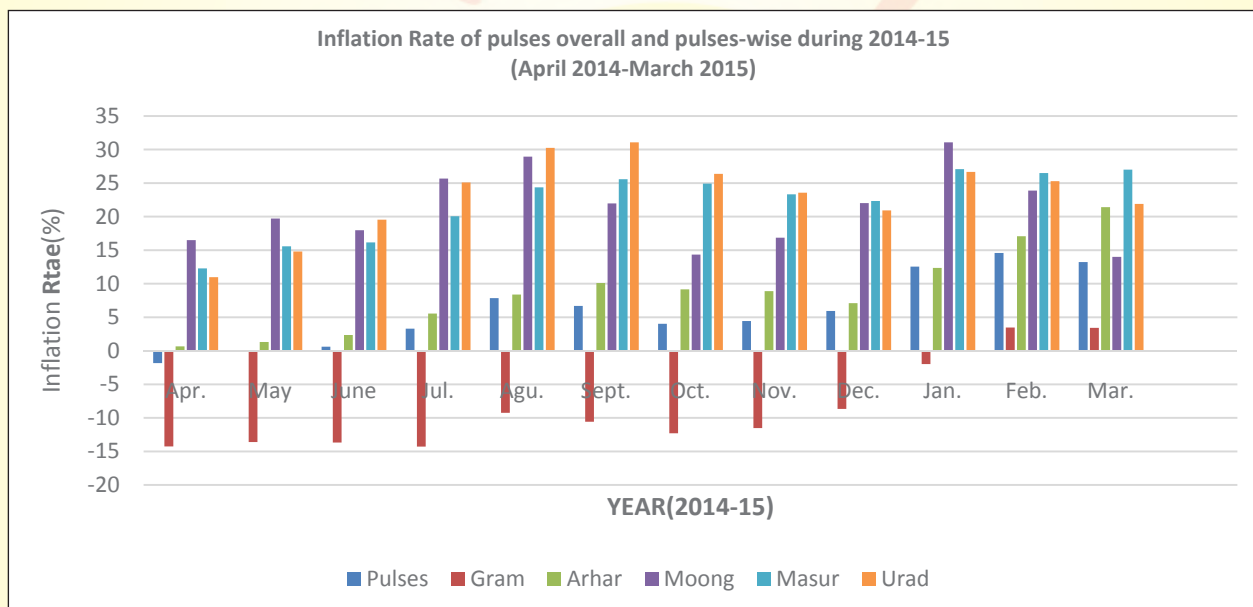


Source: State Civil Supplies Department

9.3 Pulses

As per 2nd Advance Estimates 2014-15 released by M/o Agriculture & Cooperation, area under pulses is reported at 23.37 million Hectare which is lower by 5.73% as compared to the 24.79 million Hectare as per 2nd Advance Estimate of last year published by DAC, Ministry of Agriculture. Areas under tur (Kharif) and gram (Rabi) has decreased during the season by 4.68% and 13.45% whereas area under urad (Kharif and Rabi) and moong (Kharif and Rabi) has increased by 6.78% and 4.77% respectively as compared to the corresponding period last year (source : D/o Agriculture & Cooperation). As per the 2nd Advance Estimates for 2014-15, pulses production is estimated at 18.43 million tonnes as against the 2nd Advance Estimate of 2013-14 at 19.77 million tonnes. Production of major pulses for 2014-15 is estimated at (figures in brackets indicate the 2nd advance estimate for 2013-14): Tur 2.75 m.t (3.34 m.t), Moong 1.39 m.t (1.28 m.t), gram 8.28 m.t (9.79 m.t) and Urad 1.61 m.t (1.59 m.t).

The inflation rate of pulses overall and pulse-wise during 2014-15



Source: Department of Industrial Policy and Promotion

9.4 Edible Oils

As per 2nd Advance Estimates for the year 2014-15, production of total nine oilseeds is estimated at 298.32 lakh tonnes as against 329.83 lakh tonnes during the corresponding last year, shows a decrease of 9.57% in production. This is due to the decrease in the production of Groundnut to 74.68 lakh tonnes from 91.40 lakh tonnes, rapeseed & mustard to 73.63 lakh tonnes from 82.51 lakh tonnes, safflower to 0.78 lakh tonnes from 1.17 lakh tonnes and Soyabean to 116.41 lakh tonnes from 124.48 lakh tonnes. Whereas, the production of Castor seed has increased to 19.11 lakh tonnes from 16.46 lakh tonnes and Sesamum to 7.01 lakh tonnes from 6.72 lakh tonnes over the same period of previous year.

Around 54% of the domestic requirement of edible oils is met by imports, of which Crude Palm Oil constitutes about 59% and Soyabean oil about 17%. During the current year 2014-15 (Oil year November-October), the total import of edible oils is reported at 52.50 (upto March 2015) lakh tonnes as compared to 116.18 lakh tonnes during the 2013-14 (Source : Department of Food & PD).

9.5 Vegetables

Vegetable prices fluctuate depending on the availability and seasonal factors. Government kept a close watch on the prices and availability of vegetables, especially onion, potato and tomato.

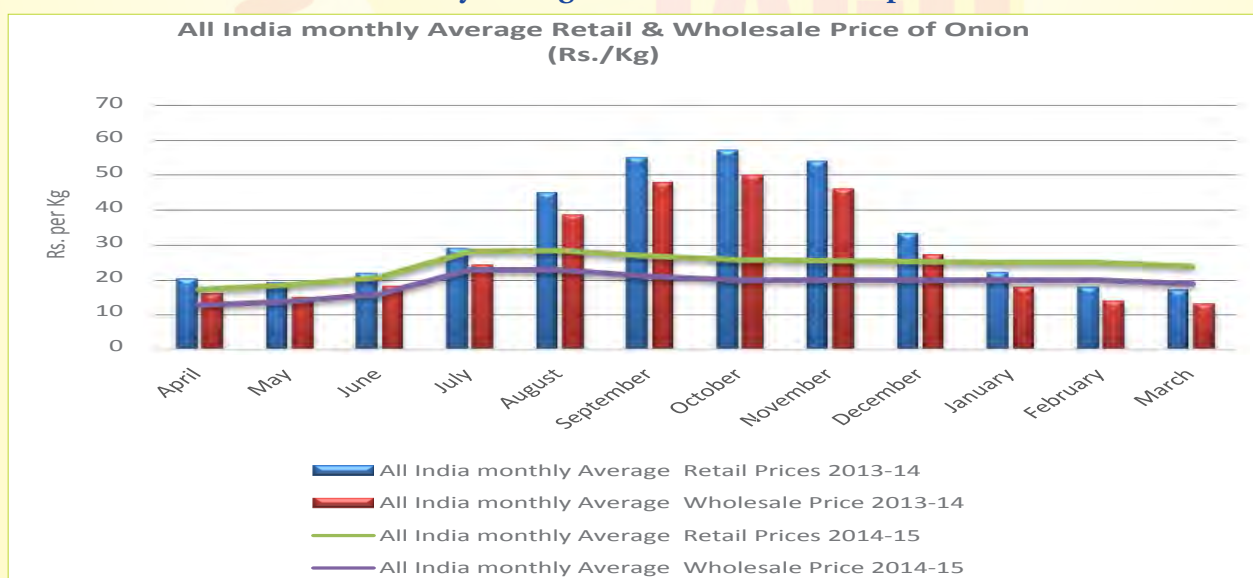
9.6 Onion

As per 1st Advance Estimate 2014-15 of National Horticultural Board, area under onion cultivation has been estimated at 1.19 million Hectare during 2014-15 which is 0.83% lower than the previous year. The production of onion is estimated at 19.36 million tonnes during 2014-15 as compared to 19.40 million tonnes during 2013-14 which is 0.20% lower than the previous year.

As informed by Department of Commerce, a quantity of 13.58 lakh tonnes of onion was exported during 2013-14 as against 18.22 lakh tonnes during 2012-13. In current year 2014-15, 8.8 lakh tonnes of onion has been exported. Onion is mainly exported to Bangladesh, Malaysia, Dubai, Sri Lanka, Bahrain, Nepal, Singapore, Muscat, Kuwait, Doha/Qatar, Mauritius etc.

The all India monthly average Retail prices of onion across centres were in the range of Rs. 17-28 per kg during April, 2014 to March, 2015 as compared to Rs. 17-57 per kg during April, 2013 to March, 2014.

The All India monthly average retail and wholesale prices of Onion



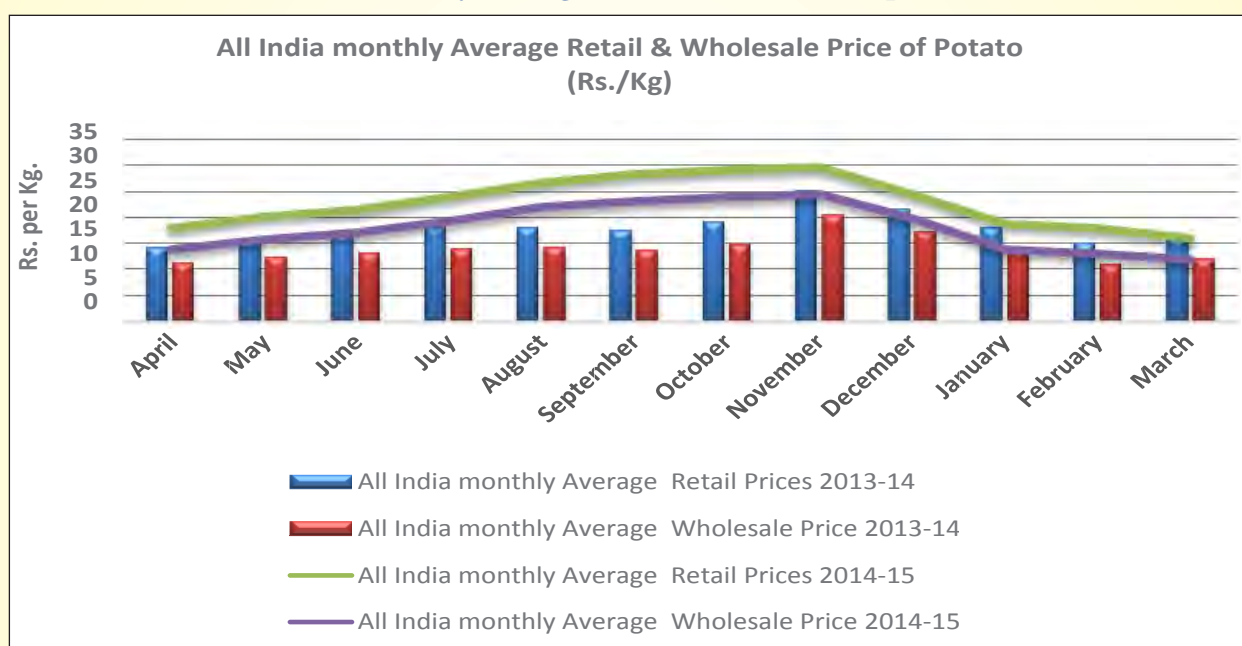
Source: State Civil Supplies Departments.

9.7 Potato

As per 1st Advance Estimate of National Horticultural Board, area under potato cultivation has been estimated at 1.99 million Hectare during 2014-15 as compared to 1.97 million Hectare for the last crop year 2013-14(final). The production of potato is estimated at 42.17 million tonnes during 2014-15 as compared to 41.56 million tonnes during 2013-14(final).

The all India monthly average retail prices of potato across centres were in the range of Rs.16-30 per kg during April 2014 to March, 2015 as compared to Rs. 14-25 per kg during April, 2013 to March, 2014.

The All India monthly average retail and wholesale prices of Potato



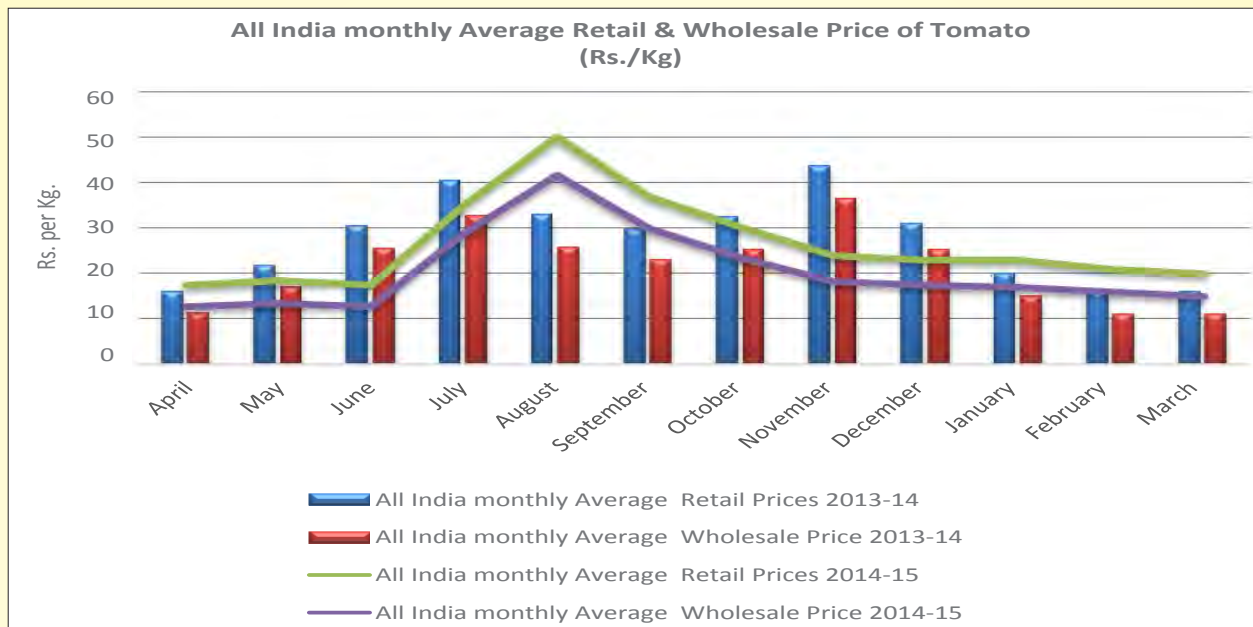
Source: State Civil Supplies Departments.

9.8 Tomato

The area and production of tomato during 2014-15 (1st Advance Estimate) is 0.85 million hectares and 18.31 million tonnes as compared to area of 0.88 million hectares and production of 18.74 million tonnes during 2013-14 (Final Estimate). (Source: National Horticulture Board).

The all India monthly average Retail prices of tomato across centres were in the range of Rs.17-50 per kg during April, 2014 to March, 2015 as compared to Rs. 16-44 per kg during April, 2013 to March, 2014.

The All India monthly average retail and wholesale prices of tomato

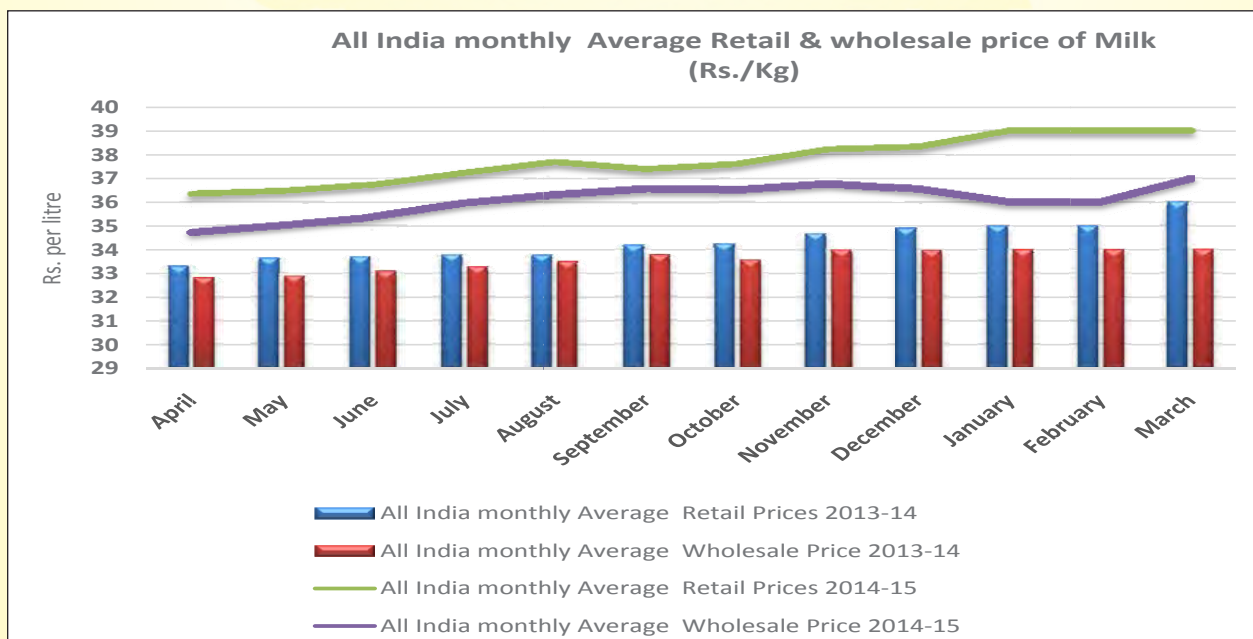


Source: State Civil Supplies Departments.

9.9 Milk

The all India monthly average Retail prices of milk across centres were in the range of Rs. 36-39 per litre during April, 2014 to March, 2015 as compared to Rs. 33-36 per litre during April, 2013 to March, 2014.

The All India monthly average retail and wholesale prices of milk

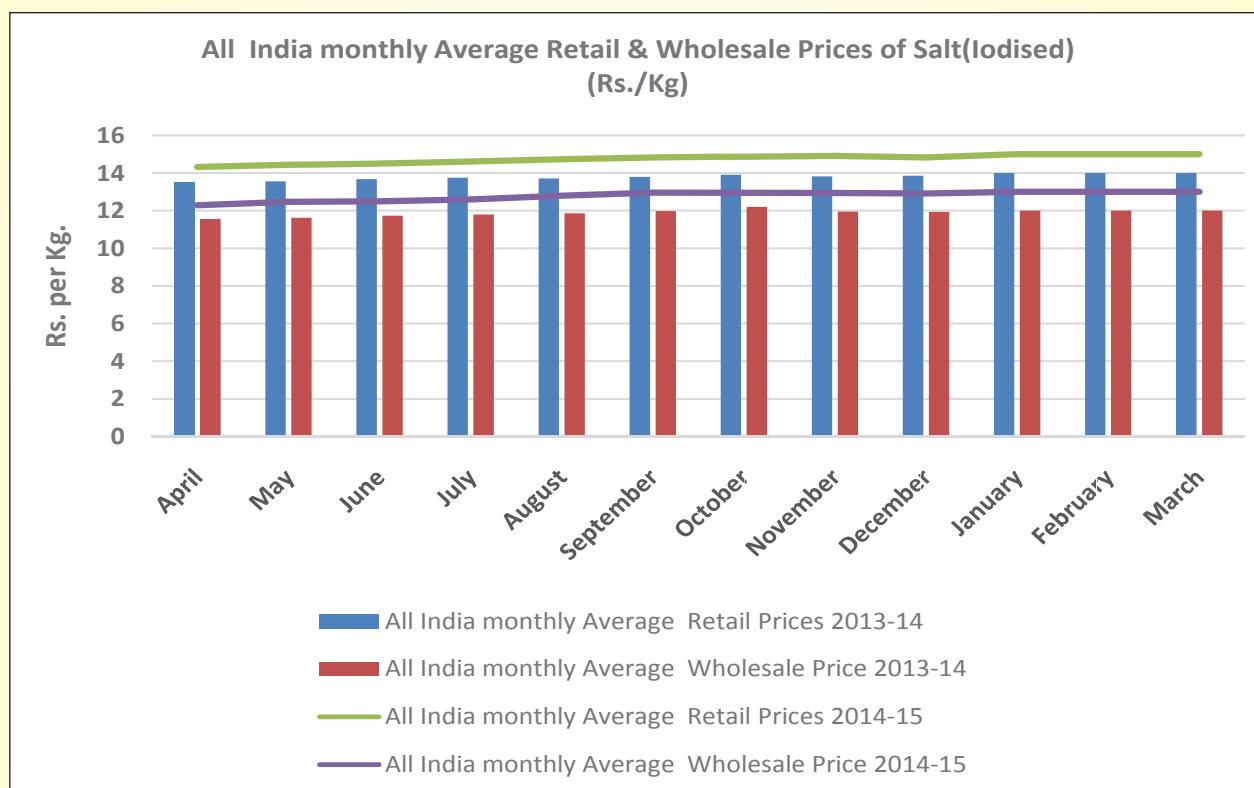


Source: State Civil Supplies Departments.

9.10 Salt

The all India monthly average Retail prices of salt increased and were in the range of Rs. 14-15 per kg during April, 2014 to March, 2015 as compared to Rs. 14 per kg during April, 2013 to March, 2014.

The All India monthly average retail and wholesale prices of salt



Source: State Civil Supplies Departments.

Essential Commodities

1. Which commodity is to be termed as an essential commodity?

A commodity included in the schedule to the Essential Commodities Act 1955 is an essential commodity.

2. Whether all essential commodities are covered under the stock limits and hoarding?

No. For the purpose of terming a stock as hoarding the State Government has to issue stock limits orders under the EC Act. Any quantity of a commodity covered in the order kept in violation of that order is termed as hoarding.

3. Whether there is any inter-state restriction on the movement, distribution and trade of essential commodities?

No. As per the order of Union Government dated 15.02.2002, all kinds of restrictions on the trade of essential commodities have been removed.

4. Whether States can constitute Special Courts for the cases to be tried under the EC Act and PBMMSEC Act?

Yes. The States have inherent powers to constitute Special Courts for any kind of offences in consultation with the concerned High Court. In addition to it, any of the existing courts may be designated as special court for essential commodities.

5. Which authorities should be approached to complain against hoarding and black marketing of essential commodities?

The District Magistrate, the Commissioner of Police, the Secretary of the department concerned in the State/UT or any other authority notified by the State, District Police Superintendent are the authorities that ought to be approached.

6. Whether Maximum Retail Price (MRP) is applicable to the essential commodities?

Yes. For non-perishable commodities MRP is decided. For perishable commodities, it is for the State/UT to regulate prices.



Chapter 10

ESSENTIAL COMMODITIES REGULATIONS AND ENFORCEMENT

This Department, *inter alia*, is also administering the following Acts:

- (a) The Essential Commodities Act, 1955 (EC Act, 1955)
- (b) The Prevention of Black-marketing and Maintenance of Supplies of Essential Commodities Act, 1980 (PBM Act, 1980)

Ensuring the availability of certain commodities, namely Essential Commodities, to the economically weaker people of the country at a fair price is a key objective of these legislations. To achieve this national goal, control of the production, supply and distribution of, and trade and commerce, in commodities essential to the general public as human beings is to be ensured statutorily. To serve this purpose, under Article 246, entry no. 33 of the concurrent list of seventh schedule, the Parliament passed the Essential Commodities Act, 1955, assented to by the President of India on 1st April 1955.

The Essential Commodities Act, 1955 provides for the control of production, supply, distribution of essential commodities for maintaining or increasing supplies and for securing their equitable distribution and availability at fair prices. Most of the powers under the Act have been delegated by the Central Government to the State Governments. Exercising powers under the Act, various Ministries/Departments of the Central Government and State Governments/UT Administrations have, from time to time and when necessary, issued control orders for regulating production, distribution, pricing and other aspects of trading in respect of the commodities declared as essential. At present only following seven commodities considered essential to protect the interest of the farmers and the large section of people “below the poverty line” have been retained under the Essential Commodities Act, 1955:

- (1) Drugs;
- (2) Fertilizer, whether inorganic, organic or mixed;
- (3) Foodstuffs, including edible oilseeds and oils;
- (4) Hank yarn made wholly from cotton;

- (5) Petroleum and petroleum products;
 - (6) Raw jute and jute textile;
 - (7) (i) Seeds of food-crops and seeds of fruits and vegetables;
 - (ii) Seeds of cattle fodder; and
 - (iii) Jute seeds;
 - * (iv) cotton seed
- * Included vide Notification dated 29.12.2009.
- * the term “Foodstuffs” includes raw and prepared food and the ingredients required to prepare food.

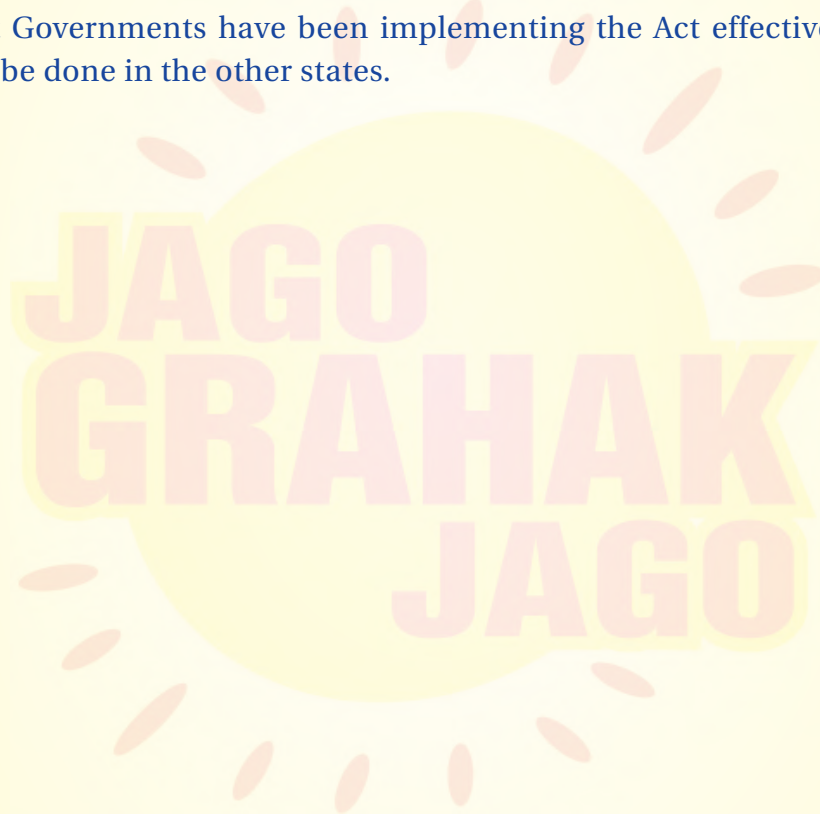
The States/UTs have to be pro-active in preventing violations under either of these two important socio-economic legislations because they are aimed at providing protection to the vulnerable sections of society. During the year the State Governments/UT Administrations, have reported that 131767 raids were conducted, 11988 persons arrested, 3185 persons prosecuted and 2074 persons convicted during the year 2014 (updated as on 31.12.2013).

In the context of food inflation during July-September 2014, there had been widespread concern on the rising trend in prices of essential commodities of mass consumption. The situation was reviewed by the Govt. and it was decided with the approval of the Cabinet to keep in abeyance some provisions of the central order dated 15.02.2002 (which allowed any dealer may freely buy, stock, sell, transport, distribute, dispose, acquire, use or consume any quantity of wheat, paddy/rice, coarse grains, sugar, edible oilseeds and edible oils and shall not require a permit or license therefore under any order issued under the Essential Commodities Act, 1955) to enable the State Governments/UT Administrations to take effective action for undertaking de-hoarding operations under the Essential Commodities Act, 1955 in respect of pulses, edible oils, edible oilseeds, rice and paddy, onion and potato. The validity of all these orders has been extended from time to time. At present stock limits are permitted for pulses, edible oils and edible oilseeds for a period up to 30.09.2015 and onion and potato up to 02.07.2015 vide Central Order dated 03.07.2014. The validity of the Central order dated 29.11.2013 in respect of paddy and rice allowed to lapse on 30.11.2014, hence no stock limit is applicable to these commodities since 01.12.2014.

On 28.11.2013 the Government approved exemption to exporters having IEC Code issued by Directorate General of Foreign Trade (DGFT) from the purview of stock holding limits under the Essential Commodities Act, 1955 with respect to edible oilseeds, edible

oils and rice. This will help exporters benefit from economies of scale and bigger operation for optimally meeting exports on a long-term basis.

The Prevention of Black-marketing and Maintenance of Supplies of Essential Commodities Act, 1980 is being implemented by the State Governments/UT Administrations for the prevention of unethical trade practices like hoarding and black-marketing. The Act empowers the Central and State Governments to detain persons whose activities are found to be prejudicial to the maintenance of supplies of commodities essential to the community. As per reports received from the State Governments, detention orders were issued in respect of 142 persons under the Act during the period from 01.01.2014 to 31.12.2014. The Central Government and the State Governments also have powers to revoke the detention orders. While the Tamil Nadu and to some extent Gujarat Governments have been implementing the Act effectively, much more work needs to be done in the other states.







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Sayani Rani Says....

- Be financially literate.
- Plan your expenses/investments as per your income.
- Don't get misguided through misleading advertisements.
- Check all the terms & conditions before entering into a financial contract.
- Be aware of the provisions of Consumer Protection Act, 1986.
- Stand up for your rights and approach Consumer Forum for redressal of grievance in case of deficiency in Goods/Services.
- Always insist on a Bill/Receipt for the purchase of a Goods/Service.

To locate the Consumer Forum in your Area,
log on to www.ncdrc.nic.in

National Consumer Helpline No. (1800-11-4000 Toll Free)
(From BSNL/MTNL lines) or 011-27662955, 56, 57, 58 (Normal Call Charges Apply)
(9.30 am to 5.30 pm - Monday to Saturday)



Issued in public interest by :

Ministry of Consumer Affairs, Food and Public Distribution
Department of Consumer Affairs, Government of India,
Krishi Bhawan, New Delhi-110001 website : www.fcamin.nic.in

0810171301550910



Chapter 11

THE BUDGET AND FINANCIAL REVIEW

The Additional secretary and Financial Adviser heads the Internal Finance Division of the Department of Consumer Affairs, Ministry of Consumer Affairs, Food and Public Distribution.

The Integrated Finance Division seeks to:

- Ensure that the Ministry adheres to the schedule for the preparation of the budget and in conformity with the instructions issued by Finance Ministry from time to time.
- Maintain complete departmental accounts in accordance with the requirements under the General Financial Rules (GFR) and ensure that the Ministry maintains accounts of expenditure against the Grants or Appropriations directly controlled by it and obtains figures of the expenditure incurred by the subordinate offices as well.
- Review the progress of expenditure against sanctioned grants through maintenance of necessary Control Registers and to issue timely warnings to controlling authorities where the progress of expenditure is uneven
- Ensure the proper maintenance of the Register of Liabilities and commitments as required under the GFR to facilitate realistic preparation of budget estimates, watching of book debits and timely surrender of anticipated savings;
- Screen the proposals for supplementary demands for grants;
- Advise the Administrative Ministry on all matters falling within the field of delegated powers. This includes all powers other than those devolving on a Ministry in its capacity as Head of Office. I.F. Division must ensure that the sanctions issued by Administrative Ministry in exercise of delegated powers clearly indicate that they issue after consultation with IF Division.
- Coordinate the preparation of Outcome Budget of the Department;
- Ensure high quality appraisal and evaluation of Schemes/Projects with requisite rigor.
- Follow up on the settlement of audit objections, inspection reports, draft Audit Paras and ensure prompt action on Audit Reports and Appropriation Accounts.

11. 1 Payments and Accounting Organization

The Secretary of the Department of Consumer Affairs is the Chief Accounting Authority who is assisted by AS & FA and Chief Controller Accounts of the Department of Consumer Affairs. The departmentalized payment and accounting organization of the Department of Consumer Affairs has four Pay and Accounts Offices located at New Delhi, Mumbai, Chennai and Kolkata besides one Principal Accounts Office located at New Delhi. The Chief Controller of Accounts is the Head of the payment and accounting organization of Department of Consumer Affairs.

The Payment and Accounting Organization under the Chief Controller of Accounts is responsible for:

- (i) Arranging payments through Pay and Accounts Offices and cheque drawing and disbursing officers for pay and allowances, provident fund claims, office contingencies, miscellaneous payments, loans and advances to Government Servants and others as well as grants-in-aid.
- (ii) Issue of Pension Payment Orders (PPO) in respect of retiring Government servants and payment of retirement benefits.
- (iii) Supervision & Monitoring of Utilization Certificates.
- (iv) Maintenance of Loans and Grants in Aid to State Governments/PSU/Autonomous Bodies.
- (v) Technical Advice to Ministry/Department/PSU/Autonomous Bodies.
- (vi) Review of Expenditure under Modified Cash Management System.
- (vii) The Internal Audit Unit is responsible for conducting the inspection and internal audit of offices of all Drawing and Disbursing Officers (DDO's) and other auditable units of the Departments of the Ministry.

The Principal Accounts Office of this Ministry generates periodic reports like the monthly accounts, Expenditure Statements, Plan Expenditure Review, Annual Accounts etc. The monthly accounts provide an overall Head-wise picture of Receipts & Payments. The Principal Accounts Office compiles the monthly accounts submitted to it by the various PAOs through e-lekha. The consolidated account of the Ministry is sent to the Controller General of Accounts, Ministry of Finance for further consolidation of accounts of the Union of India.

Internal Audit is managed by two Audit Parties, one at Kolkata and one at Headquarters New Delhi under the overall control of Chief Controller of Account. The Internal Audit examines several areas including management of records, implementation of various financial & accounting manuals, pointing out financial irregularities & procedural lapses.

Special Audit of “Legal Metrology Division” (LMD) of the Department of Consumer Affairs was also conducted during the period 27th October to 18th December, 2014 on the directions of the Ministry, and a Draft Report has also been issued.

Summary of Audit Observation

Action Taken Notes on the Outstanding Audit Reports of the C&AG

ATNs in respect of Audit observations pertaining to the Department of Consumer Affairs (as on 31.12.2014):

Name of Ministry/ Department	CAG Reports of 2011-12	CAG Reports of 2012-13	CAG Reports of 2014	Total (1+2+3)
	(1)	(2)	(3)	(4)
Ministry of Consumer Affairs, Food & PD (Department of Consumer Affairs)	0	1	1	2

Report No. 25 of 2014

Laid in Parliament on 28th November, 2014

Union Government (Civil) Combined Civil and Autonomous Bodies
Combined Audit Report Civil and Autonomous Bodies

MINISTRY OF CONSUMER AFFAIRS, FOOD & PUBLIC DISTRIBUTION
Department of Consumer Affairs

Unauthorized Expenditure

The Department of Consumer Affairs met its additional requirement of funds by arranging ₹ 1.08 crore through two statutory bodies under its administrative control. The action of the Department had the effect of exceeding the budgetary provisions and circumventing Parliamentary authorization. (Paragraph 3.1)



उपभोक्ता कानून का ज्ञान आपकी समस्याओं का समाधान



- हम विज्ञापनों से भ्रमित नहीं होते • हम खुदरा मूल्य से अधिक नहीं देते हैं।
- हम प्रोडक्ट्स पर ISI मार्क जरूर देखते हैं • हम सदा ससीद लेते हैं।

**मिलावटी, नकली और जाली सामान के खिलाफ
हम सदा अभियान जारी रखेंगे**

मार्ग दर्शन के लिए फोन करें

राष्ट्रीय उपभोक्ता हेल्पलाइन नं.- 1800-11-11-4000

(टोल फ्री. बी. एस. एन. एल, एवं एम. टी. एन. एल).

011-27662955-58 (सामान्य कॉल दर)



Chapter 12

PROPAGATION OF OFFICIAL LANGUAGE

The Department has a Hindi Division under a Joint Director (OL) that is responsible for the translation work of the department and Implementation of the Official Language Policy of the Government of India in the department and its attached and subordinate offices and their field organizations.

During the year, appropriate action was taken to ensure implementation of the provisions of the Official Languages Act and the Rules framed thereunder. For ensuring compliance with the provisions of the Official Languages Act, 1963 and rules framed thereunder, checkpoints have been set up in the Department. Effective steps were taken for adherence to these check points. The attached/subordinate offices under the Department wherein 80% or more of staff (except Group “D”) have a working knowledge of Hindi have been notified in the Gazette of India as required under Rule 10(4) of the Official Languages (use for Official Purposes of the Union) Rules, 1976. Orders to make all correspondence in Hindi under rule 8(4) of the said Rules have also been issued by the Department and the offices so notified under rule 10(4).

The Annual Programme for the year 2014-2015 for implementation of the Official Language Policy of the Union, issued by the Department of Official Language as well as orders issued by them were circulated in the Department and to all the attached/subordinate offices for compliance. Progress made in this regard was reviewed through the quarterly reports received from them and critically discussed in the meetings of the Official Language Implementation Committee.

Regular meetings of the Official Language Implementation Committee, set up in the Department to review the progress made in implementation of Official Language policy in the Department as well as in its attached/subordinate offices were held during the year. Emphasis was laid in the meetings on innovative ideas for promotion of Hindi as also for complementary use of regional languages.

The Meeting of the Hindi Salahakar Samiti of the Ministry was held on the 19th of February 2014. Follow up action on the decisions of the meeting is being taken.



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YOUR WEAPON AGAINST
FALSE MISLEADING AD PROMISES**

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'Lose upto 15 Kgs in 20 days !'
'Job Opportunity abroad !'
'Buy 1 Get 5 Free* !'

Advertisements such as above can mislead. Your surest weapon against such dubious claims - is your own insight. Read, verify, cross check before taking a decision.

Advertisements that Mislead are Acts of Misdeed.

Consumers can also call
National Consumer Helpline No. (1800-11-4000 Toll Free)
(From BSNL/MTNL lines)
011-27662955, 56, 57, 58 (Normal Call Charges Apply)



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Ministry of Consumer Affairs, Food and Public Distribution
Department of Consumer Affairs, Government of India
Krishi Bhawan, New Delhi- 110 001
Website: www.fcamin.nic.in

For filing of complaints, consumers can also log on to www.core.nic.in

Divyanshu



Chapter 13

CITIZEN CENTRIC E-GOVERNANCE INITIATIVES

Government has focused on improving productivity and reforming its internal processes to enhance transparency in decision-making and provide for citizen-friendly, prompt and effective governance. This focus is best captured by the adage ‘Minimum government, maximum governance’. To achieve this objective the department has increasingly digitized its functions. A brief overview of the electronic governance initiatives is given below:

13.1 Implementation of e-office:

The Department of Consumer Affairs has fully automated decision-making processes. Electronic files based on the e-office software of the National Informatics Centre form the bulk of the decision-making bases in the department. This has helped in simpler, faster and transparent decisions and has enhanced productivity.

13.2 e-book:

An e-book containing the initiatives and achievements of the department has been published on the website of the Department (<http://consumeraffairs.nic.in>). This provides the basic information that a consumer might need, including answers to frequently asked questions (FAQ's) that are useful in a downloadable format.

13.3 Pay Roll software:

The entire Drawing and Disbursing of pay and other allowances of the employees have been fully automated.

13.4 Parliament Questions and Answers:

Questions and answers, pertaining to the Department of Consumer Affairs, raised both in Lok Sabha and Rajya Sabha are available on the department's website for public access.

13.5 GAMA:

To tackle the problem of misleading advertisements, a dedicated portal (gama.gov.in) to serve as a central registry for complaints was launched on the occasion of the World Consumer Rights Day 2014 and will act as a central registry of complaints lodged by consumers.

13.6 Simplification and Digitization of various forms:

To provide for ease of doing business the forms required to be used by consumers and citizens have been simplified and digitized. They have been put on the website of the Department for public access.

13.7 Price Monitoring System:

The process of collection and compilation of price data on 22 essential commodities from 71 centres situated across the country has been fully automated. Reports are generated and circulated to various decision-making authorities. Also, a fortnightly report on select commodities is circulated to various decision-making authorities including PMO.



Shri Manoj Parida, IAS, Joint Secretary of DoCA exchanging MOU with ASCI for handling complaints received through the portal gama.gov.in

आपके सपनों का घर अब सिर्फ ₹11.5 लाख में

अफोर्डेबल होम

*शर्ते लागू



Basic Price
Rs. 14.90 Lacs only
*Excludes GST and 12% GST
*Excludes 10% GST

और शर्ते लागू का मतलब क्या है?

- * मलब सदस्यता के लिए शुल्क अतिरिक्त
- * पार्किंग के लिए शुल्क अतिरिक्त
- * अग्नि प्रतिरोधक शुल्क अतिरिक्त
- * सुरक्षा शुल्क अतिरिक्त
- * बाह्यप निर्माण शुल्क अतिरिक्त
- ...और बहुत कुछ...



कुछ लुभावने विज्ञापन आपको भ्रमित कर सकते हैं।

सिर्फ विज्ञापन के आधार पर ही निर्णय न लें। सभी पहलुओं को जांच परख कर ही अपनी मेहनत की कमाई को निवेश करें।

किसी भी प्रकार की साहायता/स्पष्टीकरण के लिए कॉल करें:
राष्ट्रीय उपभोक्ता हेल्पलाइन नं० 1800-11-4000
(बीएसएनएल/एनटीएल की सेवा से)
011-27662955-58 साम्प्रदायिक शुल्क लागू



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उपभोक्ता मामले, खाद्य एवं वितरण विभाग मंत्रालय
उपभोक्ता मामले विभाग, भारत सरकार
शास्त्री भवन, नई दिल्ली-110 001 वेबसाइट: www.fcamin.nic.in

शिकायत दर्ज करने के लिए उपभोक्ता www.core.nic.in पर भी लॉग ऑन कर सकते हैं।



Chapter 14

NUMBER OF SC /ST/OBC/PWD/EXM OFFICERS

The instructions issued by the Department of Personnel and Training from time to time regarding representation of Scheduled Caste/Scheduled Tribes/OBCs in direct recruitment and promotion to various grades and services were followed.

The number of persons belonging to Scheduled Castes, Scheduled Tribe, Other Backward Castes, Persons with Disabilities and Ex-Servicemen employed in the Department of Consumer Affairs and its attached/subordinate offices are as under:

Number of SC/ST/OBC/PWD/EXM/ Women Employees (As on 31.03.2015)

Group of Post	Sanctioned Strength	Total Number of employees in position	Number of employees out of Col.3 belonging to							
			SC	ST	OBC	Persons with Disabilities			EXM	WOMEN
						VH	HH	OH		
1	2	3	4	5	6	7	8	9	10	11
Group A	172	130	21	7	13	-	-	1	2	14
Group B Gazetted	169	125	22	6	5	-	-	2	-	32
Non- Gazetted	240	145	19	2	19	-	-	5	-	31
Group C	550	385	96	37	52	-	3	7	6	47
TOTAL	1131	785	158	52	89	-	3	15	8	124

VH – Visually Handicapped

HH – Hearing Handicapped

OH – Orthopedically Handicapped

EXM – Ex-serviceman

Note: The compilation includes information in respect of the Department of Consumer Affairs and the following attached/subordinate offices of the Department.

National Test House-Kolkata

National Consumer Disputes Redress Commission-New Delhi.

Indian Institute of Legal Metrology-Ranchi.

Regional Reference Standards Laboratories- (Ahmedabad, Bangalore, Bhubaneswar, Faridabad, Guwahati.





Take care of your Health. Use Pure Spices!

Food Adulteration is a serious problem.
You however can test the purity of the product yourself!



Product	Adulteration	Test
Spices (Ground)	Powdered bran and saw dust	Sprinkle on water surface. Powdered bran and sawdust float on the surface.
Coriander Powder	Dung Powder	Soak in water. Dung will float and can be easily detected by its foul smell.
Chillies	Brick Powder grit, sand, dirt, filth, etc.	Pour the sample in a beaker containing a mixture of chloroform and carbon tetra chloride. Brick powder and grit will settle at the bottom.

Results as above are indicative in nature.

For testing methods of other products and detailed information log on to www.agmarknet.nic.in

For information on lab tested products log on to www.consumer-voice.org

For any help / clarification, feel free to call National Consumer Help Line

1800-11-4000
(Toll free : Monday-Saturday
9.30 am to 5.30 pm)

811-27662955-58
(Normal call charges apply)

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Department of Agriculture and Cooperation, Government of India
Krishi Bhawan, New Delhi-110 001



Ministry of Consumer Affairs, Food and Public Distribution
Department of Consumer Affairs, Government of India
Krishi Bhawan, New Delhi-110 001 Website : www.fcamin.nic.in



Chapter 15

SCHEMES FOR THE BENEFIT OF PHYSICALLY DISABLED PERSONS

Number of Persons with Disabilities in Various Groups (As on 31.03.2015)

Name of Ministry/Department: Department of Consumer Affairs Office/Organization:

Group of Post	Sanctioned Strength	Total Number of Employees in position	Number of Persons with Disabilities Out of col. 3		
			VH	HH	OH
1.	2.	3.	4.	5.	6.
Group A	172	130	-	-	1
Group B	409	270	-	-	7
Group C	550	385	-	3	7
Total	1131	785	-	3	15

VH – Visually Handicapped
 HH – Hearing Handicapped
 OH – Orthopedically Handicapped



The future is bright with a choice made right



ALWAYS CHECK THE INSTITUTES CREDENTIALS BEFORE ENROLLING

Regarding validity/Status of Degree/Institution
/Accreditation Status of University/Colleges

Log on to :

- Ministry of Human Resource Development
(www.education.nic.in)
- University Grants Commission
(www.ugc.ac.in)
- All India Council of Technical Education
(www.aicte.ernet.in)
- Association of Indian Universities
(www.aiuweb.org)
- National Assessment and Accreditation
Council (NAAC) (www.naacindia.org)
- Medical Council of India
(www.mciindia.org)
- Distance Education Council
(www.dec.ac.in)



dayp 0810113/0025/0910

Consumers can also call

National Consumer Helpline No. (1800-11-4000 Toll Free)
(From BSNL/MTNL lines)
011-27662955, 56, 57, 58 (Normal Call Charges Apply)



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Chapter 16

CONSTITUTION OF COMPLAINTS COMMITTEE ON SEXUAL HARASSMENT OF WOMEN AT WORK PLACE:

In compliance with the guidelines of the Supreme Court of India on the prevention of sexual harassment of women at the work place, a Complaints Committee was constituted in the Department of Consumer Affairs on 3rd August, 1998 that has since been reconstituted on 08.11.2013. Ms. Chandralekha Malviya, Principal Adviser as the Chairperson heads the Committee with Ms. Prema Bhatt, Under Secretary, Ms. Jayalakshmi Kannan, Under Secretary and one representative from YWCA, New Delhi as members and Sh. M.A. Chaudhury, Under Secretary as Member-Secretary. This Committee has been entrusted with the work relating to the time bound redress of grievances of women employees.

In addition, this Cell also functions as a Women's Cell which broadly covers the following areas:

- a) To attend to and co-ordinate the action for improvement of working conditions for women employees of the Department.
- b) To attend to and expedite action on the complaints received from the women employees.
- c) Other general areas concerning the welfare of women employees.

While this Cell in this regard has received no complaint so far, interactive meetings are held periodically with all lady employees of the Department to get first hand information regarding their problems, if any, so that remedial measures can be taken.





You should know which one to buy.

Go with comparative test.



What is Comparative Test?

- It lets you know the prices of different brands for the same product.
- It compares the features, safety, hidden cost(s), long term maintenance, after sales service and other various qualities of different brands.
- It brings to your notice many other points which the trader or service provider may not offer you.
- It makes your task of buying a product easy by showing the comparison of various features of different brands.

For advice on Consumer Issues, call :
National Consumer Help Line
1800-11-4000
(Toll free : Monday-Saturday 9.30 am to 5.30 pm)
011-27662955-58
Normal call charges apply

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Ministry of Consumer Affairs, Food and Public Distribution
Department of Consumer Affairs,
Government of India
Krishi Bhawan, New Delhi- 110 001 Website: www.fcamin.nic.in



Chapter 17

INITIATIVES IN THE NORTH EAST STATES

The Following are the highlights of the initiatives of the Department of Consumer Affairs for the North-Eastern States of India:

- Monitoring of 22 essential commodities from the North Eastern States, based on the daily and weekly price reports, is being carried out. An sanction of amount of Rs. 1.55 lakh was released to Assam Government for strengthening the Price Monitoring Cell at State.
- RRSL Guwahati is functioning from a new campus from 1st May, 2009 and provides services to North Eastern States in the field of Legal Metrology. The department has also provided Grant in Aid/equipments of Rs.2.51 crore to the North Eastern Region (NER) under the 12th five-year plan.
- To cater to the needs of the NER, the BIS has a branch office at Guwahati. This branch office through state level committee meetings co-ordinates the effective implementation of BIS policies and quality control orders of the Government of India.
- The Parliamentary Consultative Committee Meeting was organized at Mizoram. Similarly, nine consumer awareness programmes, two educational utilization of standards programmes, one Licensee Meet and one consumer organizations meet were also conducted. A composite meet of consumers, consumer organizations & licensees/ industry was also held at Aizawl, Mizoram.
- BIS carried out publicity through participation in Annual Cultural Events of Tezpur University and International Trade Fair organized by the Kaziranga Multipurpose Women Society, Assam.
- The total operative certification licences in all Seven North Eastern States as on 31 March, 2015 are 550 (409 licences for products and 141 licences are for Hallmarking).

The state-wise distribution of 409 Product Certification Licences and 141 Hallmarking Licences is as given below:

Sl. No.	State	Product Certification Licences	Hallmarking Licences
1.	Assam	269	113
2.	Tripura	31	26
3.	Manipur	15	-
4.	Arunachal Pradesh	12	-
5.	Mizoram	04	-
6.	Meghalaya	63	02
7.	Nagaland	15	-
	Total	409	141

Guwahati also has a BIS laboratory with testing facilities in the mechanical field and has been testing products like High Strength Deformed Steel bars (HSD steel bars), corrugated and semi-corrugated asbestos cement sheet etc.

A Satellite branch of NTH was established in the year 1996 at C.I.T.I Complex, Kalapahar, Guwahati-781016 which was taken on rent from the Government of Assam with a view to meet the Testing, Evaluation & Quality Control requirements of materials and finished products from the North-Eastern region of the country. The Director of Commerce, Govt. of Assam, provided seven sheds for its office and laboratory premises with an approximate area of 12,600 square ft. and a hostel block. NTH (NER), Guwahati has been established keeping in view the development of North Eastern region of the country through quality assurance of the consumable engineering products.

At present, NTH (NER), Guwahati, provides the following services to its clients:

- Testing & Quality Evaluation of various Engineering Materials, viz., Civil & Chemical (building materials, paver blocks, coal, admixture etc.), Mechanical (TMT, Structural steel, Aluminium section etc.)
- Providing Training in Testing Methodologies for Cement, Water, General Chemicals, Steel, etc.
- Providing Consultancy Services in the fields of Laboratory Set-up, quality of Ceramic Materials etc.
- Participating in the Project work undertaken by various NGOs and other organizations, depending on the existing facilities in NTH (NER), Guwahati.



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AWFULLY BUST.

SOME PEOPLE
ARE ALWAYS
THERE TO
CHEAT YOU.



Net Wt. _____
MRP. Rs _____
Mfg. & Pkt. on _____



Always check carefully on the packaged commodities :

- Name and Address of Manufacturer or Packer
- Name of the goods
- Net quantity in the package
- Month and year of manufacture or packing
- MRP inclusive of taxes
- Name, address, Helpline No. and email of the Consumer Grievance Reddressal Authority.

clavp 08101/13/0106/1011

In case the packages do not carry these declarations, a complaint can be lodged with the office of the Controller, Legal Metrology or Inspector, Legal Metrology of your State/UT.

Consumers ! For online complaint filing

log on to: www.core.nic.in or
call at toll free No. **18001804566**



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Government of India
Ministry of Consumer Affairs, Food and Public Distribution
Department of Consumer Affairs,
Krishi Bhawan, New Delhi-110001
website : www.fcamin.nic.in



ANNEXURE-I
**Statement of Cases Filed / Disposed of / Pending in
the National Commission and State Commissions**

(As on 31.03.2015)

Sl. No.	Name of State	Cases filed since inception	Cases disposed of since inception	Cases Pending	% of Disposal	As On
	National Commission	93860	83294	10566	88.74	28.02.2015
1	Andhra Pradesh	34665	34195	470	98.64	28.02.2015
2	A & N Islands	42	38	4	90.48	31.01.2008
3	Arunachal Pradesh	70	67	3	95.71	31.10.2014
4	Assam	2757	2442	315	88.57	31.01.2015
5	Bihar	17568	12291	5277	69.96	31.05.2014
6	Chandigarh	13834	13732	102	99.26	31.12.2014
7	Chattisgarh	10948	10271	677	93.82	28.02.2015
8	Daman & Diu and DNH	25	20	5	80.00	31.03.2011
9	Delhi	44796	44083	713	98.41	30.09.2014
10	Goa	2613	2564	49	98.12	31.01.2015
11	Gujarat	50707	46493	4214	91.69	28.02.2015
12	Haryana	45329	44455	874	98.07	31.01.2015
13	Himachal Pradesh	25824	25585	239	99.07	28.02.2015
14	Jammu & Kashmir	6727	6170	557	91.72	31.03.2013
15	Jharkhand	5302	4824	478	90.98	31.03.2014
16	Karnataka	48806	44111	4695	90.38	28.02.2015
17	Kerala	27581	25704	1877	93.19	28.02.2015
18	Lakshadweep	18	16	2	88.89	31.12.2014
19	Madhya Pradesh	47261	39782	7479	84.18	28.02.2015
20	Maharashtra	65199	54192	11007	83.12	28.02.2015
21	Manipur	139	96	43	69.06	30.09.2008
22	Meghalaya	298	285	13	95.64	31.12.2014
23	Mizoram	211	204	7	96.68	31.10.2014
24	Nagaland	156	93	63	59.62	31.12.2014
25	Odisha	23430	16755	6675	71.51	30.11.2014
26	Puducherry	1000	968	32	96.80	28.02.2015
27	Punjab	33298	29970	3328	90.01	31.01.2015
28	Rajasthan	61199	55563	5636	90.79	31.01.2015
29	Sikkim	55	53	2	96.36	31.12.2014
30	Tamil Nadu	26106	23849	2257	91.35	28.02.2015
31	Telangana	1187	0	1187	0.00	28.02.2015
32	Tripura	1641	1599	42	97.44	28.02.2015
33	Uttar Pradesh	74300	47678	26622	64.17	28.02.2015
34	Uttarakhand	5359	4316	1043	80.54	31.12.2014
35	West Bengal	22648	19124	3524	84.44	31.12.2014
	TOTAL	701099	611588	89511	87.23	

Statement of Cases filed/disposed of/pending in District Fora

(As on 31.03.2015)

Sl. No.	Name of State	Cases filed since inception	Cases disposed of since inception	Cases Pending	% of Disposal	As On
1	Andhra Pradesh	114075	111233	2842	97.51	28.02.2015
2	A & N Islands	330	301	29	91.21	31.03.2006
3	Arunachal Pradesh	411	378	33	91.97	31.10.2014
4	Assam	13704	11976	1728	87.39	31.08.2010
5	Bihar	95540	81712	13828	85.53	31.05.2014
6	Chandigarh	50573	49421	1152	97.72	31.12.2014
7	Chattisgarh	41592	37941	3651	91.22	28.02.2015
8	Daman & Diu and DNH	162	144	18	88.89	31.03.2011
9	Delhi	249505	234740	14765	94.08	31.12.2012
10	Goa	6799	6395	404	94.06	31.01.2015
11	Gujarat	193748	182142	11606	94.01	28.02.2015
12	Haryana	235524	222869	12655	94.63	31.01.2015
13	Himachal Pradesh	61016	57998	3018	95.05	28.02.2015
14	Jammu & Kashmir	20792	18855	1937	90.68	31.12.2007
15	Jharkhand	36076	32203	3873	89.26	31.05.2014
16	Karnataka	175273	163641	11632	93.36	28.02.2015
17	Kerala	193774	183925	9849	94.92	31.01.2015
18	Lakshadweep	77	65	12	84.42	31.12.2014
19	Madhya Pradesh	206343	189930	16413	92.05	28.02.2015
20	Maharashtra	286017	262664	23353	91.84	28.02.2015
21	Manipur	1037	1012	25	97.59	30.09.2008
22	Meghalaya	995	911	84	91.56	31.12.2014
23	Mizoram	3466	2819	647	81.33	31.12.2010
24	Nagaland	624	575	49	92.15	31.12.2014
25	Odisha	100217	93071	7146	92.87	30.11.2014
26	Puducherry	3066	2846	220	92.82	28.02.2015
27	Punjab	171043	167715	3328	98.05	31.01.2015
28	Rajasthan	386892	352076	34816	91.00	31.01.2015
29	Sikkim	335	316	19	94.33	31.12.2014
30	Tamil Nadu	109781	101878	7903	92.80	31.12.2014
31	Telangana	86467	82843	3624	95.81	28.02.2015
32	Tripura	3221	3091	130	95.96	28.02.2015
33	Uttar Pradesh	621397	546089	75308	87.88	28.02.2015
34	Uttarakhand	37613	34755	2858	92.40	31.12.2014
35	West Bengal	98401	92318	6083	93.82	31.12.2014
	TOTAL	3605886	3330848	275038	92.37	

ANNEXURE-II
**Monthly Average Retail prices of 22 essential commodities
April 2014 to March 2015 (Rs per kg).**
Rice

Unit: (Rs./Kg.)

Centre	Apr-14	May-14	Jun-14	Jul-14	Aug-14	Sep-14	Oct-14	Nov-14	Dec-14	Jan-15	Feb-15	Mar-15
Delhi	28	29	29	30	30	31	31	30	30	30	30	29
Mumbai	30	30	30	30	30	30	30	30	30	30	30	30
Kolkata	25	24	25	26	27	27	27	25	23	22	23	24
Chennai	32	32	32	32	32	32	32	31	31	30	32	31
All India Average	27	28	28	28	28	29	29	28	28	28	28	27

Wheat

Centre	Apr-14	May-14	Jun-14	Jul-14	Aug-14	Sep-14	Oct-14	Nov-14	Dec-14	Jan-15	Feb-15	Mar-15
Delhi	19	20	20	19	20	20	19	19	18	18	19	19
Mumbai	26	26	26	24	25	27	27	27	27	27	27	27
Kolkata												
Chennai	30	30	30	30	31	31	30	32	32	32	31	30
All India Average	21	21	21	21	22	22	22	22	22	22	23	23

Atta (Wheat)

Centre	Apr-14	May-14	Jun-14	Jul-14	Aug-14	Sep-14	Oct-14	Nov-14	Dec-14	Jan-15	Feb-15	Mar-15
Delhi	20	21	21	21	22	22	21	21	21	22	22	21
Mumbai	31	31	31	32	31	31	32	31	31	31	31	29
Kolkata	21	20	21	21	21	21	21	22	22	22	22	21
Chennai	32	32	32	32	33	33	33	34	34	34	33	30
All India Average	23	23	23	24	24	24	24	24	24	24	25	25

Gram Dal

Centre	Apr-14	May-14	Jun-14	Jul-14	Aug-14	Sep-14	Oct-14	Nov-14	Dec-14	Jan-15	Feb-15	Mar-15
Delhi	49	50	49	49	49	49	49	48	49	55	55	55
Mumbai	64	64	62	60	58	53	52	52	50	51	51	51
Kolkata	47	45	45	46	46	46	46	46	45	45	44	45
Chennai	50	50	49	47	47	46	48	49	49	49	53	55
All India Average	49	49	47	46	46	46	46	46	45	47	48	49

Tur/Arhar Dal

Centre	Apr-14	May-14	Jun-14	Jul-14	Aug-14	Sep-14	Oct-14	Nov-14	Dec-14	Jan-15	Feb-15	Mar-15
Delhi	49	50	49	49	49	49	49	48	49	55	55	55
Mumbai	64	64	62	60	58	53	52	52	50	51	51	51
Kolkata	47	45	45	46	46	46	46	46	45	45	44	45
Chennai	50	50	49	47	47	46	48	49	49	49	53	55
All India Average	49	49	47	46	46	46	46	46	45	47	48	49

Delhi	74	75	73	74	76	81	81	81	83	85	86	91
Mumbai	86	86	82	78	77	78	78	78	78	80	80	80
Kolkata	69	68	68	68	70	74	73	76	76	79	81	84
Chennai	75	72	72	72	75	80	83	83	85	84	89	93
All India Average	70	70	70	70	72	74	74	75	76	77	79	82

Urad Dal

Centre	Apr-14	May-14	Jun-14	Jul-14	Aug-14	Sep-14	Oct-14	Nov-14	Dec-14	Jan-15	Feb-15	Mar-15
Delhi	70	71	74	77	82	83	82	79	82	84	84	87
Mumbai	82	82	80	80	81	82	81	81	81	81	81	81
Kolkata	62	64	68	69	73	74	69	70	73	78	81	82
Chennai	79	79	85	85	88	90	90	87	86	88	90	92
All India Average	67	69	71	73	76	79	76	76	76	78	79	80

Moong Dal

Centre	Apr-14	May-14	Jun-14	Jul-14	Aug-14	Sep-14	Oct-14	Nov-14	Dec-14	Jan-15	Feb-15	Mar-15
Delhi	97	104	94	91	91	90	90	95	97	100	102	101
Mumbai	102	102	96	91	91	95	94	94	96	98	98	99
Kolkata	96	92	88	89	92	94	95	104	112	118	121	116
Chennai	100	100	99	93	95	99	97	100	109	111	111	108
All India Average	88	89	87	87	88	89	89	94	96	98	99	99

Masoor Dal

Centre	Apr-14	May-14	Jun-14	Jul-14	Aug-14	Sep-14	Oct-14	Nov-14	Dec-14	Jan-15	Feb-15	Mar-15
Delhi	67	69	69	72	77	79	80	80	81	85	83	85
Mumbai	73	73	74	76	78	78	78	78	79	81	81	81
Kolkata	60	60	60	60	61	66	70	74	72	72	71	69
Chennai	67	75	75	76	75	75	76	80	80	82	82	74
All India Average	63	65	65	66	68	69	70	71	72	74	74	73

Groundnut Oil (Packed)

Centre	Apr-14	May-14	Jun-14	Jul-14	Aug-14	Sep-14	Oct-14	Nov-14	Dec-14	Jan-15	Feb-15	Mar-15
Delhi	158	165	158	156	155	148	146	146	143	144	143	144
Mumbai	127	128	123	121	118	121	125	128	127	131	129	127
Kolkata	118	117	118	120	119	117	112	110	114	117	117	117
Chennai	103	103	101	99	99	105	105	104	102	105	109	109
All India Average	122	122	119	122	121	120	119	119	118	119	120	119

Mustard Oil (Packed)

Centre	Apr-14	May-14	Jun-14	Jul-14	Aug-14	Sep-14	Oct-14	Nov-14	Dec-14	Jan-15	Feb-15	Mar-15
Delhi	102	102	102	106	106	104	106	105	106	112	109	110
Mumbai	92	93	93	94	96	97	98	97	98	99	97	94
Kolkata	94	92	92	92	92	94	95	98	100	101	101	99
Chennai			106	107	106	107	107	106	106	107	114	111
All India Average	98	98	97	97	97	97	98	98	98	99	101	100

Vanaspati (Packed)

Centre	Apr-14	May-14	Jun-14	Jul-14	Aug-14	Sep-14	Oct-14	Nov-14	Dec-14	Jan-15	Feb-15	Mar-15
Delhi	86	87	83	86	84	80	83	80	81	78	77	78
Mumbai	103	102	102	101	101	100	97	98	95	93	92	91
Kolkata	73	68	66	69	72	64	65	67	65	67	69	64
Chennai	88	87	85	85	87	86	86	88	92	90	89	90
All India Average	77	77	76	77	78	77	77	76	76	76	77	76

Soya Oil (Packed)

Centre	Apr-14	May-14	Jun-14	Jul-14	Aug-14	Sep-14	Oct-14	Nov-14	Dec-14	Jan-15	Feb-15	Mar-15
Delhi	96	96	96	96	86	86	88	87	87	89	87	88
Mumbai	95	95	95	94	93	90	90	87	87	87	85	85
Kolkata	83	82	80	81	80	79	79	80	80	82	84	82
Chennai												
All India Average	85	84	84	84	84	84	84	84	83	84	85	85

Sunflower Oil (Packed)

Centre	Apr-14	May-14	Jun-14	Jul-14	Aug-14	Sep-14	Oct-14	Nov-14	Dec-14	Jan-15	Feb-15	Mar-15
Delhi	106	106	106	106	103	103	105	100	99	104	98	100
Mumbai	86	86	85	84	82	82	82	81	80	82	80	80
Kolkata	87	86	86	86	84	83	82	84	84	85	86	86
Chennai	90	88	87	87	87	85	85	85	85	87	87	89
All India Average	96	96	95	96	95	94	94	94	94	95	95	94

Palm Oil (Packed)

Centre	Apr-14	May-14	Jun-14	Jul-14	Aug-14	Sep-14	Oct-14	Nov-14	Dec-14	Jan-15	Feb-15	Mar-15
Delhi												
Mumbai	64	64	63	61	60	61	62	61	61	62	61	60
Kolkata	68	65	64	65	65	61	62	62	61	61	63	63
Chennai	71	68	66	65	64	59	60	60	58	61	61	60
All India Average	72	71	71	71	69	67	68	67	66	68	67	68

Potato

Centre	Apr-14	May-14	Jun-14	Jul-14	Aug-14	Sep-14	Oct-14	Nov-14	Dec-14	Jan-15	Feb-15	Mar-15
Delhi	22	24	24	28	30	33	36	33	20	15	14	14
Mumbai	29	31	31	27	28	30	31	32	31	29	28	26
Kolkata	14	18	17	17	20	21	20	21	19	11	8	8
Chennai	21	22	23	25	28	27	29	29	26	23	20	17
All India Average	18	20	22	24	27	28	29	30	24	19	18	16

Onion

Centre	Apr-14	May-14	Jun-14	Jul-14	Aug-14	Sep-14	Oct-14	Nov-14	Dec-14	Jan-15	Feb-15	Mar-15
Delhi	21	23	23	33	31	31	33	32	30	32	33	31
Mumbai	24	26	29	29	27	30	29	31	30	28	27	26
Kolkata	15	19	22	32	28	25	23	26	28	26	23	19
Chennai	16	17	23	29	27	22	24	21	21	22	22	20
All India Average	17	19	21	28	28	27	26	26	25	25	25	24

Tomato

Centre	Apr-14	May-14	Jun-14	Jul-14	Aug-14	Sep-14	Oct-14	Nov-14	Dec-14	Jan-15	Feb-15	Mar-15
Delhi	24	18	15	39	58	47	35	24	28	36	37	32
Mumbai	23	23	22	40	60	41	28	24	24	28	29	27
Kolkata	14	17	24	47	60	47	35	30	23	18	13	14
Chennai	18	18	16	46	41	20	15	18	20	17	13	12
All India Average	17	18	18	35	50	37	30	24	23	23	21	20

Sugar

Centre	Apr-14	May-14	Jun-14	Jul-14	Aug-14	Sep-14	Oct-14	Nov-14	Dec-14	Jan-15	Feb-15	Mar-15
Delhi	36	37	38	37	37	36	36	35	34	34	34	33
Mumbai	37	38	38	39	39	39	38	38	38	37	36	33
Kolkata	36	36	36	36	35	35	35	34	33	33	32	32
Chennai	34	35	34	34	34	34	34	34	34	33	33	32
All India Average	36	36	36	36	36	36	36	36	35	34	34	33

Gur

Centre	Apr-14	May-14	Jun-14	Jul-14	Aug-14	Sep-14	Oct-14	Nov-14	Dec-14	Jan-15	Feb-15	Mar-15
Delhi	38	39	40	42	45	43	42	37	39	40	42	43
Mumbai	51	52	51	52	53	55	52	49	48	49	49	49
Kolkata				40	40	40	40	39	35	35	35	35
Chennai	50	48	50	50	51	49	49	50	56	51	50	46
All India Average	39	40	41	41	41	42	43	42	40	40	41	40

Milk

Unit: (Rs./Litre)

Centre	Apr-14	May-14	Jun-14	Jul-14	Aug-14	Sep-14	Oct-14	Nov-14	Dec-14	Jan-15	Feb-15	Mar-15
Delhi	36	36	38	38	38	38	38	38	38	38	38	38
Mumbai	41	41	41	41	41	41	41	41	41	41	41	41
Kolkata	32	33	34	34	34	34	34	34	34	34	34	34
Chennai	27	27	27	27	27	27	27	37	37	37	37	37
All India Average	36	36	37	37	38	37	38	38	38	39	39	39

Tea Loose

Centre	Apr-14	May-14	Jun-14	Jul-14	Aug-14	Sep-14	Oct-14	Nov-14	Dec-14	Jan-15	Feb-15	Mar-15
Delhi	215	215	202	196	189	195	204	201	201	198	195	197
Mumbai	250	250	250	250	250	250	250	250	250	250	250	250
Kolkata	120	120	120	120	120	120	120	120	120	120	120	120
Chennai	220	220	220	220	220	220	220	220	220	220	220	220
All India Average	207	204	206	204	205	212	211	205	205	205	205	205

Salt Pack (Iodised)

Centre	Apr-14	May-14	Jun-14	Jul-14	Aug-14	Sep-14	Oct-14	Nov-14	Dec-14	Jan-15	Feb-15	Mar-15
Delhi	17	17	17	17	17	17	16	16	16	16	16	16
Mumbai	17	17	17	17	17	17	17	17	17	17	17	17
Kolkata	9	9	9	9	9	9	9	9	9	9	9	9
Chennai	17	17	17	17	17	17	17	17	17	17	17	17
All India Average	14	14	14	15	15	15	15	15	15	15	15	15

Source : State Civil Supplies Departments



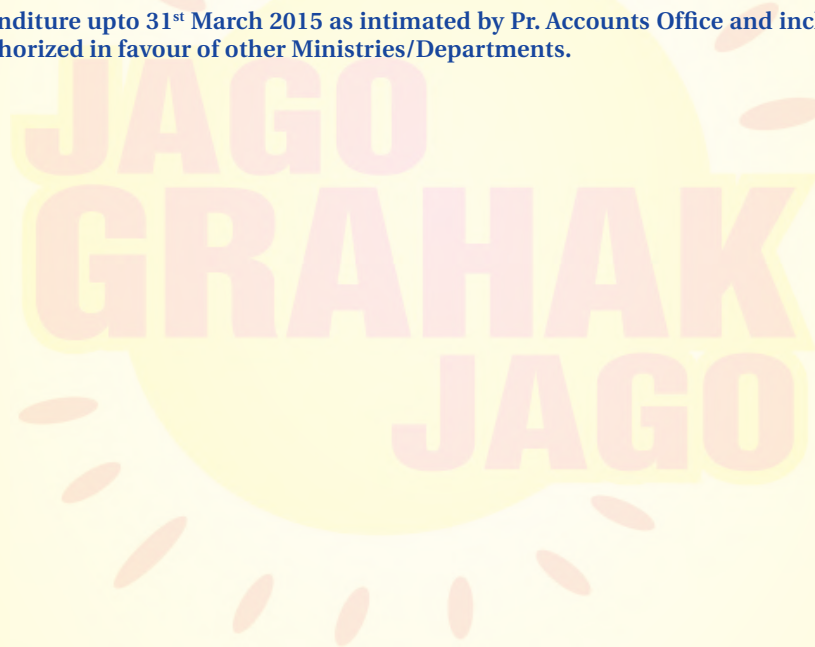
Tables

Statement showing BE, RE and Actual in respect of Department of Consumer Affairs for fiscal year 2010-11 to 2014-15 (Provisional)

(Rs. In Crore)

Year	Demand No.	Budget Estimates			Revised Estimates			Actuals		
		Plan	Non-Plan	Total	Plan	Non-Plan	Total	Plan	Non-Plan	Total
2010-2011	16	220.00	269.00	489.00	198.00	521.72	719.72	187.92	513.96	701.88
2011-2012	16	225.00	375.36	600.36	185.00	337.61	522.61	175.62	330.89	506.51
2012-2013	16	241.00	383.09	624.09	150.00	363.10	513.10	126.40	360.85	487.25
2013-2014	16	241.00	361.70	602.70	192.00	266.66	458.66	180.08	260.00	440.08
2014-2015	16	220.00	90.79	310.79	140.00	90.88	230.88	137.90	82.55	220.45

* Provisional Expenditure upto 31st March 2015 as intimated by Pr. Accounts Office and includes the amount of Rs. 51.73 crore authorized in favour of other Ministries/Departments.





एक कदम स्वच्छता की ओर

Government of India
Department of Consumer Affairs
Krishi Bhawan, New Delhi-110114



Government of India

R F D

(Results-Framework Document)
for

Department of Consumer Affairs
(2013-2014)



Section 1: Vision, Mission, Objectives and Functions

Vision

To protect the rights and interests of consumers, to spread awareness about consumer rights, duties and responsibilities and to promote consumer welfare by strengthening consumer movement in the country.

Mission

Strengthening consumer related legislations and effective implementation of various consumer welfare schemes and disputes redressal system. Active participation of State Governments, academic and research institutions, training institutions, National Law schools and voluntary organizations is envisaged to create a vibrant consumer movement in the country. Enforce mandatory standards for consumer products and services ensuring consumer safety.

Objectives

- 1 Enhancement of awareness of consumers about their rights and responsibilities
- 2 Provision of effective, inexpensive and speedy redressal system to consumers
- 3 To augment infrastructure of enforcement machinery of Legal Metrology Department of States/UTs and implementation of the Legal Metrology Act, 2009
- 4 Strengthening of National Test House (NTH) laboratories
- 5 Efficient Regulation of Commodity Futures Markets
- 6 Strengthening of Forward Markets and Forward Markets Commission
- 7 To promote and protect the interests of consumers through various Schemes
- 8 Completion of an independent evaluation of NTH Lab
- 9 Formulate Standards and strengthen Conformity Assessment of Products and Services
- 10 Implementation and regulation of Essential Commodities Act
- 11 Monitoring of prices of Essential Commodities

Functions

- 1 CONSUMER PROTECTION - Implementation of Consumer Protection Act, 1986 - National Consumer Disputes Redressal Commission .
- National Test House - Regulation of Packaged Commodities and implementation of new Act namely, The Legal Metrology Act, 2009.
CONSUMER AWARENESS - Jago Grahak Jago Multimedia Campaign. SETTING STANDARDS - Implementation of Bureau of Indian Standards Act, 1986. REGULATION OF ESSENTIAL COMMODITIES ACT, 1955 - Implementation of Essential Commodities Act, 1955.
- Implementation of Prevention of Black Marketing & Maintenance of supply of Essential Commodities Act, 1980 CONSUMER COOPERATIVES - National Consumer Cooperatives Federation (NCCF). COMMODITY EXCHANGES - Regulation of Commodities futures through Forward Markets Commission. -

Section 1: Vision, Mission, Objectives and Functions

Implementation of Forward Contracts (Regulation) Act 1952 INcomplete



Section 2: Inter se Priorities among Key Objectives, Success indicators and Targets

Objective	Weight	Action	Success Indicator	Unit	Weight	Target / Criteria Value				
						Excellent 100%	Very Good 90%	Good 80%	Fair 70%	Poor 60%
[1] Enhancement of awareness of consumers about their rights and responsibilities	15.00	[1.1] Publicity through print advertisement	[1.1.1] Release of advertisements in Hindi, English and regional newspapers. Number of insertions.	Number	2.00	10500	9450	8400	7350	6300
		[1.2] Publicity through Electronic Media	[1.2.1] Release of audio video spots through DD, AIR, Pvt TV Channels & Pvt FM Radio Stations and LS TV / RS TV. Number of insertions.	Number	3.00	168000	151200	134400	117600	100800
	[1.3] Publicity through other mediums	[1.3.1] Advertisements through banners, hoardings, Postal passbooks, Railway tickets, Trade Fairs, Tirupati Access cards, Stalls in Fairs/ Exhibitions	Number	1.00	7900	7110	6320	5530	4740	
	[1.4] Development of a composite Consumer Awareness Index (CAI)	[1.4.1] Finalization of National Composite Index of Consumer Awareness in the country	Date	2.00	14/01/2014	31/01/2014	14/02/2014	28/02/2014	15/03/2014	
			[1.4.2] Preparing of an index to prepare a baseline data about level of consumer	Timeline	0.00	--	--	--	--	--

Section 2: Inter se Priorities among Key Objectives, Success indicators and Targets

Objective	Weight	Action	Success Indicator	Unit	Weight	Target / Criteria Value					
						Excellent 100%	Very Good 90%	Good 80%	Fair 70%	Poor 60%	
[2] Provision of effective, inexpensive and speedy redressal system to consumers		awareness.	[1.5] Prevention of false/misleading advertisements	Date	3.00	31/10/2013	15/11/2013	30/11/2013	15/12/2013	31/12/2013	
			[1.6] Formulation of National Consumer Policy	Date	3.00	14/01/2014	31/01/2014	14/02/2014	28/02/2014	15/03/2014	
			[1.7] Study on consumers complaints categorization/nature of complaints	Date	1.00	31/12/2013	31/01/2014	28/02/2014	15/03/2014	31/03/2014	
		19.00	[2.1] To build up infrastructure in consumer fora required for effective functioning	[2.1.1] Number of consumer fora benefited	Number	5.00	60	55	50	45	40
				[2.2] Computerisation of consumer fora under CONFONET scheme	Number	8.00	100	90	80	70	60
				[2.3] To set up State Consumer Helpline in States/UTs	Number	6.00	5	4	3	2	1
				[3.1] Assistance in setting up of standards laboratory in States/UTs	Number	5.00	45	40	35	30	25
[3] To augment infrastructure of enforcement machinery of Legal Metrology Department of States/UTs and implementation of	16.00		[3.1.1] Assistance to States/UTs in setting up of Secondary /	Number	5.00	45	40	35	30	25	

Section 2: Inter se Priorities among Key Objectives, Success indicators and Targets

Objective	Weight	Action	Success Indicator	Unit	Weight	Target / Criteria Value					
						Excellent 100%	Very Good 90%	Good 80%	Fair 70%	Poor 60%	
the Legal Metrology Act, 2009		Working Standards Laboratories	[3.2] Assessment of functioning of metrological Lab set up under Legal Metrology Act, 2009	Number	2.00						
						[3.2.1] Benchmarking of Secondary laboratories	50	45	40	35	30
						[3.3] Delivery and commissioning of testing equipments	100	90	80	70	60
						[3.3.1] Supplying of standard toolkits to States/UT laboratories	31/10/2013	15/11/2013	30/11/2013	15/12/2013	31/12/2013
[4] Strengthening of National Test House (NTH) laboratories	14.00	[3.4] Testing of samples of private parties in secondary laboratories	[3.4.1] To examine feasibility of extending facility of testing of samples from private parties in secondary laboratories	Date	2.00						
						[4.1] Procurement and commissioning of Machinery & Equipment	100	90	80	70	60
						[4.1.1] Utilization of fund allocated under the Head M&E on procurement of Machinery and Equipment	01/01/2014	15/02/2014	28/02/2014	15/03/2014	31/03/2014
						[4.2] Completion of an independent evaluation study of NTH lab	20	18	16	14	12
[4.3] Improve the generation of revenue by NTH	3.00	Percent improvement in revenue generation over	[4.3.1] Percent improvement in revenue generation over	Percentage	3.00						

Section 2: Inter se Priorities among Key Objectives, Success indicators and Targets

Objective	Weight	Action	Success Indicator	Unit	Weight	Target / Criteria Value				
						Excellent 100%	Very Good 90%	Good 80%	Fair 70%	Poor 60%
[5] Efficient Regulation of Commodity Futures Markets	4.00	[5.1] Monitoring of markets	the base level of FY 12-13							
			[5.1.1] Audit of Commodity Exchanges and members of the Exchanges	Number	4.00	330	300	270	240	210
			[6.1.1] Organising capacity building programmes	Number	3.00	110	100	90	80	70
			[6.2.1] Conducting awareness and developmental programmes	Number	3.00	1100	1000	900	800	700
[6] Strengthening of Forward Markets and Forward Markets Commission	12.00	[6.1] Development of Commodity Futures Market - capacity building programmes	[6.3.1] Holding meetings/interactions with stakeholders	Number	2.00	16	15	14	12	11
			[6.2] Development of Commodity Futures Market - awareness and developmental programmes	Number	3.00	1100	1000	900	800	700
			[6.4.1] Connectivity of Commodity Exchanges with APMC-mandies	Number	4.00	250	230	210	190	170
[7] To promote and protect the interests of consumers through various Schemes	5.00	[7.1] Involving VCOs for Comparative Testing	[7.1.1] Testing of products & services; giving reports and results	Number	3.00	30	25	20	15	10
			[7.2] Electronic dissemination of result data of products/ services	Percentage	2.00	75	70	65	60	55

Section 2: Inter se Priorities among Key Objectives, Success indicators and Targets

Objective	Weight	Action	Success Indicator	Unit	Weight	Target / Criteria Value								
						Excellent 100%	Very Good 90%	Good 80%	Fair 70%	Poor 60%				
			- results published within 45 days											
* Efficient Functioning of the RFD System	3.00	Timely submission of Draft RFD 2014-15 for Approval	On-time submission	Date	2.0	05/03/2014	06/03/2014	07/03/2014	08/03/2014	11/03/2014				
		Timely submission of Results for 2012-13	On-time submission	Date	1.0	01/05/2013	02/05/2013	03/05/2013	06/05/2013	07/05/2013				
* Transparency/Service delivery Ministry/Department	3.00	Independent Audit of implementation of Citizens'/Clients' Charter (CCC)	% of implementation	%	2.0	100	95	90	85	80				
		Independent Audit of implementation of Public Grievance Redressal System	% of implementation	%	1.0	100	95	90	85	80				
* Administrative Reforms	6.00	Implement mitigating strategies for reducing potential risk of corruption	% of implementation	%	1.0	100	95	90	85	80				
		Implement ISO 9001 as per the approved action plan	% of implementation	%	2.0	100	95	90	85	80				
		Implement Innovation Action Plan (IAP)	% of milestones achieved	%	2.0	100	95	90	85	80				
		Identification of core and non-core activities of the Ministry/Department as per 2nd ARC recommendations	Timely submission	Date	1.0	27/01/2014	28/01/2014	29/01/2014	30/01/2014	31/01/2014				
* Improving Internal Efficiency/Responsiveness.	2.00	Updates departmental strategy to align with 12th Plan priorities	Timely update of the strategy	Date	2.0	10/09/2013	17/09/2013	24/09/2013	01/10/2013	08/10/2013				
* Ensuring compliance to the Financial Accountability Framework	1.00	Timely submission of ATNs on Audit paras of C&AG	Percentage of ATNs submitted within due date (4 months) from date of presentation of Report to Parliament by	%	0.25	100	90	80	70	60				

* Mandatory Objective(s)

Section 2: Inter se Priorities among Key Objectives, Success indicators and Targets

Objective	Weight	Action	Success Indicator	Unit	Weight	Target / Criteria Value							
						Excellent 100%	Very Good 90%	Good 80%	Fair 70%	Poor 60%			
			CAG .during the year.										
		Timely submission of ATRs to the PAC Sectt. on PAC Reports.	Percentage of ATRs submitted within due date (6 months) from date of presentation of Report to Parliament by PAC .during the year.	%	0.25	100	90	80	70	60			
		Early disposal of pending ATNs on Audit Paras of C&AG Reports presented to Parliament before 31.3.2012.	Percentage of outstanding ATNs disposed off during the year.	%	0.25	100	90	80	70	60			
		Early disposal of pending ATRs on PAC Reports presented to Parliament before 31.3.2012	Percentage of outstanding ATRs disposed off during the year.	%	0.25	100	90	80	70	60			

* Mandatory Objective(s)

Section 3: Trend Values of the Success Indicators

Objective	Action	Success Indicator	Unit	Actual Value for FY 11/12	Actual Value for FY 12/13	Target Value for FY 13/14	Projected Value for FY 14/15	Projected Value for FY 15/16
[1] Enhancement of awareness of consumers about their rights and responsibilities	[1.1] Publicity through print advertisement	[1.1.1] Release of advertisements in Hindi, English and regional newspapers. Number of insertions.	Number	8000	12000	9450	10500	12000
	[1.2] Publicity through Electronic Media	[1.2.1] Release of audio video spots through DD, AIR, Pvt TV Channels & Pvt FM Radio Stations and LS TV / RS TV. Number of insertions.	Number	150000	170000	151200	170000	190000
	[1.3] Publicity through other mediums	[1.3.1] Advertisements through banners, hoardings, Postal passbooks, Railway tickets, Trade Fairs, Tirupat Access cards, Stalls in Fairs/ Exhibitions	Number	7000	9000	7110	8000	9000
	[1.4] Development of a composite Consumer Awareness Index (CAI)	[1.4.1] Finalization of National Composite Index of Consumer Awareness in the country	Date	--	--	31/01/2014	--	--
		[1.4.2] Preparing of an index to prepare a baseline data about level of consumer awareness.	Timeline	--	--	--	--	--

Section 3: Trend Values of the Success Indicators

Objective	Action	Success Indicator	Unit	Actual Value for FY 11/12	Actual Value for FY 12/13	Target Value for FY 13/14	Projected Value for FY 14/15	Projected Value for FY 15/16
[2] Provision of effective, inexpensive and speedy redressal system to consumers	[1.5] Prevention of false/misleading advertisements	[1.5.1] Submission of a Note to CoS/ Cabinet on tackling menace of misleading advertisements	Date	--	--	15/11/2013	--	--
	[1.6] Formulation of National Consumer Policy	[1.6.1] Submission of a Note to CoS on draft National Consumer Policy	Date	--	--	31/01/2014	--	--
	[1.7] Study on consumers complaints categorization/ nature of complaints	[1.7.1] Completion of the study	Date	--	--	31/01/2014	--	--
	[2.1] To build up infrastructure in consumer fora required for effective functioning	[2.1.1] Number of consumer fora benefited	Number	90	59	55	60	60
	[2.2] Computerisation of consumer fora under CONFONET scheme	[2.2.1] Completion of computerization programme in all the Consumer Fora in the country	Number	185	90	90	100	100
	[2.3] To set up State Consumer Helpline in States/UTs	[2.3.1] Number of additional States Helpline operationalized	Number	7	4	4	4	4
	[3.1] Assistance in setting up of standards laboratory in States/UTs	[3.1.1] Assistance to States/UTs in setting up of Secondary / Working Standards	Number	85	36	40	40	40
[3] To augment infrastructure of enforcement machinery of Legal Metrology Department of States/UTs and implementation of the Legal								

Section 3: Trend Values of the Success Indicators

Objective	Action	Success Indicator	Unit	Actual Value for FY 11/12	Actual Value for FY 12/13	Target Value for FY 13/14	Projected Value for FY 14/15	Projected Value for FY 15/16
Metrology Act, 2009	[3.2] Assessment of functioning of metrological Lab set up under Legal Metrology Act, 2009	Laboratories [3.2.1] Benchmarking of Secondary laboratories	Number	--	--	45	--	--
	[3.3] Delivery and commissioning of testing equipments	[3.3.1] Supplying of standard toolkits to States/UT laboratories	Number	--	--	90	--	--
	[3.4] Testing of samples of private parties in secondary laboratories	[3.4.1] To examine feasibility of extending facility of testing of samples from private parties in secondary laboratories	Date	--	--	15/11/2013	--	--
	[4.1] Procurement and commissioning of Machinery & Equipment	[4.1.1] Utilization of fund allocated under the Head M&E on procurement of Machinery and Equipment	Percentage	53.9	98	90	90	90
[4] Strengthening of National Test House (NTH) laboratories	[4.2] Completion of an independent evaluation study of NTH lab	[4.2.1] Completion of assigned evaluation job of remaining 4 laboratories	Date	--	--	15/02/2014	--	--
	[4.3] Improve the generation of revenue by NTH	[4.3.1] Percent improvement in revenue generation over the base level of FY 12-13	Percentage	--	--	18	18	18

Section 3: Trend Values of the Success Indicators

Objective	Action	Success Indicator	Unit	Actual Value for FY 11/12	Actual Value for FY 12/13	Target Value for FY 13/14	Projected Value for FY 14/15	Projected Value for FY 15/16
[5] Efficient Regulation of Commodity Futures Markets	[5.1] Monitoring of markets	[5.1.1] Audit of Commodity Exchanges and members of the Exchanges	Number	325	400	300	350	450
	[6.1] Development of Commodity Futures Market - capacity building programmes	[6.1.1] Organising capacity building programmes	Number	100	100	100	125	150
		[6.2] Development of Commodity Futures Market - awareness and developmental programmes	[6.2.1] Conducting awareness and developmental programmes	Number	818	875	1000	1200
	[6] Strengthening of Forward Markets and Forward Markets Commission	[6.3] Development of Commodity Futures Market - Meetings/interactions with stakeholders	[6.3.1] Holding meetings/interactions with stakeholders	Number	10	15	15	20
[6.4] Dissemination of prices through APMC Mandies etc		[6.4.1] Connectivity of Commodity Exchanges with APMC mandies	Number	670	433	230	250	250
[7] To promote and protect the interests of consumers through various Schemes	[7.1] Involving VCOs for Comparative Testing	[7.1.1] Testing of products & services; giving reports and results	Number	26	25	25	9	9
	[7.2] Electronic dissemination of result data of products/ services	[7.2.1] Dissemination of comparative test reports data of products/ services - results published within 45 days	Percentage	--	--	70	--	--

* Mandatory Objective(s)

Section 3: Trend Values of the Success Indicators

Objective	Action	Success Indicator	Unit	Actual Value for FY 11/12	Actual Value for FY 12/13	Target Value for FY 13/14	Projected Value for FY 14/15	Projected Value for FY 15/16
* Efficient Functioning of the RFD System	Timely submission of Draft RFD 2014-15 for Approval	On-time submission	Date	--	--	06/03/2014	--	--
	Timely submission of Results for 2012-13	On-time submission	Date	--	--	02/05/2013	--	--
* Transparency/Service delivery Ministry/Department	Independent Audit of implementation of Citizens' Charter	% of implementation	%	--	--	95	--	--
	Independent Audit of implementation of Public Grievance Redressal System	% of implementation	%	--	--	95	--	--
* Administrative Reforms	Implement mitigating strategies for reducing potential risk of corruption	% of implementation	%	--	--	95	--	--
	Implement ISO 9001 as per the approved action plan	% of implementation	%	--	--	95	--	--
	Implement Innovation Action Plan (IAP)	% of milestones achieved	%	--	--	95	--	--
	Identification of core and non-core activities of the Ministry/Department as per 2nd ARC recommendations	Timely submission	Date	--	--	15/10/2013	--	--
* Improving Internal Efficiency/Responsiveness.	Update departmental strategy to align with 12th Plan priorities	Timely updation of the strategy	Date	--	--	17/09/2013	--	--
* Ensuring compliance to the Financial Accountability Framework	Timely submission of ATNs on Audit paras of C&AG	Percentage of ATNs submitted within due date (4 months) from date of presentation of Report to	%	--	--	90	--	--

* Mandatory Objective(s)

Section 3: Trend Values of the Success Indicators

Objective	Action	Success Indicator	Unit	Actual Value for FY 11/12	Actual Value for FY 12/13	Target Value for FY 13/14	Projected Value for FY 14/15	Projected Value for FY 15/16
		Parliament by CAG. during the year.						
	Timely submission of ATRs to the PAC Sect. on PAC Reports.	Percentage of ATRS submitted within due date (6 months) from date of presentation of Report to Parliament by PAC. during the year.	%	--	--	90	--	--
	Early disposal of pending ATNs on Audit Paras of C&AG Reports presented to Parliament before 31.3.2012.	Percentage of outstanding ATNs disposed off during the year.	%	--	--	90	--	--
	Early disposal of pending ATRs on PAC Reports presented to Parliament before 31.3.2012	Percentage of outstanding ATRS disposed off during the year.	%	--	--	90	--	--

* Mandatory Objective(s)

Section 4: Acronym

Sl.No	Acronym	Description
1	BIS	Bureau of Indian Standards
2	CONFONET	Computerisation and Computer Networking of Consumer Fora in the country
3	DGS and D	Directorate General of Supplies and Disposals
4	FMC	Forward Markets Commission
5	MOU	Memorandum of Understanding
6	NIC	National Informatics Centre

Section 4:
Acronym

Sl.No	Acronym	Description
7	NTH	National Test House



Section 4: Description and Definition of Success Indicators and Proposed Measurement Methodology

Sl.No	Success indicator	Description	Definition	Measurement	General Comments
1	[1.1.1] Release of advertisements in Hindi, English and regional newspapers. Number of insertions.	The success indicator indicates the number of insertions in print media	The targets will vary over the years depending upon no. of ads released.	As per targets in the Annual Plan (2013-14)	
2	[1.2.1] Release of audio video spots through DD, AIR, PVT TV Channels & Pvt FM Radio Stations and LS TV / RS TV. Number of insertions.	The success indicator indicates the number of insertions in electronic media (Audio Visual)	The targets will vary over the years depending upon no. of ads released	As per targets in the Annual Plan (2013-14)	
3	[1.3.1] Advertisements through banners, hoardings, Postal passbooks, Railway tickets, Trade Fairs, Tirupati Access cards, Stalls in Fairs/ Exhibitions	The success indicator indicates the number of insertions in outdoor media (hoardings etc.) media	The targets will vary over the years depending upon no. of ads released.	As per targets in the Annual Plan (2013-14)	
4	[2.1.1] Number of consumer fora benefited	The success indicator indicates the number of Consumer Fora where infrastructure has been completed	The targets will vary over the years depending upon Consumer Fora becoming fully functional	Around 250 members of District Fora are to be assisted as per targets in the Annual Plan (2013-14) for construction of building & other infrastructure support	
5	[2.2.1] Completion of computerization programme in all the Consumer Fora in the country	The SI indicates percentage of Consumer Fora where the process of computerization and networking is completed by NIC under the CONFONET Scheme.	The process includes provision of hardware, software, Technical Support Personnel (TSP) and training to personnel resulting in functional Consumer Fora	Altogether over 632 District Fora, 35 State Commissions & NCDRC will be assisted as per the Annual Plan (2013-14), by providing hardware/ software and TSP/	CONFONET: Computerisation & Computer Networking of Consumer Fora in the country. Main Components: Software application development/ upgradation, new Hardware &

Section 4: Description and Definition of Success Indicators and Proposed Measurement Methodology

Sl.No	Success indicator	Description	Definition	Measurement	General Comments
5	{2.2.1} Completion of computerization programme in all the Consumer Fora in the country	The SI indicates percentage of Consumer Fora where the process of computerization and networking is completed by NIC under the CONFONET Scheme.	The process includes provision of hardware, software, Technical Support Personnel (TSP) and training to personnel resulting in functional Consumer Fora	manpower during 12th Plan	Software, workshop training, operational staff
6	{2.3.1} Number of additional States Helpline operationalized	The department proposes to set up State Consumer Helplines in all States/UTs so that consumer can express and get their grievances re-addressed	Provision of effective, inexpensive and speedy redressal system to consumers. The helplines provide for a toll free number for the consumers to call and get guidance to solve their day to day problems	Funds provided to State/UTs to setup helpline in 28 State/UTs out of which, 16 State/UTs have been functional helpline. The target will gradually decrease as more and more State helplines become functional	Objective of the department is to implement State Consumer Helpline in all State/UTs.
7	{3.1.1} Assistance to States/UTs in setting up of Secondary / Working Standards Laboratories	The Grant-In-Aid is amount given for construction of Working /Secondary Standard Laboratory and includes cost of land.	Grant In Aid	Number of laboratories	
8	{3.2.1} Benchmarking of Secondary laboratories	The assessment shall be for the parameter of when the laboratory has started functioning, whether adequate and trained staff is available etc.	Number of laboratories assessed	Number of laboratories. It covers all 35 States & UTs. Secondary Standards laboratories are around 100 throughout the country.	

Section 4: Description and Definition of Success Indicators and Proposed Measurement Methodology

Sl.No	Success indicator	Description	Definition	Measurement	General Comments
9	[3.3.1] Supplying of standard toolkits to States/UT laboratories	The laboratory equipments are supplies to the Secondary/Working Standard laboratory through DGS & D and India Government Mint, Mumbai etc to strengthen the legal metrology infrastructure of the States/ UTs	Number of equipments supplied and commissioned	Number/ sets of equipments	
10	[4.1.1] Utilization of fund allocated under the Head M&E on procurement of Machinery and Equipment	Procurement of Machinery & Equipment for augmentation and creation of added test facility	Strengthening of National Test House (NTH) Laboratories	Percentage of utilization	Most of the allocated funds are utilized by the end of the financial year
11	[5.1.1] Audit of Commodity Exchanges and members of the Exchanges	The Forward Markets Commission is the regulator of the commodity derivatives market in India and its function under the Act is to effectively regulate the markets. The monitoring of the markets is done on a continuous basis and the interventions made as and when required.	The only activity that can be quantified under this head is the inspection of the books of Accounts of the Exchanges and the members of the Exchanges for which quantifiable targets have been prescribed.	The targets for completion of audit of Exchange and Members of the Exchange are assigned and the output is measured accordingly. A weight of 12.5% has been assigned to this activity based on its importance in the total scheme of regulations.	
12	[6.1.1] Organising capacity building programmes	The targets for various Developmental initiatives (like awareness programmes, capacity building programmes, meetings/interactions with the stakeholders, participation in International	FMC is giving more and more emphasis on creation of awareness of the benefits of commodity futures market among farmers and other stakeholders.	The weights assigned to each one of the Developmental Initiatives are based on their likely impact and challenges involved in their implementation A weight	

Section 4: Description and Definition of Success Indicators and Proposed Measurement Methodology

Sl.No	Success indicator	Description	Definition	Measurement	General Comments
12	[6.1.1] Organising capacity building programmes	training/conferences etc.) undertaken by the FMC which are the additional initiatives taken by FMC to sub serve its core regulatory function have been quantified.	The meetings with stakeholders provide a platform to discuss the various issues faced by various participants of the commodity futures markets and to discuss the ways and means of improving hedgers' participation in these markets	of 18.75 %, each has been assigned to awareness programmes and capacity building programmes. Meetings/ Interactions with the Stakeholders is assigned a weight of 5%.	
13	[6.2.1] Conducting awareness and developmental programmes	Same	Same	Same	
14	[6.3.1] Holding meetings/interactions with stakeholders	Same	Same	Same	
15	[6.4.1] Connectivity of Commodity Exchanges with APMC mandies	Price Dissemination Project undertaken by the FMC which are the additional initiatives taken by FMC to sub serve its core regulatory function.	The Project has the potential to be a catalyst towards creating greater awareness and empowerment of the farmers.	The weight of 12.5% initiatives has been assigned to it.	The Price Dissemination Project of the Forward Markets Commission is aimed at creating greater awareness and empowerment of farmers. In the past, price ticker boards require the availability of personal, computer with internet

**Section 4:
Description and Definition of Success Indicators and Proposed Measurement Methodology**

Sl.No	Success indicator	Description	Definition	Measurement	General Comments
15	[6.4.1] Connectivity of Commodity Exchanges with APMC mandies	Price Dissemination Project undertaken by the FMC which are the additional initiatives taken by FMC to sub serve its core regulatory function.	The Project has the potential to be a catalyst towards creating greater awareness and empowerment of the farmers.	The weight of 12.5% initiatives has been assigned to it.	connectivity at the site. The conventional price ticker boards are not functioning fully on account of difficulties that have arisen because of internet connectivity, lack of computer operator, computer being affected by virus etc. To tide over these difficulties, FMC has started installation of GPRS enabled ticker boards which in itself is a complete functional unit eliminating the need of computer/internet connection, staff etc at the APMC but requires steady power supply only. The substantial reduction in the targets have been proposed keeping in view that greater focus will be on ensuring the functioning of already installed ticker boards. Besides, price dissemination is also being achieved through other media like SMS alerts which will tend to be more effective for the benefit of the farmers

**Section 4:
Description and Definition of Success Indicators and Proposed Measurement Methodology**

Sl.No	Success indicator	Description	Definition	Measurement	General Comments
16	[7.1.1] Testing of products & services; giving reports and results	The department, with the help of Voluntary Consumer Organisations (VCOs) carries out comparative testing of various products/services. The products are tested based on international best standards and ranking awarded. The results are published for the benefit of consumers. The Success Indicator indicates number of such products tested during the year.	Undertake comparative testing of product in NABL accredited laboratories	The targets are fixed by the Executive Committee constituted by the department to monitor the project.	

Section 5 : Specific Performance Requirements from other Departments

Location Type	State	Organisation Type	Organisation Name	Relevant Success Indicator	What is your requirement from this organisation	Justification for this requirement	Please quantify your requirement from this Organisation	What happens if your requirement is not met.
Central Government		Responsibility Centre / Attached office	Directorate of Advertising & Visual Publicity (DAVP)	<p>[1.1.1] Release of advertisements in Hindi, English and regional newspapers. Number of insertions.</p> <p>[1.2.1] Release of audio video spots through DD, AIR, Pvt TV Channels & Pvt FM Radio Stations and LS TV / RS TV. Number of insertions.</p> <p>[1.3.1] Advertisements through banners, hoardings, Postal passbooks, Railway tickets, Trade Fairs, Triupati Access cards, Stalls in Fairs/ Exhibitions</p>	<p>Receipt of media plan and release order to agencies</p> <p>Same</p>	<p>All Ad campaigns or ministries/departments are required to be released through DAVP/NFDC</p> <p>Same</p>	<p>DAVP/NFDC involvement will be there for all ad campaigns</p> <p>Same</p>	

**Section 6:
Outcome/Impact of Department/Ministry**

Outcome/Impact of Department/Ministry	Jointly responsible for influencing this outcome / impact with the following department (s) / ministry(ies)	Success Indicator	Unit	FY 11/12	FY 12/13	FY 13/14	FY 14/15	FY 15/16
1 Effective Redressal of Consumer Grievances	DAR&PG	Percentage of grievances addressed timely	%	63.2	80.7	85	90	93
2 Improved regulation of Commodity Futures Markets	Forward Markets Commission, Mumbai	Value of transaction in Lakh crore Rupees	Number	119.49	181.26	280	428	650
		Transaction of metals, minerals and ores (in lakh crore rupees)	Number	104.93	159.30	125.42		
		Other articles including agri products, food grains etc (in lakh crore rupees)	Number	14.56	21.96	18.76		

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Objective	Weight	Action	Success Indicator	Unit	Weight	Target / Criteria Value						Performance		
						Excellent	Very Good	Good	Fair	Poor	Achievement	Raw Score	Weighted Score	
						100%	90%	80%	70%	60%				
1 Strengthening of National Test House (NTH) laboratories	14.00	Procurement and commissioning of Machinery & Equipment	Utilization of fund allocated under the Head M&E on procurement of Machinery and Equipment	Percentage	8.00	100	90	80	70	60	100	100.0	8.0	
			Completion of an independent evaluation study of NTH lab	Date	3.00	01/01/2014	15/02/2014	28/02/2014	15/03/2014	31/03/2014	01/01/2014	100.0		3.0
			Improve the generation of revenue by NTH	Percentage	3.00	20	18	16	14	12	9.23	0.0	0.0	
2 Provision of effective, inexpensive and speedy redressal system to consumers	19.00	To build up infrastructure in consumer fora required for effective functioning	Number of consumer fora benefited	Number	5.00	60	55	50	45	40	151	100.0	5.0	
			Computerisation of consumer fora under CONFONET scheme	Number	8.00	100	90	80	70	60	415	100.0	8.0	
			To set up State Consumer Helpline in States/UTs	Number	6.00	5	4	3	2	1	9	100.0	6.0	
3 To augment infrastructure of enforcement machinery of Legal Metrology Department of States/UTs and implementation of the Legal Metrology Act, 2009	16.00	Assistance in setting up of standards laboratory in States/UTs	Assistance to States/UTs in setting up of Secondary / Working Standards Laboratories	Number	5.00	45	40	35	30	25	28	66.0	3.3	
			Benchmarking of Secondary laboratories	Number	2.00	50	45	40	35	30	54	100.0	2.0	

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Objective	Weight	Action	Success Indicator	Unit	Weight	Target / Criteria Value					Achievement	Performance	
						Excellent	Very Good	Good	Fair	Poor		Raw Score	Weighted Score
						100%	90%	80%	70%	60%			
4. Enhancement of awareness of consumers about their rights and responsibilities		under Legal Metrology Act, 2009											
		Delivery and commissioning of testing equipments	Supplying of standard toolkits to States/UT laboratories	Number	7.00	100	90	80	70	60	100	100.0	7.0
		Testing of samples of private parties in secondary laboratories	To examine feasibility of extending facility of testing of samples from private parties in secondary laboratories	Date	2.00	31/10/2013	15/11/2013	30/11/2013	15/12/2013	31/12/2013	05/09/2013	100.0	2.0
	15.00	Publicity through print advertisement	Release of advertisements in Hindi, English and regional newspapers. Number of insertions.	Number	2.00	10500	9450	8400	7350	6300	11000	100.0	2.0
		Publicity through Electronic Media	Release of auto video spots through DD, AIR, Pvt TV Channels & Pvt FM Radio Stations and LS TV / RS TV. Number of insertions.	Number	3.00	168000	151200	134400	117600	100800	160000	95.24	2.86
	Publicity through other mediums	Advertisements through banners, hoardings, Postal passbooks, Railway tickets, Trade Fairs, Tirupati Access cards, Stalls in Fairs/ Exhibitions	Number	1.00	7900	7110	6320	5530	4740	7500	94.94	0.95	
	Development of a composite Consumer Awareness Index (CAI)	Preparing of an index to prepare a baseline data about level of consumer awareness.	Timeline	0.00							N/A	N/A	
		Finalization of National Composite Index of Consumer Awareness in the country	Date	2.00	14/01/2014	31/01/2014	14/02/2014	28/02/2014	15/03/2014	31/12/2013	100.0	2.0	

Performance Evaluation Report

Objective	Weight	Action	Success Indicator	Unit	Weight	Target / Criteria Value						Performance	
						Excellent	Very Good	Good	Fair	Poor	Achievement	Raw Score	Weighted Score
						100%	90%	80%	70%	60%			
		Prevention of false/misleading advertisements	Submission of a Note to CoS/ Cabinet on tackling menace of misleading advertisements	Date	3.00	31/10/2013	15/11/2013	30/11/2013	15/12/2013	31/12/2013		N/A	N/A
		Formulation of National Consumer Policy	Submission of a Note to CoS on draft National Consumer Policy	Date	3.00	14/01/2014	31/01/2014	14/02/2014	28/02/2014	15/03/2014	31/12/2013	100.0	3.0
5 Efficient Regulation of Commodity Futures Markets	4.00	Study on consumers complaints categorization/ nature of complaints	Completion of the study	Date	1.00	31/12/2013	31/01/2014	28/02/2014	15/03/2014	31/03/2014		N/A	N/A
6 Strengthening of Forward Markets and Forward Markets Commission	12.00	Monitoring of markets	Audit of Commodity Exchanges and members of the Exchanges	Number	4.00	330	300	270	240	210		N/A	N/A
		Development of Commodity Futures Market - capacity building programmes	Organising capacity building programmes	Number	3.00	110	100	90	80	70		N/A	N/A
		Development of Commodity Futures Market - awareness and developmental programmes	Conducting awareness and developmental programmes	Number	3.00	1100	1000	900	800	700		N/A	N/A
		Development of Commodity Futures Market - Meetings/interactions with stakeholders	Holding meetings/interactions with stakeholders	Number	2.00	16	15	14	12	11		N/A	N/A
7 To promote and protect the interests of consumers through various Schemes	5.00	Dissemination of prices through APMC Mandies etc	Connectivity of Commodity Exchanges with APMC mandies	Number	4.00	250	230	210	190	170		N/A	N/A
		Involving VCOs for Comparative Testing	Testing of products & services; giving reports and results	Number	3.00	30	25	20	15	10	29	98.0	2.94

Performance Evaluation Report

Objective	Weight	Action	Success Indicator	Unit	Weight	Target / Criteria Value					Performance		
						Excellent 100%	Very Good 90%	Good 80%	Fair 70%	Poor 60%	Achievement	Raw Weighted Score	
		Electronic dissemination of result data of products/ services	Dissemination of comparative test reports data of products/ services - results published within 45 days	Percentage	2.00	75	70	65	60	55	100	100.0	2.0
* Efficient Functioning of the RFD System	3.00	Timely submission of Draft RFD 2014-15 for Approval	On-time submission	Date	2.0	05/03/2014	06/03/2014	07/03/2014	08/03/2014	11/03/2014	04/03/2014	100.0	2.0
		Timely submission of Results for 2012-13	On-time submission	Date	1.0	01/05/2013	02/05/2013	03/05/2013	06/05/2013	07/05/2013	02/05/2013	90.0	0.9
* Transparency/Service delivery Ministry/Department	3.00	Independent Audit of Implementation of Citizens'/Clients' Charter (CCC)	% of implementation	%	2.0	100	90	80	70	60	70	70.0	1.4
		Independent Audit of implementation of Public Grievance Redressal System	% of implementation	%	1.0	100	90	80	70	60	53.31	0.0	0.0
* Administrative Reforms	6.00	Implement mitigating strategies for reducing potential risk of corruption	% of implementation	%	1.0	100	95	90	85	80	0	0.0	0.0
		Implement ISO 9001 as per the approved action plan	% of implementation	%	2.0	100	95	90	85	80	100	100.0	2.0
		Identify, design and implement major innovations.	Timely submission of Action Plan for enabling innovation	Date	2.0	15/05/2014	16/05/2014	19/05/2014	20/05/2014	21/05/2014	15/05/2014	100.0	2.0
		Identification of core and non-core activities of the Ministry/Department as per 2nd ARC recommendations	Timely submission	Date	1.0	24/03/2014	25/03/2014	26/03/2014	27/03/2014	28/03/2014	12/02/2014	100.0	1.0

* Mandatory Objective(s)

Performance Evaluation Report

Objective	Weight	Action	Success Indicator	Unit	Weight	Target / Criteria Value					Performance	
						Excellent 100%	Very Good 90%	Good 80%	Fair 70%	Poor 60%	Achievement	Raw Weighted Score
* Improving Internal Efficiency/Responsiveness.	2.00	Update departmental strategy to align with 12th Plan priorities	Timely updation of the strategy	Date	2.0	10/09/2013	24/09/2013	01/10/2013	08/10/2013	10/09/2013	100.0	2.0
* Ensuring compliance to the Financial Accountability Framework	1.00	Timely submission of ATNs on Audit paras of C&AG	Percentage of ATNs submitted within due date (4 months) from date of presentation of Report to Parliament by CAG .during the year.	%	0.25	100	90	80	70	60	0.0	0.0
		Timely submission of ATRs to the PAC Sectt. on PAC Reports.	Percentage of ATRs submitted within due date (6 months) from date of presentation of Report to Parliament by PAC .during the year.	%	0.25	100	90	80	70	60	0.0	0.0
		Early disposal of pending ATNs on Audit Paras of C&AG Reports presented to Parliament before 31.3.2013.	Percentage of outstanding ATNs disposed off during the year.	%	0.25	100	90	80	70	60	0.0	0.0
		Early disposal of pending ATRs on PAC Reports presented to Parliament before 31.3.2013	Percentage of outstanding ATRs disposed off during the year.	%	0.25	100	90	80	70	60	0.0	0.0

* Mandatory Objective(s)

Total Composite Score : 71.35



JAGO GRAHAK JAGO



सत्यमेव जयते

Government of India
MINISTRY OF CONSUMER AFFAIRS, FOOD AND PUBLIC DISTRIBUTION
Department of Consumer Affairs,
Krishi Bhawan, New Delhi-110114
Websites: www.fcamin.nic.in, www.core.nic.in

National Consumer Helpline Number: 1800-11-4000