

ANNUAL REPORT 2020-21



Department of
Consumer Affairs

सत्यमेव जयते



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Government of India
MINISTRY OF CONSUMER AFFAIRS
FOOD & PUBLIC DISTRIBUTION
Department of Consumer Affairs
Krishi Bhawan, New Delhi-110001



National Consumer Helpline
1800-11-4000 (Toll Free)
or 14404



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Krishi Bhawan, New Delhi-110001

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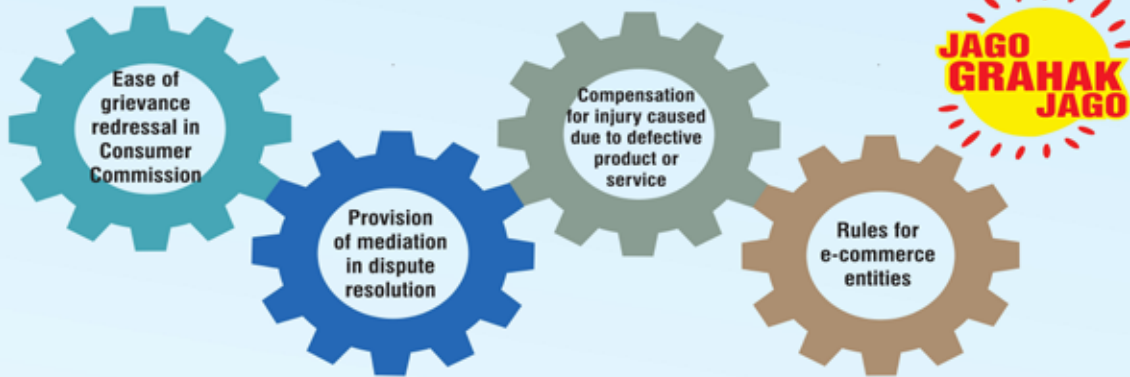


www.consumerhelpline.gov.in





Consumer Protection Act, 2019



- No fees is required for filing complaint upto Rs 5 Lakh.
- Filing complaints has become easier – consumer may file a complaint in any District Consumer Commission as per convenience.
- Consumer can file a complaint either himself or through an advocate or an agent.
- Provision of Video Conferencing for hearing also available in many Consumer Commissions.
- Complaint will be deemed to have been admitted if no decision on its admissibility is taken within 21 days.
- Both the parties can get the dispute resolved through mediation with the permission of Consumer Commission.
- There will be no appeal against a settlement reached through mediation and the fee paid in Consumer Commission will be refunded.
- Consumer can seek compensation in Consumer Commission for injury caused due to defective product or deficiency in service.
- Provision of punishment by a competent court to manufacturer or seller of adulterated / spurious goods.
- It is mandatory for every e-commerce entity to have a grievance redressal mechanism.
- Every e-commerce entity shall display on its website the name, contact details and designation of grievance officer for redressal of consumer grievances.
- Every e-commerce entity shall acknowledge receipt of consumer grievance within 48 hours.
- Every e-commerce entity shall redress the grievance within a month of its receipt.
- Every seller shall mention the country of origin of the product.



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CHAPTER-1

1. MANDATE OF THE DEPARTMENT

1.1 Mandate

- The Consumer Protection Act, 2019
- The Essential Commodities Act, 1955 (Supply, Price and Distribution of Essential Commodities not dealt with specifically by any other Department).
- Prevention of the Black marketing and Maintenance of Supplies of Essential Commodities Act, 1980;
- Legal Metrology Act, 2009;
- Regulation of Packaged Commodities.
- Standards of Weights and Measures.
- Price Stabilisation Fund
- The Emblems and Names (Prevention of Improper Use) Act, 1952.
- The Bureau of Indian Standards Act, 2016.
- Consumer Cooperatives.
- Monitoring of prices and availability of essential commodities.
- National Test House.

1.2 Vision

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



1.3 Functional and Organizational Set up

- Shri Piyush Goyal, Hon'ble Minister of Railways and Commerce & Industry assumed additional charge of the Ministry of Consumer Affairs, Food & Public Distribution on 9th October, 2020.
- Shri Raosaheb Danve Patil, Minister of State.
- Smt. Leena Nandan, IAS, Secretary (CA).
- An Additional Secretary, a Senior Economic Adviser, a Principal Adviser (Cost), an Adviser (Cost) besides two Joint Secretaries and one Economic Adviser are posted in the Department.

Organisation Chart of the Department is at **Annexure-I**.

1.4 Citizens' Charter

Citizens' Charter 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>. The document is updated annually

1.5 Right to Information Act, 2005

The information required to be made available suo moto to the citizens under Section 4 of the Right to Information Act, 2005 is posted on the Departmental website <<https://consumeraffairs.nic.in>>. The list of Central Public Information Officers of various Divisions in the Department for providing information to the public under the Act is also available on the Department's website along with the details of First Appellate Authorities. The status of implementation of the RTI Act in the department and the details of the reports sent to the Chief Information Commission are displayed on the website under RTI Section. Online RTI applications and First Appeals are being disposed since the launch of RTI Web portal with effect from 22nd May 2013. During the period January, 2020 to December 2020, 1050 RTI applications and 48 First Appeals were received through online RTI portal as well as physically. Out of these, all applications and 47 First appeals were disposed off during the year. From January 2017, Subordinate Offices such as the National Test House and the Indian Institute of Legal Metrology, the Bureau of Indian Standards which is an Autonomous organisation and the National Consumer Disputes Redressal Commission, a Quasi-Judicial Body functioning under this department have been linked through online RTI MIS network to facilitate online receiving and disposal of RTI applications and First Appeals submitted by the applicants.



All tender notices and other important decisions of public importance are being regularly posted on the website. E-procurement and e-processing of tenders in the Central Public Procurement Portal are now increasingly done through GeM portal in respect of procurements costing more than the prescribed limit as stipulated by the Ministry of Finance, Department of Expenditure instructions.

1.6 Vigilance

The Department of Consumer Affairs has a Part-time Chief Vigilance Officer (CVO). Shri Anupam Mishra, Joint Secretary is designated as the CVO in addition to his normal duties assigned to the post. The Director (Vigilance), Under Secretary (Vig.) and the Vigilance Section support the CVO.

The CVOs of Bureau of Indian Standards, an Autonomous organization under the Department and the National Cooperative Consumer's Federation, a multi-state Cooperative organization under the Department report to CVO of the Department in vigilance matters in addition to sending progress reports to the Central Vigilance Commission. Vigilance Officers have also been appointed in the National Test House (NTH) and the Indian Institute of Legal metrology, Ranchi, which are subordinate organizations of the Department, to coordinate with CVO in vigilance related matters and issue of vigilance clearances.

The Vigilance Division spearheaded observance of the Vigilance Awareness Week in the Department from 27.10.2020 to 02.11.2020, on the theme of "Satark Bharat Samaridha Bharat" or "Vigilant India, Prosperous India". During the week Integrity e-pledge was taken by officers and staff of the Department. An Essay Competition was held and a documentary film titled 'Boya Ped Babul ka Aam Kahan Se khayen' was viewed by employees of the Department. BIS, NTH and other organisations under the Department also celebrated the Vigilance Awareness week with enthusiasm. Social media handles of the Department were also used to spread the message of 'Satark Bharat Samaridha Bharat'.

1.7 National Informatics Centre (NIC)

A new version of the INGRAM V3 which is the web portal <https://consumerhelpline.gov.in> was launched by the Department. The upgraded version provides the sector specific FAQs to educate and provide information to the consumers of the country. The department also brought many companies on the platform for speedy and effective disposal of consumer grievances.



The daily retail and wholesale prices of 22 essential commodities are being collected from all India across 122 centers through the online application 'Price Monitoring System. **'A new Geo-tagged PMS App** has been launched by the Department to ensure qualitative data collection.

To meet the challenge posed by the pandemic COVID19, the department launched a webpage containing information pertaining to manufacture, availability of face masks. A directory of mask manufactures was put in place to enable the citizens to contact in case of need.

An online e-filing facility in CONFONET scheme was launched to enable the consumers to file cases in Consumer Commissions, sitting at his place of convenience obviating the need to go personally.

Proposals under the Consumer Welfare Fund Scheme were called online for financial assistance to promote and protect the welfare of the consumers and strengthen the consumer movement in the country. Process for verification of Voluntary Consumer Organizations (VCOs) has been integrated with NGO Darpan portal.

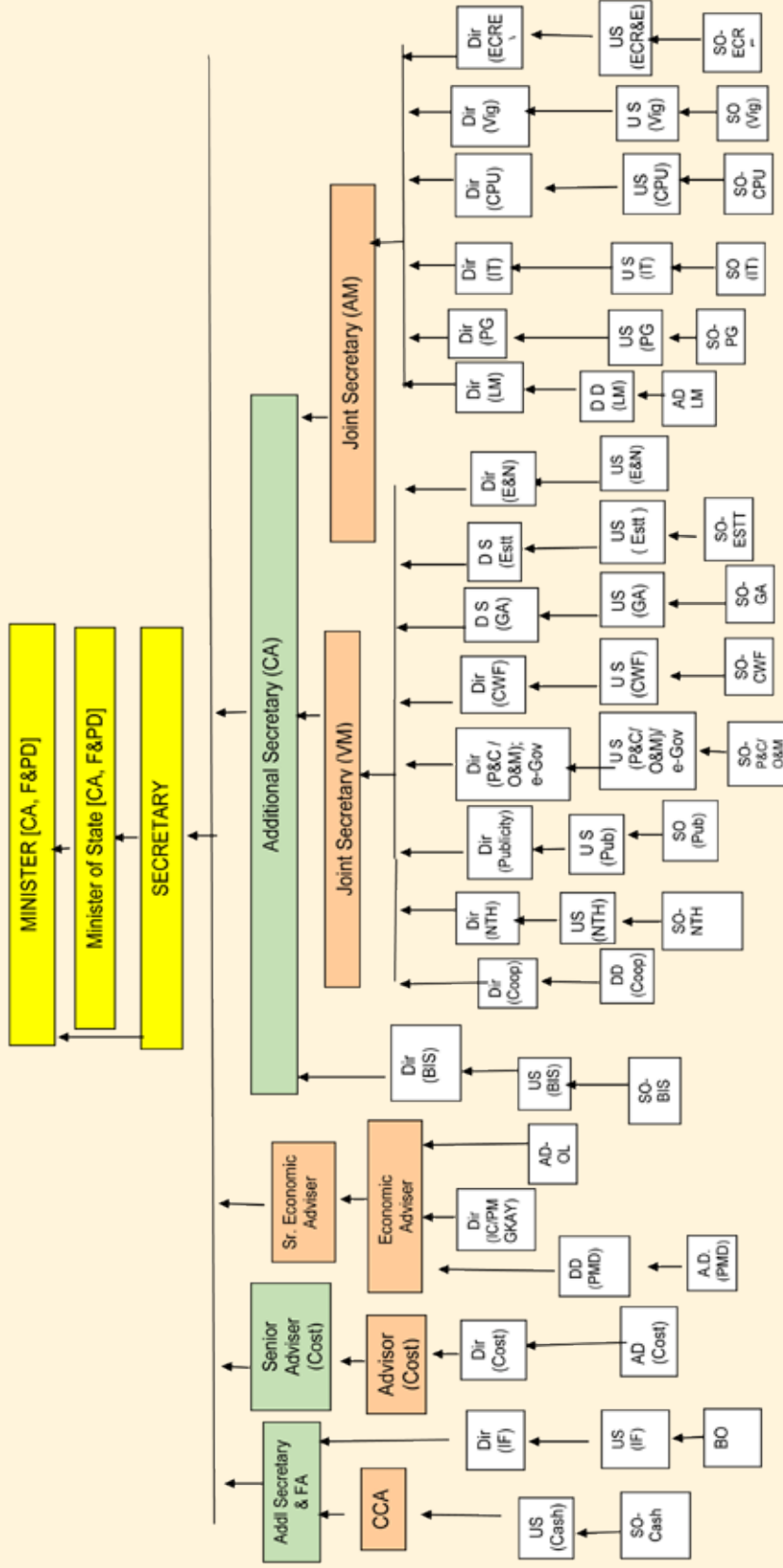
An online system has been developed by NIC for the distribution and monitoring of pulses to all States and UTs under the Prime Minister Garib Kalyan Anna Yojna (PMGKAY) and Atma Nirbhar Bharat (ANB) schemes through NAFED.

A new portal <http://lm.doca.gov.in> has been launched to provide citizens to apply for various Legal Metrology licenses / certificates pertaining to Model Approval, Director Nomination Information, Online Registration of Importers, Packaged Commodities Registration.

An online system and a dashboard was put in place for Management of PSF Buffer Stock. The buffer stock is released to ease prices if they escalate so that the common man is ensured of smooth availability of food commodities such as Pulses and vegetables at affordable prices.

ANNEXURE-I

ORGANISATION CHART OF DEPARTMENT OF CONSUMER AFFAIRS (As on: 31st Dec 2020)



PMD – Price Monitoring Division, ECRE – Essential Commodities Regulation & Enforcement, LM – Legal Metrology, NTH – National Test House, Coop – Co-operation, BIS – Bureau of Indian Standards,
 PG – Public Grievances, CWF – Consumer Welfare Fund, CPU – Consumer Protection Unit, P&C – Parliament & Coordination, IT – Internal Trade, O&M – Organization & Methods, e-Gov – e-Governance,

GA – General Administration, Estt – Establishment, Vig – Vigilance, IF – Integrated Finance, OL – Official Language, IC – International Cooperation.

DESIGNATIONS: Dir – Director, DS – Deputy Secretary, US – Under Secretary, DD – Deputy Director, SO – Section Officer, AD – Assistant Director, BO – Budget Officer.



Legend

Secretary (CA)	-	Smt Leena Nandan
Additional Secretary (CA)	-	Smt Nidhi Khare
Sr. Economic Adviser	-	Smt. Rupa Dutta
Joint Secretary (AM)	-	Shri Anupam Mishra
Joint Secretary (VM)	-	Shri Vineet Mathur
Economic Adviser	-	Dr. Kamkhenhang Guite
A S & FA	-	Shri. G Srinivas
CCA	-	Shri. Bhaskar Verma
Sr. Adviser Cost	-	Shri Devendra Kumar
Adviser Cost	-	Shri Md. Hanif

Directors/Deputy Secretaries S/Shri	Division/Section/Unit	Under Secretaries / Deputy Directors S/Shri	Section Officer / Assistant Director S/Shri
1. B.N. Dixit, Dir	Weights & Measures/ Legal Metrology	Ashutosh Agarwal, DD	Shailendra Singh, AD Dinesh Sagar, AD
2. Dharmesh Makwana, Dir	Bureau of Indian Standards; National Test House	A K Pandey, US D K Sonkar, DD	T. Choudhuri, SO Ms Sarita Bhatnagar, SO Om Prakash, SO
3. Sita Ram Meena, Dir	Emblems & Names Act Public Grievances INGRAM; NCH Essential Commodities Regulation & Enforcement	Charnjit Gulati, US T T K Muan, US P.S. Thakur, US	- - Anita Meena, SO Kumar Sundram, SO
4. R C Dhankar, Dir	Integrated Finance	P K Tyagi, US	Devi Dayal Singh, SO
5. Alok Kumar Verma, Dir	Publicity	Sunil K Mishra, US	Vacant
6.	Price Monitoring Division	Ms Lal Ramdinpuji Renthlei, DD Satinder Kumar, DD Sanjay Kaushik, DD	

7. Singh Veer Pratap, Dir	Costing Cell	--	Deepak Garg, AD
8. Pradeep Bhatnagar, Dir	Parliament & Coord; O&M Unit / E-Governance Vigilance	Ms Jasbir Tiwari, US (RTI Nodal Officer) J.S. Rawat, US P. S.Thakur, US	- Arvind Kumar, SO
9. Surendra Singh (Dir)	Consumer Welfare Fund	Ms Jayalakshmi Kannan, US Anand Singh Rawat, US	---
10. Gokul Chandra Rout (Dir)	Consumer Protection Unit, Direct Selling	Ms Jayashree Narayanan, US A.K Pandey, US	Vacant Rakesh Kumar Roshan, SO
11. Abhay Kumar (Dir)	PMGKAY/IC	Sanjay Kaushik, DD	--
12. S S Thakur, Dir	Cooperation	D K Sonkar, DD	Dhanraj, SO
13. Sanjay Kumar Prasad (DS)	Establishment General Administration Cash	A K Pandey, US Charanjit Gulati, US Kishan Lal, US	Roshan Burman, SO Dharmender, SO S.Mahesh, SO
14. DD/JD - vacant	OL / Rajbhasha	--	Sh. Ashok Kumar, AD
15. NIC Cell:	-	--	--
(i) N Natarajan, Tech. Director			

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CHAPTER-2

2. 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 Departments is consumer advocacy. India was 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.

The new Consumer Protection Act, 2019 came into force on July 20th, 2020 in India, replacing the previous enactment of 1986. The new Act overhauls the administration and settlement of consumer disputes in India. It provides for strict penalties, including jail terms for adulteration and for misleading advertisements. More importantly, it now prescribes rules for the sale of goods through e-commerce. Translating this mandate into action entail:

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

2.1 The year at a glance

Approval of Pradhan Mantri Garib Kalyan Package

The Department was assigned the responsibility for pulses distribution under the Pradhan Mantri Garib Kalyan Package as a part of Economic Response to COVID-19 to ameliorate the hardships faced by the poor due to economic disruption caused by COVID-19. The said package inter-alia, included provision of one kg pluses per month per NFSA beneficiary household. Pulses such as moong, toor, chana and urad were distributed for the period from April to June, 2020 to ensure adequate availability of protein to the poor.

In June, 2020, the PMGKAY package was extended beyond the initial period of 3 months until the end of November, 2020. During this five month period, 1 kg free whole chana was provided to each family per month free of cost to NFSA beneficiaries' households.



Consumer Protection Act brought into force

The Consumer Protection Act, 2019 was brought into force with effect from 20th July, 2020. The essential rules and regulations were notified to give effect to provisions of the CP Act, 2019. The gazette notification for establishment of Central Consumer Protection Authority (CCPA) was published on 23rd July, 2020. The CCPA will, inter-alia, regulate issues of class action, misleading claims by manufacturers and would decide on issues of penalty and recall of goods and services offered by various companies and organizations. CCPA has started functioning with officers of the Ministry and BIS holding additional charge at various levels.

Amendment of the Essential Commodities Act

The Essential Commodities Act, 1955 was amended through an Ordinance promulgated on 05 June 2020. A letter was also written to all Chief Secretaries informing them of the above and explaining the philosophy and rationale behind the Ordinance. The Essential commodities (Amendment) Ordinance, 2020 de-regulating cereals, edible oils, pulses, oilseeds, potato & onion was subsequently replaced by the Essential Commodities (Amendment) Act, 2020 on 27.09.2020. The amended provision of the Act was sent to all States/Union Territories along with a detailed communication.

Monitoring of prices of essential commodities

Meeting of the GoM were regularly held with regard to prices and availability of essential food items. GoM inter-alia directed that a mechanism for retail supply of pulses to cool down prices be formulated and submitted. The Committee of Secretaries met several times during the year to review prices of essential commodities. The Inter Ministerial Committee also met frequently to review prices of essential commodities. Several video conferences were held with States / UTs to review status of disposal of imported onions and demand of States / UTs for pulses from buffer, for utilization under their welfare schemes / direct retailing.

The status of prices was closely monitored especially with regard to Onion, Potato and pulses. The factual position was presented at the Inter-Ministerial Committee meetings and in the meetings of Committee of Secretaries, on the basis of which requisite policy decisions were taken with the approval of the Group of Ministers. The average retail price of Onion on October 21 was found to have breached the price trigger as per the formula notified in the amended EC Act, hence the stock limits on Onion were imposed with effect from October 23, 2020. It was notified that the stock limit for wholesalers would be

25 MT and for retailers, 2 MT. Thereafter, taking into account the genuine concerns of the farmers, an advisory was issued to all States suggesting that three days' time may be allowed from the date of purchase in the mandi for activities like packaging, grading, etc when taking action with regard to violation of stock limit. The Notification was allowed to lapse on 31 December, 2020.

Installation of Scientific testing equipment at National Test House (NTH)

The National Test House (Northern Region), Ghaziabad installed a Synthetic Blood Penetration Test Machine for testing Personal Protection Equipment (PPEs) used by health care workers and frontline staff of various agencies fighting against the Covid pandemic. This equipment with NABL accreditation will help in enhancing scientific testing capacities of PPE kits.

DoCA has made available the National Test House (NTH) labs, which are NABL accredited and BIS recognized, to BIS, to augment their capacities for testing of industrial samples received in 42 mandatory areas, and for testing of toys based on QCO and IS standards.

2.2 Major Events Attended or Organized by the Department

The 7th annual meeting of the Indo-German Working Group on Quality Infrastructure, led by the Ministry of Consumer Affairs, Food & Public Distribution, Govt. of India and the German Federal Ministry for Economic Affairs and Energy was hosted at India Habitat Centre, New Delhi during 16th and 17th January 2020. The meeting was concluded with signing of Work Plan 2020 for implementation by both the sides. The work plan was signed by Secretary, Department of Consumer Affairs and Director General, German Federal Ministry of Economic Affairs and Energy.

Experts from India and Japan from the industry, research institutes, government and other stakeholders shared standardization experiences and recent developments in the area of e-mobility in a joint workshop organized by BIS in association with Japanese Industrial Standards Committee (JISC), the national standards body of Japan, during 4-5 Feb 2020 at India Habitat Centre, New Delhi. The exchanges covered a wide range of topics such as charging infrastructure, cells and batteries, safety requirements, etc.

A full day Workshop on 'Need for Indian Standards on Solid Biofuels' was organized on Monday, 27 January 2020 at CSIR-CIMFR, Dhanbad' jointly by CSIR-CIMFR and BIS with



the aim to sensitize and bring together all relevant stakeholders including Biomass Experts from Scientific, Academic, and Industrial domains for standardization for solid bio-fuels on priority.

Video Conference with ICAR-CIPHET was held during the month to review progress of the Study on “Development of protocols for shelf life, safe storage, milling out-turn and indicative norms for procurement of major pulses”.

BIS organized the first meeting of the Expert Committee comprising representatives from the Department, as also UGC, QCI & IITs on ‘Integration of standards with the curriculum of technical education’ on October 08, 2020.

2.2.1 Celebration of Swachhta Pakhwada

The Department celebrated Swachhata Pakhwada from 16th to 28th February, 2020. Following activities were undertaken as part of the celebrations to promote hygiene and sanitation :

- Cleaning drives were executed and video spots on cleanliness were displayed on Department’s website throughout the tenure of Swachhta Pakhwada.
- Swachhta Pledge was sworn by all the officials and staff of Department of Consumer Affairs to promote cleanliness and maintain hygiene in the surroundings.
- A sound and clear message on maintaining cleanliness was resonated by the team of Nukkad Natak at the premises of Krishi Bhawan.
- Various other activities like Shramdaan, disposal of single use plastic, cleaning of office premises and Nukkad Natak were undertaken in the department.
- Various Swachhta related competitions and quiz were organized and winners were awarded.
- Department undertook cleaning and segregation drive for safe disposal of solid waste.
- Sessions on Bio-medical waste and plastic waste disposal were presented by environmental experts.

Throughout the Pakhwada, informative videos on Swachhta were displayed on the official website and social media platforms of the department. #HarKadamSwachhtaKiOre was the relevant hashtag used to disseminate the message on social media platforms like Instagram, Facebook and Twitter. Cleaning drives were also executed in chosen markets by voluntary consumer organisations to promote cleanliness and inform different consumers about the need of maintaining hygiene in the surroundings. Discontinuation of the



single-use plastic was also encouraged in the department regularly. The Pakhwada started on 17th February and the first day witnessed 'Swachhta Pledge' in Krishi Bhawan. The officers and the staff from the department participated and pledged to maintain cleanliness of the surroundings as their

civil duty. A Nukkad Natak was performed by the team of Song and Drama Division (Ministry of Information & Broadcasting) on the very next day, on 18th February at



(Quiz competition on hygiene and sanitation during swachhata pakhwada 2020)

Krishi Bhawan. The team clearly resonated the message of keeping our surroundings neat and clean.

After the Swachhta Pledge and Nukkad Natak, cleanliness drive was carried out in all sections, corridors and record rooms of the department. During this process, segregation and safe disposal of paper waste, electrical waste, plastic waste and batteries were done. Old records were also reviewed from record room to reduce the paper waste and clean the area. To disseminate a message that "cleanliness starts from within" this drive was executed as to tell people that one should start the change from his/her own workplace or private space and then only will the country will change. Day 5 of Swachhta Pakhwada



(Additional Secretary (CA) giving away first prize for cleanliness to ECRE Division at the conclusion of swachhata pakhwada 2020)

started with 'Shramdaan'- an effort to keep environment clean and green. All employees took part in the event with great zeal and enthusiasm as they cleaned Krishi Bhawan with the broom to maintain cleanliness around.

Lecture cum presentations on different subjects were also undertaken by the department. The subject of first presentation was safe disposal of E-waste and it was presented on 21st February to all the staff and officials of Consumer Affairs Department and the other presentation was about Bio-medical waste. Swachhta Pakhwada ended with prize distribution ceremony to the winners of quiz competition and the cleanest section award.

2.2.2 Celebration of Vigilance Awareness Week

Vigilance Awareness week was celebrated in the Department and all Organisations under its administrative control from 27/10/2020 to 2/11/2020, with enthusiasm.

An action plan for carrying out various activities during Vigilance Awareness week in the Department was prepared. E-pledge was taken by all Officers and Staff on first day of Vigilance Awareness Week on 27.10.2020. All the Officers and staff watched special documentary of Central Vigilance Commission under window Satark Sashakt Bharat 'Boya Ped Babul Ka Aam Kahan Se Khayen. An Essay Writing Competition was conducted during the Vigilance Awareness Week, 2020. Officers and staff participated with great enthusiasm and winners were given cash prize and certificate. In social media activities of Department, e-pledge link was added on the website of Department, banner posted on twitter, face book accounts of the Department. Banners were displayed at Krishi Bhawan, Jam Nagar House, Shastri Bhawan on the theme of Vigilance Awareness Week.

BIS Head quarter and its branch offices conducted Essay Writing Competition, Quiz competition, slogan competition, Painting Competition and Poster Competition also. BIS further conducted Training Programmes/ workshop including E- training/ Online training for Lead Auditor Course as per IS/ ISO 37001:2016 and in second leg of training on Anti Bribery Management System. National Test House under the administrative control of Department of Consumer Affairs also celebrated the Vigilance Awareness Week with great enthusiasm. All the staff of NTH took pledge during the week, quiz competition and training seminar were conducted.

2.2.3 Celebration of Constitution Day

On the occasion of Constitution Day on 26th November, 2020 community reading of the Preamble with Hon'ble President of India was attended by the Senior Officers of



(Virtual Reading of Preamble along with the Hon'ble President of India)



(Preamble Wall signed by Officers and staff of the Department of Consumer Affairs showing their commitment to Constitution of India.)

Department of Consumer Affairs and the employees of the Department. Content on social media and website of the Department were also posted. Department had organized an essay writing and Poetry competition for the employees of Department on 24th November, 2020 and prizes were distributed to the winner of essay and poetry competition. Further, a Preamble Wall was signed by the employees of the Department to show their commitment to the Constitution. Banners were also posted on the website of the Department on the occasion. Further, Senior officers of Bureau of Indian Standards, an Autonomous body under the control of this Department had also joined the Hon'ble President in reading of the Preamble from their respective offices/locations. Banners of fundamental duties of a citizen were displayed in the Office. BIS also organised webinars/talks on Constitutional values. National Test House(NTH) a subordinate office of this Department has also celebrated Constitution Day by attending the preamble reading, discussion on importance of Constitution.

2.2.4 Celebration of National Consumer Day, 2020:

The Department celebrated the National Consumer Day 2020 on December 24, 2020 by organizing a virtual programme on the provisions of the Consumer Protection Act, 2019. The programme had a digital presence of over 550 participants from Consumer

Organizations, NGOs, National, State and District Consumer Commissions, BIS and various industry associates. The underlying theme was how to build awareness about the key sections of the Act, such as liability of traders / manufacturers, safeguards against unfair trade practices, etc. The school children who had won awards in the online National Poster Competition organized by IIPA, were also felicitated during the event.

On this occasion, the Hon'ble Minister for Consumer Affairs, Food & Public Distribution virtually inaugurated the newly constructed Phase-II building of National Test House Mumbai. The new premises of NTH would house high quality testing facilities for testing products such as Air Conditioners, Toys and e-Vehicle Batteries.

2.3 Measures to combat spread of COVID 19

The Department took various measures under the EC Act to combating spread of COVID 19 and reducing the hardship to consumers. These measures included:

- Adding masks (2ply & 3ply surgical masks, N95 masks) & hand sanitizers in the list of Essential Commodity for the period upto 30.06.2020 vide Notification No. S.O.1087 (E) dated 13/03/2020.
- Regulating the prices of alcohol used in manufacturing hand sanitizers vide Notification No. S.O.1169 (E) dated 19/03/2020.
- Fixing prices of masks (2ply & 3ply), Melt Blown non-Woven Fabric and hand sanitizers vide Notification No. S.O.1197 (E) dated 21/03/2020.
- All States/UTs requested to take action to stop hoarding and black marketing of masks and sanitizers vide D.O. letter dated 13.3.2020.
- An Emergency meeting held on 17.03.2020 to discuss on measures including fixation of prices of masks, sanitizers etc. under the EC Act to prevent spread of Corona Virus (COVID-19).
- An Emergency review meeting held on 20.03.2020 to monitor the measures taken to prevent the spread of Corona Virus.
- An Emergency meeting was held on 24.03.2020 on availability of masks.

2.4 Other Measures related to COVID-19

- All Controllers of Legal Metrology of States/UTs were requested to take necessary action to prevent overcharging of masks, sanitizers etc to ensure its availability and affordability to health service providers and consumers at large, vide letter dated 12.3.2020



- A Control Room has been set up in the Department to handle issues related to day-to-day supply of essential items and daily necessities.
- Advisory to all States/UTs on 20.3.2020 to exempt e-commerce operators (warehousing & logistics facilities and services), wholesaler, their vendors and third party delivery partners from any type of prohibitory orders.
- A dedicated website on COVID-19 related matters is functional at jagograhaakjago.gov.in/covid19/.



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on
CONSUMER AWARENESS**

JUNIOR LEVEL

SENIOR LEVEL

1

KESHAV KANHAI
Class : IX


SCHOOL OF EXCELLENCE, KALKAJI, NEW DELHI

1

SHREYA SAMANTARAY
Class : XII


GYAN BHARATI SCHOOL, SAKET, NEW DELHI

SELLING ANY PACKAGED COMMODITY OVER AND ABOVE MRP IS VIOLATION OF RULES; COMPLAINT MAY BE FILED WITH LOCAL WEIGHTS AND MEASURES DEPARTMENT - JAGO GRAHAK JAGO

2

SHUBHAM SAMANTARAY
Class : IX


GYAN BHARATI SCHOOL, SAKET, NEW DELHI

2

NOOR AISHA
Class : XI


SKY NOOR NAGAR, OKHLA, NEW DELHI

GRIEVANCES REGARDING ANY PRODUCT OR SERVICE MAY BE REGISTERED AT NATIONAL CONSUMER HELPLINE NUMBER 1800114000 OR 14404; BOTH NUMBERS ARE FREE OF COST - JAGO GRAHAK JAGO

3A

EMAYONKARTHIK J
Class : IX


WELAJI NAGAR MAT HR SEC SCHOOL, NO. 3/98, LAKEVIEW/SHANMUKHA, NAGAR, KOTTIVAKKAM, CHENNAI

3A

SUSHMITA
Class : X


GOVT. GIRLS OR. SEC. SCHOOL NO.2, TUSHLAKASAB, NEW DELHI

ENSURE SAFETY OF ELECTRONICS GOODS SUCH AS MOBILE PHONES, CHARGERS, LED BULBS, MICROWAVE OVEN, CCTV CAMERAS ETC BY CHECKING FOR STANDARD MARK (TM) ON THEM - JAGO GRAHAK JAGO

3B

ROHIT NANDHA R.N
Class : VII


Vidhya Devi Matriculation Higher Secondary School, Muthiyappettinaik, Karaikal

3B

KIRUBAKARAN. R
Class : XI


PETIT SEMINARE HR SEC SCHOOL, 305, MAHATMA GANDHI ROAD, BIG ROAD AREA, PUDUCHERRY

EVERY E-COMMERCE ENTITY SHALL ACKNOWLEDGE THE RECEIPT OF CONSUMER GRIEVANCE WITHIN 48 HOURS - JAGO GRAHAK JAGO



Issued in public interest by
Department of Consumer Affairs
Ministry of Consumer Affairs, Food and Public Distribution
Govt. of India, New Delhi-110001
www.consumeraffairs.gov.in



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National Consumer Helpline
14404 or 1800-11-4000
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CHAPTER-3

3. CONSUMER ADVOCACY

3.1 Consumer Welfare Fund

Consumer Welfare Fund Rules were framed and notified in the Gazette of India in 1992, under the Central Excise and Salt Act, 1944 (1 of 1944) pursuant to its amendment in 1991. On enactment of the CGST Act, 2017, the Consumer Welfare Fund has been setup under section 57 thereof. Rule 97 of the CGST Rules, 2017 deals with the Consumer Welfare Fund.

The money that is not refundable to the manufacturers etc. is credited to the Consumer Welfare Fund, to be utilized for the welfare of the consumers in accordance with the above Rules and Guidelines prepared thereunder.

Based on the decisions of the Standing Committee, Financial assistance from CWF is given to various consumer awareness/publicity programmes of DoCA, Autonomous Institutions like Universities/Corporations/Educational Institutes etc., Central/State/UT departments/organisations, Voluntary Consumer Organizations (VCOs), Government bodies and States to promote and protect the welfare of the consumer, engaged in consumer awareness/protection activities, for consumer awareness/protection and strengthen consumer movement in the country.

Financial assistance from the CWF have been given for following projects:-

Creation of Consumer Law Chairs/ Centres of Excellence in Institutions/Universities of repute to foster research and training on consumer related issues.

- i. Projects for spreading consumer literacy and awareness.
- ii. Establish Consumer Welfare (Corpus) Fund at the State/UT level through sharing basis of Central and State share as decided from time to time.
- iii. Centre for Consumer Studies, IIPA.

A sum of Rs.496.9474 Crore was available in the Consumer Welfare Fund as on 31.01.2020. The allocation is through DDG. Out of budget provision of Rs.261.00 crore, an amount of Rs. 36.81 lakh has been utilized during the financial year 2020-21 (Up to 31.12.2020) from the Fund.

3.2 Consumer Welfare (Corpus) Fund in States:

In the year 2003, all the States/UTs were impressed upon to set up a Consumer Welfare Fund at the State level, proactive efforts for promoting the consumer movement could be strengthened by States/UTs at grass root level with the financial support from CWF. As of now the ratio of Central and State/UT sharing is 75:25(90:10 in the case of Special Category States/UTs) to establish Consumer Welfare(Corpus) Fund of Rs.20.00 crores (enhanced from Rs. 10.00 crores). CWF and CW(C)F are kept in separate interest bearing accounts in a nationalised bank. With the help of Government of India, Consumer Welfare Fund has been set up in 16 States/UTs viz. Gujarat, A.P, Odisha, W.B, Bihar, Nagaland, Karnataka, T.N, M.P, Kerala, Haryana, Jharkhand, Telangana, Rajasthan, Sikkim & Mizoram.

After enactment of the concerned State Goods and Services Tax Acts, Consumer Welfare Fund has been established by the State Governments in their State under these Acts.

3.3 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 (NLSIU), Bangalore for which Rs. 90 lakh was released as Endowment grant & Rs. 15 lakh as cost for setting up the Chair during 1st year. The MoU was signed on 28th August, 2007 for a period of 5 years up to August 2012 and then August, 2017 to August, 2022. The primary objective of the Chair is to act as a “Think Tank” for the DCA on research and policy related issues on consumer law and practice and also to develop Consumer Affairs as a distinct subject of study at Under Graduate and Graduate levels.
- ii. One time grant of Rs.1.00 crore was sanctioned and released in 2015 with an endowment grant of Rs.90.00 lacs and Rs.10.00 lacs as grant-in-aid for first year only, to National Academy of Legal Studies and Research (NALSAR) University of Law, Hyderabad for establishing Consumer Law Chair and running courses on consumer issues. The project period has been extended up to August, 2020.

The objectives of the project are as under:-

- a. To examine background of consumers who have used consumer forums, look at kinds of grievances, gender, age, occupation, income, caste, etc. of consumers, impact of engaging lawyers for filing consumer cases study level of satisfaction, global practices, etc.;
- b. To examine the efficacy of self-regulation and legal regulations to deal with the problem of misleading advertising, study the state of compliance with existing

legal regime and study success/failure of complaints and prosecution, etc.;

- c. To organize workshop, seminars and conferences;
- d. To suggest new and pragmatic legal regime to deal with problems of e-commerce;
- e. To study interface between Competition Law, IPR and Consumer Law: Critically examine the relation between the three branches of Competition Law.

An year book on Consumer Law was published. Law clinic in two districts Rangareddy and Hyderabad have been set up. Workshop on Consumer Protection Bill, 2018 was conducted on 08.09.2018 in association with Federation of Chamber of Commerce. Rural Consumer Awareness Programme in association with Confederation of All Telangana Consumer Organizations on 23.06.2018 was conducted under the Chair.

- iii. In June, 2011, Dr. Ambedkar Law University, Chennai was sanctioned an amount of Rs.94.45 lakh to set up a Chair on Consumer Law and Jurisprudence over a period of five years from 2011 to 2016-extended from 2014 to 2019. An amount of Rs.66.85 lakh has been released so far. The objectives of the project are as under:-

To promote legal education and well being of the community generally;

- a. To develop a sense of responsibility in the students and research scholars to serve the society in the field of law by developing skills in regard to consumer advocacy legal services, legislation, law reforms and the like;



- b. To organize lectures, seminars, symposia and conferences;
- c. To provide access to consumer legal education of large segments of the population and in particular to the disadvantaged groups;
- d. To promote acquisition of legal knowledge in rapidly developing and changing society and to continually offer opportunities for upgrading knowledge, training



and skills in the context of innovation, research and discovery in all fields of human endeavours

An awareness booklet “Do’s and Don’ts” for the Consumers was published and released on 31.05.2019. A book “Banking Services – Problems and Perspectives” was furnished. A Survey Report on Consumer Awareness about Health and Drugs was published in June 2019.

iv. Centre for Consumer Studies by IIPA: A grant of Rs.850.77 lakh- spread over a period of five years- was sanctioned to IIPA in 2007-08 for setting up the Centre for Consumer Studies (CCS), extended from time to time. The main objectives of the project are as under:-

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

The project of Centre for Consumer Studies(CCS), at IIPA has now been extended beyond June, 2015 with financial support of Rs.15.00 crores for a period of 5 years. Out of this sanctioned amount, an amount of Rs. 13.17735 Crore has been released so far.

The Centre has conducted 30 Capacity Building Programmes (July, 2018 to June, 2019) for various stakeholders, organized workshops and seminars on Consumer Protection and Consumer Welfare and in collaboration with various institutions brought out newsletter, done publications of monographs and conducted research studies. Four Research studies on Consumer Awareness, Digital Banking, consumer protection etc. have been completed during the period. Some photographs related to the project may be seen in Annexure-I.



- v. **National Law University, Delhi:** A project titled “Establishment of Consumer Chair” with cost of Rs.100.00 lakh as endowment fund over a period of four years (20.03.2019 to 19.03.2023) and Rs.7.50 lakh as grant for first year activities has been sanctioned to NLU, Delhi. The expenses on the activities of the Chair from the 2nd to 4th year shall be met out of the interest accrued on the endowment each year respectively. The primary objective of the Chair is to act as a ‘Think Tank’ for the Research and Policy related issues on Consumer Law and Practice and also develop Consumer Affairs as a distinct subject of study both at Under Graduate & Post Graduate levels.



3.4 Information, Education & Communication (IEC)

Department of Consumer Affairs (DoCA) implements policies for the benefit of consumers and public at large, strengthening consumer protection and awareness in the process. DoCA has undertaken various initiatives towards this objective driving the consumer rights and information activity. However, creating awareness among consumers about these initiatives, especially in rural and backward areas is necessary so that consumers may take benefit from these initiatives and are better informed about their choices.

2. Recognizing the importance of promoting consumer awareness, DoCA has been conducting country-wide multimedia awareness campaigns titled “Jago Grahak Jago”. Through simple messages, consumers are made aware of fraudulent practices and problems and the mechanism to seek redressal. The entire strategy of the IEC activities under the scheme of Consumer Awareness has been designed to conduct an effective and intensive consumer awareness campaign so as to reach the urban, semi-urban as well as the rural and remote areas.
3. The consumer awareness campaign is implemented through Bureau of Outreach and Communication (formerly, DAVP), Doordarshan (DD), All India Radio (AIR), Lok Sabha TV (LSTV) and National Film Development Corporation (NFDC). Joint campaigns with other Departments / Organisations are also run. The power of social media is also harnessed to spread consumer awareness.
- 4.. A brief overview of the various campaigns undertaken to reach out to consumers across diverse sectors and geographies and initiatives taken by the Publicity division is given below:-



(Campaigns through Doordarshan Network)

3.4.1 Campaigns through Doordarshan (DD)

A media campaign for publicizing Consumer Protection Act, 2019 is being done through laptop branding, weather report / news report captions on DD News, DD Kisan and regional channels of Doordarshan. Scroll messages are being run for educating consumers about features of Consumer Protection Act, 2019, BIS standards, MRP, expiry date, National Consumer Helpline (NCH) etc.

Scroll messages are being run on Lok Sabha TV for educating consumers about features of Consumer Protection Act, 2019, BIS standards, MRP, expiry date, National Consumer Helpline (NCH) etc.



(Campaign through Doordarshan Network)

3.4.2 Campaigns through All India Radio (AIR)

Sponsored Radio Programmes (SRPs) are being run in regional languages in North-Eastern Region through All India Radio for educating consumers about features of Consumer Protection Act, 2019, BIS standards, MRP, expiry date etc. Branding of 4s & 6s of India- Australia Test Series was done to spread awareness about National Consumer Helpline (NCH).

A video on Pradhan Mantri Garib Kalyan Ann Yojana (PMGKAY) was produced through National Film Development Corporation (NFDC) highlighting the features of the scheme. It was dubbed in 20 regional languages. The video was widely disseminated for creating awareness among the beneficiaries.



3.5 Social Media

Due to increased digitalization, social media, is a strong influence and helps in sensitizing the individual or society. The Department has engaged a social media agency and personnel for extensive use of social media platforms like Facebook and Twitter for generating awareness. Regular posts in the form of creatives and audio / visual were uploaded to educate and empower consumers. These tweets have helped readers / consumers attain relevant information about the informed consumer and redressal mechanism. The social media was also used to spread messages on special occasions like Constitution Day, Vigilance Awareness Week, National Consumer Day.

3.6 Joint Campaigns With Other Departments / Organisations

The Department is making use of post offices across the country by displaying posters on consumer awareness through Department of Posts. These posters are based on features of Consumer Protection Act, 2019, declarations to be seen on packaged commodities, procedure for filing consumer grievances etc. A joint campaign with RBI was run in newspapers in May 2020. Through this advertisement, public was advised to accept coins in different designs in same denomination since the coins remain in circulation for a long time. Consultations with organisations like FSSAI and NPCI were carried out for social media posts designed to generate awareness about protection against food adulteration and cyber fraud respectively.

3.7 Grants-In-Aid to State / Ut Governments

Considering the fact that active involvement of State Governments in awareness campaign is crucial in taking forward the movement to rural, remote and backward areas, State/ UT Governments have been actively associated in expanding the area of consumer awareness. The provision for grant in aid /support to State/ UTs has been one of the key components of the Consumer Awareness scheme. Grant- in aid released to various States/ UTs are as under :-

S. No.	Name of States / UTs	Amount (Rs. In Lakh)
1.	Madhya Pradesh	78.00
2.	Tripura	40.00
	TOTAL	118.00



Mark is the Assurance of
Quality and Safety of
Products



Register grievances through



Mobile App and

BIS CARE

Complaints Portal



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NOW CONSUMER IS MORE POWERFUL

The New Consumer Protection Act, 2019 came into force from 20th July, 2020.



The Salient Features of the Act & Rules

Central Consumer Protection Authority (CCPA) has been established under the Act.



PROVISION FOR SEEKING INJURY OR DAMAGE

Caused by a defective product/ service



PUNISHMENT BY A COMPETENT COURT

For manufacture or sale of adulterated/spurious goods



NO FEE TO FILE CONSUMER COMPLAINTS

That value upto Rs. 5 lakh



PROVISION OF HEARING COMPLAINTS

Video conferencing is also available in many consumer commissions.



MANDATORY ACKNOWLEDGEMENT

Of consumer complaints within 48-hours of receipt



E-COMMERCE ENTITY TO REDRESS

Complaints within one month from the date of receipt



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CHAPTER-4

4. CONSUMER PROTECTION

The Consumer Protection Act, 2019 (New Act) which was notified on 9 August 2019, came into force w.e.f 20.07.2020. It aims to protect the rights of consumers by establishing authorities for timely and effective administration and settlement of consumers' dispute.

The Digital Age has ushered in a new era of commerce and digital branding, as well as a new set of customer expectations. Digitization has provided easy access, a large variety of choice, convenient payment mechanisms, improved services and shopping as per convenience. However, along the growth path it also brought in challenges related to consumer protection.



Keeping this in mind and to address the new set of challenges faced by consumers in the digital age and to keep pace with the changes in markets, to ensure fair, equitable and consistent outcomes for consumers and to enable swift executive intervention in the nature of class action both to prevent consumer detriment and to provide redress to a class of consumers, the Consumer Protection Act, 2019 replaced the more than 3 (three) decades old Consumer Protection Act, 1986 (Act) with the following provisions.

Provisions	Consumer Protection Act, 2019
Regulator	Establishment of Central Consumer Protection Authority (CCPA)
Consumer Commissions	Complaint can be filed online and in a consumer Commission where the complainant resides or works.
Product Liability	Consumer can seek compensation for harm caused by a product or service
Pecuniary Jurisdiction	District Commission upto Rs. 1 crore State Commission Rs. 1 crore upto 10 crore National Commission Above Rs.10 crores
E-Commerce	Rules for E-commerce to be framed
Mediation Cells	Consumer Commissions can refer consumer complaints for settlement through mediation

The following essential Rules and Regulations under the CP Act have been notified:

Rules

- i. The Consumer Protection (General) Rules, 2020;
- ii. The Consumer Protection (Central Consumer Protection Council) Rules, 2020;
- iii. The Consumer Protection (Consumer Disputes Redressal Commission) Rules, 2020;
- iv. The Consumer Protection (E-Commerce) Rules, 2020
- v. The Consumer Protection (Qualification for appointment, method of recruitment, procedure of appointment, term of office, resignation and removal of President and Members of the State Commission and District Commission) Rules, 2020
- vi. The Consumer Protection (Mediation) Rules, 2020
- vii. The Consumer Protection (salary, allowances and conditions of service of President and Members of the State Commission and District Commission) Model Rules, 2020

Regulations

- i. The Consumer Protection (Administrative Control over the State Commission and the District Commission) Regulations, 2020;
- ii. The Consumer Protection (Mediation) Regulations, 2020.
- iii. The Consumer Protection (Consumer Commission Procedure) Regulations, 2020
- iv. The Central Consumer Protection Authority (Allocation and Transaction of Business) Regulations, 2020.

Apart from this, Central Consumer Protection Authority (CCPA), a regulatory body to protect interests of consumers, has been established w.e.f. 24.07.2020. The CCPA is empowered to conduct investigations into violation of consumer rights and institute complaints / prosecution, order recall of unsafe goods and services, order discontinuation of unfair trade practices and misleading advertisements, impose penalties on manufacturers/endorsers/publishers of misleading advertisements.

Further, under the provisions of the new Act, e-filing of consumer cases has been started in as many as 15 States/UTs and NCDRC. Remaining States/UTs are in the process to roll out the e-filing in collaboration of the NIC.

The Govt. is therefore moving ahead from consumer protection towards best consumer practices and prosperity with the focus on consumer empowerment. With the changing market scenario, a realistic act to cater to the needs of the consumers in the digital era was felt strongly and the new Consumer Protection Act, 2019 is certainly a solid step towards being caveat venditor from the days of caveat emptor.

4.1 Consumer Protection

Consumer Movement refers to the widening range of activities of government, business and independent organizations that are designed to protect individuals from policies that infringe upon their rights as consumers. The Consumer movement all over the world has come to stay. India is no exception. The Government has been according high priority to better protect consumer interests. The Government ensures that the rights of the Consumers are safeguarded in the digital era by replacing the 33 years old Consumer Protection Act, 1986 with the new Consumer Protection act 2019. It expects consumer driven businesses (such as, retail, e-commerce) to be mindful of the changes in the legal landscape and strive to take extra precautions against unfair trade practices and unethical business practices to avoid penal action.



2. Market resources and influences are growing by the day and so is the awareness of one's consumer rights. In this direction, The Govt. is taking a multi pronged approach to generate proper awareness among consumers in order to empower them because it recognizes the fact that an aware consumer is an asset to the society; he/she not only protects himself from exploitation but also induces efficiency, transparency and accountability into the entire system by taking up consumer welfare measures on various dimensions like consumer protection with legal measures, education and awareness programmes etc.
3. 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 and to interact with both Government and non-Governmental Organizations to promote and protect the welfare of the consumers.
 - ii. To involve and motivate various sections of society including consumer organizations, women and youth to participate in the programme.
 - iii. 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 standards of goods and services and to seek redressal of their disputes in consumer fora, if required.
 - iv. To educate the consumers as to be aware of their rights & social responsibilities.
 - v. to provide a meaningful consumer protection through proper legislation

4.2 The Consumer Protection Act, 2019

The Consumer Protection Act, 2019 (New Act) received the assent of the President of India after being passed by the Parliament and was published in the official gazette on 9 August, 2019. The Act came into force w.e.f 20.07.2020. Under the provisions of the Act, Central Consumer Protection Authority (CCPA) has been established w.e.f. 24.07.2020. CCPA is empowered to

- a. protect, promote and enforce the rights of consumers as a class, and prevent violation of consumers rights under this Act;
- b. prevent unfair trade practices and ensure that no person engages himself in unfair trade practices;
- c ensure that no false or misleading advertisement is made of any goods or services which contravenes the provisions of this Act or the rules or regulations made thereunder;

d ensure that no person takes part in the publication of any advertisement which is false or misleading.

The CCPA can make interventions when necessary to prevent consumer detriment arising from unfair trade practices and to initiate class action including enforcing recall, refund and return of products. The CCPA has an investigation wing, headed by a Director-General, which may conduct inquiry or investigation into consumer law violations. The CCPA has been granted wide powers to take suo-moto actions, recall products, order reimbursement of the price of goods/services, cancel licenses and file class action suits, if a consumer complaint affects more than 1 (one) individual.

The New Act fixes liability on endorsers considering that there have been numerous instances in the recent past where consumers have fallen prey to unfair trade practices. In such cases, it becomes important for the endorser to take the onus and exercise due diligence to verify the veracity of the claims made in the advertisement to refute liability claims. The CCPA may impose a penalty on a manufacturer or an endorser, for a false or misleading advertisement. Failure to exercise due diligence will attract a penalty of ₹10-50 lakh and/or a ban from further endorsements for a period of 1-3 years.

As per the new Act, any grievous injury or death caused due to adulterated goods or spurious goods has been made into a punishable offence with imprisonment and fine. The offence is also cognizable and non - bailable.

- (b) **Speedier adjudication:** The 2019 Act emphasizes on speedier adjudication of complaints by enabling provisions for consumers to file complaints electronically and for hearing and/or examining parties through video-conferencing. It also provides flexibility to the consumer to file complaints with the jurisdictional consumer forum located at the place of residence or work of the consumer. This is aimed to provide procedural ease and reduce inconvenience and harassment for the consumers.
- (c) **Product Liability:** Provisions for "Product Liability" action for or on account of personal injury, death, or property damage caused by or resulting from any product has been introduced. The term 'product seller' is defined to include a person who is involved in placing the product for a commercial purpose and as such would include e-commerce platforms as well. It provides the basis for product liability action and the liability of a manufacturer to a claimant under which a manufacturer or a service provider has to compensate a consumer if their good/service cause injury or loss to the consumer due to manufacturing defect or poor service.
- (d) **Enhancement of Pecuniary Jurisdiction:** Revised pecuniary limits have been fixed under the New Act. Accordingly, the District Commission (previously known as District



Fora) can now entertain consumer complaints where the value of goods or services paid does not exceed INR 1 crore. The State Commission can entertain disputes where such value exceeds 1 crore and is below 10 crores and the National Commission can exercise jurisdiction where such value 10 crores.

- (e) **E-Commerce Rules:** Under the provisions of the CP Act, 2019, E-Commerce rules have been notified to prevent unfair trade practices in e-commerce to protect the interest and rights of consumers. These Rules specify duties and liabilities of the e-commerce entities (market place & inventory model) and sellers on market place e-commerce entities. Such as, under the provisions of E-Commerce Rules, 2020, every e-commerce entity is required to provide details about it on its platform. They are required to provide information relating to return, refund, exchange, warranty and guarantee, delivery and shipment, modes of payment, grievance redressal mechanism, payment methods, security of payment methods, charge-back options, etc.
- (f) **“Mediation” as an Alternate Dispute Resolution (ADR)** mechanism has been introduced which aims at giving legislative basis to resolution of consumer disputes through mediation thus making the process less cumbersome, simple and quicker. This is being done under the aegis of the consumer courts.
- (g) **Unfair Trade Practices:** The New Act introduces a specific broad definition of Unfair Trade Practices, which also includes sharing of personal information given by the consumer in confidence, unless such disclosure is made in accordance with the provisions of any other law.
- (h) **Other provisions:** Several other provisions aimed at simplifying the consumer dispute adjudication process in the consumer for a which include, among others, increasing minimum number of Members in the Consumer Commissions to facilitate quick disposal of complaints, power to review their own orders by the State and District Commission, constitution of ‘Circuit Bench’ to facilitate quicker disposal of complaints, enabling provisions for consumers to file complaints electronically and file complaints in consumer courts that have jurisdiction over the place of residence of the complainant, and deemed admissibility of complaints if the question of admissibility is not decided within the specified period of 21 days.

4.3 Schemes For Strengthening Consumer Protection

Though the responsibility of establishing Consumer Commissions (previously known as Consumer Fora) at the District and State levels are that of the States/UTs, the Central Government has been implementing the following schemes for improving the functioning of Consumer Commissions:

4.3.1 Strengthening Consumer Commission:-The Central Government has been extending financial assistance to States/UTs for strengthening the infrastructure of consumer commissions so that minimum level of facilities are made available at each consumer commission, which are required for their effective functioning. Infrastructural facilities being provided under the scheme, include construction of new building of the consumer commission, carrying out addition/alteration/renovation of existing buildings and also for acquiring non-building assets such as furniture, office equipment, installation of a CCTV Cameras etc. It is also proposed to establish new District Commission where there is none.

4.3.2 CONFONET: - The scheme of 'Computerization and Computer Networking of Consumer Fora(now Commission) in the country, (CONFONET)' aims to digitalize the functioning of the Consumer Commission at all the three tiers throughout the country to enable access of information and quicker disposal of cases. The CONFONET project has provided an ICT solution for efficiency, transparency, systemizing of working and e-governance at the consumer commissions for speedy delivery of information to the consumers. An online Case monitoring system has been developed and implemented by NIC to facilitate entry of consumer cases online in the consumer commissions. The registration of complaints, recording of court proceedings, issue of notices, generation of cause lists, recording of judgments, record-keeping and generation of statistical reports etc. are carried out through the Case Monitoring application software. Through the portal <http://confonet.nic.in>, consumers have easy access to acquire accurate and dependable information regarding cause lists, judgments, case status and case history. Quick search facility using case number, complainant name, respondent name etc. and free text search for judgments is also available.

Computer hardware/software and technical manpower are provided to the Consumer Commissions for computerization of their functioning under the scheme CONFONET. Expansion of the above scheme is envisaged so as to enable court annexed mediation process and also to take the Confonet Project to advanced levels to enable filing of complaints online. Data mining will further simplify the process of getting redressal through consumer commission. The hardware/software have been replaced in 31 State Commissions, 6 Circuit Benches and 378 District Commissions till now.

4.3.3 State Consumer Helpline: Under this scheme State Consumer Helplines are set up by State Governments with the objective to encourage Alternate Consumer Disputes Redressal mechanism at State level. These State Helplines are being networked with the Nodal Portal set up at IIPA under the Centre for Consumer Studies. Under this scheme,



State Governments are being provided onetime non-recurring grant for establishing the State Helpline and recurring grant for five years for smooth running the State Consumer Helpline. It is the responsibility of State Government to run the Helpline thereafter.

4.4 Achievement During The Year 2020-21

- (i) The Consumer Protection Act, 2019 (New Act) has been enforced w.e.f 20.07.2020. To give effect to the implementation of the Act, the essential Rules & Regulations related with E-Commerce, Mediation, functioning of Consumer Commissions have been notified.
- (ii) The remaining rules and regulations under the CP Act, 2019 are being finalized in consultation with stakeholders. They will be notified after legal vetting.
- (iii) Central Consumer Protection Authority (CCPA) has been established on 24.07.2020.
- (iv) National Consumer Day was celebrated on 24.12.2020 through webinar in association for Centre for Consumer studies, Indian Institute of Public Administration, presided over by Shri Piyush Goyal, Hon'ble Minister of Railways, Commerce & Industry and Consumer Affairs Food & Public Distribution. The theme of the celebration was '**New features of the Consumer Protection Act, 2019**'.

During the National consumer Day programme, second phase office cum laboratory building of National Test House at Mumbai was inaugurated, winners of National Poster Making Competition organized by CCS, IIPA were felicitated, an E-Book (Consumer Handbook) was released. Besides, discussions were held on roles & responsibilities of Central Authority, misleading advertisements, procedural Reforms in Consumer Commissions, product liability, role of BIS in product safety and standardisation, e-Commerce & Consumer Protection and the other new features of the Consumer Protection Act, 2019, which included mediation, e-filing and videoconferencing for hearing.

The webinar was attended by officers of State Governments, President and members of Consumer Commissions, Voluntary Consumer Organisations and other stakeholders. Besides this, interaction with selected panchayats of Jharkhand was also held.

- (v) An e-filing application "edaakhil.nic.in" has been developed for e-filing of consumer complaints. The e-filing application has already been launched in the National Consumer Disputes Redressal Commission and the State Consumer Disputes Redressal Commissions of Andaman and Nicobar Islands, Andhra Pradesh, Bihar, Chandigarh, Chhattisgarh, Delhi, Gujarat, Jharkhand, Karnataka, Madhya Pradesh, Maharashtra, Haryana, Odisha, Punjab and Uttar Pradesh. Remaining States/UTs are in the process to roll out the e-filing in collaboration of the NIC.



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Item	Qty.	Ant
Paneer Tikka	1	410.00
Shahi Paneer	1	130.00
Sub Total		540.00
Vat @ x.xx		74.25
Service TAX @ x.xx		34.45
SERVICE CHARGE @10%		54.00
GROSS AMOUNT		703.00

BILL

Item	Qty.	Ant
Paneer Tikka	1	410.00
Shahi Paneer	1	130.00
Sub Total		540.00
Vat @ x.xx		74.25
Service TAX @ x.xx		34.45
SERVICE CHARGE*		
GROSS AMOUNT		

* Service Charge is voluntary.

Dear Consumers, Service Charges collected by hotels/restaurants are voluntary.

Service Charge is a tip. You should be the person to decide how much to pay or not to pay depending on your satisfaction with the service.

If a hotel / restaurant forces you to pay a pre determined service charge or insists that your entry depends on your agreement to pay, you can register a complaint with the consumer forum for redressal.

For any guidance, contact National Consumer Helpline

Consumer Mobile App for Consumers

Department of Consumer Affairs
Ministry of Consumer Affairs, Food and Public Distribution
Government of India, Krishi Bhawan, New Delhi-110001
www.consumeraffairs.nic.in
@consaff | @jagograhakjago

National Consumer Helpline:
1800-11-4000
or 14404
(Toll Free)

Online Complaints : www.consumerhelpline.gov.in

davp 08101/13/0002/1718

CHAPTER-5

5. CONSUMER GRIEVANCE REDRESSAL

5.1 Grievance Redressal Mechanism

To redress his grievances, the following options are available to a consumer :

- Approach consumer grievance redressal of the manufacturers / traders given under mandatory declaration in packaged commodity
- Approach National Consumer Helpline, if unsatisfied
- Approach Consumer Commission, if unsatisfied with NCH
- Approach court assisted mediation for mutual settlement

5.2 Integrated Grievance Redressal Mechanism

Also an Integrated Grievance Redressal Mechanism in the way of National Consumer Helpline and 6 Zonal Helplines is working parallelly to help consumers to resolve their problems. As the country's largest advice provider, NCH is equipped to deal with any issue, from anyone, spanning various sectors. Through the training, information systems and operational support it provides highest quality advice to the consumers. The NCH service offers information and advice through face-to-face, phone and email services, SMS and online. It also takes up consumer advocacy and education responsibilities from a range of consumer issues. NCH under the convergence initiative provides a platform to complainants to get their complaints addressed and redressed by companies who have voluntarily partnered with the National Consumer Helpline. Thus NCH Convergence thus acts as a handholding platform for an Alternate Dispute Resolution of consumer grievances.

Furthermore, general public can submit complaints and suggestions on "Consumer App" launched by the Department on 01.10.2019. The complaints received through the app are attended promptly. Considered decisions are also taken on the valuable suggestions received through the app.

The Department is facilitating outreach of helpline through panchayats, Krishi Vigyan Kendras and post offices located throughout the country. Advocacy is also being done in local languages and through use of social media platforms for awareness and facilitation.

Grievances filed in NCH from 01-01-2020 to 31-12-2020

Total Dockets Registered on Ingram	General Enquiry	Grievance					
		Convergence	Non Convergence	Govt Sectors	Total	Dockets Disposed	Dockets Pending
		(a)	(b)	(c)	(a+b+c)		
6,54,192	92,860 (14.19%)	3,23,373 (49.43%)	1,67,409 (25.59%)	70,550 (10.78%)	5,61,332 (85.81%)	642607	11585

Sector wise Report From 01-01-2020 to 31-12-2020

Sl. No.	Sector	Grievances Received	%
1	E- Commerce	1,86,466	28.5%
2	General Enquiry	92,860	14.2%
3	Banking	51,489	7.9%
4	Telecom	34,723	5.3%
5	Electronics Products	29,603	4.5%
6	Others	2,59,051	39.6%
Total		6,54,192	100.0%

5.3 Grievances against misleading advertisements (GAMA) Portal

To address the problem of misleading advertisements, the Department of Consumer Affairs has launched a dedicated web portal <http://gama.gov.in>. Complaints on various misleading advertisements that are being aired through TV channels, Radio or published through Newspapers, handbills, wall writing etc. could be lodged through this portal. There are various regulators involved in the grievance redress system viz. DMI, FSSAI, Drugs Controller, IRDA, RBI, SEBI etc. Secretaries of Food & Civil Supplies / Consumer Affairs of the State Governments would be part of the grievance redress system. On registering a complaint, a unique complaint ID is generated. A dashboard is provided for complainant for status of complaint. Stakeholders are given user-id and password for logging into the system. Action taken on the complaints is posted in the system.

5.4 Grievance Redressal through Consumer Commissions

As per the latest reports made available by the National Consumer Disputes Redressal Commission, the average % disposal of cases in all three levels of Consumers Commissions in the country is an impressive 90.46%. The total number of cases filed and disposed of in the National Commission, State Commissions and District Commissions, as on 31.12.2020, since inception, are given below: -

Sl. No.	Name of Agency	Cases filed since inception	Cases disposed of since inception	Cases Pending	% of total Disposal
1	National Commission	137310	116042	21268	84.51%
2	State Commissions	963023	838216	124807	87.04%
3	District Commissions	4401614	4023028	378586	91.40%
	TOTAL	5501947	4977286	524661	90.46%

5.5 Public Grievance Cell setup in National Test House (NTH):

National Test House is a premier Scientific Institution engaged in testing, evaluation, quality assurance and standardization of materials and finished products. For the above mentioned services and activities there is a direct interaction with the public from deposition of sample and receipt of sample and test fee etc”. These facilities are available in all the units of NTH through computerized system and it functions through a single window “Sample Room”. In spite of these, there is public grievance cell in each region of NTH to monitor Public Grievances for registration and prompt redress. The Regional Head of each region chairs the cell.

5.6 Public Grievance Related Activity in BIS:

BIS receives complaints/grievances on products certified by BIS, services rendered by BIS and procedural aspects of BIS through mail, hard copy, web portal and BIS CARE mobile app which are analysed, recorded, investigated, redressed and disposed. Further, BIS also receives consumer grievances through CPGRAMS and INGRAM Portal. During the period April to December 2020, 177 Complaints, 96 CPGRAMS grievances and 71 INGRAM grievances have been received out of which 27, 89 and 70 grievances respectively have been disposed.



Call National Consumer Helpline from anywhere in India



Issued in public interest by:

Department of Consumer Affairs

Ministry of Consumer Affairs, Food and Public Distribution
Govt. of India, Krishna Bhawan, New Delhi-110001
www.consumeraffairs.nic.in



@consaif
@jaggrahakjago



National Consumer Helpline
14404 or 1800-11-4000
(Toll Free)



www.consumerhelpline.gov.in



Mark is assurance of Quality

CHAPTER-6

6. CONSUMER COOPERATIVES

The National Cooperative Consumers' Federation of India Limited (NCCF), New Delhi is the national level consumer cooperative society having the entire country as its area of operation. It was registered in October, 1965 and is functioning under the Multi-State Cooperative Societies Act, 2002. As on 31.03.2018, NCCF has 162 members, which includes the Government of India, three national level cooperative organisations namely National Cooperative Union of India (NCUI), National Cooperative Development Corporation (NCDC) and the National Agriculture Cooperative Marketing Federation of India (NAFED).

- a. The total paid-up share capital of NCCF as on 31.03.2018 was Rs. 15.56 crores, out of which Government of India has contributed Rs. 9.48 crores (i.e., 60.92%)
- b. The NCCF has been functioning with its Head Office at New Delhi with 29 branches located in various parts of the country. It has an industrial unit located at Bhiwani (Haryana) & an industrial plot at Mohali.
- c. The Sales Turnover achieved by the NCCF during the year 2017-18 was Rs. 874.51 crores as against Rs. 791.92 crores during the year 2016-17. The bulk of the sales related to supply of grocery and general merchandise items.
- d. The turnover of NCCF and its profitability during the last three years is as under:

(Rs. In crores)

Category	2016-17 (Audited)	2017-18 (Audited)	2018-19 (Provisional upto Feb 19)
Sales	791.92	874.51	1351.72
Gross Margin	17.73	18.00	21.17
Other Receipts	9.47	7.92	7.49
Net Profit (Loss)	3.16	4.53	15.02

Consumer Protection Act, 2019



- No fees is required for filing complaint upto Rs 5 Lakh.
- Filing complaints has become easier – consumer may file a complaint in any District Consumer Commission as per convenience.
- Consumer can file a complaint either himself or through an advocate or an agent.
- Provision of Video Conferencing for hearing also available in many Consumer Commissions.
- Complaint will be deemed to have been admitted if no decision on its admissibility is taken within 21 days.
- Both the parties can get the dispute resolved through mediation with the permission of Consumer Commission.
- There will be no appeal against a settlement reached through mediation and the fee paid in Consumer Commission will be refunded.
- Consumer can seek compensation in Consumer Commission for injury caused due to defective product or deficiency in service.
- Provision of punishment by a competent court to manufacturer or seller of adulterated / spurious goods.
- It is mandatory for every e-commerce entity to have a grievance redressal mechanism.
- Every e-commerce entity shall display on its website the name, contact details and designation of grievance officer for redressal of consumer grievances.
- Every e-commerce entity shall acknowledge receipt of consumer grievance within 48 hours.
- Every e-commerce entity shall redress the grievance within a month of its receipt.
- Every seller shall mention the country of origin of the product.



**Contact for Registering Grievances:
14404 or 1800-11-4000
(Toll Free)**



Issued in public interest by :
Department of Consumer Affairs
Ministry of Consumer Affairs, Food and Public Distribution
Govt. of India, Krishi Bhawan, New Delhi-110001
www.consumeraffairs.nic.in



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National Consumer Helpline
14404 or 1800-11-4000
(Toll Free)



www.consumerhelpline.gov.in



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CHAPTER-7

7. BUREAU OF INDIAN STANDARDS

The Bureau of Indian Standards was set up as a statutory organization under the Bureau of Indian Standards Act, 1986 by 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 5 regional offices, 32 branch offices and 8 laboratories.

BIS Act 2016 came into force with effect from 12 October 2017, subsequently Governing Council was reconstituted and its Second meeting was held on 20 December 2018 at Krishi Bhawan New Delhi.

The mandate of BIS is to formulate standards that promote quality of goods and services. The Bureau provides technical support to industries and services sector by way of updated standards, developing new standards in emerging areas, and providing certification of goods and services for ensuring quality and safety. The performance of BIS in its principal activities are indicated below:

7.1 Standards Formulation

As the National Standards Body, BIS develops Indian Standards through a consultative mechanism in technical committees comprising of various stakeholders that have interest in the relevant subject so that views of all are given due consideration and a consensus is evolved while formulating a standard. During April 2020 – 25 December 2020, 613 Standards (new and revised) were formulated.

The standards formulation activity of BIS follows the internationally accepted principles and the recommended practices laid down the ISO/IEC Guide 59. In accordance with the Code of Good Practice of WTO-TBT Agreement and as a policy, BIS technical committees try to align the Indian Standards with the International Standards of ISO and IEC, where available and to the extent possible keeping in consideration Indian conditions and needs. Considering that there are 7815 existing Indian Standards for which corresponding ISO or IEC standards exists, about 83 percent of Indian Standards have been harmonized.



Indian Standards are reviewed at least once in five years. A total number of 2056 Standards were reviewed as on 25 December 2020.

The total number of standards in force, as on 25 December 2020 was 20941.

Bureau of Indian Standards organized several seminars, conferences, workshops and meetings across India during the year to promote adoption and implementation of Indian Standards, covering wide ranging subjects such as Standardization in the Field of Sewing Machines, Technological advancements in Welding and Standardization, Coastal Zone Water Management, Standardization of UAV Subsystems, IS & Ecomark Certification of Coir and Coir products, Virtual Exchange on Personal Protective Equipment (PPE): Certification for the European and Indian Market, Use of Drones for Agricultural Purposes to name a few where various stakeholders such as manufacturers, R&D organisation, Government Institution participate.

7.1.1 Service Sector Standardization

To give due importance to the service sector, BIS has established a new Division Council in the field of Services sector (Services Sector Division Council, SSDC) to exclusively deal with Standardization in the Services Sector especially the 12 Champion Services Sector identified in the Indian National Strategy for Standardization (INSS) brought out by the Department of Commerce, Ministry of Commerce and Industry.

A total of 18 Sectional Committees have been established under SSDC to deal with various Services Sector including the Champion Services Sector, namely,

- i) Transport & Logistics Services Sectional Committee, SSD 01
- ii) Tourism and Related Services Sectional Committee, SSD 02
- iii) Banking & Financial Services Sectional Committee, SSD 03
- iv) Higher Education, Skill Development and Related Services Sectional Committee, SSD 04
- v) Health, Fitness & Sports Services Sectional Committee, SSD 05
- vi) Construction & Related Engineering Services Sectional Committee, SSD 06
- vii) Environmental Services Sectional Committee, SSD 07

- viii) Communication Services Sectional Committee, SSD 08
- ix) Business Services Sectional Committee, SSD 09
- x) IT & IT enabled Services Sectional Committee, SSD 10
- xi) Retail, E-commerce & E payment Services Sectional Committee, SSD 11
- xii) Accounting and Finance Services Sectional Committee, SSD 12
- xiii) Media and Entertainment Services Sectional Committee, SSD 13
- xiv) Public Drinking Water Supply Services Sectional Committee, SSD 14
- xv) School Education and Related Services Sectional Committee, SSD 15
- xvi) Medical Value Travel Services and Wellness Services Sectional Committees, SSD 16
- xvii) Legal Services Sectional Committee, SSD 17
- xviii) Supply Chain Management Sectional Committee, SSD 18

A total of 58 Indian Standards have been published under SSDC.

7.2 International Activities

International Participation:

BIS, in its capacity as the National Standards Body of India, represents India in International Organization for Standardization (ISO) and through the Indian National Committee of IEC in International Electrotechnical Commission (IEC). It is actively involved in development of International Standards in its capacity as Participating (P) member or Observer (O) member on various Technical Committees and Sub-Committees and nominating technical experts in various Working Groups of these organizations. BIS also participates in various policy-making committees of these international standards bodies and holds the secretariat of some of the ISO Committees dealing with subjects that are of interest to India. As on December 2020, BIS is member of ISO Technical management Board (TMB) and IEC Standardization Management Board (SMB), Participating (P) member in the three Policy Development Committees (CASCO, COPOLCO and DEVCO) of ISO, 481 Technical Committees/Subcommittees of ISO and 98 Technical Committees/Subcommittees of IEC, and an O-member in 193 Technical Committees/ Subcommittees



of ISO and 72 Technical Committees/Subcommittees of IEC. BIS has nominated convenors for 26 working groups of ISO and 12 working groups/system evaluation groups of IEC.

On a proposal of BIS, a New ISO Technical Committee on “Security equipment for financial institutions and commercial organizations” is created and secretariat of the committee is allotted to BIS (India).

Amidst COVID-19 pandemic, all physical meetings of ISO and IEC were called off and held virtually. Indian delegation participated in the ISO Members’ Virtual Session on 24th Sept 2020; and IEC Statutory Council Session on 13th Nov 2020 virtually. Other associated meetings were also attended by the Indian delegation.

As all the technical meetings of the ISO and IEC were held virtually, around 140 such meetings were attended by Indian delegation which comprise BIS officers in areas such as Artificial Intelligence, Internet of Things, Blockchain, smart cities, water efficient products –rating, Electrical Energy storage Systems, Transmission systems, Intelligent Transport Systems, Health informatics, Assistive devices, Earth Moving Machinery, Smart manufacturing, Plastics, Rubber and rubber products, Audit data Services, Tourism and related services, Excellence in Service, Road vehicles, Risk Management, Sustainable finance, LVDC, Refrigeration and Air Conditioning, Smart cities, etc.

Bilateral and Regional Collaboration Programmes:

BIS is also actively involved in Regional and Bilateral Cooperation Programmes pertaining to standardization, testing, certification, training etc. A Bilateral Cooperation Agreement (BCA) between BIS & UZSTANDART Agency was signed on 10 Dec 2020 at each other’s place coinciding with Hon’ble Prime Minister of India & Hon’ble President of Uzbekistan Summit. The BCA will facilitate mutual acceptance of results of each other’s Conformity Assessment. Presently, BIS has 30 MoUs and 8 BCAs signed with National Standards Bodies of other countries.

BIS has also been playing an active role in formulation and implementation of regional standardization activities under the South Asian Regional Standards Organization (SARSO) and Pacific Area Standards Congress (PASC). BIS participated in the virtual meetings of the Pacific Area Standards Congress. Meetings of SARSO Governing Board and technical Management board held during 28th – 30th Oct 2020 were attended. BIS (India) was elected as chair of SARSO Technical Management Board for the three year term starting from Oct 2020 to Oct 2023.

7.3 Conformity Assessment

i) Product Certification

BIS operates a Product Certification Scheme under the Bureau of Indian Standards Act, 2016 and the Rules there under and BIS (Conformity Assessment) Regulations, 2018. Presence of Standard Mark (popularly known as ISI mark) on a product indicates its conformity to the relevant Indian Standard. Before granting license to any manufacturer, BIS ascertains the availability of required infrastructure and capability of the manufacturer to produce and test the product conforming to the relevant Indian Standard. Samples drawn from the production line as well as from the market are tested in BIS laboratories/ recognized independent laboratories to ensure conformance of the product to the relevant Indian Standard. BIS also conducts surveillance visits to ensure conformance of licensees' products to the relevant Indian Standard. The certification scheme is voluntary in nature, except for 344 product standards that have been made mandatory by the Central Government on considerations of health and safety of the consumer.

During January 2020 to December 2020, 4599 new licences were granted, which include 65 products covered for the first time under the scheme. The total number of Indian Standards which has been covered under BIS Certification Marks Scheme is 1031. The total number of operative licences, held by domestic manufacturers as on December 2020, was 37052.

ii) Foreign Manufacturer's Certification Scheme (FMCS)

BIS has operating separate scheme for Foreign Manufacturers. Under this scheme, foreign manufacturers can seek certification from BIS for use of BIS Standard Mark on their product(s). During January 2020 to December 2020, 67 licences were granted under FMCS, taking the total number of operative licences to 1070 against 112 Indian Standards. The licences granted covered various products such as Steel & Steel products; Cement; PVC Insulated Cables; Tyres & Tubes for Automobile Vehicles; Plastic Feeding Bottles; Switchgear products; Plugs & Socket-Outlets and Switches; HDPE & UPVC pipes; Infant formula; ac Static Energy Meters etc. from around 52 countries across the globe.

iii) Compulsory Registration Scheme

The Ministry of Electronics and Information Technology (MeitY), then known as Department of Electronics & Information Technology (DeitY), in consultation with BIS, notified 'Electronics and Information Technology Goods (Requirements for Compulsory



Registration) Order, 2012' on 3 October 2012 mandating Compulsory Registration from BIS for 15 Electronics and Information Technology product categories based on its safety compliance to Indian Standards.

A second Order was notified on November 13, 2014, bringing 15 more electronics and Information Technology products under the ambit of the scheme. Indian Language Support for Mobile Phones was mandated by MeitY vide notification dated October 24, 2016. Scope of two existing products was expanded and 11 new product categories were added under the scheme by MeitY vide notification dated August 23, 2017. Ministry of New and Renewable Energy (MNRE) also has notified Solar Photovoltaic, Systems, Devices and Components Goods (Requirements for Compulsory Registration) Order, 2017 for five product categories through notification dated September 5, 2017. The Compulsory Registration Scheme is being operated by BIS. The introduction of this Scheme is an alternative mechanism to the Compulsory Certification to facilitate growth of fast growing sectors like IT and protect consumers from spurious and sub-standard products manufactured in India or abroad. The Scheme envisages that no person shall manufacture or import or sell or distribute goods which do not conform to the Specified Standards and do not bear the Standard Mark along with the Registration number.

The major products under the Scheme are:

- LED fixtures, lamps, drivers, Flood Lights, Hand lamps, and Lighting Chains
- Recessed LED Luminaries, LED Luminaires for Road and Street lighting, Luminaires for Emergency Lighting
- Mobile phones, power banks for portable applications, smart watches
- Rechargeable cells/batteries
- UPS and invertors of capacity 10 kVA and below
- Microwave ovens
- Plasma/LCD/LED TVs/Visual display units/monitors
- Adapters for IT equipment, Audio-Video products, and for household and similar electrical appliances
- Point-of-sale terminals, ADP machine

- Laptop/notebook/tablet
- Printers/plotters and scanners
- Set top box
- CCTV Cameras/CCTV Recorders
- USB driven Barcode readers, Barcode scanners, Iris scanners, Optical Fingerprint scanners
- Solar Photovoltaic Modules

The first Registration was granted by BIS on June 12, 2013. As on December 31, 2020, BIS has ~16161 operative licences granted to manufacturers located in various countries including India.

7.4 Hallmarking

A Hallmarking of gold/silver jewellery/artefact

Hallmarking of gold jewellery was started by BIS in April 2000 to provide third party assurance to consumers on the purity of gold jewellery or its fineness. The scheme for Hallmarking of silver jewellery/ artefacts was launched in October 2005. Under the Scheme, while the jewellers are granted registration to sell hallmarked jewellery, Assaying & Hallmarking centres are recognized to assay the purity of the jewellery submitted by the registered jeweller, along with declaration of purity and to apply hallmark on such jewellery which is found conforming to relevant Indian Standard including declared fineness.

During the period 1st January,2020 to 31st December,2020 number of hallmarking registration have grown from 29338 to 33883 while the number of BIS recognized Assaying and Hallmarking centres have increased from 900 to 943. During the same period, 1.4 crore articles of gold and silver jewellery/ artefacts have been hallmarked.

(i) Mandatory Hallmarking

Ministry of Consumer Affairs, Government of India has issued an order on 15 Jan 2020 for making hall marking of gold jewellery mandatory as per provisions given in BIS Act, 2016 . This order makes it compulsory for all the jewellers selling Gold jewellery and artefacts to register with BIS and sell hallmarked Gold jewellery and artefacts of 14, 18 and 22 carat only w.e.f 1st June 2021.



(ii) Hallmarking of Gold Bullion

Hallmarking of gold Bullion in the fineness of 999 & 995 as per IS 1417: 2016 was started in October 2015. Under this scheme the licence is granted to refineries/mint which carry out refining of gold by electrolytic or aquaregia process and have laboratory with complete test facility and accredited by NABL. So far, 38 licences have been granted to refineries/ India Government Mint for Gold bullion and coin as on 31 December 2020.

(iii) Gold Monetization Scheme

Govt. of India has launched Gold Monetization Scheme on 5 November 2015. BIS has played an important role in finalization and implementation of the Gold Monetization Scheme in association with Department of Economic Affairs and Reserve Bank of India. Under the scheme Assaying & Hallmarking Centres recognized by BIS have been qualified to act as Collection and Purity Testing Centres (CPTC).

So far 48 A&H centres and one Jeweller have been qualified to act as CPTC. The gold collected by CPTCs is to be refined by refineries licensed by BIS.

(iv) Promotion of Hallmarking

To promote hallmarking in the country for effective consumer protection in gold jewellery trade, awareness programmes for jewellers are organized by BIS through its various Regional and Branch offices across the country. During the period 1st January,2020 to 31st December,2020 , 12 such jewellers' awareness programmes were organized.

(v) Plan Schemes

BIS has been implementing the Plan scheme for setting up of gold Assaying and Hallmarking (A&H) centres in India with central assistance.

The components of the scheme are indicated below:

- a) Infrastructure building- Setting up of Assaying & Hallmarking (A&H) Centres
- b) Capacity building
 - i) Training of artisans
 - ii) Training of Trainers (BIS auditors)
 - iii) Training of personnel of assaying and hallmarking Centres

Under the Plan Scheme for Hallmarking, during this period, in capacity building, Number of programmes which were organized for training of artisans, for Training of Assaying & Hallmarking personal and for training of BIS officers was NIL.

7.5 Management Systems Certification

The Management Systems Certification Services are operated in accordance with ISO/IEC 17021-1:2015 ISO/IEC 17021 Conformity assessment -- Requirements for bodies providing audit and certification of management systems. - Requirements.

BIS operates the following Management Systems Certification services as per the corresponding standards:

1. Quality Management System (QMS) Certification Scheme as per IS/ISO 9001:2008 and IS/ISO 9001:2015
2. Environmental Management System (EMS) Certification Scheme as per IS/ISO 14001:2004 and IS/ISO 14001:2015
3. Occupational Health and Safety Management System (OHSMS) Certification Scheme as per IS 18001:2007
4. Hazards Analysis and Critical Control Point (HACCP) Scheme as per IS 15000:2013
5. Food Safety Management System (FSMS) Certification Scheme as per IS/ISO 22000:2005
6. Service Quality Management System (SQMS) Certification Scheme as per IS 15700:2005
7. Energy Management System (EnMS) Certification Scheme as per IS/ISO 50001:2011
8. Medical Devices Quality Management Systems (MDMS) Certification Scheme as per IS/ISO 13485:2003
9. Social Accountability Management Systems (SAMS) as per IS 16001:2012.
10. Ready Mixed Concrete Certification Scheme as per ISO 9001 and IS 4926
11. Road Traffic Safety Management Systems Certification Scheme as per IS/ISO 39001
12. Integrated Milk Certification Scheme for Packaged Pasteurized Milk as per IS 13688 along with ISO 22000
13. Adventure Tourism Safety Management Systems as per IS/ISO 21101:2014



14. Educational Organizations Quality Management Systems as per IS/ISO 21001: 2019
15. Medical Devices Quality Management Systems with Essential Principles of Safety and Performance as per IS 23485: 2019
16. Anti- Bribery Management systems as per IS/ ISO 37001: 2016
17. Information Security Management Systems as per IS/ISO 27001: 2013

In the year 2020-21, BIS has launched Piped Drinking Water Supply Management Systems certification as per IS 17482:2020.

The Quality Management Systems Certification Scheme and the Environmental Management Systems Certification Scheme have been accredited by National Accreditation Board for Certification Bodies (NABCB) against the standard ISO/IEC 17021. Re-accreditation up to 15 March 2021 has been granted by NABCB for 24 scope sectors (including 11 additional scope sectors) in Quality Management Systems Certification and for five scope sectors (including 3 additional scope sectors) in Environmental Management Systems Certification.

BIS has also applied to NABCB for accreditation of its certification schemes for Occupational Health & Safety Management System (OHSMS) and Energy Management System (EnMS) as per IS/ISO 45001 and IS/ISO 50001 respectively. Necessary documentation has been submitted to NABCB for processing of our application.

BIS has been granted accreditation to carry out certification in accordance with ISO 22000:2005 for following Scopes for a period of three years in the month of February 2020 for following scope sectors:

- C I Processing of Perishable Animal Products – Restricted to Dairy and Meat & Meat products
- C II Processing of Perishable Plant Products – Restricted to Nuts
- C IV Processing of Ambient Stable Products -Restricted to Dairy, Drinking Water and Cereals/Grains) under Food Chain Category 'C'.

BIS has started an online portal for empanelment of auditors. In 2020-21 (as on December 2020), BIS has appointed 173 internal auditor and 144 external auditor.

BIS has been recognized as a Food Safety Auditing Agency as per Food Safety and Standards (Food Safety Auditing) Regulations, 2018 for the following scopes:

1. Food Processing
 - a) Dairy
 - b) Other Sectors (including Packaged Drinking Water, Nuts, Spices, Bakery, Edible Oil, Fruit and Vegetable processing, ready to eat/cook etc.)
2. Food Storage/ware house/cold storage

BIS is in the process of engagement of Business Development Team for business growth team for generating demand for management systems certification through continuous engagement with organizations and government departments alike.

As on 25 December 2020, a total of 1236 operative licences exist under the Management systems certification schemes being operated by BIS.

7.6 Laboratory

One of the main pillars of conformity assessment is product testing to ascertain the conformity of products to relevant standards. BIS has established eight laboratories in the country to cater to the testing need of samples generated from conformity assessment schemes, beginning with the establishment of Central Laboratory at Sahibabad in 1962. Subsequently, four regional laboratories at Mohali, Kolkata, Mumbai and Chennai and three branch office laboratories at Patna, Bangalore and Guwahati were established. BIS laboratories have facilities for testing of products in the field of chemical, microbiological, electrical and mechanical requirements. In addition to product testing, BIS has established gold assaying lab at Chennai, Sahibabad and Kolkata. Gold assaying lab at Chennai is a referral lab and also tests silver jewellery

In order to ensure that BIS laboratory services keep pace with developments at the international level, the laboratories at Mumbai, Kolkata, Chennai, Mohali, and Sahibabad have been accredited by the National Accreditation Board for Testing and Calibration Laboratories (NABL) as per ISO/IEC 17025. BIS also operates Laboratory Recognition Scheme (LRS) for recognition of outside laboratories. The scheme is based on ISO/IEC 17025, which is in line with the norms adopted by the NABL.

There are 259 BIS recognized labs, which include reputed R&D organizations, technical institutions, Government labs and labs in private sector. The services of such laboratories are utilized where it is economically not viable to develop test facilities in BIS laboratories.

B Creation/Upgradation of Testing Facilities in BIS Labs

Creation of test facility for PPE products:

- In view of the urgent requirement of test facilities for PPEs in the ongoing COVID 19 pandemic, BIS labs proactively responded towards creation of the test facilities. Complete test facilities for Coverall for COVID 19 has been crated in three BIS Labs i.e Central Laboratory Sahibabad, Southern Regional Laboratory Chennai and Eastern Regional Laboratory, Kolkata.
- Complete test facilities for face Shields and partial test facilities for Filtering Half Mask, Surgical Masks and eye protectors were created in Central Laboratory Sahibabad

Creation of test facilities for Toys:

- In view of the issuance of quality control order on Toys by DPIIT, Ministry of Commerce and Industry, complete testing facility for safety of electric toys, flammability test of toys and migration of certain elements in Toys has been created in BIS central Laboratory. Complete test facilities for safety of electric toys has also been created in BIS Western Regional Laboratory, Mumbai.
- Further creation of complete test facilities for mechanical, physical, chemical and all other specified safety requirements in Toys is being created in all the BIS regional Laboratories and is expected to be completed in first quarter is 20221.

Test facilities for protective Helmet for two wheeler rides:

In order to ensure that the helmets being sold in the market are safe and of the required quality, Helmet as per IS 4151:2015 has been brought under the category compulsory certification of BIS and is going to be effective from 1st Jan 2021.

As part of the its ongoing contribution towards improving the Quality and Safety of products being manufactured in India, devoted efforts were made and the available testing facility for Protective Helmets used by two-wheeler riders has been upgraded as per the latest version of Indian Standards i.e. IS 4151:2015. Impact Absorption test is one of the major test as per IS 151:2015 in which the jerk transmitted by helmet to the head of the rider during impact is accessed at 5 different points thereby ensuring the protective capability of certified helmets. World class facility for Impact Absorption Testing equipment has been created at BIS Central Laboratory.

Test facilities for Plugs socket and switches:

Test facilities for Plugs and sockets, switches has been completed in BIS Central Laboratory and Western Regional Laboratory.

Other Test facilities developed:

- Shot Firing Cables in BIS Western Regional Laboratory, Mumbai,
- Bromate in packaged drinking water and cashew kernels at BIS Southern Regional Laboratory, Chennai.
- Electric iron, electric stoves and electric kitchen machines at BIS Northern Regional Laboratory, Mohali
- Complete test facilities for low heat portland cement, masonry cement, super sulphated cement, rapid hardening portland cement, oil well cement and high alumina cement for structural use at BIS Bangalore Branch laboratory.

7.7 New Initiatives

7.7.1 Development of Laboratory Information Management Software(LIMS)

BIS has recently developed the Laboratory Information Management Software(LIMS) for complete digitization, automation and efficient operation of its own and recognized laboratories. It is an online application with features such as integrated workflow management with data-updating on centralized server, integration with multiple laboratories or expansions envisaged, configurable for the coverage of new products & processes, Dashboards, MIS and Data Analytics (AI Based) for effective monitoring/ decision taking, AI based report generation, History or log management. It includes Sample receipt, coding, de-coding and forwarding module, Equipment Management Module, Store module, Manpower management module, Quality Assurance module, Reporting module, Purchase module, Laboratory Recognition Scheme Monitoring Module and Mobile app for Outside Laboratory Auditing.

The BIS LIMS application will be inaugurated by Hon'ble Minister of Consumer Affairs, Food and Public Distribution on 6th January 2021, on the occasion of 74th Foundation Day of BIS.

7.7.2 Response to COVID 19 Pandemic

BIS responded to the need, both in terms of easing of processes as well as relaxation in compliance requirements, in all its laboratory functions. The testing facilities for Coverall



as per IS 17423 were created in three BIS labs to meet the testing requirements of the concerned Ministries.

Testing facility was also created for face shields. Recognition of OSLs was carried out on priority basis for PPE testing and Government Laboratories having testing facilities were also empanelled by BIS for testing of these PPEs. Further, to address the difficulties expressed by various outside labs recognized by BIS, the validity of recognition of lab was extended up to 31 Dec 2020.

7.8 Training Services

The National Institute of Training for Standardization (NITS) was set up under the aegis of Bureau of Indian Standards in 1995 to meet the growing needs and expectations of the industry for standardization and conformity assessment related training. NITS organizes various types of training programmes related to standard formulation, conformity assessment, laboratory services, management system certification conducted by a team of well-experienced, qualified and trained faculty.

NITS is equipped with world class training infrastructure including an auditorium, a state of the art computer laboratory, multiple training halls of various seating capacity and a residential hostel.

During the period, NITS organized 22 programmes custom-made to organization/ industry specific demand (off campus) and 30 open programmes (on-campus). Total No. of Participants from various types of organizations/industries, who were trained during the period were 1295. In addition to the above, NITS also organized a One day online training programme on Product Certification Procedures for BIS Licensees/Applicants which was attended by more than 200 participants from across India.

7.9 Information Technology Services

BIS, in line with the Government of India's vision of Digital India, is making concerted efforts for digitizing its activities. As a part of this endeavor, following initiatives have been undertaken:

- a) e-BIS portal has been launched by Hon'ble Minister for Consumer Affairs, Food and Public Distribution, Govt. of India on 27 July 2020 for providing a single window solution to our stakeholders for all activities of BIS (www.manakonline.in), i.e. Standards Portal, Conformity Assessment portal for product certification scheme (domestic

manufacturers), CRS portal, Training portal, Consumer Engagement portal etc. which are being digitized.

- b) New version of the portal to facilitate Formulation of Indian Standards was launched for BIS committee members and other stakeholders. The software has been developed to implement the concept of e-Committees envisaged in Standards National Action Plan (SNAP). It enables online submission of proposals, comments, feedback, etc., dissemination of various documents and relevant information and notifications automatically.
- c) The conformity assessment portal enables domestic manufacturers to apply for grant of licence for use of Standard Mark (ISI) on their products, renewal of such licenses, inclusion in the scope of variety with payment of fees and submission of payment through simplified online means. BIS can process these requests and communicate their decision online, and facilitate real time tracking of the applications by our stakeholders. Upgraded dashboards enables the stakeholders to get information on every area: Standards under certification, Product Manuals, operative licensees, new applications, new licenses granted, licenses under suspension, etc.

Further, two major initiatives have been taken to improve the Conformity Assessment scheme of BIS i.e. Laboratory Information Management System (LIMS) and development of Mobile-App based Surveillance Module. Entire work-flow of BIS laboratories and around 500 Private and government laboratories recognized/empanelled by BIS right from the dispatch of product samples to them and to the dispatch of test reports by them will get automated with the implementation of LIMS. This will not only reduce the time taken in the testing of samples, but will also bring in greater transparency in the handling of test requests, as status of every sample can be monitored on real-time basis. LIMS has been integrated with the Mobile-based Surveillance Module for Factory and Market surveillance, which facilitates centralized, Risk Assessment based planning of Factory and market Surveillance and tracking of the surveillance work on real-time basis.

- d) A Hallmarking Portal has been developed to facilitate online registration of jewelers and recognition of Assaying & Hallmarking Centres. Details of the registered jewelers and Assaying and Hallmarking Centres can be obtained from the Portal State-wise, Branch office-wise and District-wise. It is being upgraded to automate the entire work-flow of the Assaying and Hallmarking Centres and provide a Traceability Code to each of the hallmarked article.
- e) A Consumer Engagement Portal has been launched to facilitate interaction with Consumer Organizations/Groups for conducting various consumer oriented programs



and activities of BIS. The Consumer Organizations/Groups can register themselves with BIS through the portal. Registered Consumer Organizations/Groups can submit their proposals on various programmes/activities being offered by BIS through the portal. Besides, the portal also facilitates lodging of complaints by consumers and their handling in entirety by BIS employees.

- f) An upgraded version of android mobile app (BIS CARE) was launched by Hon'ble Minister for Consumer Affairs, Food and Public Distribution, Govt. of India on 27 July 2020 to facilitate stakeholders to verify authenticity of ISI mark, Registered Jewellers and marked electronic goods under Compulsory Registration Scheme (CRS). The app also facilitates users in submitting complaints. This app is downloadable from Google Play Store and m-sevaApp Store.
- g) A new Vigilance Portal was launched during the Vigilance Awareness Week 2020. This portal facilitates stakeholders to access various Vigilance related information/services at a single window. These information/services include Ethics code of BIS, CVC Vigilance Manual, CVC Circulars, Indian Standards which can be used for prevention of corruption, etc. The links given on this portal can be used to raise vigilance related queries with the Vigilance Department as well as Central Vigilance Commission (CVC).
- h) A training portal has been developed by BIS to cater to the emerging training needs of various stakeholders. This training portal enables Industries (including Industry Associations), Central/ State Government organisations, Consumers (including Consumer groups, NGO, RWAs), Research Institutes, Laboratories, Academia, BIS departments/employees, etc. to participate online in the various training programmes conducted by BIS. The participation can be made individually or on behalf of their organization. The interested participants can also propose their own sector specific/ skill based training programmes. These programmes can be online, offline or blended and they can be conducted either at BIS or in the trainee's premises. The participants can access all the relevant course materials, case studies, reference materials, journals, certificates, etc. through the portal.
- i) A portal has been made operational for managing activities of HR, Finance, Accounts and Stores. The portal facilitates submission of APAR and managing its complete cycle, maintaining service record of employees, Leave management, paybill and associated activities, filing of Annual Immovable Property Returns, and indent and issue of stationery items.
- j) In view of the prevailing circumstances, adequate arrangements have been made to organize meetings through video conferencing which is being extensively used by our stakeholders. Not only has it economized the time and cost required for



organizing meetings, seminars etc., but has significantly increased the participation of stakeholders in our activities. The IT infrastructure has also been upgraded in our offices to supplement our digitization initiatives.

7.10 Consumer Affairs & Public Relations

The Think Nudge and Move Department in BIS interfaces with the consumers, industries and other stake holders. Its activities comprise consumer awareness programmes, complaint redressal and enforcement. In addition, events of importance like World Standards Day, etc. are handled by this Department.

Programmes under the following categories have been conducted:

Consumer Awareness Programmes: For promoting the concept of standardization, certification and to create quality consciousness among consumers, awareness programmes are organized on a regular basis through various Regional Offices and Branch offices of BIS. During April – December 2020, 60 such programmes were organized by Regional Offices / Branch offices throughout the country.

Industry Awareness Programmes: To propagate the concept of standardization, product certification, management systems certification and other BIS activities amongst Industries, 65 Industry Awareness Programmes were conducted during the period April – December 2020. The programme consisted of lectures and discussions. Standards relating to specific industrial sectors, depending on concentration of industries in the area were also highlighted, during such programmes.

Educational Utilization of Standards (EUS) Programmes: BIS organizes programmes for students and faculty of colleges and technical institutes to inculcate amongst the young students the concepts and benefits of standardization. During the period April – December 2020, BIS organized 10 EUS Programmes.

Meeting with Consumer Organizations: BIS organised a meeting with Consumer Groups at BIS Headquarters, New Delhi on 13 March 2020. Consumer Groups across the country participated in the meeting and interacted with BIS. The meeting was an initiative by BIS to associate with Consumer Groups and to enhance interaction with consumers whom BIS considers as the major stakeholders.

Gandhi Jayanti Celebrations: BIS organized a webinar on 1st Oct 2020 on Sanitation for celebrating the conclusion of two-year long commemoration of 150th Birth Anniversary



of Father of the Nation Mahatma Gandhi. The Webinar was inaugurated by Mr N K Kansara, Deputy Director General (Policy Research & Training) of BIS who informed that BIS has been contributing towards sanitation through its activities of Standards Formulation and Certification and with the adoption of the Standards, the goal of proper and adequate sanitation throughout the country could be achieved effectively. Technical presentations were made during the Webinar on the subjects of Solid Waste Management and Civil Engineering aspects of Sanitation.

World Standards Day: BIS celebrated the World Standards Day on 14 Oct 2020. The day is celebrated to pay tributes to the collaborative efforts of thousands of experts worldwide for developing national and international Standards. Themes for celebrations for each year are decided by the international standardization bodies namely the ISO, IEC and the ITU. This year's theme is "Protecting the planet with standards". BIS, which represents India at the international standardization bodies, organized a no. of programmes throughout India on topic related to the theme. The main programme was held at BIS Head Quarters which was inaugurated by Smt. Leena Nandan, Secretary, Ministry of Consumer Affairs. Smt. Nidhi Khare, Additional Secretary presented the Keynote address and emphasized the need for adopting a sustainable living instead of exploiting the limited resources which could be detrimental to the planet.

National Consumer Day: National Consumer Day marks the occasion on which Consumer Protection Act was enacted in 1986 with the approval of President of India. BIS organized a webinar on the occasion of National Consumer Day which was joined by around 70 participants across the nation which includes representatives of various Consumer Organizations, Officers of BIS posted at Regional and Branch Offices etc. Shri Pramod Kumar Tiwari, DG, BIS inaugurated the webinar and stressed on the need for an effective mechanism to have better coordination with Consumer Organizations. Smt Nidhi Khare, Additional Secretary, Department of Consumer Affairs joined the webinar through video-conferencing. She presented and explained the new provisions in the Consumer Protection Act, 2019.

Enforcement: The BIS Standard Mark (ISI Mark / Hallmark) is a mark of quality. Consumers as well as the organized purchasers prefer ISI marked products. During the period, April – December 2020, BIS carried out 14 successful search and seizures all over the country on the firms which were indulging in the misuse of BIS Standard mark, based on complaints received through various sources. BIS issued press releases pertaining to the enforcement raids for giving wide publicity with the intention to create awareness



among the consumers about the unscrupulous manufacturers misusing the BIS Standard Mark.

7.11 Plan Schemes

BIS is implementing following two Central Sector Schemes:

- i) Scheme for setting up of gold Assaying and Hallmarking (A&H) centres in India with central assistance.
- ii) National System for Standardization for strengthening Standardization at National and International level.

Check **Hallmark** on Gold Jewellery



Register grievances through **Mobile App and Complaints Portal**

BIS CARE



Issued in public interest by:
Department of Consumer Affairs
 Ministry of Consumer Affairs, Food and Public Distribution
 Govt. of India, Krishi Bhawan, New Delhi-110001
www.consumeraffairs.nic.in



Mark is assurance of Quality



@consaff
 @jagograhakjago



National Consumer Helpline
 14404 or 1800-11-4000
 (Toll Free)



www.consumerhelpline.gov.in



CHAPTER-8

8. NATIONAL TEST HOUSE

National Test House, a subordinate office under the administrative control of Department of Consumer affairs, Ministry of Consumer Affairs, Food & Public Distribution, Government of India, traveled a long journey and in the year 2020 completed 108 years of dedicated service to the Nation.

The details of NTH services and other salient features are available in the NTH Website <http://www.nth.gov.in>

Staff Strength as on 31.12.2020

Name of the Ministry / Department: Consumer Affairs Office/Organisation: National Test House

	Gazetted	Non-Gazetted	TOTAL
Sanctioned	201	514	715
Actual	139	224	363

8.1 Functions:

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 on chargeable basis. To be more precise, National Test House works by issuing test certificates in scientific & engineering fields conforming to national/international specification or customer standard specification.

NTH participates in various National Seminars and Symposia of relevance and also arranges workshops/training for creating quality consciousness among small entrepreneurs and the public at large. Scientists/officers are sponsored for various specialized training courses in the country with a view to up-date their knowledge.



8.2 Services Offered By (NTH):

The functions and activities of National Test House in broad spectrum:

- Testing and evaluation of materials, products, in practically all branches of Science and Technology except pharmaceuticals, arms and ammunitions in accordance with National/ International Standards.
- Calibration at the level of Echelon-II and maintenance of proper standards and reference in areas of its competence.
- Consultancy on all sorts of failure analysis of engineering materials as well as in Small Scale industrial development related to engineering & material products.
- Structural Evaluation & Rehabilitation of Heritage Buildings.
- Assistance to NABL Board in the process of Laboratory Accreditation.
- Assistance to BIS in Standardizing the Indian Specifications.
- Imparts training in 'Testing and Measurement Technology'
- Certifying welders under the scheme of 'Central Authority for Testing and Certification of Welders' of Indian Boilers Regulation Act, 1950.
- NTH has also been considered as an independent reference laboratory for arbitration of disputed samples with respect to quality compliance as per various standards.
- Participates in major fairs at the near locations and arranges discussions and demonstrations to create consciousness in quality standard among small Entrepreneurs and the customers.

8.3 Facilities Available:

Testing & Evaluation services in the following fields:

- Chemical
- Mechanical
- Electrical & Electronics
- Civil Engineering
- Non-Destructive Testing
- RPPT (Rubber, Plastics, Paper & Textiles)

- Biological
- Lamp & Photometry

Calibration Services (Echelon level-II):

- Mechanical parameters
- Electrical & Thermal parameters

Facilities for Calibration are available at present in Mechanical and Electrical areas in the Eastern Regional Centre and in Mechanical area in Western Regional Centre & Mechanical, Electrical & Thermal areas in Southern Region of NTH.

8.4. NABL & BIS Accreditation Status of the Regional Laboratories of NTH

NTH Regions	Name of Division / Laboratory	NABL Accreditation valid Up to	BIS Recognitions Valid Up to
NTH (ER), Kolkata	Chemical Lab	31/01/2021	17.01.2022
	Lamp & Photometry Lab	31/01/2021	Awaiting for renewal of BIS Recognition
	Light Mechanical Lab,	31/01/2021	17.01.2022
	Electrical & Electronics Laboratory	31/01/2021	Awaiting for renewal of BIS recognition
	Civil Lab	31/01/2021	17.01.2022
	RPPT Lab	31/01/2021	17.01.2022
	NDT Lab, Alipore	31/01/2021	N. A
	Bacteriological Lab	31/01/2021	17.01.2022
NTH (ER), Kolkata	Mechanical Calibration Laboratory	31.1.2022	N. A
	Electro Technical Calibration Laboratory	31.1.2022	N. A
NTH(WR), Mumbai	Chemical, Electrical, Civil, Mechanical, NDT, RPPT Laboratory.	25-04-2021	24-07-2022

	Mechanical Calibration Laboratory	21-11-2021	N. A
	Proficiency Testing Provider	16-10-2021	N/A
NTH(SR) Chennai	Chemical	29.10.2021	BIS renewal Audit conducted in January 2020 and recognition would be extended up to January 2023
	Electrical	29.10.2021	
	Mechanical	29.10.2021	
	Civil	29.10.2021	
	RPPT	29.10.2021	
	NDT	29.10.2021	
	Electro technical and Thermal	June 2021	NA
	Mechanical Calibration	June 2021	NA.
NTH(NR), Ghaziabad	Chemical, Civil, Mechanical, Electrical, RPPT, NDT, Electronics & Microbiology	07.04.2022	26.10.2022
NTH(NWR) Jaipur	Biology	21.08.2020	--
	Mechanical	21.08.2020	19.04.2020
	Chemical	21.08.2020	19.04.2020
	Electrical	21.08.2020	19.04.2020
NTH(NER) Guwahati	Chemical, Civil, Mechanical	Updating of details of laboratories on NABL website has been done	Application for Laboratory Recognition Scheme (LRS) under BIS has been applied

NTH is also providing Industrial Quality Consultancy Services (IQCS) in the following specialized areas:-

- a) Strength, Serviceability and Durability (SSD) consultancy for civil constructions.
- b) Interpretation of Radiograph and grading of severity of defects with reference to Standards
- c) Small Scale Industrial Development consultancy

8.5 Facilitation Centre:

At each Region of NTH there is a setup of information cum facilitation center which functions as a help desk for customer needs and satisfaction to every query under the administrative control of Regional-Head of each Region. At this center the customer can get a ready reference for fee structure of all tests and evaluation criteria of the samples as per national /international standard specifications. In assistance for the testing of special type of samples, the center works as a bridge between the respective Laboratory Heads and the Customers. The Test certificates are also being dispatched by hand delivery through this center. In order to make out the entire administrative process more supportive and customer friendly and to minimize time lag, in future, Service Request Form (SRF) will be created from this desk. The Facilitation Centre is being manned by a senior scientist along with supporting staffs from each respective region.

8.6 Test Facilities Created:

NTH (ER):

- R&D project of FSSAI on migration study of loose food packaging materials available in market country-wide for leaching of toxic heavy metals to foodstuff when contained in those.
- LED based lighting is experiencing tremendous growth in India, under the dream program “Unnat Jyoti by Affordable LED for All (UJALA)”, “Street Lighting National Program (SLNP)”, “Atal Jyoti Yojana (AJAY)” of the Honorable Prime Minister.
- In order to implement our Hon’ble Prime Minister’s dream projects, NTH (ER), Kolkata has created the test facilities for ascertaining the performance as well as safety requirements of the LED based lamps and luminaires by setting up a new state of the art Lamp & Photometry Laboratory by installing Mirror Goniophotometer with Spectro Radiometer system, Integrating Sphere with Tri-stimulus colorimeter and other safety testing equipments.
- Mechanical calibration Laboratory has successfully completed the calibration of various instruments/equipment of Indian Railways at Itarasi, Chittaranjan, New Jalpaiguri etc.
- Mechanical Laboratory has rendered the quality services (testing & Calibration) for upgradation & modernization projects of Airports viz Kolkata, Agartala, Jharsuguda, Guwahati etc.
- Laboratory has undertaken testing of Sample EOT crane Lifting Tackle from SE Railway and Metro Railway.



NTH (NWR):

- Hygiene testing of Sanitary Napkin as per IS 5405:1980
- Testing of Pasteurised Milk as per FSSAI manual.
- Bromate Testing for Packaged Drinking Water as per IS 14543:2016.
- Filtration Media (Sand & Gravels) as per IS 8419 Part 1: 1997

NTH (SR):

- Domestic Pressure Cooker Handle testing facility (Full test facility) as per IS 13395: 1995 created.
- The Torque testing Apparatus as per cl. 5.3 of IS 13395: 1995, (c.) Burning resistance testing facility as per cl. 5.10 of IS 13395: 1995 & (d) Leakage & thermal insulation testing facility as per cl. 5.7 of IS 13395: 1995.
- Note Authenticator cum Sorting Machines for Canara Bank.
- Compression testing on steel balls for rolling bearing Diameter 60 mm, tested as per IS 2898: 1976 (RA 2001) for BHARATIYA'NABHIKIYA VIDYUT NIGAM LIMITED., CHENGALPATTU DIST., KALPAKKAM • 603 10,2, TN.'

NTH (NR):

- Electrical Laboratory started testing for modification and development of product at manufacturing and production stage of MCB for Havells, Anchor for Panasonic, Finolex, Microtek, Haltech switchgear etc.
- Mechanical laboratory has greatly served the Food Corporation of India for testing of large samples of Galvalume profile sheets.
- NDT laboratory recognized by L&T as nodal agency for NDT tests for the project of India International Convention and Exhibition Centre at Dwarka, New Delhi.
- RPPT Laboratory developed testing of PPE Kit in short notice to help the society to overcome Corona pandemic situation.

NTH (NER):

- Set up Microbiology lab and started partial testing of microbiological parameters of drinking water.
- Test facility for Polyethylene Bags

8.7 Details Of Non-Commercial Activities Undertaken by NTH As Follows:

- a) Assisting BIS in framing Specifications of varied engineering and consumable products through representation in its various Sectional Committees.
- b) NTH Scientists represent as Lead Assessors and Technical Assessors in National Accreditation Board for Testing & Calibration Laboratories (NABL) for conducting Technical & Managerial Audit and representation in Core Accreditation Committee.
- c) Providing training to the professionals belonging to Govt. Departments and Autonomous Bodies viz. Railways, SAIL, BIS in the field of Testing and Measurement Technology with nominal charge.
- d) Assisting various Court of Laws, Legal custodians and Vigilance Departments for quality assurance as a third party reference laboratory. Although NTH receives testing fees but the intangible value for these sort of testing are enormous in the consumer interests of the country.
- e) NTH undertakes Social Welfare Service in sectors like, health, environment and ecology, safeinhabitancy etc. NTH accepts fees but cannot be considered as commercial in true sense of the terms, since the main role of NTH is to provide services to the Society & Nation.

8.8 Plan Activity:

To enable NTH to play its role effectively in the field of quality control, material evaluation, standardisation, R&D activities and assistance in industrial development, it has been brought under the Plan scheme. The Scheme envisages creation, augmentation and modernisation of testing facilities for the benefit of the Society, Consumers, Manufacturers and Users in particular. The activities of NTH are supported by the Govt. of India in form of provision of funding.

8.9 Physical Achievements:

A Under Land & Building (Major works) at NTH-Regions under CPWD

The present status of construction activities in respect of NTH(WR), Mumbai & NTH(SR), Chennai are as follows:

B On-going Construction of the G+4 Phase-II Building at NTH(WR), Mumbai:

NTH(WR)-Mumbai was suffering from the acute space shortage and was unable to expand further. With a view to create more space for expansion of the existing Test Facilities, Construction of the G+4 Phase-II Building at NTH(WR)-Mumbai was conceived



during 12th Five Year Plan. The building construction work is completed. The building Completion Certificate and Occupancy Certificate are also received from the authorities of Maharashtra Industrial Development Corporation (MIDC), Mumbai and is nearing completion. An amount of Rs.1.25 Crore was authorised under the Head “Major Works” during the year 2020-21 to the respective CPWD unit for Providing and Fixing Furniture at the on-going of G+4 Phase-II Building at NTH(WR)-Mumbai on 16.09.2020 and till date an amount of Rs. 83.66Lakhs/- has been utilised by CPWD(WZ). The total project cost is Rs. 25.26 Crore among which Rs. 21.516Cr is utilised for civil & electrical works by CPWD(WZ).

C On-going Construction of Impulse Voltage Laboratory at NTH(SR), Chennai :

Construction of the Impulse Voltage Laboratory at NTH(SR)-Chennai was conceived during the 12th Five Year Plan with a view to Create Facilities for Testing of High Voltage Line Materials at NTH(SR)-Chennai. The construction process was initiated during the year 2014-15. However, during 2015-16 the





construction process hampered largely due the Natural Calamity occurred in Tamilnadu (as informed by CPWD).

The building construction has been completed and handed over by CPWD-SZ. Final completion is expected to be completed in current financial year (as informed by CPWD) subject to the availability of sufficient fund under the Major Plan Head “Land & Building”.

8.10 Expenditure (Scheme & Non-Scheme) incurred at the six region of NTH (with previous Three years) are as follows:-

Expenditure incurred (Rupees in lakh) (including major works outlay):

Sl. No	Name of the Regions	2018-19 (Up to 31stMarch, 2018)			2019-20 (Up to 31stMarch, 2020)			2020-21 (Up to 30th Nov, 2020)		
		Scheme	Non-Scheme	Total	Scheme+MW	Non-Scheme	Total	Scheme +MW	Non-Scheme	Total
1	ER Kolkata, & .HQ	1297.39	1433	2730.4	206.52 +281.48 =488.00	1575.82	2063.8	293.69 +306.26 =599.95	1087.33	1687.28
2	WR Mumbai	573.97	526	1100	44.41 + 4.99 =49.4	498.37	547.78	50.31 +2.95 =53.26	357.38	410.64
3	SR Chennai	279.98	500	779.98	36.51 + 2.64 =39.15	545.78	584.93	29.57 +7.35 =36.92	395.58	432.5
4	NR Ghazi- abad	145	648	793	109.74 +13.49 =123.23	824.61	947.84	93.53 +10.69 =104.23	663.68	767.91
5	NWR Jaipur	61	203	264	34.19 +3.97 =38.17	248.69	286.87	66.77 +9.41 =34.05	186.86	263.06
6	NER Guwa- hati	60	137	197	52.29 +1.51 =53.81	208.25	262.06	33.27 +0.78 =34.05	163.72	197.77
7	Total	2417.34	3447	5864.3	438.66 +308.1 =791.76	3901.5	4693.1	567.14 +337.44 =904.58	2854.55	3759.13

8.11. Performance:

8.11.1 Revenue Earned in 2020-21 along with previous Two years:

(Rupees in lakh)

SI No.	Name of the Region	2018-19	2019-20	2020-21(Up to Nov 2020)
1	NTH(ER), Kolkata	640.69	695.63	251.90
2	NTH(WR), Mumbai	324.33	290.30	70.39
3	NTH(SR), Chennai	336.52	322.13	118.17
4	NTH(NR), Ghaziabad	834.22	675.82	271.02
5	NTH(NWR), Jaipur	202.85	174.32	79.94
6	NTH(NER), Guwahati	54.24	47.39	24.89
Total		2392.85	2205.59	816.31

8.11.2 No of Samples Tested and Revenue earned Region wise:

Name of the Region	2018-19		2019-20		2020 (up to Nov 2020)	
	No of Samples Tested	Revenue Earned in lakh	No of Samples Tested	Revenue Earned in lakh	No of Samples Tested	Revenue Earned in lakh
NTH(ER), Kolkata	9364	640.69	11066	695.63	3339	251.90
NTH(WR), Mumbai	3024	324.33	2452	290.30	736	70.39
NTH(SR), Chennai	3799	336.52	3203	322.13	1075	118.17
NTH(NR), Ghaziabad	4755	834.22	4033	675.82	1708	271.02
NTH(NWR), Jaipur	2008	202.85	1646	174.32	737	79.94
NTH(NER), Guwahati	1387	54.24	1170	47.39	647	24.89
Total	24337	2392.85	23570	2205.59	8242	816.31

8.11.3 Performance with respect of expenditure for present and previous year Region wise:

(Rupees in lakh)

Regions	2018-19			2019-20			2020-21 (Up to 30th Nov)		
	Non-Scheme Expenses	Revenue earned	% of revenue to Non-Scheme Expenses	Non-Scheme Expenses	Revenue earned	% of revenue to Non-Scheme Expenses	Non-Scheme Expenses	Revenue earned	% of revenue to Non-Scheme Expenses
NTH(ER) Kolkata	1433	640.69	44.7	1575.82	695.63	44.14	1087.33	251.90	23.17
NTH(WR) Mumbai	526	324.33	61.6	498.37	290.30	58.25	357.38	70.39	19.70
NTH(SR) Chennai	500	336.52	67.3	545.78	322.13	59.02	395.58	118.17	29.88
NTH(NR) Ghaziabad	648	834.22	128.74	824.61	675.82	81.96	663.68	271.02	40.84
NTH(NWR) Jaipur	203	202.85	99.93	248.69	174.32	70.10	186.86	79.94	42.78
NTH(NER) Guwahati	137	54.24	39.6	208.25	47.39	22.76	163.72	24.89	15.20
Total	3447	2392.85	73.64	3901.5	2205.59	52.25	2854.55	816.31	26.06

8.12 Recognitions Obtained by NTH:

- Bureau of Energy Efficiency (**BEE**): Lamp & Photometry Laboratory has empaneled under standard & labeling Program of **LED** Lamps and Tubular Fluorescent lamps.
- Energy Efficiency Service Limited (**EESL**) has empanelled under standard & labeling Program of LED based Lamps and Luminaries under Hon'ble Prime Minister Program- **UJALA** (Unnat Jyoti Affordable LED for All) and Street Lighting National program.
- Ministry of New and Renewable Energy (**MNRE**): Electrical Laboratory for Secondary Battery for Solar Applications.
- NTH(ER)-Kolkata has been entrusted by Ministry of Agriculture, Govt. of India as a referral laboratory for the purpose of analysis of all types of fertilizer samples. NTH(ER)-Salt lake, Kolkata already tested more than 100 samples in 2020-21 yet.
- Department of Excise, Govt. of West Bengal designated the Chemical laboratory NTH(ER)-Kolkata as a nodal laboratory for ascertaining quality for Beer, Country Spirits, ENA & IMFL samples produced by all the distilleries in West Bengal under their control.



- National Test House (NWR), Jaipur is approved by BIS under OSL Lab (8122904) for 45 products up to 31.12.2020. Toy testing as per IS 9873 (part 3 & 9):2017 included w.e.f. 09.12.2020.

8.13 Rendering Benifit to the Society By Job Manifestation:

NTH (ER), Kolkata:

- Mechanical Laboratory has been assigned for testing of all the building materials used in construction of AIIMS campus at Kalyani, Distt. Nadia, West Bengal.
- Chemical (Paint) Laboratory has facility for paint testing of Railway coaches as per RDSO specification.
- Quality testing done for Heritage Project (Howrah Bridge Paint).

NTH (NR), Ghaziabad:

- Civil Laboratory Scientists delivered seminars to B.Tech. Students of Engineering Colleges and trainees of ALTTC, Ghaziabad, for which a “Letter of Appreciation” was received from Chief General Manager of ALTTC.
- NDT laboratory carried out Radiography Testing for project works of IIT New Delhi Students and provided valuable suggestions.

NTH (SR), Chennai:

- Technical seminar/Training offered to scientific officers and Scientific Assistant of Civil lab on Revised and update of IS: 516- Hardened concrete- Methods of tests, preparation of concrete cores
- Food Mixer, Plug and Sockets were tested for Bureau of Indian Standards.
- Galvalume sheets tested for: a) SSE/ Bridges, Southern Railway, Chennai, (b) Central warehousing corporation, New Delhi, (c) Central warehousing corporation, Chennai, Kochi, Bangalore.
- The laboratory provided Technical Support to Tamil Nadu Civil Supplies Corporation by testing the Gunny Bags used for packing food grains at civil supply depots for various districts of Tamilnadu.
- Technical Support to Kudankulam Nuclear Power Project by testing of Water Proofing Membranes and PVC Water stoppers

NTH (WR), Mumbai:

- The MOU between NTH(WR), Mumbai and Dedicated Freight Corridor Corporation of India has been finalized and approved.
- Quality assessment study of onions Irradiation/non-irradiation at different storage condition received from NAFED, Nashik & Indore was carried out in Chemical Lab & NDT Lab.

NTH (NWR), Jaipur:

- A Scientific paper on the Topic “Co- relation study of Gross Calorific Value (GCV) with parameters of Proximate Analysis” written by Sh. H. Akbar, Scientific Office (Chem.), Sh. Sumath Kr Laha, Sc.B (Chem) and Sh. Rakesh Saini, Sc. In charge, NTH (NWR), Jaipur on topic to be published in Rasayan Journal of Chemistry Vol. 13, No, 4, 2020.
- Study to measure the pull out strength of mini-implants conducted by Dr. Anjali Uttwani, Department of Orthodontics, Mahatma Gandhi Dental College & Hospital. Jaipur.

8.14 New Procurements of Instruments at the Regions of NTH

NTH(ER), Kolkata:

- ✓ Rockwell Superficial hardness testing apparatus.
- ✓ Brinell Hardness Tester, 3000kg

NTH(SR), Chennai:

- ✓ The Torque testing Apparatus as per cl. 5.3 of IS 13395: 1995
- ✓ Impact testing Apparatus as per cl. 5.4 of IS 13395: 1995
- ✓ Fatigue testing Apparatus as per cl. 5.5 of IS 13395: 1995
- ✓ The Bending strength testing Apparatus as per cl. 5.2 of IS 13395: 1995

NTH(WR), Mumbai:

- ✓ Hydraulic Test Pump
- ✓ Humidity Chamber
- ✓ Rebound Hammer (Anvil)



- ✓ Concrete Rebound Hammer
- ✓ California Bearing Ratio (CBR) Apparatus
- ✓ Ergonomically Designed 10k DC High Voltage Test Set
- ✓ Automatic Flexural Tester

NTH (NWR), Jaipur:

- ✓ Ion Chromatograph for testing of Bromate in Packaged Drinking Water- Chemical Dept.

NTH (NR), Ghaziabad:

- ✓ Ion Exchange Chromatograph
- ✓ Micro Vicker Hardness tester
- ✓ Synthetic Blood Penetration Resistance tester
- ✓ Tensile Testing M/c
- ✓ V Notch cutter
- ✓ Torsion & Tensile Tester for Ceiling fan

NTH (NER), Guwahati:

- ✓ Ageing Oven Cell
- ✓ Environmental Chamber

8. 15. VIGILANCE SET UP AT NTH:

Vigilance Department of NTH (HQ) is under the direct control of the Director General, National Test House and comprises one Vigilance Officer, two UD Clerks. Six Officers from six regional branches of NTH act as Assistant Vigilance Officers under the direct control of the Vigilance Officer of NTH (HQ). All the six Assistant Vigilance Officers of the regions and the Vigilance Officer of NTH (HQ) perform their duties for vigilance as Part-Time in addition to their regular duties assigned to them. As on 31.12.2020, only one Vigilance Case is pending in NTH.

8.16 Activities of NTH Regional Offices in support of Swachh Bharat Mission -

The Regional Officers & Staffs observed Swachh Bharat Mission (fortnight programme) at their respective Regions.



8.17 Observation of Vigilance Awareness week at the Regional Offices of NTH

The Vigilance Awareness week was observed at all Regions of NTH from 28th October to 2nd November 2020.



Swachh Bharat Pakhwada at NTH (NR), Ghaziabad

Swachh Bharat Pakhwada at NTH (NER), Guwahati



Observation of Vigilance Awareness at NWR
Observation of Vigilance



Observation of Vigilance Awareness at WR

8.18 Celebration Of Yoga Day at the Regional Offices of NTH

The International Yoga Day was celebrated by all Regions of NTH.



Yoga Day Celebration at NTH (ER), Kolkata



Yoga Day Celebration at NTH (WR), Mumbai



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Details to be checked on every pre-packaged commodity:

- Name and address of the Manufacturer / Packer / Importer
- Common or Generic name of commodity
- Net quantity
- Month and year of Manufacture / Packaging / Import
- Maximum Retail Price (MRP)
- Consumer care details
- Country of origin
- Month and Year after which commodity may become unfit for human consumption



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 Ministry of Consumer Affairs, Food and Public Distribution
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Consumer

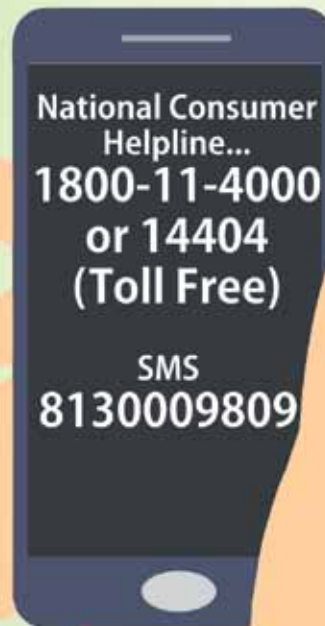
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Department of Consumer Affairs

Ministry of Consumer Affairs, Food and Public Distribution
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CHAPTER-9

9. WEIGHTS & MEASURES

Legal Metrology (Weights and Measures) Laws form the basis of commercial transaction in any civilized society. To ensure accuracy of measurement in such transaction, the Government has enacted legislation namely, the Legal Metrology Act, 2009 (1 to 2010). The said Act is unified act of two repealed acts namely the Standards of Weights & Measures Act, 1976 & the Standards of Weights & Measures (Enforcement) Act, 1985. The Legal Metrology Act, 2009 has come into force with effect from 1st April, 2011. Rules have been formulated for better implementation of the Act. The Act & Rules are available on Department's website.

9.1 Weights & Measures

The Legal Metrology Act, 2009 (1 of 2010) has come into force w.e.f. 01.04.2011 after repealing the Standards of Weights & Measures Act, 1976 & the Standards of Weights & Measures (Enforcement) Act, 1985. The Central Government has made seven rules for the better implementation of the Act. The State Governments have also framed their Legal Metrology (Enforcement) Rules. The following Legal Metrology Rules have been framed under the Legal Metrology Act, 2009 for protection of consumer interest:

- a) The Legal Metrology (Packaged Commodities) Rules, 2011
- b) The Legal Metrology (General) Rules, 2011
- c) The Legal Metrology (Approval of Models) Rules, 2011
- d) The Legal Metrology (National Standards) Rules, 2011
- e) The Legal Metrology (Numeration) Rules, 2011
- f) The Indian Institute of Legal Metrology Rules, 2011
- g) The Legal Metrology (Government Approved Test Centre) Rules, 2013

The Department has adopted technical specifications of weighing and measuring instrument in the Legal Metrology (General) Rules, 2011 in accordance with the recommendations of the International Organization of Legal Metrology (OIML). The Rules cover specifications of Automatic rail weighbridges, Clinical thermometers, Automatic



gravimetric filling instruments, Standard Weights for testing higher capacity weighing machines, weighing in-motion road vehicles, Discontinuous totalizing automatic weighing instruments, Sphygmomanometer (Blood Pressure measuring instruments) & CNG gas dispensers etc.

The Legal Metrology (Weights and Measures) laws are enforced through State Governments. The Government ensures through Legal Metrology Act, 2009 that all weights and measures used for transaction and protection are accurate and reliable so that users are guaranteed for correct Weighment and Measurement. This in turn enables the consumer to get the right quantity for which he has paid for.

The Legal Metrology (Weights and Measures) regulation in India also regulates the sale of commodities in Pre-Packaged form. The Legal Metrology (Packaged Commodities) Rules, 2011 require mandatory declaration of certain basic information namely name of Manufacturer/ Importer/ Packer, common or generic name of the commodity, net quantity, month & year in which the commodity is manufactured /pre-packed/ imported, retail sale price of the package, country of origin for imported products, best before or use by date for the commodities which may become unfit for human consumption after a period of time and consumer care details etc. on the packages to safeguard the interest of consumers. The Rules also require importers to provide these basic declarations on imported packages, similar to those for indigenous packages.

9.2 Regional Reference Standards Laboratories

- (i) The Central Government has established five Regional Reference Standards Laboratories (RRSLs) 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 more laboratories at Varanasi, (Uttar Pradesh) and Nagpur, (Maharashtra) are being established. The laboratories maintain Reference Standards of appropriate accuracy for Verification of Legal standards of the States, Calibration of weighing and measuring instruments, Model approval tests of weighing and measuring instruments, Training and Seminars on weights and measures. Each laboratory provides calibration service to the industries in the region.

9.3 Indian Institute of Legal Metrology, Ranchi.

To impart training to the enforcement officials of Legal Metrology (Weights and Measures), the Institute is imparting four months basic-training course. The Institute also conducts training and seminars on Consumer Protection for the non-judicial members of

the State Commission, Districts Forum set up under the Consumer Protection Act. The Institute in addition, conducts workshops and seminars of short durations 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.

9.4 During 2017-20

The Sub-Scheme 'Strengthening of Legal Metrology Regulation and Enforcement' under the umbrella scheme 'Legal Metrology and Quality Assurance' with following components is implemented:

- (i) Strengthening Legal Metrology Infrastructure of States/ UTs
- (ii) Strengthening of RRSLs and IILM, Ranchi
- (iii) Time Dissemination

Under the said sub-scheme Rs. 261 crores were earmarked for the Legal Metrology for its strengthening. The grant released to States/ UTs for construction of laboratory buildings during 2020-21 is Rs. 5.15 Crore.

9.5 Time Dissemination:

In India, dissemination of Time, one of the seven base units, is being maintained at only one level which is at NPL, New Delhi. The Group of Secretaries on Science & Technology, constituted by the Cabinet Secretariat in 2016, recommend that, "Presently, Indian Standard Time (IST) is not being adopted mandatorily by all Telecom Service Providers (TSPs) and 'Internet Service Providers' (ISPs). Non-uniformity of time across different systems creates problems in investigation of cybercrime by the law enforcement agencies (LEAs). Hence, synchronization of all networks and computers within the country with a national clock is a must, especially for the real time applications in strategic sector and national security.

Accurate time dissemination as well as precise time synchronization has significant impact on all societal, industrial, strategic and many other sectors like monitoring of the power grid failures, international trade, banking systems, automatic signaling in road & railways, weather forecasting, disaster managements, searching for natural resources under the earth's crust requires robust, reliable and accurate timing systems.

On the request of DSIR, this Department has decided to disseminate the Indian Standard Time through five laboratories of Legal Metrology (LM) located at Ahmedabad,

Bengaluru, Bhubaneswar, Faridabad and Guwahati with the cooperation of National Physical Laboratory (NPL) and a budget provision of Rs. 100 crores has been made. An MoU with CSIR- NPL for executing the project for setting up of atomic clocks for dissemination of Indian Standard Time has already been signed.

Under the MoU, the hardware and software for setting up the time ensembles will be procured by NPL which shall also be responsible for installation and commissioning of the same including training on equipment operation to the LM personnel. NPL will handhold LM and shall provide requisite technical support. The MoU also envisages setting up of a Disaster Recovery Centre (DRC) at RRSL, Bengaluru. The operational laboratory space and technical manpower would be provided by the RRSLs and the project would be funded by this Department.

Implementation of Indian Standard Time and its dissemination will reduce the error in time dissemination to just a few milli to micro seconds. Accurate time dissemination would ensure national security and will enhance cyber security.

9.6 ISO: 9001 Certification

Legal Metrology Division, all RRSLs and IILM, Ranchi are ISO 9001 certified organizations/ laboratories.

9.7 International Co-operation

The Legal Metrology Division of the Department of Consumer Affairs adopts the recommendations of the International Organization of Legal Metrology. India is an OIML member country. Director (LM) is the member of International Committee on Legal Metrology (CIML) and other technical committees of OIML.



(Celebration of Constitution Day at RRSL Bhubneswar)



(Testing Facility at RRSLs)



(Testing Facility at RRSLs)





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CHAPTER-10

10. PRICE MONITORING DIVISION (PMD)

Pulses and Onion Buffer Stock

- Pulses from the PSF buffer were utilized for supply under the PMGKAY and ANB packages. A total of 20.5 LMT raw pulses had been allocated under PMGKAY; and 0.49 LMT of raw Chana under ANB. Distribution of Chana whole under extended PMGKAY is still continuing in some States.
- In order to make PSF interventions more effective in moderating retail prices of pulses, pulses stocks from the buffer were offered to States/UTs for supply through retail outlets. Under this retail intervention mechanism, Moong, Tur and Urad have been offered to States/UTs at MSP or DRP whichever was lower. States were given the option to lift stocks in raw form or milled form in bulk, order for retail packs can also be placed for retailing in Fair Price Shops and other marketing/retail outlets of the State Government such as Dairy and Horticulture outlets, Consumer Cooperative Society outlets, etc.
- Pulses from the buffer were also released in the open market in a calibrated manner to contain prices. To moderate the price of Tur, 2LMT from buffer was released from October, 2020 through open market sale and by 28.01.2021 a total of 2.02 LMT Tur was disposed of in the open market.
- The all India average retail price of onion showed an upward trend from mid-August and rate of increase accelerated in September. Reports of Kharif crop damage due to excessive rainfall in major onion producing areas and sharp increase in onion exports in July and August, 2020 were accompanied by rising modal prices of onion at major mandis.
- To cool down the retail prices of onion, the government released onion from the buffer stock of 1 LMT created from Rabi-2020 in a calibrated manner from September, 2020. Onion stocks from PSF buffer were supplied State governments and government agencies, as per their request, for retail intervention such as Mother Dairy/SAFAL, Kendriya Bandhar and NCCF, Assam, Telangana, Andhra Pradesh, Goa, Kerala and Tamil Nadu. Onion stock were also disposed through open market sale in mandis in major consumption centres.



- Ban on onion export was imposed w.e.f. Sept 14, 2020, and stock limit of 25 MT for wholesaler and 2 MT for retailer was imposed under EC (Amendment) Act, 2020 w.e.f. 23.10.2020.
- To augment domestic availability of onion through import, fumigation and quarantine norms were relaxed and all necessary measures were taken up to facilitate onion imports. NAFED was allowed to procure, at pre-decided ceiling price, and dispose of imported onion from India seaports.
- The all-India average retail price of onion reached the peak of Rs.66.34 per kg on 28th October, 2020 showed a declining trend from November and by December 31, 2020 the all-India retail price was Rs.36.46/kg. With reports of good production of Kharif and Late Kharif onion and declining mandi prices, the Government lifted the ban on export of onion w.e.f. 01.01.2021 and the stock limit notification under the EC Act was also allowed to lapse from 01.01.2021.
- For 2021-22, the Government accorded approval for the procurement of 1.5 LMT Onion under PSF buffer during Rabi 2021, and storing of 30,000MT in Controlled Atmosphere (CA) Storage to minimize storage losses of onions.
- To improve price reporting mechanism, the Department developed a Mobile App. for price reporting which became operationalized from 1st January, 2021. The App has inbuilt features to calculate average of the retail prices collected from the three markets and also geo-tag the location from where prices are collected and uploaded. The Mobile App is readily available for download from google play store. The veracity of prices data improves with increase in number of Centres reporting prices data through the Mobile App.
- During financial year 2020-21 (till date), 8 new price reporting centres were added namely (Poonch, Hoshangabad, Ujjain, Jhabua, Shahdol, Una, Baripada and Balangir).

10. 1 Price Monitoring Division (PMD)

10.1.1 Price Monitoring Division was set up in 1998 for keeping a close watch on the prices of selected food items as well as the structural and other constraints affecting their availability. These information are critical for ensuring timely intervention for improving the market availability and thereby moderating prices. Initially, PMD was tasked with monitoring prices of 14 essential food items across 18 centers in the country. Over the span of about 21 years, the coverage of commodities monitored by PMD has expanded to 22 and the number of reporting centers has increased to 122. The 22 commodities being monitored by PMD include five item groups i.e., Cereals (Rice & Wheat), Pulses (Gram, Tur, Urad, Moong, Masur), Edible Oils (Groundnut Oil, Mustard Oil, Vanaspati, Soya Oil,

Sunflower Oil, Palm Oil), Vegetables (Potato, Onion, Tomato), and Other items (Atta, Sugar, Gur, Milk, Tea, and Salt). List of 122 price reporting centers (year wise) across the country is at **Annexure I**.

10.1.2 Retail and Wholesale prices of 22 essential food items is released every day by 5.00 P.M. based on the information compiled from 122 centers. The price data can be accessed at Department's web site <http://fcamin.nic.in> which is updated regularly. The report covers:-

- Daily All India Retail and Wholesale Average Prices of 22 essential food items comparing current prices with that of one month ago and one year ago.
- All India Average Retail and Wholesale Prices of 22 essential food items over one week.

10.1.3 Collection of Price Data through PMS Mobile Application:

The Department developed a Mobile App. for price reporting which became operational from 1st January, 2021. The App has inbuilt features to calculate the average of retail prices collected from three markets and also geo-tag the location from where prices are collected and uploaded. The Mobile App is readily available for download from google play store. The veracity of prices data improves with the increase in number of Centers reporting prices data through the Mobile App.

10.2 Price Stabilization Fund (PSF)

10.2.1 Background

10.2.1.1 The Price Stabilization Fund (PSF) was set up with an initial corpus of ₹500 crore to tackle price volatility in some agri-horticultural commodities viz. onion, potato and pulses to protect the interests of consumers. These commodities are to be procured from farmers/farmer's association at the time of harvesting and stored for regulated release during lean season to help bring down their prices. Such market intervention by Government would not only help send the appropriate market signal but also deter speculative/hoarding activities. To begin with, the Fund was to be used only for market interventions in case of perishable agri-horticultural commodities such as onion and potato which showed extreme volatility of prices. Subsequently, pulses were also covered. Under the PSF, interest free working capital advance is provided to Central Agencies, State/UT Governments/Agencies to undertake such market intervention operations. Apart from domestic procurement from farmers/wholesale mandis, imports may also be undertaken under PSF.

10.2.1.2 Budget allocation of ₹26,123 crore has been made to PSF corpus over 2014-15 to 2020-21. This fund was largely utilized for building the dynamic buffer of pulses. The financial year-wise allocation of funds under PSF is ₹11,800 cr in 2020-21, ₹1,713 cr in 2019-20, ₹1500 cr in 2018-19, ₹3500 cr in 2017-18; ₹ 6900 cr in 2016-17; ₹ 660 crores in 2015-16; and ₹ 50 crores in 2014-15.

10.2.1.3 As per the Government's decision, the PSF was transferred to the Department of Consumer Affairs (DoCA) w.e.f. 1st April, 2016. Price stabilization operations are determined at the Centre by the Central Price Stabilization Fund Management Committee (PSFMC) which was reconstituted on transfer of Scheme and is now headed by Secretary, Department of Consumer Affairs. The Corpus Fund is managed by Small Farmers Agribusiness Consortium (SFAC). There is also a Sub-committee for investing surplus from PSF corpus chaired by Financial Adviser, M/o CA, F&PD. Till now, 49 meetings of the Reconstituted PSMFC have been held. In the States/UTs, the price stabilization operations are to be managed by the State level PSFMC and operated out of the State level Corpus Fund. Interest free advances from the PSF corpus may be made both to Central Agencies and to State level Corpus. The State level Corpus is created with a sharing pattern between Gol and State in the ratio of 50: 50, which is 75:25 in case the North Eastern States.

10.3 Buffer Stock of pulses

10.3.1 In recent years, production has fluctuated between 16 million tonnes to 25 million tonnes (Table). To bridge the demand-supply gap and to stabilize prices of pulses, sufficient buffer stock of pulses needs to be maintained, for effective intervention in the market.

Item/ Period	2010- 11	2011- 12	2012- 13	2013- 14	2014- 15	2015- 16	2016- 17	2017- 18	2018- 19	2019- 20	2020- 21
Production (MMT)	18.24	17.09	18.34	19.26	17.15	16.32	23.13	25.42	22.08	23.15#	9.31*
Imports (MMT)	2.78	3.5	4.02	3.66	4.58	5.79	6.61	5.61	2.57	2.94	2.21^
Exports (MMT)	0.21	0.17	0.2	0.34	0.22	0.26	0.14	0.18	0.29	0.23	0.23^
Availability (MMT)	20.81	20.42	22.16	22.58	21.51	21.85	29.6	30.85	24.36	25.86	

#: 4th Adv. Estimate 2019-20, *: 1st Adv. Estimate 2020-21 (Kharif only), target 10.60 MMT, ^: upto 14.01.2021

10.3.2 On 9th December 2015, Government approved creation of buffer stock of 1.5 lakh tonnes of pulses. Subsequently, after due deliberation, it was recommended that a larger buffer stock of around 20 lakh tonnes of pulses would be needed for effective market intervention. This was approved by the Government on 12.09.2016. Government created a buffer of 20.50 lakh MT of pulses through both domestic procurement and imports by RMS 2017-18 from which regular disposal was undertaken.

10.3.3 For an appropriate size of the buffer to be maintained in subsequent years, Government set up a Committee on 27th October, 2017 under the Chairmanship of Prof. Ramesh Chand, Member, NITI Aayog to recommend and review the level of buffer stock of pulses to be maintained by Government.

10.3.4 As per the Government decisions, pulses from the buffer stock are being offered to the States/UTs. They are also being allocated/ released to Central Agencies, Government outfits and its organs/agencies and are also being disposed through open market sale.

10.3.5 On 10th November, 2017 Government has decided that all Ministries/ Departments having schemes with a nutrition component or providing food/catering/ hospitality services would utilize pulses from the Central buffer built under PSF scheme. Under this supplies of pulses from the buffer were made for the Mid-Day-Meal (MDM) Scheme and Integrated Child Development Service Scheme.

The important activities and achievements under PSF include the following:-

- Price Stabilization Fund (PSF) Scheme is being implemented by the Department of Consumer Affairs and has helped in achieving the objective of stabilizing prices of pulses offering significant benefits to all stakeholders. Creation of buffer stock of pulses has helped in moderating pulses prices for consumers and also extended remunerative prices to farmers.
- Purchase and distribution of onions to moderate onion prices and augment supplies in consuming areas. A buffer stock of about 1 LMT of Onion was created under PSF this year which was released into the markets during lean period to augment supply and regulate the prices.
- To cool down the retail prices of onion, the government released onion from the buffer stock of 1 LMT created from Rabi-2020 in a calibrated manner from September, 2020. Onion stocks from PSF buffer were supplied State governments and government agencies, as per their request, for retail intervention such as

Mother Dairy/SAFAL, KendriyaBandhar and NCCF, Assam, Telangana, Andhra Pradesh, Goa, Kerala and Tamil Nadu. Onion stock were also disposed through open market sale in mandis in major consumption centres.

- A buffer stock of 20.50 lakh tonnes of pulses was built through both domestic procurement of 16.71 lakh tonnes by FCI, NAFED and SFAC, and imports of 3.79 lakh tonnes by MMTC and STC during Phase 1 (2016-19). Domestic procurement for the buffer was done from farmers and farmers association during Kharif Marketing Seasons (KMS) of 2015-16 and 2016-17 as well as Rabi Marketing Seasons (RMS) of 2016-17 and 2017-18. Imports were made only during 2015-16 and 2016-17. As on 15.01.2021, around 20.48 LMT has been disposed off from the 20.50 LMT buffer.
- Subsequently, Government has decided that procurement at MSP would be under PSS of DACFW and requirement towards building suitable buffer would be met from the PSS stock in case procurement is not required to be undertaken under PSF. As the procurement since Rabi-17 was under MSP operation of PSS, pulses procured under Price Support Scheme (PSS) of Department of Agriculture, Cooperation and Farmers Welfare (DACFW) have since been channelized to PSF to the extent of meeting buffer requirements. This has ensured effective utilisation of PSS stocks towards stabilization efforts as calibrated releases are made from PSF. Thus, harmonization between PSS and PSF has been achieved with remunerative prices being assured to farmers and intervention on the supply side is undertaken to manage their prices in consumer interest. During Phase 2, around 20.07 LMT of pulses have been transferred/replenished from PSS stocks to rebuild PSF buffer stock. Further, under PSF, procurement of 1.83 LMT of pulses have been undertaken during Kharif 2019-20 season at MSP, benefitting more than 2 Lakh farmers. During Phase 2, about 15.42 LMT of pulses have been disposed off and 6.47 LMT of pulses are available in the PSF buffer as on 19.01.2021.
- In order to make PSF interventions more effective in moderating retail prices of pulses, pulses stocks from the buffer were offered to States/UTs for supply through retail outlets. Under this retail intervention mechanism, Moong, Tur and Urad have been offered to States/UTs at MSP or DRP whichever was lower. States were given the option to lift stocks in raw form or milled form in bulk, order for retail packs can also be placed for retailing in Fair Price Shops and other marketing/retail outlets of the State Government such as Dairy and Horticulture outlets, Consumer Cooperative Society outlets, etc.
- Pulses from the buffer are being utilised for PDS distribution, in Mid-day Meal Scheme and in ICDS Schemes across States/UTs. In addition, utilization of pulses from the buffer to meet the requirement of Army and Central Para-Military Forces

has been streamlined to the satisfaction of all stakeholders involved. The balance stock is disposed in market, based on considerations like shelf life, efficient buffer management, market prices etc.

- Creation of buffer stock of pulses has helped in moderating pulses prices. Lower prices of pulses lead to consumer savings. Also, production was incentivized which led to two successive years of bumper production taking country towards self-sufficiency and resulting in reduced imports and concomitant savings in forex.
- Pulses from the PSF buffer have also been utilized for supply of free of cost pulses under the PMGKAY and ANB packages. Under PMGKY, 20.5 LMT of unmilled raw pulses and under ANB 49000 MT unmilled Chana were allocated from buffer to all States/UTs.
- Assistance has been provided to Andhra Pradesh (₹50 crores), Telangana (₹9.15 crores), West Bengal (₹2.50 crores), Odisha (₹25 crores), Tamil Nadu (₹2.50 crores) and Assam (₹75 crores) for setting up State Level PSF.
- Government of India has entered into a MoU with Mozambique to ensure assured supply of pulses (Tur and other pulses) in India. The MoU provides for import of 2 lakh MT of pulses during 2020-21 from Mozambique.

10.4 Overall trends in Inflation based on Consumer Price Index (CPI) & Wholesale Price Index (WPI)

10.4.1 Headline inflation based on Consumer Price Index (Combined), which was 2.99 in the month of April 2019 increased to 7.22 in the month of April 2020 and decreased to 4.59 in December 2020 in comparison to 7.35 in Dec 2019. Food inflation based on Consumer Food Price Index (CFPI) which was 1.1 in April 2019 increased to 11.73 in April 2020 and declined to 3.41 in Dec 2020 from 14.19 in Dec 2019. Details of month-wise inflation for Consumer Price Index (CPI) and Consumer Food Price Index (CFPI) are as follows:

		(CPI Combined inflation in %)											
CPI- Com- bined (Base 2012 =100)	Description	Weights	Apr-19	Dec-19	Apr-20	May-20	Jun-20	Jul-20	Aug-20	Sep-20	Oct-20	Nov-20	Dec-20
	All Groups	100	2.99	7.35	7.22	6.27	6.23	6.73	6.69	7.27	7.61	6.93	4.59
	Food (CFPI*)	39.06	1.1	14.19	11.73	9.21	8.72	9.27	9.05	10.68	11	9.5	3.41
	Cereals and products	9.67	1.17	4.36	7.75	7.30	7.86	6.89	5.92	4.68	3.53	2.46	0.98

	Pulses & products	2.38	-0.81	15.44	22.78	21.06	17.61	15.69	14.44	14.67	18.34	18.05	15.98
	Vegetables	6.04	2.87	60.5	23.61	5.45	3.99	11.1	11.53	20.79	22.08	15.48	-10.41
	Sugar & confectionary	1.36	-4.05	3.35	10.27	6.01	2.88	3.6	3.93	2.65	1.49	0.96	0.53
	Oils & fats	3.56	0.74	3.03	10.83	11.89	11.54	12.16	12.45	13.44	15.17	17.94	20.05
	Fuel and light	6.84	2.56	0.7	2.93	1.57	0.5	2.66	3.18	2.8	2.13	1.62	2.99

Source: MOSPI, *CFPI: Consumer Food Price Index

Note: Figures for last one month for CPI-Combined are provisional.

10.4.2 Inflation based on Wholesale Price Index (WPI) was at 0.57% in Dec 2019 that decreased marginally to 0.24% in the month of Dec 2020. WPI moderated during June, July 2020 and then begin to decline in September 2020 till December 2020.

Details of month-wise inflation for Wholesale Price Index (WPI) for last nine months and April & December 2019 are presented below:

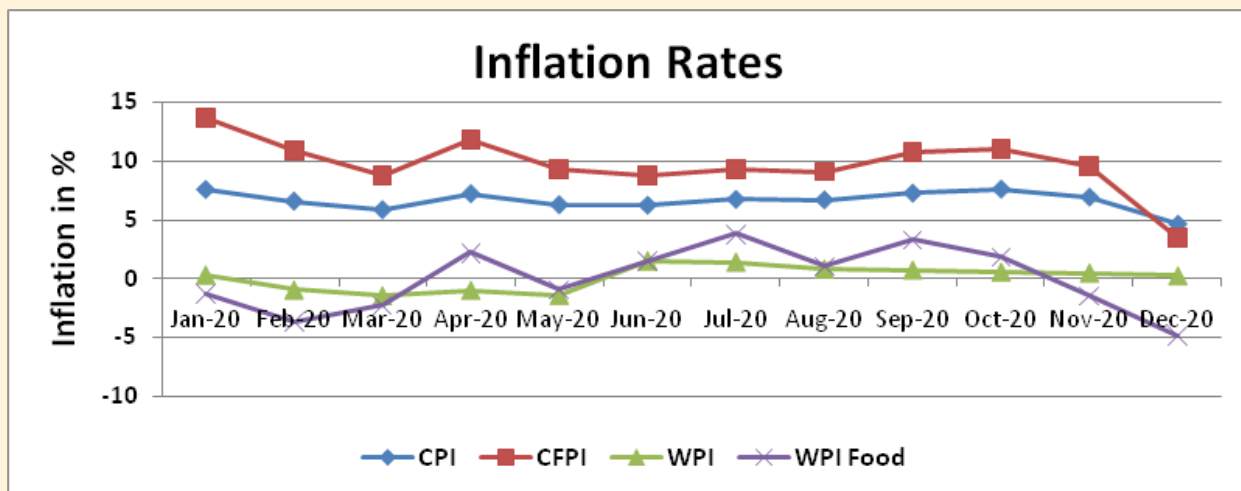
(WPI inflation in %)

WPI (Base 2012 =100)	Description	Weights	Apr-19	Dec-19	Apr-20	May-20	Jun-20	Jul-20	Aug-20	Sep-20	Oct-20	Nov-20	Dec-20
		All commodities	100.00	1.00	0.57	-1.00	-1.43	1.53	1.42	0.83	0.74	0.57	0.49
	Food Articles	15.26	2.98	0.00	2.18	-0.91	1.50	3.80	1.05	3.31	1.84	-1.46	-4.85
	Pulses	0.64	2.07	0.72	4.56	0.88	-0.31	0.13	0.00	2.57	3.85	1.59	-2.26
	Wheat	1.03	-2.57	-9.12	-1.04	0.19	-1.86	-0.76	-1.97	-2.72	-1.73	0.34	-0.41
	Vegetables	1.87	4.58	2.34	-1.36	2.53	0.52	-0.89	3.83	-1.01	-0.95	5.83	0.28
	Potato	0.28	6.95	21.47	7.41	3.88	10.29	12.12	8.19	15.61	10.04	8.24	-22.22
	Sugar	1.06	0.88	-0.34	-0.26	-1.20	2.17	1.19	-0.50	-0.25	-0.85	0.17	0.17

Source: O/o Economic Adviser, D/o Promotion of Industry and Internal Trade.

Note: Figures for last two months for WPI are provisional.

10.4.3 Graph showing the trend in the rate of inflation in CPI (Combined), CFPI, WPI (Food) and WPI during January-December 2019.



Source: D/o Promotion of Industry and Internal Trade Industry Policy & Promotion.

10.5 Commodity-wise trend in availability & Prices of essential Food items

The availability of most of the essential food items remained relatively stable from Jan to Dec 2019 except Onion and Palm Oil. Monthly average retail prices of 22 essential food items at major metropolitan cities from January to December 2020 are given in Annexure II.

Year-wise break up of 122 Reporting Centres

Year	Total Number of Existing Centres	Number of Reporting Centres added/Deleted	Name of Reporting Centres added	Total Number of Centres after Addition/Deletion
1998	-	18	Agartala, Ahmedabad, Aizawl, Bangalore, Bhopal, Bhubaneswar, Chennai, Delhi, Guwahati, Hyderabad, Jaipur, Kolkata, Lucknow, Mumbai, Patna, Shillong, Shimla and Thiruvananthapuram	18
1999	18	Nil	Nil	18
2000	18	Nil	Nil	18
2001	18	Nil	Nil	18
2002	18	Nil	Nil	18
2003	18	Nil	Nil	18
2004	18	Nil	Nil	18
2005	18	Nil	Nil	18
2006	18	9	Amritsar, Chandigarh, Dehradun, Jammu, Kohima, Ludhiana, Raipur, Ranchi and Srinagar	27
2007	27	Nil	Nil	27
2008	27	Nil	Nil	27
2009	27	Nil	Nil	27
2010	27	23	Kanpur, Dindigul, Rajkot, Vijayawada, Agra, Bhatinda, Bhagalpur, Cuttack, Dharwad, Dimapur, Hisar, Indore, Itanagar, Jodhpur, Karnal, Kota, Mandi, Nagpur, Sambalpur, Siliguri, Thiruchirapalli, Varanasi and Ernakulam	50

2011	50	1 (Deleted)	Kohima	49
2012	49	6	Port Blair, Puducherry, Panaji, Gwalior, Jabalpur and Kozhikode	55
2013	55	2	Rourkela and Vishakhapatnam	57
2014	57	7	Gurgaon, Panchkula, Coimbatore, Tirunelveli, Rewa, Sagar and Purnia	64
2015	64	21	Thrissur, Wayanad, Palakkad, Haldwani, Dharamshala, Mysore, Mangalore, Surat, Bhuj, Karimnagar, Warangal, Adilabad, Suryapet, Jadcherla, Rudrapur, Haridwar, Jhansi, Meerut, Allahabad, Gorakhpur and Solan	85
2016	85	15	Pune, Nashik, Kurnool, Tirupathi, Durg, Ambikapur, Bilaspur, Jagdalpur, Udaipur, Purulia, Kharagpur, Rampurhat, Malda, Raiganj and Gangtok	100
2017	100	1	Imphal	101
2018	101	8	Darbhanga, Tura, Gaya, Muzaffarpur, Jowai, Balasore, Jeypore and Berhampur	109
2019	109	5	Cuddalore, Dharmapuri, Vellore, Ramanathapuram and Mayabunder	114
2020	114	8	Poonch, Hoshangabad, Ujjain, Jhabua, Shahdol, Una, Baripada and Balangir	122
Total - 122				

All India Monthly Average Retail prices of 22 essential food items Jan-Dec 2020 (₹/kg)

Gram Dal												
Centre	Jan-20	Feb-20	Mar-20	Apr-20	May-20	Jun-20	Jul-20	Aug-20	Sep-20	Oct-20	Nov-20	Dec-20
DELHI	73.00	72.18	71.38	82.73	81.29	72.93	72.65	71.03	72.87	78.97	80.00	76.61
MUMBAI	75.58	74.21	71.41	86.41	86.61	83.40	84.87	82.77	83.90	92.03	90.57	86.03
KOLKATA	66.71	62.96	62.39	71.37	73.67	64.13	63.71	64.06	67.07	73.84	75.80	74.45
CHENNAI	62.00	64.52	63.93	72.04	74.83	70.96	71.00	71.00	76.53	81.00	81.71	81.90
ALL INDIA AVERAGE	66.32	65.63	65.00	69.01	68.26	66.57	66.48	66.36	68.70	72.53	74.23	73.78

Tur/Arhar Dal												
Centre	Jan-20	Feb-20	Mar-20	Apr-20	May-20	Jun-20	Jul-20	Aug-20	Sep-20	Oct-20	Nov-20	Dec-20
DELHI	95.40	94.14	93.48	101.00	104.81	97.37	96.55	96.40	100.27	112.21	115.41	113.35
MUMBAI	93.29	94.24	94.28	109.93	114.52	109.60	107.81	105.23	105.27	112.10	122.67	119.50
KOLKATA	87.04	83.07	83.32	88.00	90.00	89.67	89.97	91.16	92.80	97.94	110.83	104.16
CHENNAI	92.19	95.00	97.62	116.50	117.77	113.00	112.00	107.62	111.90	119.13	120.07	114.14
ALL INDIA AVERAGE	87.98	86.90	87.24	94.53	94.73	92.96	93.14	93.03	94.91	104.55	106.59	105.05

Urad Dal												
Centre	Jan-20	Feb-20	Mar-20	Apr-20	May-20	Jun-20	Jul-20	Aug-20	Sep-20	Oct-20	Nov-20	Dec-20
DELHI	110.00	110.07	108.45	110.33	112.48	107.57	105.74	101.97	104.00	107.38	111.93	108.65
MUMBAI	114.94	120.00	119.17	123.62	128.42	120.13	115.81	111.84	111.83	120.33	129.07	143.20
KOLKATA	101.43	99.85	96.57	99.50	100.00	94.53	88.61	86.55	88.03	94.00	97.27	101.81
CHENNAI	122.52	115.41	117.24	128.00	126.80	122.57	121.11	112.73	110.27	123.00	124.79	125.00
ALL INDIA AVERAGE	99.01	98.76	97.49	104.03	104.40	101.76	100.15	98.71	99.04	103.95	106.42	107.38

Moong Dal												
Centre	Jan-20	Feb-20	Mar-20	Apr-20	May-20	Jun-20	Jul-20	Aug-20	Sep-20	Oct-20	Nov-20	Dec-20
DELHI	105.00	105.54	103.17	103.63	113.77	110.03	106.58	101.07	104.03	104.66	108.41	108.23
MUMBAI	109.06	114.48	120.93	148.52	155.55	155.07	150.81	147.06	140.97	135.87	143.37	148.70
KOLKATA	102.25	103.26	105.36	106.00	105.47	105.20	104.45	98.90	94.10	96.74	96.93	98.97
CHENNAI	98.65	105.28	106.31	126.69	131.00	127.29	125.78	114.77	112.17	114.60	115.96	121.55
ALL INDIA AVERAGE	93.19	96.39	98.56	108.61	111.01	108.94	106.92	103.52	101.76	102.56	104.44	104.63

Masoor Dal												
Centre	Jan-20	Feb-20	Mar-20	Apr-20	May-20	Jun-20	Jul-20	Aug-20	Sep-20	Oct-20	Nov-20	Dec-20
DELHI	74.00	74.00	71.69	79.20	80.16	79.50	79.13	76.07	80.50	83.59	84.21	79.23
MUMBAI	73.00	74.03	75.31	93.83	97.32	97.20	97.81	95.00	92.83	86.90	87.00	86.73
KOLKATA	67.96	65.04	63.36	69.20	72.67	75.73	73.58	73.32	74.47	75.39	75.00	74.06
CHENNAI	61.81	67.00	62.76	74.81	80.10	80.00	80.00	80.00	80.00	80.00	80.00	80.00
ALL INDIA AVERAGE	66.79	67.61	67.22	72.96	76.23	76.61	76.70	77.35	77.80	78.41	79.26	78.93

Groundnut Oil (Packed)												
Centre	Jan-20	Feb-20	Mar-20	Apr-20	May-20	Jun-20	Jul-20	Aug-20	Sep-20	Oct-20	Nov-20	Dec-20
DELHI	167.00	166.50	163.48	171.97	178.45	179.00	179.00	179.00	181.07	184.00	184.00	187.00
MUMBAI	146.52	146.83	158.97	168.03	173.61	173.30	167.00	159.65	163.60	168.90	179.47	183.13
KOLKATA	153.14	152.52	143.79	145.67	150.07	149.13	164.16	165.32	170.47	175.00	170.33	185.10
CHENNAI	146.42	147.00	154.03	165.77	172.33	178.32	179.00	179.73	184.43	187.00	183.57	184.21
ALL INDIA AVERAGE	137.07	136.94	137.77	143.80	146.56	147.96	149.25	149.23	150.49	152.99	154.22	157.00

Mustard Oil (Packed)												
Centre	Jan-20	Feb-20	Mar-20	Apr-20	May-20	Jun-20	Jul-20	Aug-20	Sep-20	Oct-20	Nov-20	Dec-20
DELHI	134.70	129.57	124.86	132.00	132.00	134.27	138.00	137.67	141.50	142.00	153.14	154.00
MUMBAI	135.74	125.45	115.00	118.48	120.61	127.63	138.55	146.10	148.37	150.33	161.60	158.63
KOLKATA	110.57	109.78	104.54	112.00	112.30	110.50	118.90	123.16	127.20	130.00	136.37	143.71
CHENNAI	128.00	128.03	128.00	129.31	128.00	127.36	128.00	128.00	128.00	128.00		128.00
ALL INDIA AVERAGE	117.13	117.74	116.98	117.95	118.25	119.94	122.09	124.48	126.45	128.63	132.66	137.66

Vanaspati (Packed)												
Centre	Jan-20	Feb-20	Mar-20	Apr-20	May-20	Jun-20	Jul-20	Aug-20	Sep-20	Oct-20	Nov-20	Dec-20
DELHI	103.80	105.29	103.52	106.00	106.00	105.73	104.74	104.90	109.50	111.17	114.55	119.94
MUMBAI	96.29	97.31	97.07	100.93	105.45	103.23	100.00	100.00	100.47	102.90	116.70	126.00
KOLKATA	85.86	81.04	80.07	83.50	90.47	85.13	82.45	84.06	87.20	90.00	100.13	110.13
CHENNAI	95.55	97.38	99.90	105.54	99.93	98.00	98.00	100.54	106.87	124.80	123.64	127.07
ALL INDIA AVERAGE	86.91	88.70	88.12	89.93	90.48	90.96	90.84	91.38	93.31	94.90	98.17	103.19

Soya Oil (Packed)												
Centre	Jan-20	Feb-20	Mar-20	Apr-20	May-20	Jun-20	Jul-20	Aug-20	Sep-20	Oct-20	Nov-20	Dec-20
DELHI	121.10	120.39	115.00	121.00	120.90	117.70	118.10	117.00	118.27	121.90	123.14	131.29
MUMBAI	98.68	93.66	88.45	94.55	90.94	93.40	96.52	100.68	103.93	104.73	113.37	115.60
KOLKATA	107.46	103.26	96.79	102.00	105.00	100.67	98.94	101.39	105.37	107.55	111.97	123.06
CHENNAI	NR	NR	NR	NR	NR	NR	NR	53.00	53.00	NR	NR	NR
ALL INDIA AVERAGE	98.35	99.36	98.06	101.07	101.38	101.04	101.78	102.20	103.97	104.91	107.31	112.62

Sunflower Oil (Packed)												
Centre	Jan-20	Feb-20	Mar-20	Apr-20	May-20	Jun-20	Jul-20	Aug-20	Sep-20	Oct-20	Nov-20	Dec-20
DELHI	124.87	127.57	124.03	132.00	131.90	128.70	128.00	129.10	133.97	141.76	149.10	153.94
MUMBAI	99.19	92.83	88.72	97.76	102.32	107.07	108.23	109.84	130.77	133.13	139.13	143.77
KOLKATA	108.61	108.15	105.18	108.00	111.27	108.53	109.94	111.35	116.37	120.00	132.83	142.00
CHENNAI	108.29	111.14	109.07	114.19	116.70	113.54	113.56	113.77	127.30	133.80	129.21	140.93
ALL INDIA AVERAGE	106.04	107.58	106.07	109.60	110.87	111.61	112.86	113.15	117.75	121.80	123.70	128.99

Palm Oil (Packed)												
Centre	Jan-20	Feb-20	Mar-20	Apr-20	May-20	Jun-20	Jul-20	Aug-20	Sep-20	Oct-20	Nov-20	Dec-20
DELHI	106.50	106.21	98.72	97.00	98.58	98.13	100.00	101.10	103.80	106.00	108.97	112.90
MUMBAI	89.65	84.10	77.00	80.24	77.77	84.77	87.87	92.77	97.90	98.07	106.30	106.63
KOLKATA	99.54	97.15	87.89	88.20	91.27	91.70	92.71	94.84	99.87	101.00	103.90	113.65
CHENNAI	97.71	95.69	87.76	88.58	90.57	87.86	86.63	91.38	97.57	97.20	106.04	118.24
ALL INDIA AVERAGE	88.77	89.93	87.21	89.26	88.27	88.49	89.53	91.13	94.20	94.95	98.76	105.05

Rice												
Centre	Jan-20	Feb-20	Mar-20	Apr-20	May-20	Jun-20	Jul-20	Aug-20	Sep-20	Oct-20	Nov-20	Dec-20
DELHI	34.00	34.00	34.00	34.93	35.00	35.00	35.00	35.00	35.00	35.00	34.14	34.19
MUMBAI	31.58	31.00	31.14	31.03	31.39	33.80	32.97	31.77	31.00	30.93	30.93	32.90
KOLKATA	30.79	30.85	30.25	31.00	31.93	31.67	28.68	27.77	27.60	29.00	28.40	27.39
CHENNAI	51.00	51.00	51.00	51.73	53.17	53.00	53.00	53.00	53.03	52.80	52.00	52.00
ALL INDIA AVERAGE	33.54	33.54	33.34	34.07	34.09	34.34	34.21	34.54	34.74	34.87	35.02	34.62

Wheat												
Centre	Jan-20	Feb-20	Mar-20	Apr-20	May-20	Jun-20	Jul-20	Aug-20	Sep-20	Oct-20	Nov-20	Dec-20
DELHI	25.00	24.54	24.00	24.00	23.23	21.93	20.71	20.00	19.03	19.00	19.69	20.00
MUMBAI	33.84	34.76	33.03	33.97	35.00	34.60	33.00	32.23	29.60	32.30	33.30	34.17
KOLKATA	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR
CHENNAI	36.26	36.72	33.69	35.92	38.27	38.96	39.00	39.00	39.00	39.00	39.00	39.00
ALL INDIA AVERAGE	28.61	28.84	28.81	29.10	28.94	28.49	28.12	28.23	27.92	27.68	27.91	27.70

Atta (Wheat)												
Centre	Jan-20	Feb-20	Mar-20	Apr-20	May-20	Jun-20	Jul-20	Aug-20	Sep-20	Oct-20	Nov-20	Dec-20
DELHI	27.00	26.61	26.45	28.00	27.23	24.93	24.32	23.97	23.03	24.00	23.83	24.00
MUMBAI	35.81	36.90	35.72	35.31	36.00	36.00	36.00	36.00	35.60	34.60	36.23	38.03
KOLKATA	28.71	27.93	27.50	30.80	28.73	28.53	27.26	26.32	26.00	25.94	24.13	24.23
CHENNAI	35.26	34.90	34.34	35.73	37.00	36.96	37.00	37.00	37.00	37.00	37.00	38.10
ALL INDIA AVERAGE	30.09	30.21	30.12	31.20	31.37	31.37	31.20	31.11	31.12	30.64	30.70	30.47

Potato												
Centre	Jan-20	Feb-20	Mar-20	Apr-20	May-20	Jun-20	Jul-20	Aug-20	Sep-20	Oct-20	Nov-20	Dec-20
DELHI	27.03	23.54	27.76	29.90	30.00	30.00	32.45	34.73	36.80	40.28	45.00	30.84
MUMBAI	34.42	27.69	28.03	32.48	35.45	36.50	38.74	40.94	42.80	45.10	48.80	46.40
KOLKATA	23.82	17.15	16.32	20.77	21.13	23.87	27.42	29.06	32.33	32.58	40.67	27.03
CHENNAI	28.97	24.62	25.80	31.15	30.60	31.07	36.96	37.50	40.37	40.73	47.96	40.31
ALL INDIA AVERAGE	26.83	23.28	23.06	26.43	25.82	27.16	30.59	33.25	36.70	39.53	44.59	37.63

Onion												
Centre	Jan-20	Feb-20	Mar-20	Apr-20	May-20	Jun-20	Jul-20	Aug-20	Sep-20	Oct-20	Nov-20	Dec-20
DELHI	64.33	40.54	36.97	34.03	26.23	23.77	22.52	22.40	37.50	50.69	56.90	38.65
MUMBAI	71.23	47.00	43.28	40.52	34.48	34.33	33.55	35.03	47.33	69.87	68.90	50.13
KOLKATA	62.86	35.93	30.00	28.67	22.00	22.00	23.29	24.03	36.90	60.16	66.67	44.55
CHENNAI	50.42	30.69	25.73	24.58	22.20	18.00	17.44	19.38	30.83	58.27	61.39	42.34
ALL INDIA AVERAGE	64.23	38.65	31.20	28.02	21.66	20.62	21.53	22.63	31.58	50.20	59.26	44.33

Tomato												
Centre	Jan-20	Feb-20	Mar-20	Apr-20	May-20	Jun-20	Jul-20	Aug-20	Sep-20	Oct-20	Nov-20	Dec-20
DELHI	32.00	27.07	26.69	33.30	26.00	26.33	59.61	55.10	59.37	48.83	45.24	35.45
MUMBAI	31.32	30.55	34.93	42.55	41.65	46.47	58.16	55.26	60.57	51.97	44.37	48.70
KOLKATA	32.68	20.04	20.36	19.47	30.00	42.00	65.16	59.68	68.00	53.87	50.67	46.13
CHENNAI	19.48	16.97	17.30	14.23	16.60	23.36	44.70	33.58	41.97	34.47	25.57	24.52
ALL INDIA AVERAGE	26.40	22.27	21.25	22.37	19.46	24.46	48.18	45.77	51.84	45.42	41.19	34.81

Sugar												
Centre	Jan-20	Feb-20	Mar-20	Apr-20	May-20	Jun-20	Jul-20	Aug-20	Sep-20	Oct-20	Nov-20	Dec-20
DELHI	39.67	39.54	38.28	39.80	39.58	38.27	38.00	38.00	38.00	38.00	38.00	38.65
MUMBAI	42.00	41.97	41.93	41.31	42.00	42.10	42.00	42.00	41.17	41.83	41.70	40.97
KOLKATA	39.96	40.00	39.25	40.77	40.37	40.00	40.00	40.00	40.00	40.06	40.07	40.00
CHENNAI	37.23	37.48	38.03	43.73	43.23	40.14	41.93	41.62	41.93	42.00	41.54	41.14
ALL INDIA AVERAGE	39.30	39.26	39.05	40.09	39.85	39.72	40.20	40.21	40.36	40.19	40.03	39.90

Gur												
Centre	Jan-20	Feb-20	Mar-20	Apr-20	May-20	Jun-20	Jul-20	Aug-20	Sep-20	Oct-20	Nov-20	Dec-20
DELHI	58.40	55.39	52.03	54.73	55.00	56.00	57.00	56.90	58.00	58.00	56.28	53.77
MUMBAI	64.58	63.52	65.03	62.17	62.00	60.53	60.19	63.00	61.43	58.37	58.50	59.23
KOLKATA	45.21	44.67	43.36	45.53	45.47	45.00	47.29	48.90	50.20	47.94	45.30	44.90
CHENNAI	59.74	65.00	62.07	67.88	70.27	67.00	68.00	67.42	67.10	72.00	72.00	72.00
ALL INDIA AVERAGE	46.48	46.40	45.62	47.07	47.93	47.86	48.36	49.24	49.46	49.34	48.95	47.87

Milk												
Centre	Jan-20	Feb-20	Mar-20	Apr-20	May-20	Jun-20	Jul-20	Aug-20	Sep-20	Oct-20	Nov-20	Dec-20
DELHI	46.00	46.00	46.00	46.00	46.00	46.00	46.00	46.00	46.00	46.00	46.00	46.00
MUMBAI	44.00	44.00	44.00	44.00	44.00	44.00	44.00	44.00	44.00	44.00	44.00	44.00
KOLKATA	38.00	38.00	38.00	38.00	38.00	39.00	40.00	40.00	40.00	40.00	40.00	40.00
CHENNAI	43.00	43.00	43.00	42.92	43.00	43.00	43.00	43.00	43.00	43.00	43.00	43.00
ALL INDIA AVERAGE	45.21	45.36	45.58	46.27	46.72	46.88	47.11	47.00	46.82	46.86	47.06	47.26

Tea												
Centre	Jan-20	Feb-20	Mar-20	Apr-20	May-20	Jun-20	Jul-20	Aug-20	Sep-20	Oct-20	Nov-20	Dec-20
DELHI	241.00	241.00	241.00	241.00	240.23	241.20	243.23	250.00	250.00	251.00	246.00	242.00
MUMBAI	278.00	279.24	279.66	278.93	280.00	280.00	280.00	280.00	279.83	277.47	279.10	276.87
KOLKATA	140.00	140.00	140.00	140.00	140.00	140.00	140.00	140.00	140.00	140.00	140.00	140.00
CHENNAI	220.00	220.00	220.00	238.46	220.00	220.00	220.00	220.00	220.00	220.00	220.00	220.00
ALL INDIA AVERAGE	218.40	218.45	217.19	218.82	217.93	219.59	220.88	223.98	228.25	231.17	236.27	244.31

Salt Pack (Iodised)												
Centre	Jan-20	Feb-20	Mar-20	Apr-20	May-20	Jun-20	Jul-20	Aug-20	Sep-20	Oct-20	Nov-20	Dec-20
DELHI	19.00	19.00	19.07	20.00	20.00	20.00	20.00	20.00	20.00	20.00	20.00	20.00
MUMBAI	19.00	19.00	19.00	19.00	19.00	19.00	19.00	19.00	19.00	19.00	19.00	19.83
KOLKATA	9.00	9.00	9.00	9.00	9.00	9.00	9.00	9.00	9.00	9.00	9.00	9.00
CHENNAI	19.00	19.00	19.00	19.58	19.63	19.00	19.00	19.00	19.00	19.00	19.00	19.00
ALL INDIA AVERAGE	15.64	15.70	15.88	16.14	16.09	16.33	16.37	16.30	16.46	16.46	16.75	17.09

NR- Not Reported



KNOW YOUR RIGHTS



Right to

SAFETY

Right to Consumer

EDUCATION

Right to

REDRESSAL

Right to

CHOOSE

Right to be

INFORMED

Right to be

HEARD

For any guidance, contact National Consumer Helpline



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

Online Complaints :
www.consumerhelpline.gov.in



CHAPTER-11

11. ESSENTIAL COMMODITIES REGULATIONS AND ENFORCEMENT

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

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

11.2 The objective of the Constitution of India includes, securing to all its citizens economic justice. To achieve this, the relevant provisions of mechanism & principles for Governments include the following:-

- (i) Article 38, “The State (Government) shall strive to promote the welfare of the people by securing and protecting as effectively as it may a social order in which justice, social, economic and political, shall inform all the institutions of the national life. The State shall, in particular, strive to minimize the inequalities in income, and endeavour to eliminate inequalities in status, facilities and opportunities, not only amongst individuals but also amongst groups of people residing in different areas or engaged in different vocations”.
- (ii) Article 39, “The State shall, in particular, direct its policy towards securing (a) that the citizens, men and women equally, have the right to an adequate means of livelihood; (c) that the operation of the economic system does not result in the concentration of wealth and means of production to the common detriment”.
- (iii) Article 46, “The State shall promote with special care the educational and economic interests of the weaker sections of the people, and, in particular, of the Scheduled Castes and the Scheduled Tribes, and shall protect them from social injustice and all forms of exploitation”.

11.3 The Preamble of Constitution of India adopted by the people of India inter-alia ensures for all its citizens: justice, social, economic and political. Further, Article 19(1) & Article 21 provide as under:

- Article 19. (1)(g) All citizens shall have the right to practice any profession, or to carry on any occupation, trade or business.
- Article 21. No person shall be deprived of his life or personal liberty except according to procedure established by law.



11.4 The Essential Commodities Act, 1955 is scheduled in Schedule IX of the Constitution. Under this Act from the Constitutional provisions, the State has power to restrict the above mentioned fundamental rights in the public interest, public order, decency or morality. The Act are to ensure public order to protect public interest and to save the lives of the economically deprived sections like AAY families and such other beneficiaries of Government Schemes. The contraventions of orders issued under the EC Act, 1955 are criminal offences, a subject of Cr PC.

11.5 To achieve the above mentioned Constitutional goals the responsibility lies with both the Central & State Governments including ensuring adequate availability of all the Essential Commodities to the economically weaker families/people of the country at a fair price. To achieve this national goal, regulation of the price, production, supply and distribution, and trade and commerce, in commodities essential to the general public as human beings, is to be ensured statutorily by the Central Government. 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 by the President of India on 1st April 1955. In respect of 'Foodstuffs' Most of the powers of Central Government under the Act, have been delegated to the State Governments vide order dated 09.06.1978 and for 'other than foodstuffs' vide Order dated 30.11.1974.

11.6 The Essential Commodities Act, 1955 empowers the Government to regulate prices, production, supply, distribution etc. of essential commodities for maintaining or increasing their 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 with the direction that they shall exercise these powers. Exercising powers under the Act, various Ministries/Departments of the Central Government and State Governments/UT Administrations have issued Control Orders for regulating production, distribution, pricing, etc. and trading of the commodities declared as essential. At present only seven essential commodities have been retained under the Essential Commodities Act, 1955 to protect the interests of the farmers, general people and the families below the poverty line. Various Ministries/Departments use powers of Central Government under the Essential Commodities Act to issue various kinds of regulatory orders, policies and mechanism to ensure adequate availability of essential commodities, as allocated to them, to the general public at fair prices. The following are the essential commodities specified in the EC Act (along with names of the Departments/Ministries of Central Government authorized as per Allocation of Business Rules to issue Control Order with respect to the commodity):

Sl. No.	Commodity	Administrative Department/Ministry
1	Drugs	Ministry of Health & Family Welfare (MoH&FW)
2	Fertilizers, whether inorganic, organic or mixed	Department of Agriculture and Farmer Welfare (DACFW)
3	'Foodstuffs' including edible oilseeds and oil	Department of Agriculture and Farmer Welfare (DACFW), Ministry of Food Processing Industry (MoFPI), Department of Food and Public Distribution (DFPD) Department of Consumer Affairs (DoCA)
4	Hank yarn made wholly of cotton	Ministry of Textiles
5	Petroleum and Petroleum Products	Ministry of Petroleum & Natural Gas (MoP&NG)
6	Raw jute and jute textiles	Ministry of Textiles
7(i)	Seeds of Food crops, fruits and vegetables	Department of Agriculture and Farmer Welfare (DACFW)
(ii)	Seeds of cattle fodder	
(iii)	Jute seeds; and	
(iv)	Cotton seed	

11.7 As per Cabinet Decision, Central Govt. has issued Order G.S.R. 929(E) dated 29th September, 2016 and merged all the relevant Orders and allowed any dealer may freely buy, stock, sell, transport, distribute, dispose, acquire, use or consume, any quantity of wheat, wheat products (namely maida, rava, suji, atta, resultant atta and bran) paddy, rice, coarsegrains, gur, hydrogenated vegetable oils or vanaspati, onions, edible oilseeds, edible oils, pulses and sugar and potato and shall not require a permit or license therefor, under any order issued under the Act, save as otherwise.

11.8 This Department has recently exempted contract farming purchaser registered under the concerned State/UT Agricultural Produce & Livestock Contract Farming and Services (Promotion & Facilitation) Act, from stock limits to the extent of quantity purchased under contract farming vide Central Order dated 06.08.2019. This would promote investment in agriculture and agro-processing industry thereby helping achieve the objective of doubling farmer's income.

11.9 Vide central order dated 16.12.2019, exemption from stock limits under EC Act was also granted to the stock of specified commodities (specified by the Central Government for the purpose of this order), in which derivatives trading is permissible and kept



in warehouses accredited by a commodity derivatives exchange and registered with the Warehouses Development and Regulatory Authority for delivery on exchange platforms and this exemption shall be available as long as these conditions are fulfilled.

11.10 To mitigate the concerns regarding requirement of annual/periodic renewal of license under EC Act and improve ease of doing business, as well as provide thrust to 'Make in India', all the concerned administrative Ministries/Departments, were advised to suitably amend their respective central orders under the EC Act mandating that renewal of licenses, if required, would be for at least five years from the date of issue of existing license i.e. the validity of licenses issued under the EC Act or orders under the EC Act should be for at least 5 years. All the concerned administrative Departments have since issued necessary orders to ensure the validity of licenses.

11.11 Government of India has amended the Essential Commodities Act, 1955 by promulgating an ordinance on 05.06.2020, which was replaced by the Essential Commodities (Amendment) Act, 2020. The amendment Act was passed by the Lok Sabha on 15.09.2020 and by the Rajya Sabha on 22.09.2020. The President gave his assent on 26.09.2020 and the Amended Act was notified on 27.09.2020. Through this amendment a new sub-section (1A) under Section 3 of the Essential Commodities (EC) Act, 1955 was inserted. Section 3(IA) (a) now provides that foodstuffs, including cereals, pulses, potato, onions, edible oil seeds and oils shall only be regulated under extra ordinary circumstances which may include war, famine, extra ordinary price rise and natural calamity of grave nature. Section 3(IA)(b) provides that any action on imposing stock limit would be based on price trigger such as hundred per cent increase in retail price of horticultural produce and fifty percent increase in retail price of non-perishable agricultural foodstuff over the immediately preceding twelve months or average retail price of last five years whichever is lower; there is suitable exemption for exporters, processors and value chain participants of any agricultural produce as well as the Public Distribution System. The Amendment includes a definition of value chain participants covering all the entities who add value to each stage from production to consumption. It is a visionary step, one which would radically alter the incomes and growth prospects of farmers and incentivize investment in the entire agri-sector. In view of the rising prices of Onion, Government of India imposed stock limit on Onion on 23.10.2020 for a period upto 31.12.2020. Accordingly, wholesale traders were allowed to keep the stock of onion upto 250 quintals and for retail traders upto 20 quintals.

11.12 To monitor speculative trading, black-marketing, hoarding and cartelling of essential food commodities, a Group on Cartelization with the representatives from ED,

Income Tax Department, Police of NCR States, Customs, etc. was constituted under the chairmanship of Secretary (CA) in 2016. It meets depending on exigencies, reviews the market scenario with respect to possible manipulation in prices and advises States and other agencies about the actions required to check hoarding, cartelling & speculative trading in the select essential food items vulnerable to abnormal price rise. Depending on the need the group also consults State through Video Conferencing. So far 19 Meetings of this group have been held since 2016.

11.13 The role of State Government is vital to ensure adequate availability of essential commodities at fair prices in the larger public interest. One of the ways in which States/UTs may facilitate achievement of this objective is by holding regular meetings with the traders/dealers of the essential food items to get feedback on price and availability of these items from them (traders/dealers) and impress upon them the need to desist from hoarding, speculative trading, profiteering, unfair and illegal trade practices like cartelling. In this context, all the States/UTs have been requested to hold regular meetings with stakeholders of essential food items at the State and district levels.

11.14 The Prevention of Black-marketing and Maintenance of Supplies of Essential Commodities Act, 1980 is complementary to the EC Act, 1955. It is being implemented through the State Governments/UT Administrations for the prevention of illegal and unethical trade practices like hoarding and black-marketing of essential commodities etc. by way of ordering preventive detentions for six months under the Act. 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 in general including targeted groups under PDS.

11.15 To implement the provisions of these Acts, States/UTs have to be pro-active for action against the violators and apprise the Department of Consumer Affairs regularly. As per the reports received from the State Governments/UT Administrations 262119 raids were conducted, 6246 persons arrested, 1995 persons prosecuted, 525 persons convicted and goods of Rs. 2850.91 lakh confiscated, detention orders under the PBMSEC Act were issued against 177 persons during the year 2020 (as per report received upto 31.12.2020).

11.16 In Tamil Nadu, a separate wing of Police Department namely Civil Supplies Crimes Investigation Department (CSCID) has been setup for investigating the malpractices in the trade of essential commodities and also in curbing violations of any order notified under Essential Commodities Act 1955 to ensure zero tolerance to black marketing, hoarding and profiteering in the trade and supply of essential commodities, so that the benefits of the Government schemes reach the targeted beneficiaries. Such institution



does not exist in any other states. The States have been urged to adopt Tamil Nadu model of Policing for essential commodities under the EC Act.

11.17 .Authorities to be approached: Under both the Acts- The Essential Commodities Act, 1955 and Prevention of Black-marketing and Maintenance of Supplies of Essential Commodities Act, 1980 (PBM Act, 1980), the competent authorities are- (i) Joint Secretary of the Department of Consumer Affairs, Government of India, Krishi Bhawan, New Delhi-110001, (ii) Joint Secretary of the Department of Food, Civil Supplies/ Consumer Protection dealing with the Acts in the State Governments/ UTs, (iii) Police Commissioner/ I.G. of Police of the concerned area and (iv) District Magistrate/ District Collector of the concerned district. In addition to these authorities State Government may empower as many officers for this purpose as required in the State. The complaints may be made by the citizens/groups of citizens/ association, etc. to any of the authorities in writing or e-mail, against the hoarders, black-marketers profiteers, etc. violating Govt. orders whose Acts deprive the people/BPL families the benefits of schemes of the Governments to provide essential commodities adequately and at fair price. The implementation of both these Acts depends on the awareness of the general public & pro-activeness of the Police of the States & UTs and concerned departments e.g. Civil Supplies, Fertilizer/Agriculture, Health, etc.



CHECK BEFORE YOU BUY

JAGO
GRAHAK
JAGO

Packaged products depicting correct information
Are the right choice for consumers

Checklist

- Name and address of Manufacturer/Packer/Importer
- General or common name of the product
- Quantity/ Number in standard unit
- MRP Rs. incl. taxes
- Consumer Grievance contact person details
- Month and Year of Manufacturing
- Manufacturing and expiry date for consumables



Department of Consumer Affairs

Ministry of Consumer Affairs, Food and Public Distribution
Government of India

Website : www.consumeraffairs.nic.in



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Dear Consumers, Service Charges collected by hotels/restaurants are voluntary.

Service Charge is a tip. You should be the person to decide how much to pay or not to pay depending on your satisfaction with the service.

If a hotel / restaurant forces you to pay a pre determined service charge or insists that your entry depends on your agreement to pay, **you can register a complaint with the consumer forum for redressal.**

For any guidance, contact National Consumer Helpline

Consumer Mobile App for Consumers

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Ministry of Consumer Affairs, Food and Public Distribution
Government of India, Krishi Bhawan, New Delhi-110001
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National Consumer Helpline :
1800-11-4000
or **14404**
(Toll Free)

Online Complaints : www.consumerhelpline.gov.in

davp 08101/13/0002/1718

CHAPTER-12

12 THE BUDGET AND FINANCIAL REVIEW

The Internal Finance Wing of the Ministry of Consumer Affairs, Food and Public Distribution (Department of Consumer Affairs) is headed by Additional Secretary and Financial Adviser.

12.1 Functions

- To ensure that the schedule for preparation of budget is adhered to by the Ministry and the Budget is drawn up according to the instructions issued by Finance Ministry from time to time.
- To scrutinize budget proposals thoroughly, before sending them to Ministry of Finance.
- To see that complete departmental accounts are maintained in accordance with the requirements under the General Financial Rules. It should, in particular, be ensured that the Ministry not only maintains accounts of expenditure against the Grants or Appropriations directly controlled by it but also obtains figures of the expenditure incurred by the subordinate offices so that the Ministry has a complete month to month picture of the entire expenditure falling within its jurisdiction;
- To watch and 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 not even;
- To ensure the proper maintenance of the Register of Liabilities and commitments as required under the G.F.Rs. to facilitate realistic preparation of budget estimates, watching of book debits and timely surrender of anticipated savings;
- To screen the proposals for supplementary demands for grants;
- To 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. It has to be ensured by I.F. Division that the sanction issued by Administrative Ministry in exercise of delegated powers clearly indicate that they issue after consultation with IF Division.
- To ensure high quality appraisal and evaluation of Schemes/Projects with requisite rigor;

- To scrutinize proposals for re-delegation of powers to subordinate authorities;
- To keep itself closely associated with the formulation of schemes and important expenditure proposals from their initial stages;
- To associate itself with the evaluation of progress/performance in the case of projects and other continuing schemes, and to see that the results of such evaluation studies are taken into account in the budget formulation;
- To examine foreign deputation proposals in respect of officers of the Department and organizations under its administrative Control;
- To represents Central Government in the Finance Committee and Executive Committee of BIS;
- To ensure prompt action of C&AG Audit Reports on Appropriation Accounts;
- To screen all expenditure proposals requiring to be referred to Finance Ministry for concurrence or advice.
- To ensure regular and timely submission of the prescribed statements, reports and returns required by Finance Ministry.

12.2 STATEMENT SHOWING BE, RE AND ACTUALS IN RESPECT OF DEPARTMENT OF CONSUMER AFFAIRS FOR FISCAL YEAR 2016-2017 TO 2020-21 (UPTO 31ST DECEMBER, 2020 PROVISIONAL)

(Rs. In crore)

Year	Demand No.	Budget Estimates			Revised Estimates			Actuals		
		Scheme	Non Scheme	Total	Scheme	Non Scheme	Total	Scheme	Non Scheme	Total
2016-2017	16	1050.00	207.11	1257.11	3539.00	286.50	3825.50	7021.54	241.85	7263.39
2017-2018	15	3645.00	99.45	3744.45	3630.40	103.45	3733.85	3630.81	99.74	3730.55
2018-2019	15	1690.17	114.35	1804.52	1690.17	109.20	1799.37	1679.08	108.54	1787.62
2019-2020	14	2176.00	115.82	2291.82	1950.00	119.50	2069.50	1827.00	115.37	1942.37
2020-2021	14	2195.00	366.00	2561.00	11941.65	357.26	12298.91	7913.02	74.95	7987.97*

* Provisional Expenditure upto 31st December, 2020 as intimated by Pr. Accounts Office and includes the amount of Rs. 12.30 Crore authorized in favour of other Ministries/Departments.

12.3 Details of Schemes

(Rs. In crore)

Name of the Scheme/Project/ Programme	2019-20				2020-21				2021-22
	BE	RE	AE	% w.r.t. RE	BE	RE	Expr. Upto 31.12.20*	% w.r.t. RE	BE
Consumer Awareness (Publicity)	62.00	40.00	33.89	84.73	60.00	42.50	37.45	88.12	44.50
CONFONET	22.00	33.63	33.63	100.00	29.50	29.50	29.50	100.00	26.00
Consumer Protection	2.00	2.01	1.47	73.13	3.00	0.25	0.18	72.00	1.00
Strengthening Consumer Fora	6.00	4.94	3.51	71.05	8.00	2.66	0.00	0.00	8.00
State Consumer Helpline	5.00	7.91	7.77	98.23	8.50	8.00	2.91	36.38	9.00
Strengthening of Price Monitoring Structure	2.00	1.60	1.36	85.00	2.00	1.00	0.15	15.00	2.00
Weights and Measures	50.00	27.84	22.30	80.10	62.00	42.74	34.77	81.35	55.00
National Test House	25.00	10.07	8.06	80.04	20.00	14.00	9.06	64.71	23.50
Bureau of Indian Standards	2.00	2.00	2.00	100.00	2.00	1.00	1.00	100.00	1.50
Price Stabilization Fund	2000.00	1820.00	1713.00	94.12	2000.00	11800.00	7798.00	66.08	2700.00
	2176.00	1950.00	1826.99	93.69	2195.00	11941.65	7913.02	66.26	2870.50

*Provisional Expenditure upto 31.12.2020

12.4 Summary of Audit Observations

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

Position of ATNs in respect of Audit observations pertaining to the Department of Consumer Affairs (as on 31.12.2019).

Name of Ministry/Deptt	CAG Report of 2017	CAG Report of 2018	CAG Report of 2019	Total (1+2+3)
	1	2	3	4
Ministry of Consumer Affairs, Food & PD (Department of Consumer Affairs)	No Action Taken Note on the C&AG Reports is pending.			

12.4.2 THE POSITION OF ATNS IN RESPECT OF THE AUDIT OBSERVATION:

Report on Action Taken so far towards vacating outstanding Audit Paras lying with six regions of NTH.

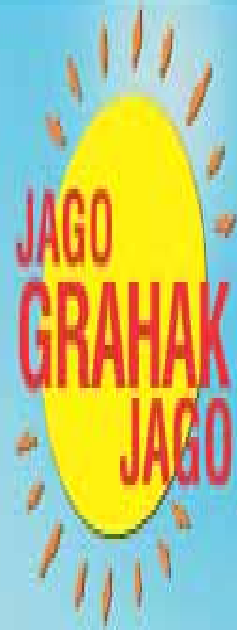
As per report available at NTH (HQ) regarding Action Taken so far at the end of Six regions of National Test House individually towards vacating the outstanding audit paras lying at the respective regions till 31.12.2020 are furnished below:

12.5 Region wise position of Audit Para up to 31.12.2020:

SI No	NTH Regions	No of Outstanding Audit Para	No of Settled Audit Para	No of Pending Audit Para
1.	NTH (ER), Kolkata	19	08	11
2.	NTH (WR), Mumbai	15	11	04
3.	NTH (SR), Chennai	38	25	13
4.	NTH (NR), Ghaziabad	07	04	03
5.	NTH (NWR), Jaipur	17	15	2
6.	NTH (NER), Guwahati	03	02	01

All the replies of pending cases have directly forwarded to Internal Audit Wing of Pr. PAO, DoCA, New Delhi.

An aware consumer Is an empowered consumer



**Know your rights
to protect yourself from
wrong trade practices**

- RIGHT TO SAFETY
- RIGHT TO BE INFORMED
- RIGHT TO CHOOSE
- RIGHT TO BE HEARD
- RIGHT TO REDRESSAL
- RIGHT TO CONSUMER EDUCATION



Department of Consumer Affairs

Ministry of Consumer Affairs, Food and Public Distribution
Government of India

Website : www.consumeraffairs.nic.in



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How to register consumer grievance



STEP BY STEP GUIDE

1. While buying any product, always check whether the consumer care number is mentioned on the packet and whether the number is functioning.
Remember, this is important for registering grievances with the manufacturer/packer/importer in case of any problem with the product.

3. If the problem is not resolved by the manufacturer/packer/importer register your grievance at National Consumer Helpline (NCH) number 1800114000 or 14404.
The grievance can also be registered at www.consumerhelpline.gov.in. Note the date of registration of grievance and the reference number provided by NCH.

2. In case of any problem with the product, contact the consumer care of the manufacturer / packer / importer and register your grievance with them.
Note the date of contacting the consumer care and the reference number provided by consumer care. Ask the consumer care about the time expected for resolution of problem.

4. If the grievance remains unresolved, file a complaint in the relevant Consumer Disputes Redressal Commission (or Consumer Commission).
You can file the complaint yourself or through your lawyer or through your agent in the District Consumer Commission as per your convenience.



Issued in public interest by:
Department of Consumer Affairs
Ministry of Consumer Affairs, Food and Public Distribution
Govt. of India, Krishi Bhawan, New Delhi-110001
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National Consumer Helpline
14404 or 1800-11-4000
(Toll Free)



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Mark is assurance of Quality

CHAPTER-13

13. COMPLIANCE WITH THE OFFICIAL LANGUAGE ACT AND RULES

The Hindi Division of this Department is working under the supervision of Economic Advisor and Chairman, Official Language Implementation Committee and to assist him there are Assistant Director (OL), One Senior Translation Officer and One Junior Translation Officer along with Two Stenographers. Hindi Division is responsible for entire translation work of the Department and Implementation of Official Language Policy of the Govt. of India in the Department and its attached and subordinate offices and their field organizations. The important activities undertaken during the year are as under:

1. During the year, appropriate action was taken to ensure implementation of the provisions of the Official Language Act, 1963 and the Rules framed thereunder.
2. For ensuring compliance with the provisions of the Official Language Act, 1963 and rules framed thereunder, check-points have been set up in the Department and these check-points were circulated in the department and effective steps were taken for the adherence to these checks points.

13.1 Review

1. The Annual Programme for the year 2020-21 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.
2. 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 regularly during the year. Emphasis was laid in the meetings to increase the progressive use of Hindi.
3. Meeting of the Hindi Salahakar Samiti of the Ministry was held on 03rd October, 2016 and the tenure of the Samiti expired on 03.02.2018. As per the instructions of the Deptt of Official Language, Samiti is being reconstituted. As far as the reconstitution of the Samiti is concerned, the reconstitution of the Samiti is under the jurisdiction of Deptt of Food and Public Distribution and the above department is taking appropriate action in this regard.

13.2 Incentive Schemes

1. The scheme of awarding cash prizes to Central Govt. Employees for noting and drafting in Hindi continued to be implemented during the year.
2. Special incentive for Hindi typing in addition to English typing continued to be given to employees of the Department.
3. The Department observed Hindi Fortnight from 14.09.2020 to 28.9.2020. During this Fortnight various competitions were organized with a view to encourage the officers/ employees of the Department for doing their official work in Hindi.

13.3 Other Activities

1. Workshops relating to impart training in noting and drafting in Hindi, to do work in Hindi on computers and to give guidance about filling up of quarterly progress reports are being organized in the Department from time to time.
2. Information regarding interesting Hindi Books have been obtained from the Officers/ Staff of the Department and library of the department has been directed to purchase those books. Hindi Newspapers, Magazines and journals were purchased regularly by the library of the Department.
3. Continuous efforts were made to encourage progressive use of Hindi in official work not only in the Department but also in its attached and subordinate offices.

13.4 Programmes related to propagation of Official Language Hindi were organised in National Test House, head quarter and Eastern Region.

- The OLIC meetings were regularly organised during every quarter.

The decision arrived at these meetings were implemented in effective manner.

- In every quarter Hindi workshops were organised regularly. In these workshops the officers and employees of nearly all sections were imparted training and encouraged to their work in Official Language Hindi.
- The employees who do their Official work in Official Language Hindi were awarded cash prizes as per rules of Government of India and encouraged.
- Hindi books were purchased. Hindi books on science, related to social concerns and book on miscellaneous subjects full of interesting information were purchased.
- A Hindi Word alongwith its English equivalent was displayed daily near gate of the

office so that it may be helpful in propagation of Official Language Hindi among employees of the office.

- House Journal magazine “Vatayan” was successfully published in the office. This magazine contained self written interesting poems, stories, jokes etc. of the employees. This magazine also contained information regarding various activities of NTH.
- There was a grand celebration of Hindi fortnight during the period starting from 14 September, 2020 to 29 September, 2020. In this programme various quiz, poetry recitation, slogans and posters as well essay writings etc. were organised. Maximum number of officers and employees participated in these programmes and displayed their attachment for Official Language Hindi. The winners in the competitions were awarded prizes and thereby encouraged and honoured.

13.4.1 : Photographs of Hindi Fortnight and Hindi Workshop of NTH Regions:



Hindi Pakhwada at NTH (ER), Kolkata



Parliamentary Committee of Official Language during Inspection of NTH (NR), Ghaziabad.



Hindi Pakhwada at NTH (NR), Ghaziabad



Release of Annual Hindi Magazine (संज्ञान Sangyan) at NTH (NR)



Hindi Pakhwada at NTH (NER), Guwahati



Release of Hindi Magazine (Vatayan) at NTH (ER),
Kolkata

MRP means Maximum Retail Price
inclusive of all taxes

Sellers:

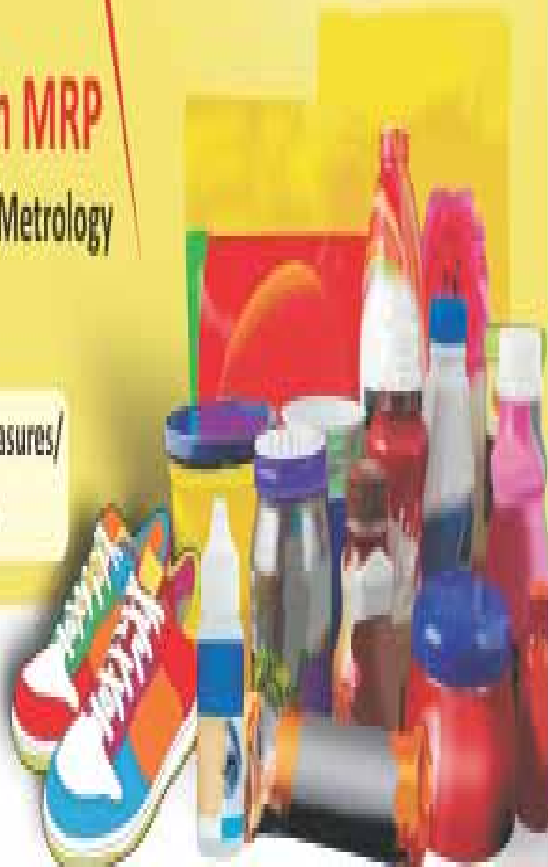
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8th March



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Nutrition Facts
100 gms

Check Weight and Quantity

Look for Quality Certification marks i.e. ISI, FSSAI, Agmark, BIS etc.



MFG : 03.03.18
EXP : 03.03.19

Check the Dates of Manufacturing and Expiry on Food Products and Medicines

Ensure complete digital Security while making online purchases



Check the weight of Gas Cylinder before accepting delivery at home



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CHAPTER-14

14. CITIZEN CENTRIC E GOVERNANCE INITIATIVES

14.1 Consumer complaints in NCH through UMANG APP

UMANG (Unified Mobile Application for New-Age Governance) is one of the key initiatives under the Digital India program to develop a common, unified platform and mobile app to facilitate a single point of access to all government services. It is envisaged to act as a master application, which will integrate major government services from various sectors such as Agriculture, Education, Health, Housing among others. The application will enable users to access e-Government services from the central Government, the State Governments, local bodies and their agencies.

UMANG is conceptualised to bring governance on the fingertips of individuals through 'mobile first' strategy. Its primary aim is to abridge inconvenience faced by users in managing multiple mobile apps and facilitate a one-stop-solution to avail varied government services.

The Department has enabled the services of National Consumer Helpline (NCH) on the UMANG App wherein citizens can access the service on the mobile platform. NCH services such as Register Grievances, Grievances History, Additional Documents, Contact Details, Knowledge Base and Related Videos are available on the App.

14.2 E-filing of consumer complaints:

For implementation of E-filing of consumer complaints, which is one of the most important features of the Consumer Protection Act, 2019, an e-filing application, "edaakhil.nic.in" has been developed. The e-filing application has already been launched in the National Consumer Disputes Redressal Commission and the State Consumer Disputes Redressal Commissions of Delhi, Maharashtra and Andaman and Nicobar Islands. The application was launched in nine other states and UTs – namely, Bihar, Chhattisgarh, Jharkhand, Gujarat, Chandigarh, Andhra Pradesh, Odisha, Uttar Pradesh and Madhya Pradesh - on National Consumer Day. The Department is coordinating with these State Governments/UTs to make the application 'e-daakhil' available through Common Service Centres to consumers who lack the wherewithal for e-filing of a complaint in the Consumer Commission.



14.3 App to facilitate Price Monitoring

Price Monitoring Division of the Department collects prices of retail and wholesale prices of 22 essential commodities and Yellow pea across the country through 122 designated price collection centres, daily. A new Geo tagged PMS App was launched to facilitate collection of qualitative data through the designated centres.

14.4 Price Monitoring Dashboard

A dashboard has been made functional for effective monitoring of daily retail and wholesale prices of 22 essential commodities such as pulses, edible oils, rice, wheat, etc. The dashboard can generate commodity wise data analytics and provide relevant graphs and information with regard to price trends vis-a-vis the price triggers, as provided for in the amended EC Act. Going forward, this collation, integration and analysis of data through the dashboard, would enable expeditious decision-making based on objective parameters on issues related to price intervention

14.5 Web-page relating to responses to COVID 19

A dedicated web page relating to response to COVID 19 was inaugurated in order to facilitate easy access to all the orders and advisories issued by the Department as well as surveillance / enforcement data under the Legal Metrology Act, 2009 as collected from different State Governments. The web page also displays daily and comparative retail as well as wholesale prices of 22 essential commodities collected from 122 centres around the country.

14.6 Directory of Mask manufacturers

An online directory of mask manufacturers has been put in place containing details of manufacturers to enable the citizens to contact them in case of need.

14.7 Consumer Welfare Fund operation

The Consumer Welfare Fund has been set up with the objective of providing financial assistance to promote and protect the welfare of the consumers and strengthen the consumer movement in the country. Proposals from eligible agencies / organisations are invited in online mode only through the portal {<https://jagograhaakjago.gov.in/cwf/Default.aspx>}. The entire process from application scrutiny and final selection has been fully automated. Sanction of funds to selected organisations is also done online through the Public Financial Management System.

14.8 National Consumer Helpline

The Department has set up an integrated Grievance Redressal Mechanism (INGRAM) for bringing all stakeholders such as Consumers, Central and State government agencies, Private companies, Regulators, Ombudsmen and Call centres etc. on a single online Information Technology platform for receipt of grievances from Consumers across the country. A separate portal {consumerhelpline.gov.in} has been established to create awareness, advise, redress consumer grievances and act as a central registry for lodging consumer grievances. The portal also helps in creating awareness among consumers to protect their rights and inform them of their responsibilities. The registered grievances are passed on to the concerned agency instantly and action taken reflected on real time basis.

14.9 Online registration and renewal of jewellers

An online system of registration and renewal of jewellers and online system of recognition and renewal of Assaying and Hallmarking centres was launched by the Bureau of Indian Standards.

14.10 Manak online project

In line with the Government's vision of Atma Nirbhar Bharat and Ease of Doing Business for various stakeholders such as consumers, industry, laboratories, etc., BIS has actively progressed towards automating all its activities through development and implementation of software applications/online portals under the e-BIS project (www.manakonline.in). The e-BIS has been envisaged encompassing all activities of BIS and with advanced features like data analytics, artificial intelligence, better MIS for effective monitoring, user-friendly interfaces, etc.

14.11 Public Dashboards

Real time dashboards have been made operational for the public to access the useful information related to the major activities of BIS and issues of public interest e.g. standardization, conformity assessment, hallmarking, compulsory registration scheme, consumer complaints, training, etc.

14.12 Standards Management Software

Developed to manage the Standard Formulation activity of BIS, this software automates all the stages involved in the formulation of standards and their amendments.



It enables outside users to easily search relevant Indian Standards, submit their comments on any published Indian Standard or documents in wide circulation, propose new Indian Standards, apply to become a committee member in BIS, submit their feedbacks, etc. It facilitates committee members to access & share the various documents/comments required in the formulation of new Indian Standards. Provision for Standardization cells has also been made available with a view to improve/increase participations from Government bodies, Industries Associations, Academia, professional bodies/ institutions etc. Portals are also operational for online sale and subscription of Indian Standards.

14.13 Web Portal for Conformity Assessment Schemes of BIS

A web portal has been developed to cater to product certification scheme, related laboratory activities and management system certification of BIS. This portal enables applicants/licensees to apply for a new licence, renewal, inclusion, payment of fees, etc., online for grant of licence to use standard mark. Subsequently, BIS can process these requests and communicate their decision online. Through digitization of above procedures, the manual intervention has been minimized.

14.14 Compulsory Registration Scheme of BIS

A web portal (www.crsbis.in) has been developed to manage grant of registrations online to the manufacturers of Electronics & IT Goods notified under compulsory registration. This software allows online submission of applications by manufacturers, scrutiny by BIS, grant of Registration, Inclusion of Models, Renewals and other monitoring/operational aspects.

14.15 Hallmarking Software

A software has been developed for registration/renewal of jewellers and recognition/renewal of recognition of the Assaying and Hallmarking (A&H) Centres. Jewellers can submit the application for registration & deposit the necessary fees online. As there is no human interface in processing the applications, the registration will be granted as soon as the application with the requisite fees is submitted. A&H Centres can also submit their applications to start a new centre or renew the existing license. Entire process of recognition, which involves audit of the centres, submission of audit report, and grant of recognition or renewal, has been automated. The applicant can also track the status of their applications.

14.16 National Laboratory Directory

A portal has been developed to list all testing laboratories in India along with their

test facilities on a single platform. The labs can register themselves and declare their testing facilities. This can be utilized by general public/other agencies for identifying the laboratories of interest. This directory has been synched with National Accreditation Board for Testing and Calibration Laboratories to incorporate accredited Labs and their test facilities. Geographical Information System has also been integrated with the portal to display the Labs/BIS certified manufacturers/hallmarking jewellers/assaying & hallmarking centers on India's map.

14.17 WTO-TBT module

A portal has been developed to host WTO-TBT notifications. It enables users to receive notifications on their email ids, submit comments, receive clarification, etc.

14.18 Training Portal

A training portal has been developed to cater to the emerging training needs of stakeholders. This portal enables Industries (including Industry Associations), Central/ State Government organizations, Consumers (including Consumer groups, NGO, RWAs), Research Institutes, Laboratories, Academia, BIS departments/employees, etc. to apply online for various training programmes offered by BIS. There is also a provision to propose their own sector specific/skill based training programmes. The programmes can be online, offline or blended. The participants can access all the relevant course materials, case studies, reference materials, journals, certificates, etc. on the portal.

14.19 Mobile App

The mobile app 'BIS-CARE' enables common consumers to verify details of ISI marked products, Hallmarked jewellery and Registered Electronics and IT Goods and lodge complaint regarding BIS certified products against misuse, violation, misleading advertisements etc. The app can be freely downloaded from Google Play Store, m-Seva portal of CDAC and the BIS website.

14.20 Consumer App

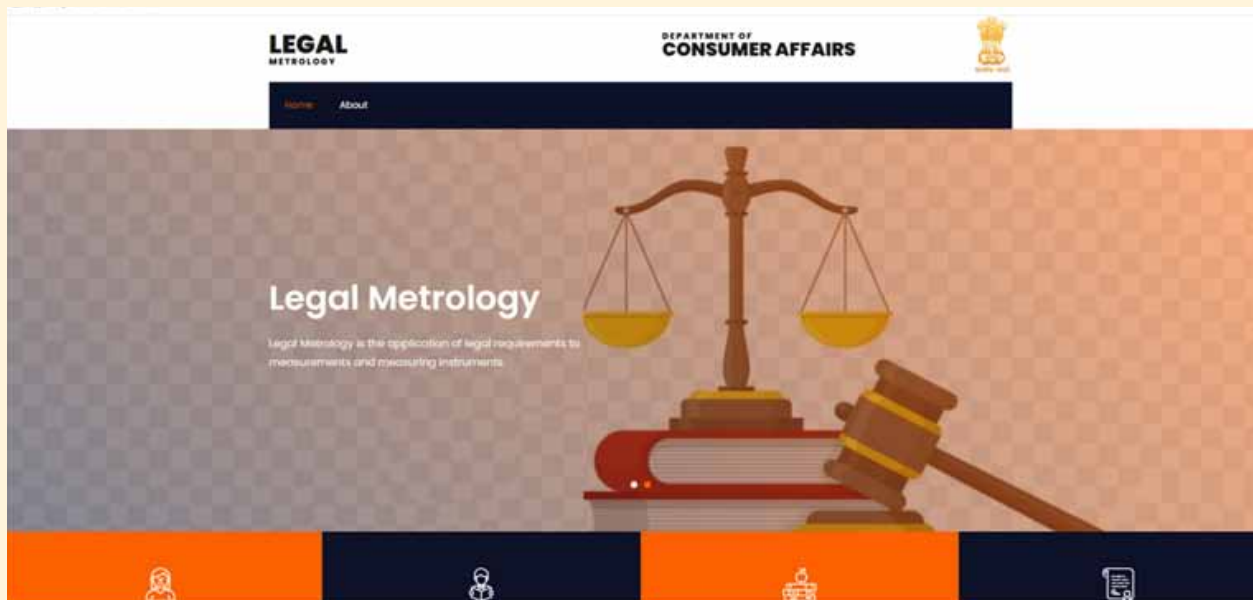
Consumer App is an initiative of the Department of Consumer Affairs, Government of India. Consumer can use this in Hindi and English and in both Android and iOS platform. This App can be downloaded freely in both Google Play Store and App Store.

14.21 Implementation of e-office

The Department has already implemented the e-office. All the files and documents have been digitized. All the office work is being done digitally. A total of 5976 e-files have been created during the year 2020.

14.22 Other E-Governance Initiatives

Various e-governance projects such as PFMS, RTI(Right to Information) software, e-Samiksha, parliament Q&A, BAS (Biometric Attendance System), e-visitor, CPGRAMS, VLMS (VVIP Letter Monitoring System), AVMS (Accredited Vacancy Monitoring System), e-Tendering and Procurement, Vacancy Details posting on DOPT site and SPARROW which are centrally deployed by NIC have been implemented successfully in the department. NIC is also extending support during the Pragati Conference of the Hon'ble Prime Minister.



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Department of Consumer Affairs
Ministry of Consumer Affairs, Food & Public Distribution
National Consumer Helpline (NCH)

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@ All Days Except national holiday@09:30 AM to 05:30 PM

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INGRAM
Independent Consumer Redressal Mechanism

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NATIONAL CONSUMER HELPLINE

Toll Free: 14404 or 1800-11-4000 (All days-09:30 AM to 05:30 PM)
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Website: <https://consumerhelpline.gov.in> (Web Chat Facility Available)
Mobile App: NCH App and Umang App (Download from Google Play Store)

Consumer Rights | Do you have a Consumer Grievance? | Chat With Us

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Price Monitoring Division of the Government of India under the Ministry of Consumer Affairs, Food and Public Distribution collects prices of retail and wholesale prices across the country through designated price collection centers daily. This helps in understand the price situation of essential food commodities by the policy makers to take policy intervention measures to curb the escalation.

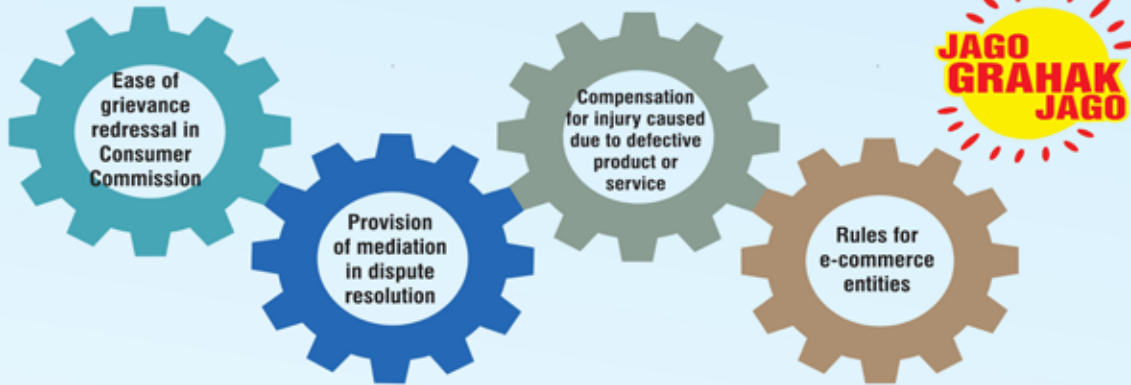
An Initiative of Department of Consumer Affairs
Government of India

E - दाखिल
Complaint filing made easy

Enter website

Digital India
NIC National Informatics Centre

Consumer Protection Act, 2019



- No fees is required for filing complaint upto Rs 5 Lakh.
- Filing complaints has become easier – consumer may file a complaint in any District Consumer Commission as per convenience.
- Consumer can file a complaint either himself or through an advocate or an agent.
- Provision of Video Conferencing for hearing also available in many Consumer Commissions.
- Complaint will be deemed to have been admitted if no decision on its admissibility is taken within 21 days.
- Both the parties can get the dispute resolved through mediation with the permission of Consumer Commission.
- There will be no appeal against a settlement reached through mediation and the fee paid in Consumer Commission will be refunded.
- Consumer can seek compensation in Consumer Commission for injury caused due to defective product or deficiency in service.
- Provision of punishment by a competent court to manufacturer or seller of adulterated / spurious goods.
- It is mandatory for every e-commerce entity to have a grievance redressal mechanism.
- Every e-commerce entity shall display on its website the name, contact details and designation of grievance officer for redressal of consumer grievances.
- Every e-commerce entity shall acknowledge receipt of consumer grievance within 48 hours.
- Every e-commerce entity shall redress the grievance within a month of its receipt.
- Every seller shall mention the country of origin of the product.



**Contact for Registering Grievances:
14404 or 1800-11-4000
(Toll Free)**



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Mark is assurance of Quality

CHAPTER-15

15. STATUS OF SC/ST/OBC/PWD/EXM/EWS EMPLOYEES

15.1 Establishment

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 Tribes, Other Backward Castes, Persons with Disabilities and Ex-Servicemen/EWS employed in the Department of Consumer Affairs and its attached/subordinate officers are as under:

15.2 Statement showing the Number of SC/ST/OBC/PwD/Exm/Women/Ews (As On 31.12.2020)

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	EWS
						VH	HH	OH			
1	2	3	4	5	6	7	8	9	10	11	12
Group A	186	146	20	11	20	00	00	02	2	18	00
Group B (Gazetted)	175	122	16	6	13	00	00	05	00	14	00
Group B, (Non-Gazetted)	244	150	26	7	36	04	00	03	00	15	00
Group C	595	270	35	24	39	00	00	02	00	34	00
Total	1200	688	97	48	108	04	00	12	02	81	00

VH- Visually Handicapped

HH-Hearing handicapped

OH- Orthopedically Handicapped

EXM-Ex-Serviceman

EWS- Economically Weaker Section

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 Redressal Commission, New Delhi.

Indian Institute of Legal Metrology -Ranchi.

Regional Reference Standards Laboratories-(Ahmedabad, Bangalore, Bhubaneswar, Faridabad, Guwahati, Nagpur, Varanasi)

15.3 Reservation for Scheduled Castes / Scheduled Tribes / Other Backward Classes And Physically Handicapped Persons in Bureau of Indian Standards

The total staff strength of Group A (Scientific & Non-Scientific Cadre), B & C (including erstwhile Group D) employees as on 31 Dec 2019 was 1217, Group-wise representation of SC/ST/OBC and Physically Handicapped (PH) persons are as indicated below:

Group	Existing Strength	SC	ST	OBC	PH	PH-ST	Ex-ser- vicemen
A (Scientific & Non-Scientific Cadre)	452	86	29	102	04	01@	02
B	361	66	14	06	05	-	-
C	308	69	36	73	15	-	01
D*	96	38	03	02	02	-	-
Total	1217	259	82	183	26	01	03

- DG and ADG have been not included in the strength, since they are on Central Deputation.
- CVO has not been included in the strength, since he is on central deputation.

@ One official who belongs to ST category, is also a physically handicapped, therefore he has been counted at both places i.e. PH & PH-ST

* Group D, on completion of training as per the decision of GOI on the recommendations of 6th Central Pay Commission, are now treated as Group `C' employees.

In the upcoming process of recruitment, vacant post for PWD candidates as per DoPT norms have been identified.

15.4 NATIONAL TEST HOUSE

The position of SC/ST/OBC/EXM candidates against the number of employees in position, as on 31.12.2020.

Group of Post	Sanctioned Post	Total Number of employees in position	Number of employees out of column 3 belonging to							
			SC	ST	OBC	PH			EXM	Women employees in position
						VH	HH	OH		
(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8)	(9)	(10)	(11)
Group A	96	74	12	05	11	Nil	Nil	01	Nil	08
Group B, Gazetted	105	65	07	04	12	Nil	Nil	02	Nil	08
Group B, Non- Gazetted	148	86	17	06	22	Nil	Nil	02	Nil	23
Group C	366	138	12	06	08	Nil	Nil	Nil	Nil	27
Total	715	363	48	21	53	Nil	Nil	05	Nil	66

VH – Visually Handicapped, HH – Hearing Handicapped, OH – Orthopedically Handicapped, EXM – Ex-serviceman



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**Protecting Consumers
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go hand in hand**

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CHAPTER-16

16. SCHEMES FOR EMPOWERMENT OF PERSONS WITH DISABILITIES (DIVYANGJAN)

16.1 Statement showing the number of persons with disabilities in various groups (as on 31.12.2020)

Group of Post	Sanctioned Strength	Total Number of employees in position	Number of employees out of Col. 3 belonging to		
			VH	HH	OH
1	2	3	4	5	6
Group A	186	146	00	00	02
Group B (Gazetted)	175	122	00	00	05
Group B, (Non-Gazetted)	244	150	04	00	03
Group C	595	270	00	00	02
Total	1200	688	04	00	12

VH- Visually Handicapped

HH-Hearing handicapped

OH- Orthopedically Handicapped

Two videos for persons with disabilities have been produced and uploaded on social media.

National Test House (NTH)

In regard to “Activities for the benefits of the persons with disabilities”, it is stated that the National Test House has successfully implemented and complied the requirements of Lift, Staircase and Toilet facilities for the disabled persons at all existing Regions of NTH.

16.2 Bureau of Indian Standards Schemes for Persons with disabilities in Bureau of Indian Standards (BIS)

- i) As per the GOI instructions, 4% reservation is being provided to the persons with disabilities in direct recruitment under Group A, B, C & D posts. Further 4% of the vacancies in case of promotion to Group C and D posts, in which element of direct recruitment, if any, does not exceed 75% is also being reserved for persons with disabilities.

- ii) BIS also allows 12 Casual Leaves to the Physically challenged/ disabled people instead of 08 Casual Leaves permissible to a normal employee.
- iii) Moreover, physically challenged/disabled people are being paid Transport Allowance at double the rates prescribed for other employees, subject to a minimum of Rs. 2250/- per month.

16.3 Sexual harassment of women at work place

In Order to implement the guidelines of Hon'ble Supreme Court on prevention of sexual harassment of women at work place, a Complaints Committee was constituted in the Department of Consumer Affairs on 03.8.1998. With the approval of the Competent Authority in this Department, the Internal Complaints Committee on Sexual Harassment against Women in the Department of Consumer Affairs is reconstituted on 6th January, 2021 with the following composition:

Sl. No.	Name of the Officer	Designation
1	Additional Secretary	Chairperson
2	Deputy Secretary (Estt.)	Member
3	Representative from YWCA	Member
4	Under Secretary (CPU)	Member Secretary
5	Section Officer(BIS)	Member

- 2. The Complaints Committee also functions as Women's Cell, which broadly covers the following areas:
 - (a) To attend and coordinate the action for improvement of working conditions of women employees in the Department;
 - (b) To attend and expedite action on the complaints received from the women employees;
 - (c) Other general areas concerning the welfare of women employees.



3. No complaint was received during last year in the Department.

16.3.1 Legal Metrology

No complaint has been received in respect of Sexual Harassment of Women at working place.

16.3.2 Publicity

Two videos for persons with disabilities have been produced and uploaded on social media.

16.3.3 National Test House (NTH)

A high powered Committee has been constituted in NTH (HQ), Kolkata as well as in all the six regional offices of NTH and they have been addressing the issue with full care and have initiated all course of necessary action to prevent the same. Only one sexual harassment case has been observed in NTH (ER), Kolkata from 1st January 2020 to 31st December 2020.



The one who delivers
the gas cylinder to you...
comes with a
weighing scale...
to weigh it before you !

**JAGO
GRAHAK
JAGO**

Total Weight of
LPG Cylinder:
29.5 Kg

Weight of Gas :
14.2 Kg

Weight of
Empty Cylinder :
15.3 Kg

For incorrect weight, complain to Controller of Legal Metrology
(Weights & Measures) of the concerned State/Union Territory.
Visit www.consumeraffairs.nic.in to locate their contact details.

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 **National
Consumer
Helpline :**
1800-11-4000
or 14404
(Toll Free)

Online Complaints : www.consumerhelpline.gov.in

CHAPTER-17

17. PRADHAN MANTRI GARIB KALYAN ANNA YOJANA & ATMA NIRBHAR BHARAT

A. Pradhan Mantri Garib Kalyan Anna Package (PMGKAY)

In pursuance of the announcement made under Pradhan Mantri Garib Kalyan Package as part of Economic Response to COVID-19, the Department of Consumer Affairs has provisioned one kg pulses out of the Price Stabilisation Fund buffer stock, per household per month, free of cost, to 19.4 crore beneficiary Households as per the National Food Security Act, 2013 (NFSA).

The pulses are being distributed under the Pradhan Mantri Garib Kalyan Package (PMGKAY), for a period of three months –April to June to ameliorate the hardships faced by the poor due to livelihoods disruption caused by COVID-19.

This Department maintains central buffer of pulses for price stabilisation. It is the first time that such distribution of pulses for NFSA beneficiaries was done to meet the challenging situation arising out of COVID-19 Pandemic. The process entails allocation of five varieties of pulses, viz., Tur, Urad, Moong, Masoor, and Chana among the States/UTs according to their choice; processing the raw pulses; and then delivering the processed pulses to the designated delivery points decided by each State/UT.

NAFED has been appointed as the central nodal agency for this programme. As reported by States/UTs, against the 3 months allocation of 5.82 LMT pulses, entire quantity has been made available to States/UTs of which 5.49 LMT (97.27%) has been distributed by State/UTs.

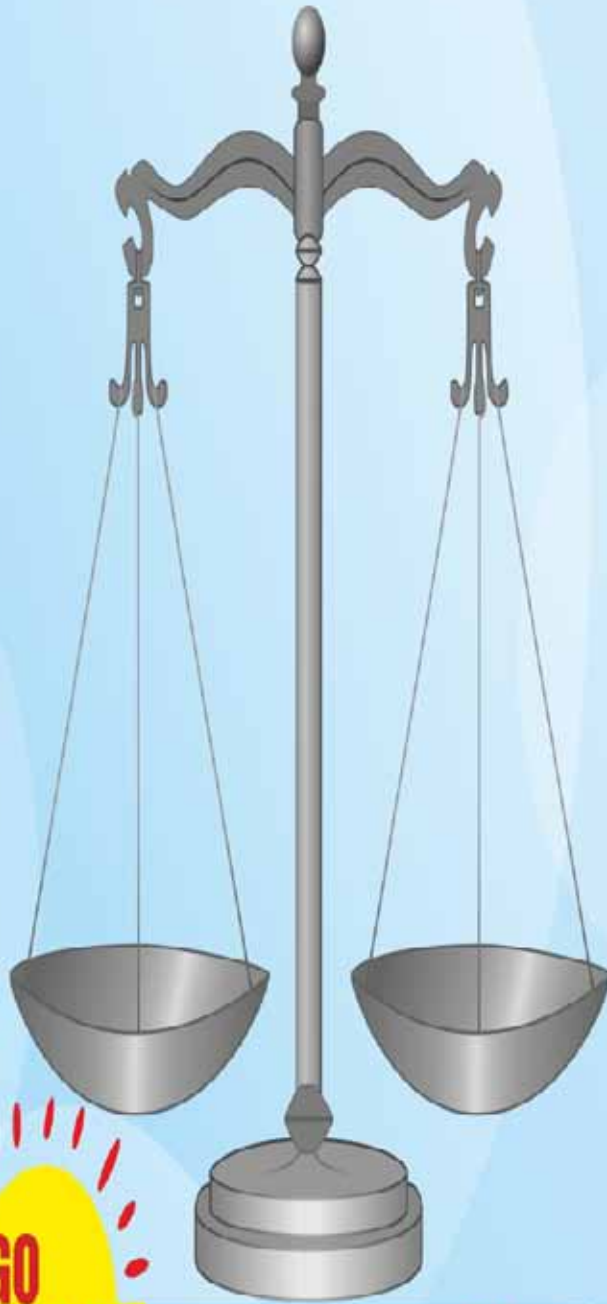
The Government of India further announced extension of PMGKAY beyond the initial period of April-June until the end of November, 2020. During the five months' period (July to November 2020), 1 kg whole Chana is being provided free of cost to each family per month to beneficiaries already identified under the NFSA. It is proposed to supply 9.70 LMT milled cleaned whole Chana to States/UTs for distribution to all 19.4 crore beneficiary Households beneficiary households under the National Food Security Act, 2013 (NFSA). As reported by States/UTs, against the 5 months adjusted allocation of 9.40 LMT pulses, against which NAFED has dispatched 9.06 LMT of pulses out of which entire quantity has been made available to States/UTs, out of which 7.76 LMT (86.40%) has been distributed by State/UTs. Distribution is still ongoing in some States.



B. Atma Nirbhar Bharat Scheme(ANB)-for Migrant labour

Under ANB, for migrant labourers who are not covered under NFSA, 2013 or are without ration card in the State/UT in which they are stranded at present, whole Chana was provided @ 1kg per household per month, for two months, May & June, free of cost. Such beneficiaries are estimated as 10% of total beneficiaries under NFSA.

Against a total adjusted allocation of 27001.19 MT whole Chana for two months (May-June, 2020), 16,644.88 MT has been distributed by States/UTs to the stranded migrant workers. Distribution of whole Chana under ANB has benefitted about 1.66 crore household families of migrant labourers.



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Department of Consumer Affairs

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CHAPTER-18

18. INITIATIVES IN THE NORTH EAST STATES

18.1 Legal Metrology in North East Region:

RRSL Guwahati is functioning from new campus from 1st May, 2009 and provides services to North Eastern States in the field of Legal Metrology. Department has also provided Grant in Aid/ Equipment's to NER.

18.2 Information, Education & Communication (Iec)

Radio Programmes (SRPs) are being run in regional languages in North-Eastern Region through All India Radio for educating consumers about features of Consumer Protection Act, 2019, BIS standards, MRP, expiry date etc. A media campaign for publicizing Consumer Protection Act, 2019 is being done through laptop branding on regional channels of Doordarshan in North-Eastern Region. Scroll messages are being run for educating consumers about features of Consumer Protection Act, 2019, BIS standards, MRP, expiry date, National Consumer Helpline (NCH) etc.

18.3 Price Monitoring Division

Monitoring Division (PMD) monitors the retail and wholesale prices of 22 essential food items, 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 for which data is obtained from 122 centres including 10 centres from North East, viz. Itanagar, Guwahati, Imphal, Shillong, Tura, Jowai, Aizawl, Dimapur, Gangtok and Agartala.

is implementing Scheme for Strengthening of Price Monitoring Division (PMD) in the States. To strengthen the price monitoring mechanism in the North Eastern States, PMD through its Scheme for Strengthening of PMC provided financial assistance to State Government of Mizoram during the year 2020-21 and proposal from Tripura is under process.

free advances from the PSF corpus may be made both to Central Agencies and to State level Corpus. The State level Corpus is created with a sharing pattern between GOI and State in the ratio of 50: 50, which is 75:25 in case the North Eastern States.

₹75 crore was released as 1st installment of Centre's share as a matching contribution to Govt. of Assam in December 2019 for creation of a revolving fund of ₹200 crore for State Level Price Stabilisation Fund of Assam. The State Government has conveyed that the fund will be utilised for market intervention activities in case of onions and Masur Dal.

18.4 Consumer Protection

Statement showing scheme-wise expenditure/utilization of 10% Lump sum provision earmarked for the North Eastern Region during 2020-21

(₹ in lakhs)

S. No.	Name of Scheme	Allocation for NER [RE 2019-20 (Rs. in lakh)	Expenditure 2019-20 (as on. 26.12.2019)
1.	Strengthening Consumer Fora		
	2552. 02.03.31, 2553. 02.03.35	20.00 0	Nil
2.	CONFONET		
	2552 (01.99.13)	400.00	400.00
	Total	420.00	400.00

18.5 Activities of NTH, Guwahati in North Eastern Region

A Report on the Projects and schemes being operated in the North Eastern Region of National Test House at Guwahati is furnished as follows:

A Report on the Projects and Schemes being operated in the North Eastern Region of National Test House at Guwahati, since its inception.

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 Govt. 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.

18.5.1 At present, NTH (NER), Guwahati, provides the following services to the 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.

18.5.2 To serve the consumers as a whole,

NTH(NER), Guwahati, has a scope to play a vital role in the movement of growing industrialization of the region, in both sectors of “ Agro-based” and “Mineral-based” industries.

18.5.3 Functions & present scenario of NTH (NER), Guwahati:

NTH, Guwahati is offering 50% discount to the North Eastern region customer so that common people of NER can utilise this service in affordable charges.

The Society Awareness Programme by NTH, Guwahati regarding suitability of drinking water consumption. The samples are collected and spot analysis done in rural and remote area by Mobile testing Van.

NTH (NER), Guwahati, manifests the optimum utilization of the facilities overcoming the constraints in regulating the region. The region expects that emerging industries in and around and consumers from all walks of life will utilize the scope of evaluation and quality assurance of their products under one umbrella.

18.6 Bureau of Indian Standards

As per the GOI instructions, 4% reservation is being provided to the persons with disabilities in direct recruitment under Group A, B & C posts. Further 4% of the vacancies in case of promotion to Group C and D posts, in which element of direct recruitment, if any, does not exceed 75% is also being reserved for persons with disabilities.

BIS also allows 12 Casual Leaves to the Physically challenged/ disabled people instead of 08 Casual Leaves permissible to other employees.

Moreover, physically challenged/disabled people are being paid Transport Allowance at double the rates prescribed for other employees, subject to a minimum of Rs. 2250/- per month.

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