



Department of Consumer Affairs

Ministry of Consumer Affairs
Food and Public Distribution, Govt. of India

सत्यमेव जयते



ANNUAL REPORT 2021-22



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



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ANNUAL REPORT

2021-2022



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Department of Consumer Affairs
Ministry of Consumer Affairs
Food & Public Distribution
Krishi Bhawan, New Delhi-110001

CONTENTS

Chapter No.	CONTENT	Page Number
1.	THE DEPARTMENT AND ITS MANDATE	1-10
2.	DEPARTMENT OF CONSUMER AFFAIRS: AN OVERVIEW	13-32
3.	CONSUMER ADVOCACY	35-43
4.	CONSUMER PROTECTION	45-51
5.	CONSUMER GRIEVANCE REDRESSAL	53-59
6.	CONSUMER COOPERATIVES	61
7.	BUREAUS OF INDIAN STANDARDS	63-85
8.	NATIONAL TEST HOUSE	87-106
9.	WEIGHTS AND MEASURES	109-116
10.	PRICE MONITORING DIVISION (PMD)	119-138
11.	ESSENTIAL COMMODITIES REGULATIONS AND ENFORCEMENT	141-146
12.	THE BUDGET AND FINANCIAL REVIEW	149-152
13.	COMPLIANCE WITH THE OFFICIAL LANGUAGES ACT & RULES	155-158
14.	CITIZEN CENTRIC E-GOVERNANCE INITIATIVES	161-164
15.	NUMBER OF SC /ST/OBC/PWD/EWS EMPLOYEES	167-168
16.	SCHEMES FOR EMPOWERMENT OF PERSONS WITH DISABILITIES (DIVYANGJAN)	171-173
17.	AZADI KA AMRIT MOHATSAV INDIA @75 AND OTHER INITIATIVES	175-179
18.	INITIATIVES IN THE NORTH EAST STATES	181-182

THE DEPARTMENT AND ITS MANDATE

The Department has been entrusted with administering: -

- 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.
- The 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.

1.1 Vision

The Vision of Department is as follows:

- 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



1.2 Functional and Organizational Set up

- Shri Piyush Goyal, Hon'ble Minister of Commerce & Industry, Ministry of Consumer Affairs, Food & Public Distribution and Textile assumed charge of the on 9th October, 2020.
- Shri Ashwini Kumar Choubey, Minister of State.
- Shri Rohit Kumar Singh, IAS, Secretary (CA) assumed charge on 31st December 2021.
- An Additional Secretary, 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.

1.3 Citizens' Charter

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

1.4 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, 2021 to January, 2022, 1696 RTI applications and 102 First Appeals were received through online RTI portal. Out of these, all applications and 90 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.

1.5 Vigilance

1. Vigilance is defined as watchfulness and alertness. Vigilance administration, an oversight mechanism in any organization is an integral function like any other function of management, such as finance, personnel, operation etc. to ensure that the other segments are functioning efficiently. Vigilance administration comprises of proactive vigilance, preventive vigilance, predictive vigilance, detective vigilance, punitive vigilance and corrective vigilance.

2. The Vigilance Section of the Department of Consumer Affairs is responsible for vigilance activities in the organization under the general superintendence of the Central Vigilance Commission (CVC), the apex organization of the Government of India that controls anti-corruption measures and probity in public life. It caters to vigilance functions in respect of officers/officials posted in Department of Consumer Affairs. The Department 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 (Vigilance) and the Vigilance Section support the CVO for conduct of investigations, disciplinary proceedings and other follow-up actions.

3. The CVOs of Bureau of Indian Standards, an autonomous organization under the Department and the National Cooperative Consumers' 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 the CVO in vigilance related matters and issue vigilance clearances.

4. During the Financial year 2021-22, the following work was undertaken:

No of cases sent to UPSC for their advise	1
No of cases sent to CVC for 1 st stage advise	1
No of vigilance clearances granted	102
Disciplinary proceedings initiated for major penalty	1
Disciplinary proceedings initiated for minor penalty	0
Cases referred to DoPT	0
Suspension	0
Final Orders passed after consultation with UPSC for imposing penalty	1
Intimations received for transaction in Immovable Property	8
Intimations received for transaction in Movable Property	8
Court cases	1
Review petitions	1
Immovable Property Returns received	70

1.6 International Co-operation and Direct Selling: International Co-operation Section coordinates with the other divisions of Department of Consumer Affairs as well as other Ministries/Departments in relation to the matters concerning international co-operation in respect of consumer protection, legal metrology, conformity assessment, standardization and imports of pulses. This works as conduit between the subject matters divisions of this department and Ministry of External Affairs/ other ministries/departments in the process of finalization of Memoranda of Understanding (MoUs) to be entered into with foreign countries/International organizations.

During the calendar year 2021, the following MoUs were entered into:

S.No	Title	Date of Signing
1.	Memorandum of Understanding (MoU) between the Government of the Republic of India and the Government of the Republic of Mauritius in the field of Consumer Protection and Legal Metrology.	19 th February, 2021
2.	Memorandum of Understanding (MoU) between the Government of the Republic of India and the Government of the Republic of Malawi on cooperation in the field of Trade of Tur (Arhar Dal or Pigeon Peas).	16 th June, 2021
3.	Memorandum of Understanding (MoU) between the Government of the Republic of India and the Government of the Republic of India and the Government of the Republic of the Union of Myanmar on corporation in the field of Trade of Urad and Tur.	18 th June, 2021



1.7 National Informatics Center (NIC)

An upgraded version of the Consumer Helpline software which is the web portal <https://consumerhelpline.gov.in> was launched by the Department. The upgraded version is more informative and scalable. The department also brought many companies on the platform as convergence partners for speedy and effective disposal of consumer grievances.

The Price collection centres for the daily retail and wholesale prices of 22 essential commodities have been increased from 122 centers to 179 centers and prices are collected through the online application 'Price Monitoring System.' A new version of PMS App has been launched by the Department to ensure qualitative data collection.

To compare prices reported by the State Civil Supplies Department, a parallel mechanism of price collection through designated 162 centres of FCI and 17 centres of NAFED has been established and a Mobile App has been launched for reporting prices by these agencies.

Online e-filing facility in CONFONET scheme has been put into operation in 24 States to enable the consumers to file cases in Consumer Commissions, sitting at his place of convenience obviating the need to go personally.

Two twitter handles @consaff and @jagograhakjago are used by the department for information dissemination to spread awareness and address consumer related grievances. Many tweets have been published for wider dissemination of consumer awareness and advocacy.

An online system has been developed by NIC for approval of Emblems and Names proposals / requests forwarded by the State Governments.

The portal <http://lm.doca.gov.in> has been integrated with the National Single Window System launched DPIIT to provide citizen to apply for various Legal Metrology licenses / certificates pertaining to Model Approval, and Packaged Commodities Registration.

A new portal for Pulses Stock declaration by stakeholders (<https://fcainfoweb.nic.in/psp>) was launched to assess the total quantum of pulse availability in the country on any given day.

Online Portal for inviting Online Application for members of NATIONAL CONSUMER DISPUTES REDRESSAL COMMISSION launched (<https://jagograhakjago.gov.in/NCDRC>).

Many meetings were convened through video-conferences to meet the COVID challenge.

उपभोक्ता मामलों विभाग
DEPARTMENT OF CONSUMER AFFAIRS
Online System for Clearance of Emblems and Names

Online System For Clearance of Emblems and Names

Welcome to **Department of Consumer Affairs (Emblems and Names)**

The general assembly of the United Nations Organization recommended in 1948 that members of the United Nations should take necessary legislative or other appropriate measures to prevent the use, without proper authority, and in particular for commercial purposes, of the emblem, the office seal and the name of the United Nations and of the abbreviations of the name. A similar recommendation was also received from World Health Organization for prevention of the use of its name (and abbreviations), emblem and official seal. Instances were also come to light of the use in India (and abroad) of the United Nations flag and emblem and of the name or pictorial representation of Mahatma Gandhi and other national leaders for commercial and trade purposes and in the manner likely to offend the sentiments of the people.

Minister, Consumer Affairs
Shri Prafulla Kumar

Department of Consumer Affairs
Ministry of Consumer Affairs, Food & Public Distribution
Government of India

This portal has been launched by the Department of Consumer Affairs, Ministry of Consumer Affairs, Food and Public Distribution, Government of India. The stakeholders such as importers, millers and dealers can register themselves in this portal and create user ID and password themselves by a simple procedure. After registration, they can login to the portal and submit the stock that they are holding on any given date for the pulses.

[User Manual for User](#)

Login

admin

.....

Enter Image Text

71r UNO

Remember me

Sign in

Don't have an account? [Sign Up](#)
Forgot your password?

© 2022 - Department of Consumer Affairs . Total visitor:- 353889



DEPARTMENT OF CONSUMER AFFAIRS

National Consumer Day 24th December

01
Right to Safety

02
Right to be Informed

03
Right to Choose

04
Right to be Heard

05
Right to seek Redressal

06
Right to Consumer Education

CONSUMER - KNOW YOUR RIGHTS

Consumer Rights

DO YOU KNOW YOUR CONSUMER RIGHTS?

Means right to be protected against the marketing of goods and services, which are hazardous to...

[Read More -->](#)

Do you have a Consumer Grievance ?

You can call to register your grievance **1800-11-4000** or **14404**

Timing: All Days Except National Holidays (09:30 AM To 05:30 PM)

OR

SMS on this Number **8130009809**. We will get back to you.

OR

Register online Here [Signup -->](#)

OR

Register your grievance through NCH APP [Download App -->](#)

DOCA Twitter Handles

[Follow @nchindia](#) (92.4K followers)

[Follow @nchindia](#) (28K followers)

NCH Success Stories

staff also supportive

#3065900 - Very Good, Good Service

#3076575 - Very Good, Putting my Grievances here I think it made an impact and my issue was resolved. Thank You.

PMS

Department of Consumer Affairs Communication

3+

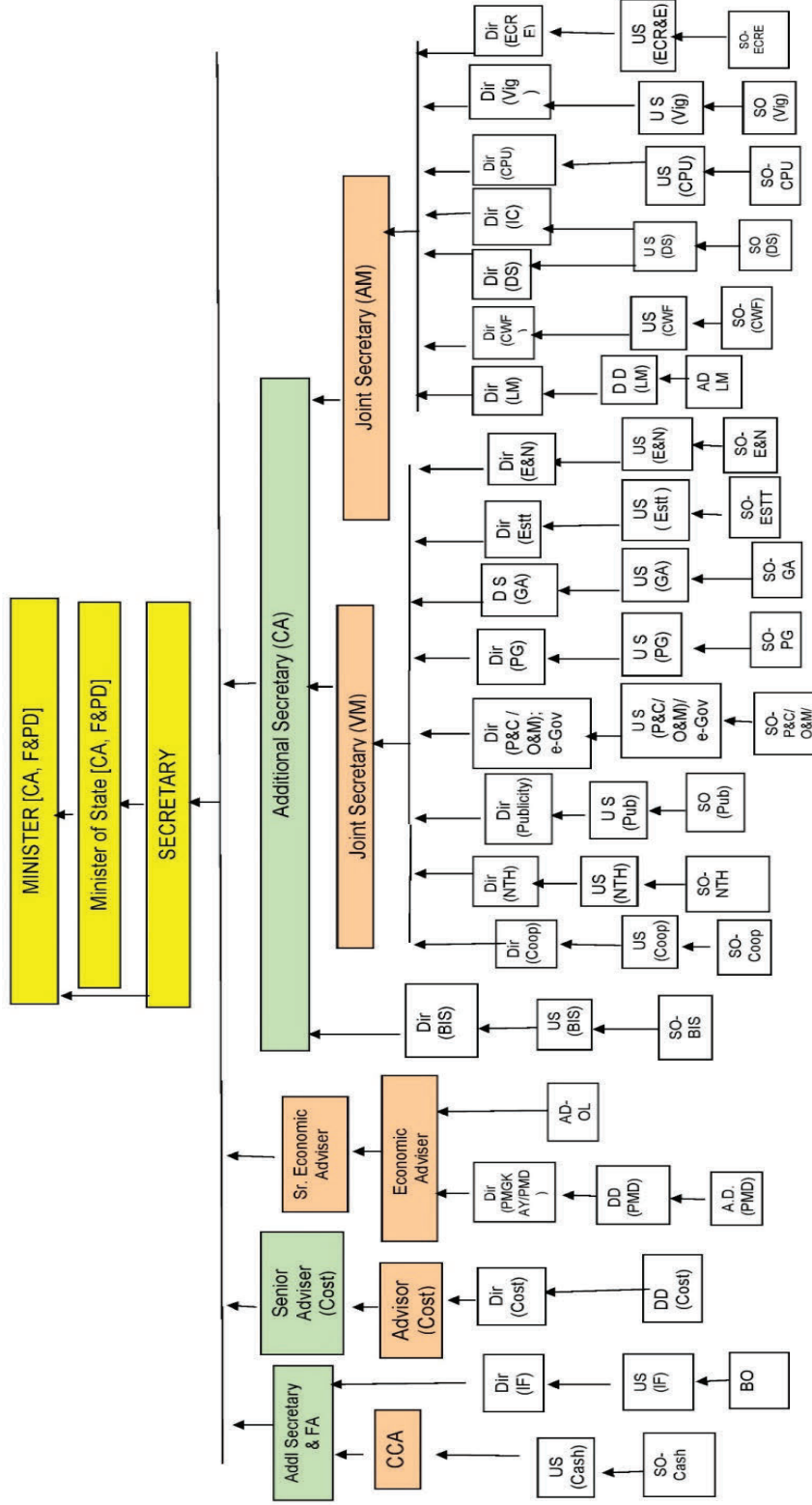
⚠ You don't have any devices.

[Add to Wishlist](#)

Install

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.

ORGANISATION CHART OF DEPARTMENT OF CONSUMER AFFAIRS (As on: 04th February, 2022)



PMD – Price Monitoring Division, **ECRE** – Essential Commodities Regulation & Enforcement, **LM** – Legal Metrology, **NTH** – National Test House, **Coop** – Cooperation, **BIS** – Bureau of Indian Standards, **PG** – Public Grievances, **CWF** – Consumer Welfare Fund, **CPU** – Consumer Protection Unit, **P&C** – Parliament & Coordination, **DS** – Direct Selling, **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, SO – Section Officer, AD – Assistant Director, BO – Budget Officer.

Legend

Secretary (CA) - **Shri Rohit Kumar Singh**

- Additional Secretary (CA) Smt Nidhi Khare
- A S & F A Shri. G Srinivas
- Sr. Economic Adviser Vacant
- Joint Secretary (AM) Shri Anupam Mishra
- Joint Secretary (VM) Shri Vineet Mathur
- Economic Adviser Dr. Kamkhenhang Guite
- C C A Shri Shailendra Kumar
- Sr. Adviser Cost Vacant
- Adviser Cost Shri Shashi Bhushan

<u>Directors/Deputy Secretaries Mr./Ms</u>	<u>Division/Section/Unit</u>	<u>Under Secretaries/ Deputy Directors Mr./Ms</u>	<u>Section Officer / Assistant Director Mr./Ms</u>
1. B.N. Dixit, Dir	Weights & Measures/ Legal Metrology	Manoj Kr. Naik, DD Shailendra Singh, DD	Dinesh Sagar, AD
2. Dharmesh Makwana, Dir	Bureau of Indian Standards; National Test House	P K Tyagi, US P S Thakur, US	T. Choudhuri, SO Sarita Bhatnagar, SO Vacant
3. B.N. Dixit, Dir	Emblems & Names Act	Charanjit Gulati, US	Dharmender Singh, SO
4. Subhash Chandra Meena, Dir	Essential Commodities Regulation & Enforcement	TTK Muan, US	Kumar Sundram, SO
5. S K Prasad, DS	Integrated Finance	Sunil K Mishra, US	Devi Dayal Singh, SO
6. Alok Kumar Verma, Dir	Publicity	Bal Krishana Thakur, US	Vacant

<u>Directors/Deputy Secretaries Mr./Ms</u>	<u>Division/Section/Unit</u>	<u>Under Secretaries/ Deputy Directors Mr./Ms</u>	<u>Section Officer / Assistant Director Mr./Ms</u>
7. Subhash Chandra Meena, Dir	Price Monitoring Division	Lal Ramdinpuii Renthlei, DD Satinder Kumar, DD Sanjay Kaushik, DD	Vacant
8. Vacant	Costing Cell	Jay Prakash Ray, DD (Cost)	Vacant
9. Surendra Singh, Dir	Parliament & Coord; O&M Unit / E-Governance	Jasbir Tiwari, US (RTI Nodal Officer)	Anita Meena , SO
10. Alok Kumar Verma, Dir	Vigilance	Jayshree Narayaan, US	Arvind Kumar , SO
11. B.N. Dixit, Dir	Consumer Welfare Fund	Jaylakshmi Kannan,US	---
12. Surendra Singh (Dir)	Public Grievances	Charanjit Gulati, US	--
13. Subhash Chandra Meena, Dir	Consumer Protection Unit, Direct Selling/ INGRAM; NCH	P.K. Tyagi, US Jayshree Narayaan, US	Rakesh Kumar Roshan, SO Rakesh Kumar Roshan, SO
14. Surendra Singh (Dir)	Cooperation	P S Thakur, US	Vacant
15. Alok Kumar Verma, Dir	Establishment	Bal Krishana Thakur, US	Roshan Burman, SO Dharmendra Singh, SO
16. S K Prasad, DS	General Administration	Charanjit Gulati, US	S.Mahesh, SO
17. Vacant	OL / Rajbhasha	Vacant	Ashok Kumar, AD
18. N Natarajan, Tech. Director	NIC Cell	--	--



Buy new or old All that glitters is not gold

Make sure it is pure



Before buying gold,
please check the following:

- ISI Marked Gold
- 999.9 Pure Gold
- Stamp/Marked Gold
- BIS Registered Jewellery Store



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Ministry of Consumer Affairs, Food and Public Distribution
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National Consumer Helpline
14404 or 1800-11-4000
(Toll Free)



ISI Mark is assurance of Quality

www.consumerhelpline.gov.in



Before buying gold, please check the following:



Always insist on Hallmark for guaranteed purity

Why Hallmark?

- It is the accurate determination and recording of the proportionate content of precious metal in gold.
- The mark officially guarantees the purity or fineness of gold jewellery.

Beware

- Hallmark is not done instantly. It takes time to check the purity of gold.
- Do not be convinced to forego cash receipt. Insist upon it.



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Mark is assurance of Quality

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

Third party agencies allowed to stamp weights and measures:

Under the Legal Metrology Act, 2009, the verification and stamping of weights and measures used in transaction or in consumer protection is mandatory. Due to lack of infrastructural facilities and manpower in States/UTs, business enterprises have been facing difficulty in getting the weights and measures verified and stamped. In order to ease the compliance burden, it has been decided to allow third-party agencies under the Legal Metrology (Government Approved Test Centre) Rules, 2013 and a notification has been issued to the effect that the verification and stamping of weights and measures may also be done by the NABL / ISO:IEC 17025:2017 accredited Laboratories.

In order to give a boost to manufacturing and entrepreneurship, Government has focused on ease of compliance and ease of doing business, DoCA has accordingly allowed NABL accredited labs which fulfill the norms of ISO:17025, to be notified as Government Approved Test Centre (GATC) for verification of weighing and measuring instruments. Taking forward this initiative, all seven Regional Reference Standard Laboratories (RRSLs) which function under this Department, have also been notified as GATC.

With view to promoting ease of doing business while balancing consumer rights and interests, the Legal Metrology (Packaged Commodities) Rules 2011 have been amended as follows:

- The mandatory requirement of standard pack sizes for various types of commodities has been done away with. In order to ensure that consumers are able to compare prices and make an informed choice, Unit Sale Price for all pre-packed commodities meant for retail sale has been introduced.
- The declaration of month and year of manufacture of pre-packed commodities has been made mandatory; the option for declaring month and year of import has been done away with as it was leading to ambiguity in the case of imported commodities.
- The declaration of MRP on the pre-packed commodities has been simplified; the mandatory MRP declaration would now be in Indian currency inclusive of all taxes.
- The declaration of quantity sold in numbers has been made simpler by clarifying the manner in which the quantity in number can be expressed.

Activities Undertaken for Consumer Protection:

Under the Legal Metrology Rules, it is necessary to declare the country of origin for all imported goods. It was brought to the notice of the Department that some of the e-commerce entities are not displaying the mandatory declarations on digital networks, as required under the said Rules. Accordingly, notices were issued to 21 e-commerce entities/ companies in January 2021 (the total number of e-commerce entities who have been issued notices in the last 4 months is 67) and due process was followed regarding compounding of offence thereafter.

The Central Consumer Protection Authority (CCPA) regularly checks/monitors internet, websites, newspapers, magazines etc. for any false claims or misleading advertisements etc. (The total number of notices issued by so far by CCPA is 26). CCPA had observed that numerous



manufacturers/commercial establishments have released misleading advertisements through the medium of print and electronic media, for promoting consumer products with unsubstantiated claims of boosting immunity, killing 99.99% germs, virus etc. In this connection, it issued 8 show cause notices during January, 2021 to different corporate houses and companies for seeking their response whereafter appropriate action as per the Act, would be taken.

The Consumer Protection Act, 2019 was brought into force from July 20, 2020. Thereafter, as per the new provisions, a Web application for E-filing of consumer complaints named “edaakhil.nic.in” was developed, to enable consumers to file a new Consumer Complaint (CC) online from anywhere as per their choice. The e-Daakhil portal has been launched in NCDRC and in 15 States/UTs [Delhi, Maharashtra, UP, Bihar, Jharkhand, MP, Punjab, Chandigarh(UT), Andaman & Nicobar State Commission, Odisha, Andhra Pradesh, Gujarat, Haryana, Karnataka & Chhattisgarh]; as on date, a total of 2229 cases have been filed across the country, using e-filing facility.

The Central Consumer Protection Authority (CCPA) issued 13 show cause notices (either suo moto or on complaint), to different corporate houses and companies for seeking their responses regarding false claims, misleading advertisements and unfair trade practices.

The e-Daakhil portal was launched in 2 more State Consumer Commissions viz., Tripura and Uttarakhand, along with all District Commissions of these States, to facilitate the consumers/advocates in filing their consumer complaint online through the e-Daakhil portal. With this, the total number of States which have launched the e-filing portal, is 17.

Price Monitoring Activities:

The price trend of pulses and demand-supply gap were highlighted by DoCA in meetings of the relevant Committees, and the need for requisite policy decisions was emphasized. Consequently, the import quotas for Moong, Urad and Tur for 2021-22 have been finalized and notified. Further, a new mechanism for import of pulses was notified by DGFT in the month of March. The entire process of application has been made online and the allotment would be based on a randomisation algorithm developed by NIC, DoCA, that has been duly vetted by C-DAC.

Bureau of Indian Standards :

In order to achieve the objective of One Nation One Standard, DoCA and BIS have been reaching out to several Ministries, such as Railways, Power, Road Transport & Highways, etc. so that the product standards of these sectors meet all quality parameters. As a result of close



co-ordination and follow-up with the Ministry of Railways, the Research Designs and Standards Organization (RDSO), Ministry of Railways, GoI became the first SDO in the country to be granted recognition under the BIS Scheme for Recognition of SDOs. This recognition would ensure that RDSO's processes of standards development are aligned with the globally accepted principles of standardization and are compliant with the Code of Good Practice for the Preparation, Adoption and Application of Standards as provided in the WTO-TBT Agreement.

The Department issued a notification regarding implementation of Hallmarking of Gold Jewellery and Gold Artefacts Order, 2020 in phases, across the country. In the first phase, Hallmarking has been made mandatory for 14, 18 and 22 carats of gold jewelry & artefacts in 256 districts which presently have at least one Assaying & Hallmarking Centre. Going forward, Mandatory hallmarking of gold Jewellery would benefit consumers, by ensuring the purity of gold ornaments.

Parakh Portal:

A Geographic Information System (GIS) based Unified Laboratory Network, 'PARAKH' has been developed by DPIIT, which aggregates all the laboratory related information in the country. DoCA being an important stakeholder is an active participant; all BIS and NTH labs have been mapped on the portal, including the private labs that are empanelled and recognized by BIS.

Amendment of the Essential Commodities Act

As on August 31, 2021, 11445 entities like Dealer, Importer, Miller and Stockist had registered on the (fcainfoweb.nic.in/psp/) portal from across the country and declared a total of 3181769.01 MT stocks of pulses. A communication was sent on August 25, 2021 to 17 states, giving details of 217 entities whose declarations indicated stock holding above the permissible limits.

Ease of compliance under the Emblems and Names (PIU) Act:

From time to time, references are made to the Department by Registrars/Sub-Registrars under the Act, in matters where the name sought to be registered by an Association/Trust/Society etc. appears to suggest patronage of the Government of India or of any authority /corporation constituted by the Government under any law.

Taking into account the need to streamline the mechanism, the Department has made the entire process on-line, and launched a portal for online submission of such references. An All-



India level workshop was held on October 29, 2021 with the Registrars/Sub-Registrars of all States / UTs to share information about the online system and demonstrate the features of the portal, as also the documents that are required to be uploaded. This online mechanism, which will be operationalized from December 1, 2021, is likely to reduce the overall time taken, thus bringing in both efficiency and transparency.

Celebration of National Consumer Day :

The National Consumer Day was celebrated on 24.12.2021 through webinar. Shri Piyush Goyal, Hon'ble Minister of Commerce & Industry, Consumer Affairs, Food & Public Distribution and Textiles presided over the event. The theme of the celebration was "Consumer-Know Your Rights". During the National consumer Day programme, the Hon'ble Minister released e-books on Landmark Judgments on Consumer Law and Practice, a Handbook on Mediation under the Consumer Protection Act, 2019 and a Handbook on e-filing in the Consumer Redressal Commissions and flagged off National Test House (NTH) Mobile Van for Drinking Water Testing at RRSL Varanasi. The webinar was attended by officers of State Governments, President and members of the Consumer Commissions, Voluntary Consumer Organisations and other stakeholders.

2.2.1 Celebration of Swachhta Pakhwada

The Department celebrated Swachhata Pakhwada from 16th to 28th February, 2021. Following activities were undertaken as part of the celebrations:

- A Pledge taking ceremony was held at 11 .00 AM on 16th February 2021 wherein Secretary (CA) administered the pledge on Swachhta.
- Banners were displayed at prominent places in the office premises of the Department at Krishi Bhawan, Shastri Bhawan and Jamnagar House for making people aware of their responsibilities.
- In order to make the general public aware about the significance of the Pakhwada and to sensitize about cleanliness and hygiene at work place and surrounding areas, posts / photos /videos were regularly uploaded on the social media handles of the Department like twitter, facebook and Instagram.
- Taking into account the situation arising out of spread of COVID-19, masks, sanitizers and other hygiene related products, etc. were distributed to the employees.

- A special cleanliness drive for segregation and safe disposal of paper waste, plastic waste and e- waste was launched.
- Two short films on Swachhta and 'Clean India- E- Waste Management were screened.
- An Essay writing and Poetry competition on the theme of Swachh Bharat was organized on 23rd Feb. 2021 for the employees of the Department.
- Review and weeding out of old records was carried out in various Divisions including the Departmental Record Room. Various Divisions/Sections were inspected and adjudged on cleanliness.
- Awards were given to the winners of cleanest Sections and organizations under the Department. Winners of Essay writing and Poetry competition were also awarded.



(Swachhta Pledge Administered by Secretary (CA))



(Swachhta Pledge being administered by Additional Secretary (CA) on 16.02.2021)



(Winners of the Swachhta Awards with Secretary (CA) and senior officers)



- The Bureau of Indian Standards, National Test House, Indian Institute of Legal Metrology, Ranchi and the Regional Reference Standards Laboratories also celebrated the Swachhata Pakhwada with various activities. Swachhata pledge was taken by all employees, old records were reviewed and weeded out, action to weed out old furniture was taken, slogan, poster drawing and other competitions were held, saplings were planted in the office premises in BIS Hqrs and various regional offices. Social media was used for publicizing activities related to Swachhata. Employees were informed about the need for reduction of single use plastics. National Test House carried out innovative activities such as camp for public about harmful effects of single use plastics and benefits of swachhata on environment. BIS carried out special cleanliness drive and display of posters on swachh bharaat in their offices. RRSL, Bhubaneswar conducted a programme on sanitation, hygiene and bad effects of use of single use plastics such as bags I polythene in nearby residential colonies and also distributed handwashing soap and masks among the basti dwellers. RRSL, Bangalore initiated establishment of a compost unit in the office to promote zero garbage.
- Based on various parameters, all the organisations under the Department were evaluated and first, second and third prizes, sponsored by the Department of Drinking Water and Sanitation were announced for Bureau of Indian Standards, National Test House and RRSL, Bhubaneswar respectively, by Secretary (CA) during the video conference held on 09-03-2021 to take stock of the achievements during the pakhwada.
- Secretary (CA) issued a Press Release on 19th March, 2021 by highlighting the activities of the Department during the Swachhta Pakhwara.

2.2.2 Cleanliness drive

- A Special Campaign, organized by DARPG, was carried out in the Department to dispose of the pending matters and simultaneously keeping the office space and its surroundings neat and clean. The Campaign started on 02.10.2021 to mark the birth anniversary of Mahatma Gandhi and it spanned the entire month and concluded on 31.10.2021. Cleanliness drive
- is still continued and Department is regularly updating status of VIP references, Parliamentary Assurance, State Govt. references, Public Grievances, Record Management (Files), on the portal of Department of Administrative Reforms and Public Grievances.

- All subordinate and autonomous organizations under the Department of Consumer Affairs have organized the special campaign on cleanliness in their premises located across the country and devoting three hours every week on Fridays to the cleanliness drive. Further, as a matter of cleanliness drive, the obsolete and unused items lying in the Sections like Newspaper, Magazines, e-waste were weeded out files and furniture lying in the corridors of the building were removed and disposed of by way of bidding. In this process, scrap material was sold off through bidding.
- A special meeting with municipal commissioners of five top ranked municipal corporations in the country on Clean Drinking Water Supply and Testing of samples of municipal water was held by Secretary DOCA to percolate the concept of availability of clean drinking water in rural and Urban Municipal areas in the country.
- The Department participated in the Good Governance Week celebrations from 20th December, 2021 to 25th December, 2021 organized by DARPG and was one of the 25 Departments selected to display and exhibit Good Governance initiatives in the National Level Exhibition.





- To review the overall campaign status, Sh. Ashwini Kumar Choubey, Hon'ble MoS inspected the various sections/corridors of the Department and expressed his full satisfaction towards the efforts made by the Department during the special campaign.

2.2.3 Celebration of Vigilance Awareness Week

Vigilance Awareness Week 2021 was celebrated with great enthusiasm by the Department as well as by all organizations under the administrative control of this Department from 26.10.2021 to 01.11.2021. During the week, the following activities were conducted in the Department:

- The posters provided by CVC regarding Public Interest Disclosure and Protection of Informer (PIDPI) Resolution were displayed at prominent places in the Department. Also, the posters were shared on Twitter through the official handle of this Department for wider publicity.
- On 26.10.2021, all the employees of the Department took e-Integrity pledge from CVC's website at their work-seat. Also, Additional Secretary (CA) administered the pledge to senior officers of the Department. The Integrity pledge was also uploaded on Departmental website for wider dissemination among the citizens.



- On 27.10.2021, an essay writing competition on “Independent India @75: Self Reliance with Integrity” was organized among the employees of the Department.
- On 28.10.2021, an e-lecture on Vigilance matters was organized by this Department in consultation with CVC.
- On 01.11.2021, a slogan writing competition on “Independent India @75: Self Reliance with Integrity” was organized among the employees of the Department.
- All the activities carried out by the Department during the week were shared through social media on the same day.
- The winners of the competitions were awarded certificates by Secretary, Department of Consumer Affairs.

VIGILANCE AWARENESS WEEK 2021

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



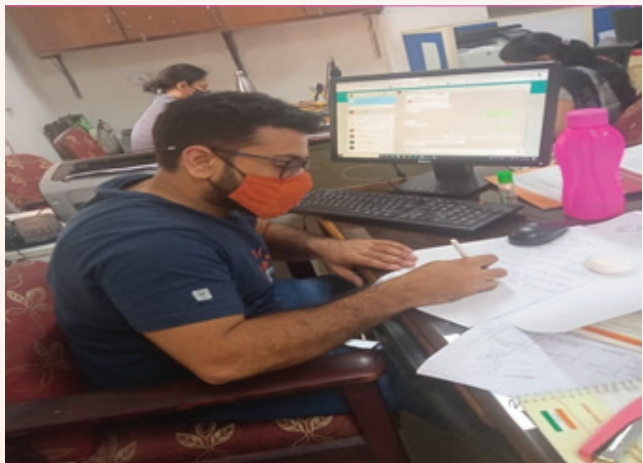
Display of PIDPI posters at prominent places in Krishi Bhawan, New Delhi



(Additional Secretary (CA) administering Integrity Pledge to Senior Officers of the Department)



(Participants of Essay Writing Competition held on 27.10.2021 during Vigilance Awareness Week)



(Participants of Slogan Writing Competition held on 01.11.2021 during Vigilance Awareness Week)



(Secretary (CA) distributing certificates among winners of the competitions held during Vigilance Awareness Week 2021)

2.2.3 Celebration of Constitution Day

On the occasion of Constitution Day (Samvidhan Diwas) under Azadi ka Amrit Mahotsav following activities were performed: All the officers/staff of Department of Consumer Affairs read preamble on the Constitution Day. The same was published on the social media handles of the Department. All the Subordinate and Attached offices also participated in the celebration of Constitution Day. Pledge taking ceremony with all the officers/staff of RRSL, Ahmedabad. The officers/staff were informed about the Constitution Day and given their views on the occasion. After the function swachhata activities were performed at RRSL, Building. All Staff Members and Officers of this office has read the Preamble of the Constitution of India today and also made plantation in the RRSL campus.



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

2.2.4 Emblems and Names

The Department of Consumer Affairs, Government of India deals with the Emblems and Names (Prevention of Improper Use) Act 1950 .

Objective

- The Act was enacted in 1950 to prevent misuse of certain names and emblems specified in the Schedule of the Act, for the purpose of trade business calling or profession, or in the title of any patent, or in any trade mark or design.
- If any question arises before a competent authority (authority to register any company, firm, or other body of persons or any trade mark or design or to grant a patent) as to whether any emblem is an emblem specified in the Schedule or a colourable imitation thereof, the competent authority may refer the question to this Department.

- The Department receives communication from the offices of the Registrar of Societies seeking clearance or otherwise in respect of certain proposed names, whenever they consider the proposed names may contravene the provision of the Act. The application for consideration of name and emblems were received in hardcopy.
- A committee has been constituted in the Department to consider the cases. The collective decision of the committee is then submitted for the approval of Secretary (CA). From 1 st Jan, 2021 till 31st Dec, 2021, 541 cases were received in the Department out of which 348 cases were given No objection Certificate, 54 cases were given objection certificate, and 139 cases were referred to Registrars, Ministries / Department for seeking clarification/ comments.

On 2nd Dec, 2021, Department of Consumer Affairs, Government of India has launched an online portal to enable online submission of proposals seeking clearance from the Department in respect of names and emblems of Firms/Societies/company/Government body/Other body of persons under the Emblems and Names (Prevention of Improper Use) Act, 1950

2.3 Measures to combat spread of COVID-19

Vaccination camps were organized in the department to administer 2 doses of Covaxin to the staff and officers of this department as part of measures against Covid-19 on 24th August and 28th September 2021 at Krishi Bhavan.

70 doses of vaccine were administered in each camp. The photographs of the event are also placed below:









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



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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@jagograhakjago



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



NCH



UMANG

www.consumerhelpline.gov.in



Mark is assurance of Quality



**Congratulations
to winners of Online
NATIONAL POSTER COMPETITION
on
CONSUMER AWARENESS**

JUNIOR LEVEL

1

KESHAV KANHAI
Class : IX

SCHOOL OF EXCELLENCE, KALKAJI, NEW DELHI

SENIOR LEVEL

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)

EMAJAYONKARTHIK J
Class : IX

WELFARE NAGAR MAHIL SEC SCHOOL, NO. 3/98,
LAKSHMANAPURAM, NAGAR, KOTTIVAKKAM, CHENNAI

(3A)

SUSHMITA
Class : X

GOVT GIRLS SR SEC SCHOOL NO.2,
TUGHLAKABAD, NEW DELHI

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

(3B)

ROHIT NANDHA R.N
Class : VII

Vidya Devi Matriculation Higher Secondary
School Mathhappattanam Karakudi

(3B)

KIRUBAKARAN. R
Class : XI

PETIT SEMINARE HR SEC SCHOOL, 555, MAHATMA
GANDHI ROAD, MG ROAD AREA, PUROCHERRY

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

CONSUMER ADVOCACY

3.1 CONSUMER WELFARE FUND

The 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:-

- i. Creation of Consumer Law Chairs/ Centres of Excellence in Institutions/Universities of repute to foster research and training on consumer related issues.
- ii. Projects for spreading consumer literacy and awareness.
- iii. Establish Consumer Welfare (Corpus) Fund at the State/UT
- iv. Establishment of Corpus Fund in the States/UTs on sharing basis viz. Central and State share as decided from time to time.
- v. Centre for Consumer Studies, IIPA.

The Department of Consumer Affairs initiates number of steps to promote a responsible and responsive consumer movement in the country which is in line with the best international



practices and awakening about the Consumer Protection Act, 2019.

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 17 States/UTs viz. Gujarat, A.P, Odisha, W.B, Bihar, Nagaland, Karnataka, T.N, M.P, Kerala, Haryana, Jharkhand, Telangana, Rajasthan, Sikkim, Tripura & 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.

Release of 18.00 Crore as corpus fund to Govt. of Tripura , Rs.7.50 Crore to Madhya Pradesh, is under process.

3.3 TRANSFER OF FUND TO CBIC FROM CONSUMER WELFARE FUND:

The allocation is through DDG. Out of budget provision of Rs.263.50 crore, an amount of Rs. 233.50 crore has been utilized during the financial year 2021-22 (Up to 31.12.2021) from the Fund. This includes an amount of Rs. 226 Crore transferred to CBIC from Consumer Welfare Fund for the purpose of Publicity/Consumer Awareness on GST.

3.3.1 Projects under CWF:

The endeavour of the Department is to partner with Academic Institutions/different kinds of Public Organisations/Government Bodies and credible and committed voluntary consumer organisations in the task of raising awareness amongst people as consumers as well as to redress their grievances. Towards this end, the Department has created some key collaborative platforms. The brief outline of some of these are as follows:

In view of the emerging global markets and concerns for good governance coupled with rising expectations of the people for better services, quality goods, availability of choice and value for money, there is universal emphasis for protection and promotion of Consumers' rights

and interests but also leads to economic development. To give boost to the consumerism, the Department of Consumer Affairs, Ministry of Consumer Affairs, Food, and Public Distribution, GoI, has established a dedicated Centre for Consumer Studies (CCS) at the Indian Institute of Public Administration (IIPA), New Delhi under the Project of CCS, IIPA. A grant for setting up the Centre for Consumer Studies (CCS), a project, was extended to IIPA in 2007 and has since been extended from time to time.



(Department Participated in Good Governance Week Organized by DARPG at Dr. Ambedkar International Centre, New Delhi)

The project of Centre for Consumer Studies (CCS), at IIPA was extended beyond June, 2015 with financial support of Rs.15.00 crores for a period of 5 years and later the project was extended with a fresh MoU signed on 25.08.2020 for 1 more year till June, 2021 without any additional financial assistance. Out of this sanctioned amount, an amount of Rs. 13.17735 Crore has been released so far. The release of last instalment to IIPA, New Delhi is in process.

The Centre for Consumer Studies keeps abreast of the long- term policies, to position



itself as a major contributor to the identification of issues and priorities as well as solutions to ensure better protection of the consumers. The Centre networks with national and international stakeholders.

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 Centre for Consumer Studies at IIPA did the following activities for generating consumer awareness during the year 2021-22(till date)

1. CCS, IIPA undertook 12 Capacity Building Initiatives for generating awareness amongst various stakeholders.
2. 13 handholding sessions were conducted by the CCS faculty in the Programmes organized by various institutions all over India. They provided expert inputs on number of issues on Consumer Protection.
3. Research Studies were conducted during the year such as
 - i) A Study of Teleshopping in India April 2021 by Suresh Misra, Sapna Chadah & Deepika Sur –Report Submitted to DoCA
 - ii) Study on Impact of Consumer Protection Act, 2019 August –Sept 2021 Suresh Misra & Sapna Chadah - Report Submitted to DoCA ((For Supreme Court)
 - iii) CCS in association with Consumer Advocacy Group conducted an online survey on



Consumer Awareness using Google form. The survey covered 21 states and 1 Union Territory and more than 3000 respondents. The results are being analyzed and findings will be shared.

3. A book titled 'Climate Change , Sustainability and Consumers: Towards a Better Future'; Suresh Misra, Mamta Pathania was published.
4. Pamphlets on Consumer Protection Act, 2019 to generate awareness were distributed.
5. A sub scheme NCH is being implemented under the umbrella of CCS

EXECUTIVE SUMMARY

The consumer has a right to be provided with all relevant information to enable him to avoid exploitation and to make a considered choice while buying products and availing services from the market. Creating consumer awareness is Government's responsibility, especially in a welfare State like India, as it leads to social and economic benefits. Reflecting these imperatives, Section 6 of the Consumer Protection Act, 1986 mandated the Central Consumer Protection Council to promote and protect the rights of the consumers which include, inter alia, the right to be informed about the quality, quantity, potency, purity, standard and price of goods or services, as the case may be, so as to protect the consumer against unfair trade practices. Section 1 (9) (ii) of the Consumer Protection Act, 2019 also defines consumer rights to include right to be informed along similar lines. Access by consumers to adequate information to enable them to make informed choices according to individual wishes and needs is one of the general principles listed in United Nations Guidelines for Consumer Protection 2016.

Recognizing the importance of promoting consumer awareness, Consumer Awareness was approved during the 10th Five Year Plan as a separate scheme. Department of Consumer Affairs, being the nodal Department for consumer protection and consumer welfare, has been implementing the scheme. The campaign undertaken by the Department is a critical scheme for consumer awareness and consumer empowerment.

The objective of the scheme has been to launch an effective, sustained and intensive consumer awareness campaign, impact of which should reach the urban as well as rural and remote areas.

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), Indian Railway Catering and Tourism Corporation (IRCTC), Common Service Centres (CSCs). Joint campaigns with other Departments / Organisations are also run. The power of social media is also harnessed to spread consumer awareness.

4. The following is the budget allocation and expenditure during the last three years and the current year:

(Rs. in cr)

S. No.	Year	BE	RE	Expenditure
1.	2018-19	70.00	60.00	59.82
2.	2019-20	62.00	40.00	33.89
3.	2020-21	60.00	42.50	42.25
4.	2021-22	44.50		20.72 (till 16 th December,2021)

5. The themes of recent campaigns are: Consumer Protection Act 2019; Central Consumer Protection Authority; E-Daakhil for speedier, inexpensive and trouble free registration and disposal



to consumer grievance; Packaged Commodity Rules; toll free numbers of National Consumer Helpline; correct weights and measures; ISI mark and Hallmarking of gold.

6. A brief overview of the various campaigns undertaken by the Publicity division to reach out to consumers across diverse sectors and geographies is given below:-

3.4.1 Campaigns through Doordarshan (DD)

A media campaign for publicizing Consumer Protection Act, 2019 was run through laptop branding, weather report / news report captions, animated bug logo insertion on DD News, DD Kisan and regional channels of Doordarshan. Scroll messages have been run on DD News, DD Kisan and Lok Sabha TV for educating consumers about features of Consumer Protection Act 2019, BIS standards, MRP, expiry date, National Consumer Helpline (NCH) etc.

3.4.2 Campaigns through Lok Sabha Television (LSTV)

Scroll messages were 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.

3.4.3 Campaigns through All India Radio (AIR)

Sponsored Radio Programmes (SRPs) were run in regional languages in North-Eastern Region through All India Radio for educating consumers about features of Consumer Protection Act 2019, Hallmark, MRP, expiry date etc. Branding of 4s & 6s of India- Australia Test Series was done to spread awareness about National Consumer Helpline (NCH). Ad Libs (Live messages by RJs) were also run during National News and Special programme for consumer awareness over AIR.

3.5 Social Media/ Departmental website

Due to increased digitalization, social media, is a strong influence and helps in sensitizing the individual or society. Regular posts in the form of creatives and audio / visual on Consumer Protection Act, 2019 and other initiatives of the Department were uploaded on the Department's social media handles <https://twitter.com/jagograhaakjago>, <https://twitter.com/consaff>, <https://www.facebook.com/ConsumerAdvocacy/> and https://www.instagram.com/consumeraffairs_goi/ to educate and empower consumers. These tweets have helped consumers obtain relevant information, including about in redressal mechanism.

Audio and video spots have been produced on the various aspects of Consumer Protection Act, 2019. These spots have been dubbed in 20 regional languages. These audio and video spots, along with video spots on mechanism for redressal of consumer grievances and Legal Metrology and Hallmarking of gold jewellery, have been made available in separate language folders on the website of Department of Consumer Affairs under “Videos and Audios” link under “Publicity” available under “Organisation and Units” tab. Alternatively, they may be accessed at <https://jagograhakjago.gov.in/ConsumerAwareness/video/index.html>. These details have been shared with the State / UT Governments, State Controllers of Legal Metrology and some Voluntary Consumer Organisations with the request to disseminate them widely. Print creatives on Consumer Protection Act, 2019 and other initiatives of Department of Consumer Affairs, have been designed and made available under “Print Creatives” link under “Publicity” available under “Organisation and Units” tab. Alternatively, they may be accessed at <https://consumeraffairs.nic.in/organisation-and-units/division/publicity/print-advertisements>. This entire material (audio spots, video spots and print creatives) can be downloaded by any individual / organization for own information and for further dissemination.

3.6 Joint campaigns with other Departments / Organisations

The Department made use of Common Service Centres (CSCs) across the country by displaying posters on tin plates on consumer awareness through CSCs located in SC dominated, ST dominated and NER areas. These posters were based on features of Consumer Protection Act 2019, declarations to be seen on packaged commodities, procedure for filing consumer grievances etc.

3.7 Campaign through IRCTC

IRCTC displayed messages on daily ticket confirmation / cancellation mails, e-tickets and Banner Train List Top. These messages related to Hallmarking of Gold Jewellery, National Consumer Helpline and e-Daakhil.

3.8 Participation in events/fairs/festivals

The Department participates in various fairs/festivals/events throughout the country to generate awareness amongst the various consumers who congregate at those events/fairs/festivals specially for people living in backward areas of the country. The Department participated

in India International Trade Fair (IITF) 2021 in New Delhi by publicizing on tickets and hoardings during the fair duration. Also, the Department participated in the event Uttar Pradesh Agro Vision 2021 in Lucknow UP.



(Nukkad Naatak at International Trade Fair (IITF), 2021 in Pragati Maidan)

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. The details of grant-in-aid released are as under :-

S. No.	Name of States / UTs	Amount (Rs. In Lakh)
1.	Maharashtra	100.00
	TOTAL	100.00



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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 as well as 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. 50 lakhs State Commission Above Rs. 50 lakhs upto 2 crore National Commission Above Rs.2 crore
E-Commerce	Rules for Consumer Protection in E-commerce sector
Mediation Cells	Consumer Commissions can refer 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
- viii. CCPA (Annual Report) Rules, 2021
- ix. CCPA (Procedure for Engagement of Experts and Professionals) Regulations, 2021
- x. The Consumer Protection (Search and Seizure and Compounding of offences by the Central Authority and Crediting of Penalty) Rules, 2021
- xi. The Central Consumer Protection Authority (Form of annual statement of accounts and records) Rules, 2021
- xii. The Consumer Protection (Direct Selling) Rules, 2021
- xiii. The Consumer Protection (Jurisdiction of the District Commission, the State Commission and the National Commission) Rules, 2021

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.
- v. CCPA (Procedure for Engagement of Experts and Professionals) Regulations, 2021
- vi. CCPA (Submission of Inquiry or Investigation by the Investigation Wing) Regulations, 2021



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 30 States/UT 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 commission, 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, 1986

The Consumer Protection Act, 1986 (68 of 1986) was a milestone in the history of socio-economic legislation in the country. The main objective of the Act was to provide for the better protection of the consumers unlike existing laws, which are punitive or preventive in nature. The Act intended to provide simple, speedy & inexpensive redresses to the consumer's grievances and also to promote and protect the interest of consumers against deficiencies and defects in goods or services and secure the rights of a consumer against unfair or restrictive trade practices, which may be practiced by manufacturers and traders.

The Act provided the provision for a three-tier adjudication system popularly known as "Consumer Fora". India has established a three-tier quasi-judicial machinery in the name of exclusive courts at the district, state and national levels with a view to provide speedy and simple redress to consumer disputes.

This includes the National Consumer Disputes Redressal Commission (National Commission) at the apex level with territorial jurisdiction over the whole country and pecuniary jurisdiction to consider consumer disputes/complaints involving claims above Rs.1.00 crore and with appellate jurisdiction over State Commissions. State Consumer Disputes Redressal Commissions (State Commissions) with territorial jurisdiction over the State/ UT concerned and financial jurisdiction to entertain consumer complaints involving claims above Rs. 20.00 lakhs and up to Rs.1.00 crore and with appellate jurisdiction over the District Fora. District Consumer



Dispute Redressal Fora (District Forum) with territorial jurisdiction over the district and pecuniary jurisdiction up to Rs.20.00 lakhs.

4.2.1 Salient features of the Consumer Protection Act, 1986 are as under

The Act enshrined six rights of consumers namely, Right to Safety; Right to be informed; Right to choose; Right to be heard; Right to seek redressal & Right to consumer education. The provisions of the Act were in addition to and not in derogation of the provisions of any other law for the time being in force. It covered goods & services, but excluded transactions not involving consumers from the purview of the Act. The provisions of the Act were not only compensatory in nature but also preventive and punitive in character. The Act provided for establishing a three-tier consumer dispute redressal machinery at the National, State and District levels commonly known as National Commission, State Commission and District Forum respectively. The Act also provided for setting up of Consumer Protection Councils at the Central, State, District level, which are advisory bodies to promote and protect the rights of the consumers.

2. The Act provided for simple, inexpensive and timely redressal of consumer complaints. A consumer could seek redressal against any manufacturer and trader of goods/service provider, so long as the goods purchased or service availed of was for a consideration. The Act allowed filing of class action complaints on behalf of groups of consumers having common interest.

4.3 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 50 lakhs. The State Commission can entertain disputes where such value exceeds 50 lakhs and is below 2 crore and the National Commission can exercise jurisdiction where such value 2 crore.

(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) Direct Selling Rules: These Rules have been notified under the provisions of CP Act, 2019. These Rules provide for regulation of direct selling entities and direct sellers in so far as protection of consumer rights is concerned.

(g) “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.

(h) 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.

(i) Other provisions: Several other provisions aimed at simplifying the consumer dispute adjudication process in the consumer Consumer Commission 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.



**Consumers: Don't pay
more than MRP**

**Charging higher than
MRP is punishable**



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



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Mark is assurance of Quality



CONSUMER GRIEVANCE REDRESSAL

5.1 Consumer Grievance Redress

As per the latest reports made available by the National Commission, the average % disposal of cases in all three levels of Consumers Commissions in the country is an impressive 89.50%. The total number of cases filed and disposed of in the National Commission, State Commissions and District Commissions, as on 31.12.2021, 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	139774	117455	22319	84.03%
2	State Commissions	882857	766376	116481	86.81%
3	District Commissions	4484105	4044657	439448	90.20%
	TOTAL	5506736	4928488	578248	89.50%

5.2 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:

5.2.1 Strengthening Consumer Commissions:- 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.

5.2.2 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. Procurement /supply for new set of Hardware is under process for 200 more locations which includes 3 State Commissions, 1 CB & 196 District Commissions.

5.2.3 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.

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> to serve as a central registry for the complaints by consumers / citizens. Complaints on various misleading advertisements that are being aired through TV 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 Public Grievance Related Activity BIS: receives a number of complaints related to quality of BIS certified products, unauthorized use of BIS Standard Mark, Violation of Quality Control Orders etc. All these complaints are handled as per well established complaints redressal procedure. BIS has also launched BIS CARE Mobile App and Consumer Engagement Portal for better monitoring of complaints which facilitates consumers to lodge their complaints in an easier and faster way without any hassles. BIS CARE App also enables users to verify details of Licenses Manufacturers/ Registered Manufacturers by simply entering license/registration number of the manufacturer. During the year, 257 complaints related to quality of BIS certified products, unauthorized use of BIS Standard Mark and Violation of Quality Control Orders were received and 183 complaints were redressed. As on 01.01.2022, 235 complaints of these categories are under investigation at different stages under different Regional and Branch Offices. In addition, BIS had also redressed 233 grievances received through CPGRAMS portal during the year.

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.

Achievement:

Report on Public Grievance for the year 2021-22 up to 31st Dec, 2021 is as under:-

a) No. of grievances pending as on 31.12.2020	=	NIL
b) No. of grievances received during 01.01.21 to 31.12.21	=	8
c) No. of grievances disposed of during 01.01.21 to 31.12.21	=	8
d) No. of grievances pending as on 31.12.2021	=	Nil

5.6 Achievement During the Year 2021-22

(1) The following rules under the Consumer Protection Act, 2019 were notified during 2021-22:

- (i) CCPA (Annual Report) Rules, 2021
- (ii) CCPA (Procedure for Engagement of Experts and Professionals) Regulations, 2021
- (iii) The Consumer Protection (Search and Seizure and Compounding of offences by the Central Authority and Crediting of Penalty) Rules, 2021
- (iv) The Central Consumer Protection Authority (Form of annual statement of accounts and records) Rules, 2021
- (v) CCPA (Submission of Inquiry or Investigation by the Investigation Wing) Regulations, 2021.
- (vi) The Consumer Protection (Direct Selling) Rules, 2021
- (vii) The Consumer Protection (Jurisdiction of the District Commission, the State Commission and the National Commission) Rules, 2021

The National Consumer Day was celebrated on 24.12.2021 through webinar. Shri Piyush Goyal, Hon’ble Minister of Commerce & Industry, Consumer Affairs, Food & Public Distribution and Textiles presided the event. The theme of the celebration was “Consumer - Know Your Rights”. During the National consumer Day programme, the Hon’ble Minister released e-books on Landmark Judgments on Consumer Law and Practice, a Handbook on Mediation under the Consumer Protection Act, 2019 and a Handbook on e-filing in the Consumer Redressal Commissions and flagged off National Test House (NTH) Mobile Van for Drinking Water Testing.

The webinar was attended by officers of State Governments, President and members of the Consumer Commissions, Voluntary Consumer Organisations and other stakeholders

An e-filing application “edaakhil.nic.in” has been developed for e-filing of consumer complaints along with facility for online payment of fees through the portal.

As of now, the e-Daakhil portal can be accessed in NCDRC and State Commissions along with all District Commissions of 30 States/UTs [Andaman & Nicobar Island(UT), Andhra Pradesh, Bihar, Chandigarh(UT), Chhattisgarh, Delhi(UT), Gujarat, Goa, Haryana, Himachal Pradesh, Jharkhand, Karnataka, Lakshadweep(UT), Madhya Pradesh, Maharashtra, Nagaland, Odisha, Punjab, Sikkim, Telangana, Tripura, Uttarakhand, Uttar Pradesh, West Bengal, Rajasthan, Manipur, Tamilnadu, Arunachal Pradesh, Meghalaya, Assam]. Remaining States/UTs are in the process to roll out the e-filing in collaboration with the NIC.



E-Daakhil has also been integrated with the Common Service Centers (CSC), a mission mode project under the Digital India program to make public utility services accessible to residents of remote and rural parts of the country. eDaakhil has started serving its services to 46790 active users.

Dedicated chatbot system has been implemented for eDaakhil. Filing of Appeal in State Commission and Filing of Interim Application on complaints filed on eDaakhil has been launched on 24th Dec. 2021.

Launch of E-filing software (edaakhil.nic.in) in Goa by Hon'ble Minister of Civil Supplies & Consumer Affairs Shri. Govind Gaude on 6th Sep'2021



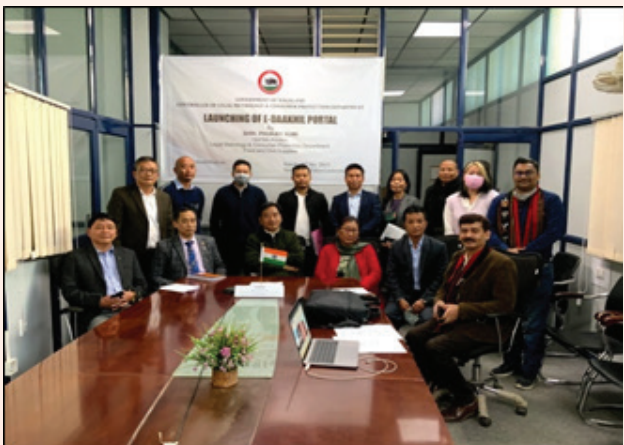
Launch of E-filing software (edaakhil.nic.in) in Lakshdweep Mr. Lekh Raj, Director of Food Civil Supplies, Consumer Affairs And Staff of Consumer Commission, on 6st SEPTEMBER'2021



Launch of E-filing software (edaakhil.nic.in) in Sikkim by Hon'ble Minister Sh. Arun Upreti, M/o Food & Civil Supplies on 7th Oct'2021.



Launch of E-filing software (edaakhil.nic.in) in Nagaland by Hon'ble Advisor, Shri Phukayi Sema, Legal Metrology & Consumer Protection, Food & Civil Supplies, Nagaland on 2nd Dec'2021.



Launch of E-filing software (edaakhil.nic.in) in West Bengal by Shri Dr. Manas Ranjan Bhunia, Hon'ble Minister-In-Charge, Consumer Affairs Department, and Government of West Bengal on 24th Dec'2021



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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Govt. of India, Krishi Bhawan, New Delhi-110001
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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 Multistate 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 24 branches located in various parts of the country. It has an industrial unit located at Bhiwani (Haryana) & an industrial plot at Mohali.
- c. In the year 2020-21, the NCCF has achieved a sales turnover of Rs. 2295.92 crore and its net profit was Rs.17.01 crore. 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 five years is as under:

S. No.	Year (Rs. in crore)	Sales (Rs. in crore)	Profit after tax (Rs. in crore)
1.	2016-17	791.92	3.16
2.	2017-18	874.51	4.53
3.	2018-19	1702.61	14.91
4.	2019-20	1392.06	17.01
5.	2021-22 (upto Nov, 21 Tentative)	1421.31	18.28(Before Tax)



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.



davp 08101/13/0002/1718

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

@consaff

@jagograhakjago



Online Complaints : www.consumerhelpline.gov.in

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 05 Regional Offices, 41 Branch Offices, 08 Laboratories and 01 Training Institute.

BIS Act 2016 came into force with effect from 12 October 2017, subsequently Governing Council was reconstituted and its third meeting was held on 01 March 2021 at BIS HQ 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 January 2021 – 25 December 2021, 1382 standards (769 new and 613 revised) were formulated. Also a total number of 3906 Standards were reviewed during this period. The total number of standards in force, as on 25 December 2021 is 21568.

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 7896 existing Indian Standards for which corresponding ISO or

IEC standards exist, about 87 percent (i.e. 6891) of Indian Standards have been harmonized as on 25 December 2021, 4792 with ISO and 2099 with IEC.

Bureau of Indian Standards organized several webinars, seminars and meetings across India during the year to promote adoption and implementation of Indian Standards, covering wide ranging subjects such as standardization in the fields of Facility Management, Khadi, Smart Cities, Menstrual Hygiene Products, e-Vehicles, Gas Stoves/ Burners, Technical Textiles, Drinking Water Supply Systems, Toys, Sports Goods, Data Privacy Assurance, Drones, Cloud Data Management to name a few, where various stakeholders such as manufacturers, R&D organization, Government Institution participate.

7.1.1 Service Sector Standardization

To give due importance and impetus to standardization in 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 20 Sectional Committees have been established under SSDC to deal with various services sectors including the Champion Services Sector, namely,

- i) Transport Services Sectional Committee, SSD 01
- ii) Travel, Tourism and Hospitality 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
- xix) Basic Standards on Services Sectional Committee, SSD 19
- xx) Biodiversity Sectional Committee, SSD 20

A total of 89 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 the 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 of December 2021, BIS is a member of ISO Technical Management Board (TMB) and IEC Standardization Management Board (SMB). As on 25th Nov 2021, BIS is Participating (P) member in the three Policy Development Committees of ISO (CASCO, COPOLCO and DEVCO), 489 Technical Committees/Subcommittees of ISO and 102 Technical Committees/Subcommittees of IEC, and an O-member in 185 Technical Committees/Subcommittees of ISO and 69 Technical Committees/Subcommittees of IEC. BIS has nominated convenors on 26 Working Groups/ Adhoc Groups/ Advisory Groups of ISO and 11 working groups/ system evaluation groups of IEC.

BIS has successfully contested the membership of ISO Council, the apex governance body of ISO, for the 2022-2024 term. BIS will be represented by DG BIS in the Council.

Amidst the COVID-19 pandemic, all physical meetings of ISO and IEC are called off and held virtually. A four-member BIS delegation led by DG BIS participated in the 43rd ISO General Assembly hosted by the British Standards Institution (BSI), London and held virtually during 22nd –



24th Sept 2021. Similarly, the IEC General Meeting hosted by Dubai, UAE and held in Hybrid mode was attended by a BIS delegation led by DG BIS through virtual mode. Other associated meetings were also attended by the Indian delegation.

As the technical meetings of the ISO and IEC continued to be held virtually, meetings of committees to the Indian interest were attended by Indian delegations comprising of BIS officers and Indian viewpoints were appropriately taken up.

Under the Azadi Ka Amrit Mahotsav initiative, a workshop for encouraging the Indian experts to step-up their participation and contribute towards setting of international standards was also held, which was attended by around 300 delegates and well received by the participants.

Bilateral and Regional Collaboration Programmes:

BIS is also actively involved in Regional and Bilateral Cooperation Programmes pertaining to standardization, testing, certification, training etc. and has been in touch with the partner agencies on regular basis.

An MoU between BIS and Underwriters Laboratories Inc. (UL), a standards development organization based in the United States and accredited in the United States and Canada, was signed on 12th April 2021. The MoU provides a framework for collaboration between the parties in the field of standardization. The MoU also allows BIS access to UL standards for reference during the formulation of Indian standards.

Further, a Letter of Consent between Bureau of Indian Standards (BIS) and International Institute of Ammonia Refrigeration (IIAR), USA was signed on 17th Nov 2021 for allowing BIS to use the standards developed by the IIAR and adapt the standards, in full or in part to be customized as per country specific requirements, for the safe design of closed-circuit ammonia refrigeration system.

Presently, BIS has 31 MoUs and 08 BCAs signed with National Standards Bodies and other standards development organizations 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.



BIS (India) is currently chair of SARSO Technical Management Board for the three year term starting from Oct 2020 to Oct 2023. During the period, meetings of SARSO Sectoral Technical Committees on “Building Materials” and “Conformity Assessment” and first meeting of SARSO “Board of Conformity Assessment” were attended. BIS (India) is selected as the Chair of the Board of Conformity for a period of three years of till the finalization of Rule of Procedures whichever is earlier in the meeting held on 23-24 June 2021.

The 5th tripartite meeting of IBSA national standards, conformity assessment, accreditation and Metrology Bodies was hosted by India on 25-26 August 2021 in virtual mode. During the meeting, the participating authorities from the constituent nations presented updates on various topics of discussion and a Work Plan, outlining the areas and activities for further cooperation between the IBSA national standards, conformity assessment, accreditation and Metrology Bodies, was formulated.

A BRICS workshop to exchange views on challenges and opportunities of harmonization of standards for world trade was organized by BIS on 6th Sept 2021 in virtual mode which was attended by delegates from the National Standards Bodies of the BRICS countries.

BIS continued collaboration with Department of Commerce on WTO TBT related issues.

7.3 Conformity Assessment

i) Product Certification

BIS operates a Product Certification Scheme under the Bureau of Indian Standards Act, 2016 and the Rules thereunder 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 381 products that have been made compulsory by the Central Government on various considerations.

During 01 January 2021 to 31 December 2022, 4637 new licences were granted, which include 82 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 1102. The total number of operative licences, held by domestic manufacturers as on date, is 39858.

ii) Foreign Manufacturers' Certification Scheme (FMCS)

The total number of operative licenses are 1017 against 124 different standards from 56 countries. Total 44 licenses have been granted since 01 January 2021. Total 492 applications have been received under FMCS since 01 January 2021. Onsite inspection under FMCS is on hold since March 2020 due to travel restrictions imposed by India and by the country to be visited in view of COVID-19 pandemic. However, one preliminary inspection for toys was carried out in September 2021 in Sri Lanka after receiving confirmation from Sri Lanka Embassy regarding traveling of fully vaccinated BIS officer without quarantine and retesting on arrival. Subsequently the licence was granted as per IS 9873(Part 1):2019.

During the 88th screening committee meeting, 108 BIS officers were nominated for 173 applications to carry out inspection in 16 countries namely Nepal, Sri Lanka, Bangladesh, Austria, Spain, Mexico, Brazil, USA, Belgium, United Kingdom, Switzerland, Iran, Dominican Republic, Germany, Czech Republic and Turkey after receiving confirmation for traveling of BIS officer without the requirement of quarantine from the embassies of these 16 countries. Visits have been successfully carried out in Nepal, Czech Republic and Iran.

BIS has developed a consignment portal for drawl of market samples where every foreign licensee is required to submit details of every consignment shipped to India. Accordingly, market samples are drawn from consignee's end by the branch offices after receiving request from FMCD. So far, 70 market samples have been drawn since in 2021 with the help of BIS consignment portal module.

iii) Compulsory Registration Scheme

The Compulsory Registration Scheme (CRS) is being operated as per Scheme – II of Schedule – II of BIS (Conformity Assessment) Regulations 2018. This supplements product certification scheme of BIS 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 (8).

The first Registration was granted by BIS on June 12, 2013. 5596 licenses and 9985 requests for inclusion received from Indian and foreign manufacturers were granted from 01 January 2021



to 31 December 2021.

The products brought under the scope of CRS in Phase-IV by the QCO published by MeitY dated 01 April 2020 were Independent LED Modules for General Lighting, Lighting Chain (Rope Lights), Keyboard, Induction Stove, Automatic Teller Cash dispensing machines, USB Type External Hard Disk Drive, Wireless Headphone and Earphone, USB Type External Solid-State Storage Devices (above 256 GB capacity), Electronic Musical System with input power below 200 Watts, Standalone Switch Mode Power Supplies (SMPS) with output voltage 48V (max), Television other than Plasma/ LCD/LED TVs and Rice Cooker. The date of implementation of the QCO was 01 April 2021.

The products brought under the scope of CRS scheme in Phase-V by the QCO published by MeitY dated 01 October 2020 were Wireless Microphone, Digital Camera, Video Camera, Webcam, Smart Speakers (with and without Display), Dimmers for LED products and Bluetooth Speakers. The date of implementation of the QCO was 01 October 2021.

The applications and inclusions received for the aforementioned products were processed.

Ortho Phosphoric Acid (OPA) has been brought under the scope of CRS by the QCO published by Department of Chemicals and Fertilizers dated 15 June 2021. The date of implementation of the QCO was 12 December 2021. The existing licensees of BIS for OPA (under scheme I) were contacted and sensitized about the requirements under scheme II. They were registered on the CRS portal and their applications were processed. The first license for OPA was granted in November 2021.

Integration with LIMS: BIS has developed and launched a portal namely Laboratory Information Management System (LIMS) (<https://lims.bis.gov.in>) for managing its laboratory related activities including audits of new/recognized labs in January 2021. The CRS portal of BIS (<https://www.crsbis.in>) has been integrated with the LIMS portal to streamline the entire process and make it more efficient. Now, the test reports for applications are directly received through the LIMS portal.

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 from 1st January, 2021 to 31st December, 2021 number of hallmarking registration has grown from 34,487 to 1,31,894 while the number of BIS recognized Assaying and Hallmarking centres have increased from 943 to 990 during 1st January 2021 to 25th December 2021. During the same period, 6.98 crore articles of gold and silver jewellery/artefacts have been hallmarked.

(i) Mandatory Hallmarking

Quality control order for mandatory hallmarking of gold jewellery/artefacts has been issued on 23 June 2021 by the Govt. of India which makes hallmarking mandatory in 256 districts of the country where there is atleast one Assaying and Hallmarking centre. The mandatory hallmarking order is applicable on 14, 18 and 22 carats of gold jewellery/artefacts only. 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.

(ii) HUID based System

In view of the implementation of Mandatory Hallmarking Order, a new online system for the automation of the assaying & hallmarking activities at AHCs has been made functional with the new Hallmark consisting of six digit HUID (Hallmarking Unique ID). The HUID-based system of hallmarking was felt necessary because with hallmarking becoming mandatory, the credibility of the hallmark put on every piece of jewellery had to be ensured along with a robust system of real-time monitoring of the entire process. This has been introduced in the interest of consumers. Since the launch of HUID based system for hallmarking, 5.33 crore articles of gold jewellery/artefacts have been hallmarked as on 31 December 2021.

(iii) 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, 44 licences have been granted to refineries/ India Government Mint for Gold bullion and coin as on 31 December, 2021.



(iv) 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.

(v) 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, 2021 to 31 December, 2021, 723 such jewellers' awareness programmes were organized.

(vi) 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 were 12, three and three respectively.

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
18. Piped Drinking Water Supply Management Systems Certification as per IS/17482:2020
19. Ready Mixed Concrete Process Certification as per IS 4926:2003
20. Conformity Assessment Scheme for Milk & Milk Products

The Quality Management Systems Certification Scheme, the Environmental Management Systems Certification Scheme and Food Safety 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 2025 has been granted by NABCB for 25 scope sectors in Quality Management Systems Certification and for seven scope sectors in Environmental Management Systems Certification. Food Safety Management Systems Certification scheme has been accredited for three scope sectors up to 3 August 2023. BIS has been approved by NABCB for transition to carry out FSMS audits as per IS/ISO 22000:2018 in accordance with ISO/IEC 17021-1:2015 and ISO/TS 22003:2013 under FSMS accreditation scheme for the remaining period of accreditation.

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. Office Assessment of all regions has been completed. Witness audits are in process.

BIS has an online portal for empanelment of auditors. In 2020-21 (as on December 2020), BIS has appointed 176 internal auditor and 174 external auditor.

Recognition of BIS has been renewed 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

As on 31 December, 2021, a total of 1244 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 280 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.

Test facilities developed:

- Test facilities for Footwear products has been established in Central Lab and likely to be completed in Eastern Regional Lab (EROL), Kolkata by December'21
- Test facility for Energy Meter has been installed at BIS Central Laboratory.

7.7 New Initiatives

Development of Laboratory Information Management Software (LIMS)

- LIMS is a comprehensive Online System developed for managing workings of the BIS Laboratories and BIS recognized OSL (outside laboratories) via integrated and centralized workflow management system. All BIS Own Laboratories and recognized OSL are now working through LIMS.
- LIMS is also integrated with Manak Online and various other BIS systems allowing BIS Branch Offices to send Test Requests to respective laboratory and monitor the Sample Testing Status, Test Reports, invoices online and in real time.
- Uniform test report formats have been devised in LIMS for all products under certification for all BIS Laboratories and BIS recognized outside laboratories.
- The LIMS is integrated with an Android and iOS based mobile app for onsite auditing and reporting process for BIS Recognition. This app comes packed with sophisticated Geofencing and other security features which will help authenticate the Auditors and allow communication with the auditee laboratory online.

- Real time and online monitoring for all samples drawn for BIS conformity assessment purposes. 59233 Samples have been received through LIMS and 36971 test reports have been issued through LIMS till date.

Modernization of BIS Laboratories - Procurement of test equipment

- 1st phase of Centralized procurement – As part of Modernization programme for all BIS labs, 55 equipments were identified and bids were floated through CPP in April 2020. Out of these, bids were finalized for 18 equipments (Total no. of items 60) worth Rs. 40 Crore (Approx.). These have been procured, installed and put under use.
- Next phase of Centralized procurement – Further review was carried out and as a result, 34 equipments (no. of items 134) worth Rs. 50 Crore (Approx.) were identified for procurement and the bids have been hosted on the GeM portal for procurement.
- In addition to the Centralized Procurement, individual laboratories are supplementing the Centralized procurement at the local level for creation of complete testing facilities.

Interactive sessions with schools, colleges and industries have been organized by BIS Labs. The interaction covered the broad discussion/presentation on a particular subject or field covering the testing requirements for that product/product group. It has also covered general visit of the lab/section.

Skill development for Quality Control personnel:

- a) Certificate Course for hallmarking professionals launched.
- b) Certificate Course for product certification launched.

Gap analysis of the 226 ISS shared with District Administration and 692 ISS shared with Central Government Departments has been initiated.

7.8 Research & Training Services

7.8.1 Action Research Projects

Research is the cornerstone of standardization process. Research produces knowledge that is distilled and updated during the process of standards formulation for making it suitable for application outside a research setting. Research provides structured methods and reliable data that aid evidence-based decision making. With a view to put in place such vibrant eco- system of research and dynamic policy formulation, BIS has instituted Action Research Projects.

Action Research Projects are undertaken by the officers in different activities of BIS. In

addition, the Indian Standards, which were formulated before the year 2004, were allocated to the officers for initiating review through Action Research Mode, for suggesting revision/amendment/reaffirmation or withdrawal with objective evidence. A total of 810 projects (142 in Phase I, 337 in Phase II and 331 in Phase III), are being undertaken. The progress of these projects is diligently monitored and reviewed at the levels of Heads, DDGs and DG.

7.8.2 Training

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 124 programmes for industry, BIS Officials and Technical Committee Members. More than 3000 participants have been imparted the training.

7.8.3 Certificate Courses

Bureau of Indian Standards has instituted Certificate Course for Assaying and Hallmarking for the Assay Masters of Assaying and Hallmarking centres. It was launched on 01 March 2021 at our three training centres - Central Laboratory (Ghaziabad), Southern Regional Laboratory (Chennai) and Eastern Regional Laboratory (Kolkata). This Certificate course has received accreditation from National Skill Development Council (NSDC) as a NSQF Level 4 course. The three training centres have also been accredited by NSDC. Trainers engaged for this course have also successfully cleared assessment by GJSCI. BIS has successfully trained 85 candidates in 05 Certificate courses conducted so far.

NITS had also conducted a Certificate Course for Quality Control Personnel in Mechanical Testing at Central Laboratory Sahibabad during 05 April-29 Jul 2021.

7.8.4 Capsule Course on Specific Products

BIS has started short duration product specific Capsule Courses with a view to bridge the competence gap in the skills of quality control and testing personnel and make participants skilled



enough to be achieving quality as per prescribed standards.

Five programmes have been conducted so far as detailed below:

- Pune, 15-16 Nov 2021 in association with MAARC Labs for Packaged Drinking Water as per IS 14543
- Hyderabad, 25-26 Nov 2021 in association with CIPET, Hyderabad for UPVC pipes as per IS 4984
- Coimbatore, 2-3 Dec 2021 in association with SITARC Lab for Centrifugal Pumps as per IS 8472
- NROL Chandigarh, 15-16 Dec 2021 for LPG Gas Stove as per IS 4246
- Kochi, 6-7 Jan 2022 in association with CIPET, Kochi for Plywood For General Purpose as per IS 303

7.8.5 Workshop on new initiatives in Legal Metrology Act

Workshop on new initiatives in Legal Metrology Act 2009 conducted at NITS during 24-25 Nov 2021 in collaboration with Legal Metrology for Controllers/Legal Metrology officers from all over India. Respected Secretary(CA), Additional Secretary(CA) and Joint Secretary(CA) graced the programme.

7.9 Information Technology Services

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

- The Standards portal was enhanced to add new features like "Know Your Standard" providing a one-stop solution to access all the standards related data and documents. The 'Know Your Standard' feature provides a one-stop access to all the documents and data related to a selected Standard. The Standard can be searched by entering the Indian Standard (IS) Number or a Keyword (like Product name) in the search box. User can not only access the basic documents related to the standard like the PDF of IS itself, amendments, gazette notifications, scheme of testing and inspections but also details like the list of licenses, list of laboratories testing for concerned IS, classification details and composition of the committee can also be seen through the app.

- Another feature implemented in Standards portal was “Weekly Bulletin” to access information about ongoing activity in standards formulation etc. Various modules like online application to for membership in BIS committees, creations of Standardization cells, review of Indian standards by stakeholders were also developed in the portal. Features like auto-generated notifications and acknowledgements were incorporated to make the portal user-friendly.
- The BIS website (www.bis.gov.in) has been declared compliant with Guidelines for Indian Government Websites (GIGW) 2.0 by STQC on 10 Aug 2021 (valid till 09 Aug 2024). Further, in order to have more interactive engagement with stakeholders, separate web-pages (in multi-language) have been developed for all the Branch Offices (BO) and Laboratories of BIS (<https://www.bis.gov.in/index.php/bo-lab-webpage/>). These web-pages provide information about the concerned BO/Laboratory, their new activities, events, important links, photo/video gallery, etc. The local stakeholders can now directly access this information in their local language.
- New 'BIS Talks' Portal has been developed to provide access to all the educational films launched by BIS. These films are primarily educational in nature and present an overview of the activities/processes carried out by BIS. Films about Standardization, Hallmarking, Conformity Assessment, Toys, Dunnage Pallet, Steel Tubes/Pipes, etc. are already available on the portal. It is envisaged that this knowledge would enable various stakeholders such as consumers, industry, academia, research & development institutions, laboratories, Govt. Bodies, etc. to reap the benefits of our activities and also to contribute towards strengthening it through their valuable inputs.
- To improve the BIS outreach and services at national and international level's, Business Intelligence System is being developed for real time monitoring of all the activities. As part of this, Efficiency Index is being implemented in product certification scheme to get an overall performance of all BIS Branch offices and review them accordingly.
- 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. Feature for 'Know Your Standards' and finding laboratories empaneled/recognized by BIS have also been added. This app is downloadable from Google Play Store and m-seva App Store.

- e-Office software by NIC was deployed and implemented throughout the Headquarter and all the branch offices of BIS to enable paperless file movement and processing.
- AHC Automation Software was made live on production server. This software automates the workflow of Assaying and Hallmarking Centre & facilitates jewelers to get their articles hallmarked & enables the progress of work done for the hallmarking requests. The generation of HUID is done using indigenous randomized algorithm using the software. Advanced Hallmarking Dashboard & HUID tracker have been deployed which would facilitate BIS officials to monitor the hallmarking activities, get an insight of the statistics and key quantifiable attributes & plan the market surveillance activities accordingly.
- 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. The portal has been enhanced with features like rebates for Women entrepreneurs/startups/micro industries, covid19 rebates and reliefs, automatic renewals, Module for Certificate of Conformity (CoC), integration with LIMS for processing test request prior to submission of applications to facilitate ease of doing businesses etc. and is being upgraded on a continuous basis.
- 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 recognised/empanelled by BIS right from the dispatch of product samples to them to the dispatch of test reports by them have been automated with the implementation of

LIMS. This has not only reduced the time taken in the testing of samples, but has also brought 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 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 through mobile apps

- A Consumer Engagement Portal has been developed to cater to Consumer Engagement and Standards Promotion Activities, Complaints Management and Enforcement Activities. The portal facilitates NGOs/Consumer Organizations to register with BIS in order to take up the activities or programs offered by BIS. All Standards Promotion Activities can be reported on the portal by BIS employees and Standards Promotion Officers and provision has been implemented to generate MCRs. The portal also automates the entire process of handling the complaints received either through the portal, BIS CARE app or offline. It has been envisaged that Standards Clubs will be registered on the portal and login will be provided to them for reporting activities carried out by them. It is also envisaged that Standards Promotion Officers would report the details of Tenders/RFPs reviewed by them on the portal. This would help BIS to promote usage of Indian Standards for products in Government procurements.
- 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 organizations, 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. Further portal has been enhanced to handle all the payments online. Portal has been integrated with GST portal to generate invoices in real time.
- A portal is in 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.



- 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 spearheads the communication strategy of BIS and engagement with its diverse stakeholders such as Consumers, Industries, Govt. functionaries etc. It handles various consumer related activities such as awareness programmes, consumer protection, interaction with stakeholders of BIS, celebration of World Standards Day, National Consumers Day, World Consumer Rights Day and publicity related activities.

Programmes and activities under the following categories have been conducted:

Standard Promotion Activities conducted with Consumers: For promoting the concept of standardization, certification and to create quality consciousness among consumers, awareness programmes and other activities are organized on a regular basis through the network of BIS Regional Offices and Branch offices. 555 such programmes were organized by Regional Offices / Branch offices throughout the country during 01 April to 31st December 2021.

Standard Promotion Activities conducted with Industry: To propagate the concept of standardization, product certification, management systems certification and other BIS activities amongst Industries, 846 activities, including for awareness programs for Jeweller/Artisans were conducted during 01 April to 31st December 2021. The programmes 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.

Standard Promotion Activities conducted with Academia: BIS organizes programmes for students and faculty of colleges and technical institutes to inculcate the concepts and benefits of standardization amongst the young students. BIS organized 564 activities during 01 April to 31st December 2021.

Standard Promotion Activities conducted with Government: During 01 April to 31st December 2021, BIS conducted 560 activities with Government as the primary stakeholder. The activities included meetings with Government Departments, meetings with District Industry Centres, Awareness programs and others.



Meeting with Consumer Organizations: BIS considers consumers as its major stakeholders. BIS celebrated World Standard Day at BIS Headquarters, New Delhi on 14 October 2021 through which it interacted with representatives of Consumer Organisations from across the country, to keep them updated on the initiatives taken by BIS in the interest of Consumers. In addition, a Webinar was organized on 16 August 2021 on 'Building Nation through Standards' for celebrating 75 years of Independence under AzadiKaAmrutMahotsava where the Consumer bodies, NGOs and other Voluntary organizations were actively engaged with.

Celebrating Special Occasions - World Standards Day: BIS celebrated the World Standards Day on 14 Oct 2021. The day is celebrated to pay tribute to the collaborative efforts of thousands of experts worldwide for developing national and international Standards. The theme for celebrations, decided by the international standardization bodies namely the ISO, IEC and the ITU was "Our Shared Vision for a Better World". BIS, which represents India at the international standardization bodies, organized programmes throughout India on the topic. The main programme was held at BIS Head Quarters which was presided by Shri Ashwini Kumar Choubey, Minister of State, Ministry of Consumer Affairs. Smt. Leena Nandan, Secretary, Ministry of Consumer Affairs presented the special address and Smt. Nidhi Khare, Additional Secretary, Ministry of Consumer Affairs delivered the keynote address for the program. Two technical sessions on 'Standards for Sustainable Communities' and 'Standards fostering Well-Being' were also held covering 5 sessions each on varying important topics.

BIS Foundation Day: The Indian Standards Institute (ISI) came into existence on 6 January 1947. The Indian Standards Institution (ISI) came into being on 06th January, 1974. To provide the advantages of standardization to common consumers, the Indian Standards Institution started operating the Certification Marks Scheme under the Indian Standards Institution (Certification Marks) Act, 1952. The Scheme, which was formally launched by ISI in 1955-56, enabled it to grant licences to manufactures producing goods in conformity with Indian Standards and to apply ISI Mark on their products. The Bureau of Indian Standards with its offices Pan India commemorated the Platinum Jubilee of completion of its 75 Years of existence on 06th January 2022. A Special Cover was released to commemorate this special occasion by the Postal Department.

State Level Committees on Standardisation (SLCS): SLCS have been constituted in 9 States with a view to promoting the use of Indian Standards as a means to creating a robust Quality Ecosystem in the country and protecting the interest of the consumers by ensuring active involvement of the States/UTs in the formulation and use of standards. The work of such Committees are being looked after by BIS Branch Offices, with the Chief Secretary of the State



and Secretary in charge of the Consumer Affairs Department of the State as the Chairperson and Member Secretary of the SLCS respectively. with Dy. Director General of the Region as member in ex-officio capacity. Structured agenda is prepared catering to the local needs of the state and improvement in the general quality eco-system. The meetings lead to better coordination with State Government Departments and promote Indian Standards through procurement of BIS Certified Products in Govt. Purchases.

Representing India on COPOLCO: ISO/COPOLCO is the International Organization for Standards (ISO) Committee on Consumer Policy, which studies means of helping consumers to benefit from standardization, and means of improving consumer participation in national and international standardization. It also provides a forum for the exchange of information on the experience of consumer participation in the development and implementation of standards in the consumer field, and on other questions of interest to consumers in national and international standardization. India is a Participating member of the Committee and the National Mirror Committee (MSD 15) formulates India's view on various issues relating to work of COPOLCO, attends its meetings and considers adoption of COPOLCO Guides as per the requirements of the country to benefit the consumers. The 19th meeting of National Mirror Committee on Consumer Policy was held virtually on 7th July, 2021.

Reaching out to Stakeholders: BIS proactively reached out to its stakeholders for promoting use of standards.

- Letters under the signature of DG BIS were sent to all District Magistrates, for the purpose of promotion and implementation of standards and certified goods by way of making standards a part of the procurement specification. Information pertaining to free availability of Indian Standards, training facilities at BIS, BIS Care mobile app, Action Research projects undertaken, compulsory Hallmarking and e-BIS including Standardization Portal, Consumer Engagement Portal, Lab Information Management System, Manakonline Portal, etc.
- BIS organised a meeting with 13 Ministries/Government Bodies on 'Bringing Indian Standards under Mandatory Certification' on 24th August 2021 at BIS headquarters.

Aazadi ka Amrut Mahotsava - India @ 75: BIS is conducting several innovative activities throughout the country at its ROs/BOs/Labs every week since Apr 2021 till 15th Aug 2022, to celebrate the 75th year of Indian Independence. Some of the activities undertaken by BIS in this regard are Theme based seminars/webinars, Standard Club Activities in Schools/Colleges, Industry meets etc.



Standards Promotion Agents: BIS has engaged Standards Promotion Agents to give an impetus to the activity of Stakeholder outreach at each Regional and Branch Office. Training was imparted to the personnel and Guidelines for Standards Promotion were issued, including parameters for monitoring of Stakeholder Engagement.

Standards Clubs: Quality consciousness, based on standardization, is one of the pillars of accelerated economic development and priming students to appreciate the significance of quality, standards and standardization can serve as a catalyst to improve societal awareness on these subjects. BIS aims to provide learning opportunities to young talents in the field of quality and standardization through mutually beneficial collaboration in the form of Standards Clubs in Educational Institutions. Guidelines have been issued in this regard and Regional and Branch offices have approached High & Higher Secondary schools, colleges, professional institutes and such institutes which provide vocational courses, for the formation of Standards Clubs. 272 standard clubs have been created throughout the country until 31st December 2021.

Enforcement: BIS Standard Marks are marks of quality and trust. Through its network of Regional and Branch Offices, BIS conducts enforcement activity to curb unauthorized use of BIS Standard Mark by unscrupulous manufacturers. During the period, BIS carried out 41 Search & Seizure operations at the premises of manufacturers misusing BIS Standard Marks and seized material bearing fake BIS Standard Marks. This also includes Search and seizure carried out at premises of manufacturers violating quality control orders. Press releases in the leading dailies with a view to give wide publicity and creating awareness among the consumers were also issued by BIS. Efforts were also made to timely launch prosecution in court of law for violation of provisions of BIS Act, 2016.

To publicize ISI mark and Hallmark amongst common consumers, a number of publicity activities are undertaken by BIS through Print, Electronic, Outdoor and Digital media. Press conferences were held to address the queries from jewelers regarding mandatory Hallmarking and to make common people aware of its benefits. Along with the BIS Headquarters, the publicity activities are being executed through Regional and Branch offices to ensure eloquent reach to each and every corner of the country.

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. This scheme has been discontinued post 31 March 2021.

7.12 Library Services

BIS Technical Library located at headquarters is a National Resources Centre for information on standards and related matters and serves industry, trade, government, researchers and consumers. It is the largest library of standards in the South Asian Region, with a floor area of 1,000 square meters. The collection includes about 4 lakh standards from world and approximate 73,400 books. From 01 January 2021 to 31 December 2021, 3719 Standards/Books were provided to members for reference of their need. The Library regularly updates mechanized database of publications (books and standards) received. Digitization and Scanning work & Library homepage are in under process. Under the Annual Action Plan 9559 numbers of publications have been electronically indexed from 01 January 2021 to 31 December 2021.

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
@jaggrahakjago



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



1800114000 or 14404
NCE
www.consumerhelpline.gov.in



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 2021 completed 109 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 31.12.2021

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

	Gazetted	Non-Gazetted	TOTAL
Sanctioned	201	514	715
Actual	145	228	373

8.1 Functions:

National Test House works in the field of Testing, Evaluation and Quality Control of various engineering materials and finished products, Calibration of measuring equipment /instruments and devices 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	Audit for renewal of accreditation has been completed on 5 th to 8 th Aug 2021. Final NC closure documents were submitted to NABL on 30.11.2021. Awaiting for Accreditation approval.	17.01.2022
	Lamp & Photometry Lab		Awaiting for renewal of BIS recognition
	Light Mechanical Lab,		17.01.2022
	Electrical & Electronics Laboratory		Awaiting for renewal of BIS recognition
	Civil Lab		17.01.2022
	RPPT Lab		17.01.2022
	NDT Lab, Alipore		N. A
	Bacteriological Lab		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.	07-06-2023	24-07-2022
	Mechanical Calibration Laboratory	21-11-2021, Applied for renewal	N. A
	Proficiency Testing Provider	16-10-2021, Applied for renewal	N/A

NTH Regions	Name of Division / Laboratory	NABL Accreditation valid Up to	BIS Recognitions Valid Up to
NTH(SR) Chennai	Chemical	29.10.2022.	28.11.2022.
	Electrical	29.10.2022.	
	Mechanical	29.10.2022.	
	Civil	29.10.2022.	
	RPPT	29.10.2022.	
	NDT	29.10.2022.	
	Electro technical and Thermal	Application is under preparation for renewal of accreditation	NA
	Mechanical Calibration		NA.
NTH(NR), Ghaziabad	Chemical, Civil, Mechanical, Electrical, RPPT, NDT, Electronics & Microbiology	07.04.2022	26.10.2022
NTH(NWR) Jaipur	Biology	21.08.2023	--
	Mechanical	21.08.2023	31.12.2023
	Chemical	21.08.2023	31.12.2023
	Electrical	21.08.2023	31.12.2023
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 Present Position of MIS System:

- NTH MIS team has augmented the Internet Security aspects by installing high end UTM, Firewall devices, VLAN Core Switch and L3,L2 Switches at the Central Data Center located at NTH(HQ), Kolkata.
- NTH has successfully augmented the Internet Bandwidth of all the Regions to 6 MBPS for seamless operation of MIS applications.
- The new bilingual website of NTH has already been developed and hosted in the NIC Meghraj Cloud. The STQC Security Audit has been completed and GIGW Audit is in progress now.
- The email ids of all users of NTH have been successfully migrated to NIC e-mail.gov.in this year.
- NTH MIS team is pursuing a project to revamp the entire software of MIS Application through BIS-LIMS development team and the finalization of “Scope of Work” is under process.
- VPN Connectivity with NTH new Satellite Center at Varanasi RRSL Building is in process.

8.6 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.

8.7 Creation of Test Facility:

NTH (ER):

- Shoe Testing: Creation of Shoes Testing Facility is under progress by RPPT Laboratory. Some Equipment already been procured and procurement of remaining equipment is under progress.

- Transformer Routine Testing: Creation of Test facility is under progress and 08 Nos of Equipment already been procured. And remaining three equipment supply order has been placed through GeM.

NTH (NWR):

- Microbiological Testing of Henna Powder.
- White Chalk and Colored Chalk as per IS 2694 & IS 4222 respectively for BIS Nagpur.
- Rubber Hawai Chappal as per IS 10702:1992
- Shear Adhesion Strength, Slip Resistance Strength and Tile Adhesion Strength for Tile Adhesives as per IS 15477:2019.

NTH (SR):

- Domestic Pressure Cooker Handle testing facility (Full test facility) as per IS 13395: 1995 created.
- Pull out test fixture for testing HSD Steel bars of size 8 mm to 40 mm as per IS 1786: 2008, with trolley, suitable to our UTM Model: WAW 1000.
- New test facility for Helmet Testing has been created.
- Pressure accumulator for bursting pressure test on pressure cooker as per Cl. 8.5 of IS 2347: 2006.

NTH (NR):

- Hazardous and Restricted Chemical testing for Toys and allied products RPPT Laboratory developed testing of PPE Kit in short notice to help the society to overcome Corona pandemic situation.
- Pesticides Residue Analysis in Packaged Drinking Water as per IS:14543-2016.
- Development of Toy test facility for safety of electric toy as per IS: 15644:2008 at NTH(NR), Ghaziabad which was inaugurated by Honorable Secretary Smt. Leela Nandan (IAS) on 04/03/2021.
- Pressure Cooker and LPG stove testing facility by Mechanical lab.

NTH (NER):

- Creation of Test facility for Black Tea with existing equipment Test facility for Polyethylene Bags



- Test facility for uPVC Pipes for Potable Water Supplies.
- Brinell Hardness & Rockwell Hardness for Testing of all type of Ferrous and Non-ferrous material, Semi-finished & Finish Products and Casting Products.

8.8 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, safe inhabitation 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.

8.9 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.

8.10 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. Status of the projects under construction through CPWD:

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. In FY 2021-22 an amount of Rs.82,15,034 was raised by CPWD(SZ), Chennai for Re-authorisation and was forwarded to DoCA on 04.08.2021 for Re-authorisation under the Head "Major Works" for settlement of final bill in respect of the Construction of High Voltage Laboratory at NTH(SR), Chennai and the same was authorised by DoCA on 01.09.2021. As per CPWD(SZ), Chennai, total authorised amount will be utilised within this FY 2021-22



(Newly Constructed High Voltage Laboratory at NTH(SR), Chennai)

8.10.1 . 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	2019-20 (Up to 31 st March, 2020)			2020-21 (Up to 31 st March 2021)			2021-22 (Up to 30 th Nov, 2021)		
		Scheme+ MW	Non-Scheme	Total	Scheme +MW	Non-Scheme	Total	Scheme +MW	Non-Scheme	Total
1	ER Kolkata, & .HQ	488.00	1575.82	2063.8	731.33	1449.50	2180.83	198.67	1148.49	1347.16
2	WR Mumbai	49.4	498.37	547.78	195.14	488.99	684.13	57.90	369.85	427.75
3	SR Chennai	39.15	545.78	584.93	70.77	537.07	607.84	73.20	403.14	476.34
4	NR Ghaziabad	123.23	824.61	947.84	160.80	863.15	1023.95	79.73	648.14	727.87
5	NWR Jaipur	38.17	248.69	286.87	107.04	253.52	360.56	55.22	206.26	261.48
6	NER Guwahati	53.81	208.25	262.06	65.62	219.10	284.72	43.78	174.85	218.63
7	Total	791.76	3901.5	4693.1	1330.70	3811.34	5142.04	508.53	2950.73	3459.26

9. PERFORMANCE:

9.1 Revenue Earned in 2021-22 along with previous Two years: (Rupees in lakh)

Sl No.	Name of the Region	2019-20	2020-21	2021-22 (Up to Nov 2021)
1	NTH(ER), Kolkata	695.63	487.31	310.5
2	NTH(WR), Mumbai	290.30	214.17	141.38
3	NTH(SR), Chennai	322.13	143.62	133.77
4	NTH(NR), Ghaziabad	675.82	520.14	274.13
5	NTH(NWR), Jaipur	174.32	155.06	125.34
6	NTH(NER), Guwahati	47.39	45.14	30.07
Total		2205.59	1565.44	1015.19

9.2 No of Samples Tested and Revenue earned Region wise:

Name of the Region	2019-20		2020-21		2021 (up to Nov 2021)	
	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	11066	695.63	6427	487.31	3703	310.5
NTH(WR), Mumbai	2452	290.30	1814	214.17	1177	141.38
NTH(SR), Chennai	3203	322.13	1305	143.62	961	133.77
NTH(NR), Ghaziabad	4033	675.82	3178	520.14	1524	274.13
NTH(NWR), Jaipur	1646	174.32	1358	155.06	1108	125.34
NTH(NER), Guwahati	1170	47.39	1038	45.14	688	30.07
Total	23570	2205.59	15120	1565.44	9161	1015.19

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

(Rupees in lakh)

Regions	2019-20			2020-21			2021-22 (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	1575.82	695.63	44.14	1449.50	487.31	33.62	1148.49	310.5	27.04
NTH(WR) Mumbai	498.37	290.30	58.25	488.99	214.17	43.80	369.85	141.38	38.23
NTH(SR) Chennai	545.78	322.13	59.02	537.07	143.62	26.74	403.14	133.77	33.18
NTH(NR) Ghaziabad	824.61	675.82	81.96	863.15	520.14	60.26	648.14	274.13	46.29
NTH(NWR) Jaipur	248.69	174.32	70.10	253.52	155.06	61.16	206.26	125.34	60.77
NTH(NER) Guwahati	208.25	47.39	22.76	219.10	45.14	20.60	174.85	30.07	17.20
Total	3901.5	2205.59	52.25 (Avg)	3811.34	1565.44	41.03 (Avg)	2950.73	1015.19	37.12 (Avg)



9.4 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 31.12.2023.

10. RENDERING BENEFIT TO THE SOCIETY BY JOB MANIFESTATION:

NTH (ER), Kolkata:

- The Chemical laboratory tested Drinking water of nearby rural areas by utilizing mobile vehicle.
- Indigenous Oxygen Concentrator developed by NIT (Durgapur) was tested first time by NTH(ER) for electrical parameter as per NIT Specification.
- Testing of Sanitizer (Alcohol % & Peroxide %) by Chemical Lab.
- Testing of Mask (Mech. Test and Layer Identification) by RPPT Lab
- ☐ Testing of Resin Capsule for the mines by Civil Laboratory

NTH (NR), Ghaziabad:

- Construction of Agricultural Hostel in premises of Rajkiya Krishi Vidhyalaya, Bulandshahar.
- OHT 200 KL Under Gogvaan Jalalpur drinking water scheme , Dist.- Shamli
- EPC including operation & Maintenance of AIIMS at Gorakhpur, UP.

- HIG (Multi Storied) houses, including internal Development & electrification in sector-19(b), Dwarka, Phase- II (A Turnkey Project).
- Scientists of Chemical Division have tested Prakirtik Paint made from Cow Dung for Toxic metals & other properties launched by Govt. of India
- Scientists of Chemical Division have tested Fire Retardant Paint.
- Scientists of Chemical Division have conducted witness test for GI profile sheet forwarded by Mechanical Division.
- Chemical Division received and tested about 20 samples of Fire retardant products including toxicity from Ameetuff Technical Paints Industries.
- Nearly 33 samples of Ground water were received from an NGO “Utthan Samiti” Ghaziabad and tested successfully by the Scientists.
- About 40 Samples of Low Smoke Zero Halogen Fire Retardant cables have been received from Kolkata Metro Rail Corp.

NTH (SR), Chennai:

- The laboratory rendered services of Cement & Mix design to the prestigious organizations like AAI, CPWD, Various Port trusts, CVC, Light house and BIS
- New Helicopter Manufacturing Factory at Biderahalli Kaval, Gubbi Taluk, Tumakuru Dt
- Indian Institute of Technology at Dharwad, Karnataka
- National Institute of Technology at Tiruchi, Tamil Nadu.
- Provided Technical opinion on Fibre optic cable for finalising Tariff for Chennai Sea Customs, Chennai Air Customs, Bangalore Air Customs & Kerala Sea Customs
- Pull out test conducted on HSD Steel bars as per IS 1786: 2008 for (a) BIS Chennai (b) Viki Industries Private Limited, Chennai.
- LPG Stove, Sewing Machine, Non-Stick cookware (Fry pan, Tawa and Kadai), Domestic Pressure cookers.
- Galvalume sheets tested for Central warehousing corporation, Madurai, Chennai, &Trichy,
- M.S Conduits for IIT Campus, Palakkad



- Compression testing on steel balls for rolling bearing Diameter 60 mm, for Bharatiya Nabhikiya Vidyut Nigam Ltd, Kalpakkam.
- LRPC Strands tested for National Highways, CPWD, ITL-KEC JV& Southern Railways.
- Steel angle sections for REC Transmission Projects Company Ltd., New Delhi,
- Scrapper Shovel for Track Machine Unit, Southern Railway, Chennai
- Tie rods for L&T, Cochin New Dry Dock Project, Kerala
- Steel Wire Suspension Ropes for Lifts, Elevators and Hoists
- Licence Plate for Motor Vehicle tested as per customer specification for Motors
- NDT lab has tested 42 no. of welding electrode samples received from different branches of BIS in 2021. Other than electrode samples 55 no's of samples received from customers like OCF, TN Slum Clearance Board, TN Urban Habitat Development Board, CPWD were tested. Majority of the above samples were received from MSME suppliers to Govt departments and thereby NTH SR is serving to wider section of society.
- NDT lab is also participating in Bullet Resistant Jackets development by testing Hard Armor Plate samples received from Ordnance Clothing Factory, Ministry of Defense, Avadi, Chennai for X Ray Radiography.
- Offered Technical Support for the development a new method of lamination (Lamino Encapsulation Method) by way of comparing the properties of the laminated document with the original documents and also after exposure to various ageing conditions. The test results from National Test House helped the customer in applying to Govt. Departments like National archives of India and other state and Central Govt. Departments for preserving their old documents. Delhi State Archives Department has made the test reports mandatory in their tender documents.
- Technical Support to Kudankulam Nuclear Power Project by testing of Water Proofing Membranes and PVC Water stoppers.
- Services are provided to the reputed organization like KSIC, NLC, BIS, Directorate of Agriculture, Airport Authority of India, CVC & Chennai customs etc.
- Tailor made Paint training imparted to M/s RITES, Chennai on 16.11.2021 & 17.11.2021



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:

- 02 students of M.Sc(Chem.) from Banasthali Vidyapith, Rajasthan have undergone summer training in Chemical Dept. for 03 weeks during March-April 2021.
- Core sample received and tested from Delhi Metro Rail Corporation New Delhi

11. NEW PROCUREMENTS OF INSTRUMENTS AT THE REGIONS OF NTH

NTH(ER), Kolkata:

- ✓ Coal Pulverous Apparatus
- ✓ Shoe Flex Meter
- ✓ UV-VIS Spectro Photometer
- ✓ DIN abrasion Tester

NTH(SR), Chennai:

- ✓ 10kN Universal Testing Machine
- ✓ Inverter type Welding machine
- ✓ GCMS for Water testing

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
- ✓ Digital Cone Penetrometer
- ✓ 100 KN UTM for Civil Laboratory
- ✓ Surface flatness for Ceramic & Vitrified tiles.

NTH (NWR), Jaipur:

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

NTH (NR), Ghaziabad:

- ✓ Automatic Infrared Sample Digestion System
- ✓ Gauss Meter
- ✓ Temperature Control Module
- ✓ Winding Resistance Meter
- ✓ Humidity Chamber
- ✓ Water Bath
- ✓ Electronic Weighing Scale
- ✓ Butt Fusion Welding Machine
- ✓ Oxidation Induction Tester
- ✓ Needle Flame Tester
- ✓ Potential Transformer for Load Loss Test of Transformer
- ✓ Large Tool Makers Microscope for Metrology Measurements
- ✓ Potential Transformer for No Load Loss Test of Transformer
- ✓ Concrete Mixer Pan Type Machine
- ✓ Digital Multimeter

NTH (NER), Guwahati:

- ✓ Ageing Oven Cell
- ✓ Environmental Chamber
- ✓ 10 KN UTM for Civil Laboratory

12. 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 31.12.2021, only one Vigilance Case is pending in NTH.

12.1 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.



Swachh Bharat Pakhwada at NTH (ER), Kolkata



Swachh Bharat Pakhwada at NTH (WR), Mumbai



Swachh Bharat Pakhwada at NTH (NER), Guwahati



Swachh Bharat Pakhwada at NTH (NWR), Jaipur



Swachh Bharat Pakhwada at NTH (NR), Ghaziabad



Swachh Bharat Pakhwada at NTH (SR), Chennai

12.2. Observation of Vigilance Awareness week at the Regional Offices of NTH

he Vigilance Awareness week was observed at all Regions of NTH from 26th October to 1st November 2021.



Observation of Vigilance Awareness at NR, Ghaziabad



Observation of Vigilance Awareness at NER, Guwahati



Observation of Vigilance Awareness at WR, Mumbai



Observation of Vigilance Awareness at NWR, Jaipur

12.3 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**



**Yoga Day Celebration at NTH (SR),
Chennai**



**Observation of Vigilance Awareness at
SR, Chennai**

12.4 Photographs of Celebration of Azadi Ka Amrit Mahotsav @75 India at the Regional Offices of NTH



**Mobile Water testing in Celebration of
Azadi Ka Amrit Mahotsav at NWR**



**Seminar in Celebration of Azadi Ka
Amrit Mahotsav at NER**



Seminar in Celebration of Azadi Ka Amrit Mahotsav at SR



Celebration of Azadi Ka Amrit Mahotsav at NR



Seminar in Celebration of Azadi Ka Amrit Mahotsav at ER

15.5 Celebration of Azadi Ka Amrit Mahotsav @75 India at the Regional Offices of NTH

- ◆ On the occasion of Azadi Ka Amrut Mahotsav -India@75, NTH (ER) organized a webinar on Technical Lecture Series related to Advancement of Science & Technology on 12-13th August 2021. The webinar was chaired by Ms. Leena Nandan, IAS, Secretary of GOI (Consumer Affairs). Several dignitaries of various institutions attended the said sessions.
- ◆ Chemical laboratory of NTH(SR) organized webinar on Testing and Evaluation of Drinking Water as per IS 10500: 2012 on 27/09/2021 towards celebration of Azadi Ka Amrut

Mahotsav -India@75.

- ◆ NTH(NWR) celebrated Azadi Ka Amrut Mahotsav -India@75 through mobile water testing at nearby localities at free of cost.
- ◆ NTH(NER) celebrated Azadi Ka Amrut Mahotsav -India@75 by organising a seminar cum workshop.

13.7: Inauguration of TOY Testing Center by the Secretary, DoCA at NTH(NR)



Smt. Leena Nandan, IAS, Secretary to Govt of India, DoCA inaugurated the TOY Testing Center at NTH(NR) in presence Smt. Nidhi Khare, Addl. Secretary, to Govt of India, DoCA



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- Consumer care details
- Country of origin
- Month and Year after which commodity may become unfit for human consumption



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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 (General) Rules,2011 was amended vide GSR 149(E) dated 3rd March, 2021 to provide facility for the Industries not to re verify their weights and measures for their internal use.Further the provision was made to avoid dual stamping of weights and measure and uniform procedure was adopted through out the country.

The Legal Metrology (Government Approved Test Centre) Rules was amended vide GSR 95(E) dated 1st February ,2021 to add following ,in rule5, after sub-rule (16), the following sub-rule shall be inserted,namely:-

"(17) The National Accreditation Board for Testing and Calibration Laboratories/ISO:IEC 17025:2017 accredited laboratories for calibration of weights and measures which are in conformity with the conditions specified in sub-rule(3) of rule 5 shall be eligible to be notified as Government Approved Test Centre subject to compliance of the provisions of the Act and the rules made thereunder."

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. The Legal Metrology(Packaged Commodities) Rules was amended vide GSR NO.779(E) dated 2nd November,2021 and Rule 5 was deleted and Unit Sale Price was added for benefit of Consumers

Legal Metrology Division has ISO:IEC 17065:2012 accreditation from National Accreditation Board for Certification Bodies for product certification. All the services provided by LM Division has been made online.

9.2 Regional Reference Standards Laboratories

- (i) Hon'ble Prime Minister inaugurated Regional Reference Standards Laboratories RRSL, Varanasi on 23.12.2021. With this inauguration now the Central Government has established six functioning Regional Reference Standards Laboratories (RRSLs) at Ahmedabad, Bangalore, Bhubaneswar, Faridabad, Guwahati and Varanasi. These RRSLs serve as a vital link in dissemination of the values of national standards of Legal Metrology down to the commercial level. 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.
- (ii) RRSL, Ahmedabad, Bangalore, Bhubaneswar, Faridabad and Guwahati are accredited by NABL.
- (iii) At the premises of RRSL, Varanasi NTH and BIS are functioning as satellite centre.
- (iv) One more RRSL at Nagpur, Maharashtra is in the pipe line.

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, 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.

9.8 Online Portal for services provided by Legal Metrology

For reducing the compliance burden, facilitating business and for ease of doing business, all the four services/ certificates to be issued under the Legal Metrology Act, 2009 by this Department to the industries are made online. Earlier online or offline applications were accepted and processed. It was decided to accept only the online applications, which has reduced the time considerably.

9.9 Establishment of RRSL, Varanasi

- (i) To maintain the accuracy of weights and measures and to complete the traceability chain from National Prototype to weights and measures used in trade in commerce, five Regional Reference Standards Laboratories are established at Ahmedabad, Bangalore, Bhubaneswar, Faridabad and Guwahati.
- (ii) These laboratories maintain Reference Standards of appropriate accuracy to provide verification of Legal standards of the States and to calibrate weights and measures.
- (iii) These laboratories test models of weights & measures for approval before manufacturing/import.
- (iv) To provide better Legal Metrology facilities to the underdeveloped areas of eastern part of UP, Bihar, Jharkhand etc. and for Industrial growth in this part a new Regional Reference Standards Laboratory at Varanasi has been inaugurated by Hon'ble Prime Minister on 23.12.2021.

9.10 In the interest of industries and consumers the following advisories were issues:

- (i) Permission was granted for utilisation of the packing material stock with pre-printed date of manufacturing, which could not be utilised due to prevalent situation of COVID-19 up to 30.09.2021
- (ii) Extension for verification and stamping of weights and measures was given due to the prevalent situation of COVID-19, upto 30.9.2021 in the interest of industries/ small traders.

9.10.1 PERFORMANCE OF THE REGIONAL REFERENCE STANDARDS LABORATORY, AHMEDABAD (During last 5 years)

Description	2017-18	2018-19	2019-20	2020-21	2021-22 Upto Dec, 2021
No. of Standards verified	108	87	110	26	144
No. of industries benefited	648	674	125	60	
No. of certificates issued (Calibration + GATC Verification)	1407	1123	252	59	1388 (88+1300)
No. of models approved	158	63	13	1	113
No. of seminar conducted	2	2	-	--	16
Revenue collected in Lacs	77.02	59.19	16.26	3.09	47.50

9.10.2 PERFORMANCE OF THE REGIONAL REFERENCE STANDARDS LABORATORY, BANGALORE (During last 5 years)

Description	2017-18	2018-19	2019-20	2020-21	2021-22 Upto Dec, 2021
Number of legal standards verified	40	126	79	54	35
Number of instruments calibrated	7759	5609	6872	6505	5255
Number of certificates issued	7759	7698	1309	1343	981
Number of industries benefited	600	672	567	537	432
Number of models tested for approval	104	97	188	105	263
Number of seminars conducted	03	04	03	04	04
Test fee collected	74.14	78.72	87.96	73.32	127.02

9.10.3 Performance of the Regional Reference Standards Laboratory, Bhubaneswar (During last 5 years)

Description	2017-18	2018-19	2019-20	2020-21	2021-22 (upto Dec, 2021)
No. of Standards verified	70	66	45	28	35
No. of industries benefited	190	220	250	220	310
No. of certificates issued	760	632	757	241	310
No. of models approved	81	82	141	281	235
No. of seminar conducted	01	01	01	02	02
Revenue collected in Lakhs	21.39	24.80	40.20	92.46	84.27

9.10.4 PERFORMANCE OF THE REGIONAL REFERENCE STANDARDS LABORATORY, FARIDABAD (During last 5 years)

Description	2017-18	2018-19	2019-20	2020-21	2021-22(upto Dec, 2021)
No. of Standards verified	96	108	19	86	102
No. of industries benefited	234	358	377	315	285
No. of certificates issued	362	466	472	374	315
No. of models approved	221	207	175	221	178
No. of seminar conducted	02	01	02	01	07
Revenue collected (in Lakh)	19.81	25.20	38.88	37.18	46.66

9.10.5 PERFORMANCE OF THE REGIONAL REFERENCE STANDARDS LABORATORY, GUWAHATI (During last 5 years)

Description	2017-18	2018-19	2019-20	2020-21	2021-22 Upto Dec, 2021
No. of Standards verified	62	21	5	5	70
No. of industries benefited	12	15	9	12	60
No. of certificates issued	77	40	25	23	60
No. of models approved	0	03	5	8	6
No. of seminar conducted	-	02	-	-	
Revenue collected (in Lakhs)	4.1	2.19	1.98	3.11	1.32

**9.10.6 PERFORMANCE OF THE REGIONAL REFERENCE STANDARD LABORATORY, VARANASI
(During last 5 years)**

Description	2018-19	2019-20	2020-21	2021-22(upto Dec, 2020)
No. of Standards verified				
No. of industries benefited	46	60	51	44
No. of certificates issued	38	54	48	42
No. of models approved	48	62	76	58
No. of seminar conducted	-	-	-	-
Revenue collected (in Lakhs)	11.60	14.02	15.12	13.78

**9.10.7 PERFORMANCE OF THE REGIONAL REFERENCE STANDARD LABORATORY, NAGPUR
(During last 5 years)**

Description	2017-18	2018-19	2019-20	2020-21	2021-22 Upto Dec, 2021
No. of Standards verified	Nil	Nil	Nil	Nil	Nil
No. of industries benefited	Nil	Nil	05	11	24
No. of certificates issued	Nil	Nil	Nil	Nil	Nil
No. of models approved	Nil	Nil	Nil	Nil	Nil
No. of seminar conducted	Nil	Nil	01	02	05
Revenue collected (in Lakhs)	Nil	Nil	Nil	Nil	Nil



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PRICE MONITORING DIVISION (PMD)

Pulses and Onion Buffer Stock

- 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.
- To moderate prices of pulses, 3 LMT of Chana stocks released@1LMT per month during June to August, 2021. Masur and Tur from the buffer have been offered to States at discounted rates for supplies through retail outlets, welfare schemes and PDS. In total a quantity of 6.78 LMT of Pulses were disposed of during 2021-22 as on 20.01.2022.
- To cool down the retail prices of onion, the government released onion from the buffer stock of 2 LMT created from Rabi-2021 in a calibrated manner from end of August, 2021. 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, Delhi, Gujarat, Karnataka, Madhya Pradesh, Odisha, Haryana, Tamilnadu, Assam, Telangana, Andhra Pradesh, Rajasthan, Kerala, West Bengal, Uttar Pradesh, Maharashtra, Bihar, Jharkhand and Chattisgarh. Onion stock were also disposed through open market sale in mandis in major consumption centres.
- 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.41.66 per kg on 25th October, 2021 showed a declining trend from November and by December 31, 2021

the all-India retail price was Rs.35.46/kg and wholesale price was Rs.2845.74/Qt. 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 2022-21, the Government accorded approval for the procurement of 4 LMT Onion under PSF buffer during Rabi 2022.
- 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 202-22, the total 44 price reporting centers have been added, reached to 179 from 135 price reporting centers.

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 22 food items as well as the structural and other constraints affecting their availability. This 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 179. 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 179 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.

10.1.3.1 Collection of Price Data through PMS Mobile Application:

The Department developed a Mobile App. for price reporting which became operationalized 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.

Measures to augment availability of Pulses through smooth and seamless imports:

- To ensure seamless import of pulses so as to ensure availability and price stability, Tur, Urad and Moong taken out of Restricted category for import to Free category from 15th May, 2021 till 31st, 2021 which has been subsequently extended till 31st March, 2022.
- Import duty on Masur reduced to 10% by cutting basic duty to zero and AIDC (Agriculture Infrastructure and Development Cess) to 10% w.e.f. 27.7.21 in order to soften the impact of higher international prices on domestic consumers.
- Penalty of four times inspection fee charged on agri commodity imports not fumigated with methyl bromide has been waived for Masur imports from 18th November, 2021 till 31st March, 2022.
- Memorandum of Understanding (MoU) with Malawi, Mozambique and Myanmar for import of Tur and Urad for assured imports in the coming years:
 - MoU with Mozambique for annual import of 2 LMT Tur was extended for 5 years, from FY 2021-22 to 2025-26.
 - 5- years MoU with Malawi for annual import of 0.50 LMT of Tur during FY 2021-22 to 2025-26 was signed on 16th June, 2022.
 - 5- years MoU with Myanmar for annual import of 2.5 LMT of Urad and 1 LMT of Tur during FY 2021-22 to 2025-26 was signed on 18th June, 2021.
- Weekly review meetings are held with Customs, DGFT (Directorate General of Foreign Trade), FSSAI (Food Safety Standard Authority of India), PQ (Directorate of Plant Protection and Quarantine) are held to monitor import of pulses, identify and resolve the reasons for delay in clearance of consignments. The average dwell time of consignments

has improved from about 11 days to about 6 days.

- Till date the quantities of Tur, Urad and Moong imported during current year are substantially higher than corresponding period of 2020-21.

Measures to prevent hoarding

- Disclosure of pulses stocks held by millers, importers, and traders under the Essential Commodities Act, 1955 and online monitoring of stocks through web portal from 17th May, 2021.
- Imposition of stock limit on all pulses except Moong was notified on 2.7.21, and amended order issued on 19.7.21 for pulses, namely, Tur, urad, Masur, Chana for a period up to 31.10.2021. Stock limits:
 - Wholesale: 500 MT (subject to condition that there should not be more than 200 MT of one variety)
 - Retailers: 5 MT
 - Miller: Stock limit will be last for 6 months' production or 50 % of annual installed capacity whichever is higher.

Measures to moderate Pulses prices through market intervention

- To moderate prices of pulses, 3 LMT of Chana stocks released @ 1LMT per month during June to August, 2021.
- Futures trading in Chana suspended from 16th August, 2021 in order to stabilize prices.
- Masur and Tur from the buffer have been offered to States at discounted rates for supplies through retail outlets, welfare schemes and PDS.

Measures to moderate Onion prices

- Onion buffer of 2.08 LMT built in 2020-21 by procuring Rabi -2021 onion from farmers/ FPOS during April to July, 2021.
- The onion stocks have been stored in both traditional chawl structure and in cold storage. A total of 8,621 MT has been stored in cold storage and remaining in traditional chawl storage.
- Release of stock from the buffer was started from the last week of August, 2021 and a total of 1.54 LMT has been disposed till 05.02.2022.



- Open market released of onion from the buffer have been targeted towards States/Cities where prices are increasing over the previous month and also to sources markets such as Lasalgaon and Pimplegaon to augment the availability in these key mandis.
- States/UTs have offered Onion at Rs. 21/kg ex-storage locations. Nagaland and Andhara Pradesh have taken Onion from the buffer.
- Safal has also been supplied over 1200 MT@ Rs.26/kg inclusive of transportation cost..
- The aggressive releases of Onion from the buffer have contributed to stabilize onion prices.

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 ₹27,708.30 crore has been made to PSF corpus over 2014-15 to 2021-22. This fund was largely utilized for building the dynamic buffer of pulses. The financial year-wise allocation of funds under PSF is ₹2,250 cr in 2021-22, ₹11,135.30 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, 53 meetings of the Re-constituted 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 GoI 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.

Availability (Production+import-export) of pulses Qty in Lakh MT																		
Sl No		2005-06	2006-07	2007-08	2008-09	2009-10	2010-11	2011-12	2012-13	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19	2019-20	2020-21	2021-22*
1	Tur																	
	Production	27.40	23.10	30.80	22.70	24.60	28.60	26.50	30.20	31.70	28.10	25.60	48.70	42.90	33.20	38.90	42.80	44.30
	Import	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	4.66	5.75	4.63	7.04	4.13	5.31	4.50	4.43	6.58
	Export	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.01	0.04	0.12	0.11	0.09	0.11	0.19	0.29
	Availability	27.40	23.10	30.80	22.70	24.60	28.60	26.50	30.20	36.36	33.84	30.19	55.61	46.92	38.41	43.29	47.04	50.59
2	Gram																	
	Production	56.00	63.30	57.50	70.60	74.80	82.20	77.00	88.30	95.30	73.30	70.60	93.80	113.80	99.40	110.80	119.90	
	Import	2.82	1.27	1.46	1.98	3.38	1.01	2.06	6.98	2.76	4.19	10.31	10.81	9.81	1.86	3.71	2.95	1.83
	Export	0.44	0.61	1.62	1.27	0.95	2.05	1.69	1.95	3.34	1.90	2.17	0.88	1.28	2.29	1.34	1.59	0.72
	Availability	58.38	63.96	57.34	71.31	77.23	81.16	77.38	93.33	94.72	75.59	78.74	103.73	122.33	98.97	113.17	121.26	
3	Urad																	
	Production	12.50	14.40	14.60	11.70	12.40	17.60	17.70	19.70	17.00	19.60	19.50	28.30	34.90	30.60	20.80	23.40	20.50
	Import														4.90	3.12	3.35	4.84
	Export														0.07	0.09	0.15	0.48
	Availability	12.50	14.40	14.60	11.70	12.40	17.60	17.70	19.70	17.00	19.60	19.50	28.30	34.90	35.43	23.83	26.60	24.87
4	Moong																	
	Production	9.50	11.20	15.20	10.30	6.90	18.00	16.30	11.90	16.10	15.00	15.90	21.70	20.20	24.60	25.10	30.90	20.60
	Import														0.84	0.69	0.82	1.55
	Export														0.11	0.13	0.13	0.23
	Availability	9.50	11.20	15.20	10.30	6.90	18.00	16.30	11.90	16.10	15.00	15.90	21.70	20.20	25.33	25.66	31.59	21.92
5	Lentil																	
	Production	9.50	9.10	8.10	9.50	10.30	9.40	10.60	11.30	10.20	10.40	9.80	12.20	16.20	12.30	11.00	14.50	
	Import	0.36	0.59	2.31	0.33	2.88	1.61	1.18	5.06	7.09	8.16	12.60	8.29	7.97	2.49	8.54	11.16	5.65
	Export	2.81	1.21	0.00	0.00	0.01	0.00	0.00	0.01	0.01	0.08	0.12	0.16	0.12	0.15	0.20	0.18	0.07
	Availability	7.05	8.48	10.41	9.83	13.17	11.01	11.78	16.35	17.28	18.48	22.28	20.34	24.05	14.64	19.34	25.49	

10.3.2 On 9th December 2015, Government approved creation of buffer stock of 1.5 lakh tones of pulses. Subsequently, after due deliberation, it was recommended that a larger buffer stock of around 20 lakh tones 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 2 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.
- ✓ In order to improve the prices and availability situation of onions in the country, the Government also approved procurement of Kharif onion and imported onion.

- ✓ To cool down the retail prices of onion, the government released onion from the buffer stock of 2 LMT created from Rabi-2021 in a calibrated manner from end of August, 2021. 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.
- ✓ A buffer stock of 20.50 lakh tones of pulses was built during 2015-16 to 2017-18, through both domestic procurement of 16.71 lakh tones by FCI, NAFED and SFAC, and imports of 3.79 lakh tones by MMTC and STC during Phase 1. 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. Nearly all of this stock has been disposed off.
- ✓ 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 utilization 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 34.51 LMT of pulses have been transferred/replenished from PSS stocks to rebuild PSF buffer stock (since March 2019). Further, under PSF, procurement of 3.24 LMT of pulses have been undertaken under PSF at and above MSP, benefitting more than 2.65 Lakh farmers and 0.99 LMT of pulses have been imported during current FY 2021-22. During Phase 2, a total of 29.14 LMT of pulses have been disposed off and 9.60 LMT of pulses are available in the PSF buffer as on 31.03.2022.
- ✓ In order to make PSF interventions more effective in moderating retail prices of pulses, pulses stocks from the buffer was offered to States/UTs for supply through retail outlets. Under this retail intervention mechanism, Moong, Tur, Urad and Masur 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 utilized 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.
- ✓ Pulses from the PSF buffer have also been utilized for supply of free of cost pulses under the PMGKAY and ANB packages. A total 14.24 LMT of Pulses/ chana whole were distributed during April, 2020 to November, 2020 under PMGKAY scheme. A total 0.17 LMT of chana whole was distributed under ANB scheme.
- ✓ 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.
- ✓ To intensify the cooperative and collaborative federalism, in-principle approval to establish the Price Stababisation Fund at State level has been accorded.

10.5 Measures taken to contain the price of Pulses and Vegetables

- ✓ Economies the world over have witnessed slowdown due to Covid-19 pandemic. However, the Government has been responsive to the situation with several relief packages due to which India has shown signs of rapid recovery growth. To ensure food security to the people, the Government is providing 5 kg free food grains per person per month to about 80 crore NFSA beneficiaries under Pradhan Mantri Garib Kalyan Anna Yojana (PMGKAY) from May to November 2021. Under this special scheme, NFSA beneficiaries are provided with an additional quota of free-of-cost foodgrains (Rice/Wheat) at a scale of 5 Kg per person per month, over and above their regular monthly entitlements.

- ✓ International prices of several essential items are showing increasing trends, particularly in the wake of COVID-19 pandemic. The Government has responded with several measures such as: In order to ensure effective intervention during price rise through utilization
- ✓ of buffer stocks, the Government has procured pulses in 2020-21 and 2021-22 from farmers/farmers' associations. These pulses stocks are subsequently utilized for cooling down prices through supply to states and disposal through Open Market sales. Pulses from the buffer were used very effectively during the Covid-19 pandemic for supplying @ 1 kg per household per month free of cost to approx. 19 cr. NFSA beneficiary households between April and November 2020.
- ✓ Further, the Government imposed stock limits on some pulses under the Essential Commodities Act, 1955 in July 2021, which has had a salutary effect in terms of softening of prices. The order has made it mandatory for stockholder entities to declare their stock position on the portal of the Department of Consumer Affairs, and to bring the stocks down to the prescribed limit within 30 days, in case the stock held by them exceeds the limit.
- ✓ Continuing with the proactive measures to augment domestic availability of pulses, changes have been made in the import policy by shifting Tur, Urad and Moong from restricted category to free category for the period from 15th May 2021 to 31st October 2021. Thereafter, basic import duty and Agriculture Infrastructure and Development Cess on Masur have been brought down to zero and 10% respectively. Additionally, 5-year MoUs have been signed with Myanmar for annual import of 2.5 LMT of Urad and 1 LMT of Tur, and with Malawi for annual import of 0.50 LMT of Tur. Further, the MoU with Mozambique for annual import of 2 LMT Tur has been extended for another 5 years. To soften the prices of edible oils, the duty on Crude Palm Oil (CPO) has been cut by 5% from 30th June 2021 until 30th September 2021. This reduction has brought down the effective tax rate on CPO to 30.25% from the earlier 35.75%. Further, the duty on Refined palm oil/Palmolein has been reduced to 37.5% from 45%. A revised import policy for Refined Bleached Deodorized (RBD) Palm Oil and RBD Palmolein has been put in place from 30th June 2021 under which these items have been removed from restricted to free category.

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

10.6.1 Headline inflation based on Consumer Price Index (Combined), which was 4.59 in the month of December 2020 increased to 5.59 in the month of December 2021. Food inflation based on Consumer Food Price Index (CFPI) which was 3.41 in December 2020 inclined to 4.05 in December 2021. Details of month-wise inflation for Consumer Price Index (CPI) and Consumer Food Price Index (CFPI) are as follows:

(CPI Combined inflation in %)												
	Description	Weights	Dec-20	Apr-21	May-21	Jun-21	Jul-21	Aug-21	Sep-21	Oct-21	Nov-21	Dec-21
CPI-Combined (Base 2012=100)	All Groups	100	4.59	4.23	6.3	6.26	5.59	5.3	4.35	4.48	4.91	5.59
	Food (CFPI*)	39.06	3.41	1.96	5.01	5.15	3.96	3.11	0.68	0.85	1.87	4.05
	Cereals and products	9.67	0.98	-2.96	-1.42	-1.94	-1.68	-1.42	-0.61	0.41	1.51	2.62
	Pulses & products	2.38	15.98	7.51	9.39	10.01	9.04	8.81	8.75	5.36	3.18	2.43
	Vegetables	6.04	-10.51	-14.53	-1.92	-0.7	-7.8	-11.73	-22.42	-19.43	-13.58	-2.99
	Sugar & confectionary	1.36	0.53	-5.99	-1.46	0.79	-0.52	-0.6	3.01	5.36	6.16	5.58
	Oils & fats	3.56	20.05	25.91	30.92	34.78	32.53	33.07	34.19	33.57	29.67	24.32
	Fuel and light	6.84	2.92	7.98	11.86	12.61	12.38	12.95	13.63	14.35	13.35	10.95

Source: MOSPI, *CFPI: Consumer Food Price Index

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

10.6.2 Inflation based on Wholesale Price Index (WPI) was at 0.3% in Dec 2020 that decreased to -0.5% in the month of Dec 2021.

Details of month-wise inflation for Wholesale Price Index (WPI) for last nine months and April & December 2021 are presented below:

(WPI inflation in %)

WPI (Base 2012=100)	Description	Weights	Dec-20	Apr-20	May-20	Jun-20	Jul-20	Aug-20	Sep-20	Oct-20	Nov-20	Dec-20
	All commodities	100.00	0.3	2.1	0.9	0.8	1.3	1.2	1.2	3.3	2.2	-0.5
Food Articles	15.26	-9.0	5.2	-2.0	0.9	1.0	0.2	2.4	7.5	6.8	-1.9	
Pulses	1.03	-3.9	4.0	3.7	-1.4	-4.8	1.7	4.2	-0.4	-0.8	-2.4	
Wheat	0.64	-0.6	5.8	1.3	-1.7	-2.9	1.1	2.7	2.8	3.5	1.2	
Vegetables	1.87	-67.7	2.4	-10.0	23.0	25.9	-5.9	-6.8	59.5	54.6	-11.2	
Potato	0.28	-126.7	18.5	15.7	5.1	5.5	13.2	-11.6	14.4	43.2	-36.8	
Sugar	1.06	0.0	1.5	0.7	-0.8	-1.0	3.2	6.0	1.2	-2.3	-0.6	

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

Note: Figures for last two months for WPI are pro\visional.

ANNEXURE-I

Year-wise break up of 179 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

Year	Total Number of Existing Centres	Number of Reporting Centres added/Deleted	Name of Reporting Centres added	Total Number of Centres after Addition/Deletion
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
2021	122	57	Gumla, Sahibganj, Bokaro, Lohardaga, Simdega, Bangalore (East Range), Belagavi, Kalaburagi, Tumakuru, Bellary, Dhavanagere, Shivamogga, Vijayapur, Bilaspur-HP, Saharanpur, Bareilly, Ayodhya, Moradabad, Aligarh, Mirzapur, Morena, Bharatpur, Ajmer, Bikaner, saran, Munger, Saharsa, Madhubani, Rohtas, Motihari, Samastipur, Katihar, Araria, Nawada, Khagaria, Mangaon, Selamba, Bodeli, Waghai, Vapi, Dhanbad, Jamshedpur, Kupwara, Dantewada, Chamba, Hamirpur, Azamgarh, Banda, Gonda, Kasargod, Kottayam, Pathanamthitta, Giridhi, Dharni, Sohra, Mairang, Mahe	179
Total - 179				

All India Monthly Average Retail prices of 22 essential food items Jan-Dec 2021 (₹/kg)

Rice												
Centre	Jan-21	Feb-21	Mar-21	Apr-21	May-21	Jun-21	Jul-21	Aug-21	Sep-21	Oct-21	Nov-21	Dec-21
DELHI	30.53	30.57	30.26	30.00	30.00	30.87	31.00	31.48	31.47	31.81	31.17	32.00
MUMBAI	33.43	31.61	31.61	31.27	31.61	34.70	33.45	31.52	32.67	33.90	33.57	33.40
KOLKATA	32.06	32.89	32.71	32.45	33.00	33.07	32.16	32.23	33.10	33.94	35.43	36.19
CHENNAI	52.00	51.96	52.97	54.36	56.62	56.90	55.21	55.81	57.00	57.45	59.00	58.03
All India Average	37.46	37.48	37.71	36.62	36.22	35.66	35.58	35.39	35.10	35.27	35.49	35.53

Wheat												
Centre	Jan-21	Feb-21	Mar-21	Apr-21	May-21	Jun-21	Jul-21	Aug-21	Sep-21	Oct-21	Nov-21	Dec-21
DELHI	21.33	22.08	NR	NR	NR	NR	NR	NR	25.00	22.74	24.00	24.00
MUMBAI	36.75	35.50	35.97	37.73	36.84	35.73	36.00	36.19	37.10	38.00	36.53	35.16
KOLKATA	30.00	23.00	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR
CHENNAI	39.70	40.31	37.32	37.18	38.62	39.00	39.61	39.00	39.00	39.00	38.93	36.03
All India Average	28.68	27.95	27.90	27.05	26.20	26.40	26.64	26.56	26.75	27.28	27.98	27.97

Atta (Wheat)												
Centre	Jan-21	Feb-21	Mar-21	Apr-21	May-21	Jun-21	Jul-21	Aug-21	Sep-21	Oct-21	Nov-21	Dec-21
DELHI	24.13	24.00	24.23	24.23	24.29	24.00	24.00	24.00	24.47	25.23	25.17	26.00
MUMBAI	39.86	38.39	39.00	40.63	39.68	39.80	40.48	41.26	41.90	42.00	41.43	40.16
KOLKATA	24.68	25.14	25.00	25.38	26.00	25.40	24.13	24.68	26.00	26.45	27.03	27.00
CHENNAI	39.37	39.81	40.84	41.21	42.33	43.50	43.39	43.04	43.00	41.55	36.86	35.16
All India Average	31.53	31.52	31.77	31.00	29.54	30.07	30.22	30.22	30.39	30.67	31.15	31.20

Gram Dal												
Centre	Jan-21	Feb-21	Mar-21	Apr-21	May-21	Jun-21	Jul-21	Aug-21	Sep-21	Oct-21	Nov-21	Dec-21
DELHI	71.77	69.96	70.26	74.00	75.84	75.00	73.55	72.84	73.33	73.16	73.40	73.81
MUMBAI	81.25	78.39	79.48	82.23	82.19	79.53	72.00	77.61	86.23	80.27	80.60	79.23
KOLKATA	69.19	68.71	73.55	79.79	81.58	80.33	74.71	74.84	79.17	78.90	77.63	75.97
CHENNAI	80.52	75.08	76.58	75.39	76.62	76.90	76.14	76.04	75.62	75.48	76.55	73.87
All India Average	73.29	72.19	73.60	74.90	76.97	76.70	75.17	74.97	75.71	76.03	76.24	75.41

Tur/Arhar Dal												
Centre	Jan-21	Feb-21	Mar-21	Apr-21	May-21	Jun-21	Jul-21	Aug-21	Sep-21	Oct-21	Nov-21	Dec-21
DELHI	106.57	104.93	108.71	110.00	117.23	113.10	109.94	106.42	108.43	110.00	110.00	104.81
MUMBAI	105.32	98.00	101.00	108.27	111.42	113.17	107.71	110.94	115.60	108.97	105.97	105.13
KOLKATA	100.48	104.96	107.87	110.76	112.00	111.30	101.61	104.32	109.33	107.29	102.80	100.87
CHENNAI	101.22	106.62	108.13	107.82	112.46	116.35	112.21	111.00	108.79	108.17	108.66	104.87
All India Average	104.61	104.42	106.30	107.00	108.45	107.41	105.66	104.64	105.42	105.53	104.86	102.88

Urad Dal												
Centre	Jan-21	Feb-21	Mar-21	Apr-21	May-21	Jun-21	Jul-21	Aug-21	Sep-21	Oct-21	Nov-21	Dec-21
DELHI	105.27	109.29	120.77	118.13	120.13	115.97	115.29	116.00	119.90	119.39	122.77	122.65
MUMBAI	143.07	130.00	128.97	132.40	128.26	125.17	118.13	119.84	131.23	115.97	114.00	116.26
KOLKATA	105.19	104.93	106.39	106.14	106.61	106.23	96.06	93.97	100.57	103.94	103.60	104.32
CHENNAI	119.22	128.65	125.32	122.86	126.08	122.70	118.21	113.96	118.17	115.76	114.38	113.45
All India Average	109.00	108.94	110.09	110.17	109.79	108.90	106.85	105.65	106.61	107.11	107.47	106.75

Moong Dal												
Centre	Jan-21	Feb-21	Mar-21	Apr-21	May-21	Jun-21	Jul-21	Aug-21	Sep-21	Oct-21	Nov-21	Dec-21
DELHI	105.67	108.71	108.90	108.37	106.23	102.53	100.13	100.35	103.43	103.35	104.93	102.97
MUMBAI	150.79	142.93	129.52	129.33	136.55	132.27	119.84	118.03	126.50	119.90	118.03	114.32
KOLKATA	105.29	109.50	109.94	109.86	113.90	114.00	103.84	101.65	105.43	104.32	104.20	102.94
CHENNAI	117.96	119.42	117.42	117.54	116.92	117.90	114.54	112.04	109.28	107.41	105.17	105.16
All India Average	106.57	106.41	106.75	106.84	107.25	105.53	102.99	101.10	101.61	101.61	102.60	101.93

Masoor Dal												
Centre	Jan-21	Feb-21	Mar-21	Apr-21	May-21	Jun-21	Jul-21	Aug-21	Sep-21	Oct-21	Nov-21	Dec-21
DELHI	75.30	78.61	79.29	81.90	88.97	88.07	86.45	87.45	99.63	100.00	100.00	97.19
MUMBAI	84.36	77.04	77.81	82.97	87.81	90.50	92.13	93.13	104.47	100.97	99.77	98.42
KOLKATA	86.71	91.68	94.16	97.43	101.00	102.20	99.26	100.19	104.03	104.48	103.90	103.16
CHENNAI	79.78	81.62	79.13	81.71	90.15	89.75	89.82	89.38	98.17	99.00	96.52	93.71
All India Average	81.04	80.57	80.60	82.53	85.08	86.93	87.00	88.28	92.15	94.87	96.47	96.52

Groundnut Oil (Packed)												
Centre	Jan-21	Feb-21	Mar-21	Apr-21	May-21	Jun-21	Jul-21	Aug-21	Sep-21	Oct-21	Nov-21	Dec-21
DELHI	183.30	174.00	183.48	193.13	197.58	198.33	188.06	185.23	186.73	187.94	194.23	192.00
MUMBAI	182.19	178.86	182.48	191.30	181.23	176.03	175.61	177.16	184.13	178.43	169.87	166.45
KOLKATA	183.93	182.83	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR
CHENNAI	175.65	174.15	176.61	177.50	185.85	181.50	175.07	172.88	172.34	171.14	167.10	167.48
All India Average	161.86	163.46	166.59	170.66	175.66	178.89	178.04	178.07	180.69	182.32	181.43	181.48

Mustard Oil (Packed)												
Centre	Jan-21	Feb-21	Mar-21	Apr-21	May-21	Jun-21	Jul-21	Aug-21	Sep-21	Oct-21	Nov-21	Dec-21
DELHI	146.53	148.32	150.71	154.30	175.23	177.23	168.35	180.06	192.97	197.19	204.50	201.94
MUMBAI	164.46	155.21	150.71	161.57	170.06	160.33	163.61	174.26	194.80	203.40	203.53	200.35
KOLKATA	141.00	140.21	146.71	155.14	175.29	176.00	165.71	171.58	185.93	190.10	186.80	181.19
CHENNAI	126.43	117.42	133.10	149.54	157.62	172.95	188.78	183.46	182.45	182.00	184.21	190.00
All India Average	144.20	144.88	150.38	155.39	165.76	170.68	170.05	172.28	179.29	184.83	186.35	186.62

Vanaspati (Packed)												
Centre	Jan-21	Feb-21	Mar-21	Apr-21	May-21	Jun-21	Jul-21	Aug-21	Sep-21	Oct-21	Nov-21	Dec-21
DELHI	120.57	121.93	130.74	136.70	139.77	143.00	137.68	141.55	144.73	144.26	150.90	148.03
MUMBAI	134.69	141.00	139.58	148.07	144.90	140.17	139.87	144.26	152.67	145.80	149.27	150.65
KOLKATA	116.83	112.32	117.19	125.03	130.94	132.77	129.58	128.58	131.17	132.19	131.27	128.97
CHENNAI	125.91	125.04	129.42	137.29	148.00	155.80	152.41	147.88	141.31	140.97	150.62	145.71
All India Average	111.06	114.82	119.37	124.85	129.03	132.57	132.73	134.20	136.28	137.71	138.84	138.32

Soya Oil (Packed)												
Centre	Jan-21	Feb-21	Mar-21	Apr-21	May-21	Jun-21	Jul-21	Aug-21	Sep-21	Oct-21	Nov-21	Dec-21
DELHI	133.77	134.86	142.06	151.00	160.00	160.90	157.97	158.45	158.83	154.87	160.27	156.87
MUMBAI	118.88	119.50	128.48	143.57	154.94	142.27	146.29	148.06	147.27	154.03	151.73	153.58
KOLKATA	130.97	132.86	138.23	150.41	164.06	163.13	153.71	159.94	160.00	158.97	150.50	144.42
CHENNAI	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR
All India Average	121.11	124.90	131.11	138.78	149.39	152.59	150.82	153.32	155.14	155.02	153.26	150.59

Sunflower Oil (Packed)												
Centre	Jan-21	Feb-21	Mar-21	Apr-21	May-21	Jun-21	Jul-21	Aug-21	Sep-21	Oct-21	Nov-21	Dec-21
DELHI	150.37	154.39	172.32	188.57	197.45	197.67	191.84	186.68	185.17	185.03	190.63	185.77
MUMBAI	155.19	159.89	184.90	180.33	179.68	155.57	162.29	169.58	163.17	170.50	158.70	153.81
KOLKATA	148.03	152.25	163.19	182.97	189.90	189.30	178.61	176.74	176.33	174.19	170.00	165.26
CHENNAI	149.91	145.00	159.03	163.25	169.69	166.35	158.96	160.65	156.59	152.03	144.38	141.10
All India Average	139.23	143.70	153.43	161.27	170.34	173.12	171.03	171.10	170.69	169.15	166.27	163.85

Palm Oil (Packed)												
Centre	Jan-21	Feb-21	Mar-21	Apr-21	May-21	Jun-21	Jul-21	Aug-21	Sep-21	Oct-21	Nov-21	Dec-21
DELHI	121.83	115.61	124.19	130.20	131.65	129.93	126.61	131.39	132.33	130.68	136.47	134.68
MUMBAI	110.04	115.04	123.55	132.20	137.19	122.30	127.29	132.13	130.40	133.20	125.20	121.90
KOLKATA	118.30	120.39	126.97	134.31	145.00	142.50	133.68	140.26	141.00	137.00	133.90	129.84
CHENNAI	123.52	114.35	127.94	130.54	139.69	129.50	122.52	133.31	128.24	126.24	125.34	120.87
All India Average	112.03	113.78	119.97	124.70	132.11	132.33	129.60	131.87	132.69	132.89	131.46	129.92

Potato												
Centre	Jan-21	Feb-21	Mar-21	Apr-21	May-21	Jun-21	Jul-21	Aug-21	Sep-21	Oct-21	Nov-21	Dec-21
DELHI	19.80	15.89	14.48	17.33	18.74	19.67	18.84	18.00	18.60	19.77	24.47	18.35
MUMBAI	31.96	31.96	29.68	23.73	22.48	24.97	21.48	21.87	20.47	22.90	27.63	22.74
KOLKATA	13.94	9.04	11.23	14.62	16.48	15.23	14.29	14.00	13.90	15.68	17.63	19.32
CHENNAI	27.48	22.31	21.90	22.11	21.92	22.00	22.00	21.96	21.38	27.20	29.00	25.87
All India Average	25.95	20.37	18.49	18.09	18.78	20.17	20.62	20.48	20.31	21.90	26.18	23.69

Onion												
Centre	Jan-21	Feb-21	Mar-21	Apr-21	May-21	Jun-21	Jul-21	Aug-21	Sep-21	Oct-21	Nov-21	Dec-21
DELHI	35.50	49.64	33.71	23.70	24.48	34.03	34.52	32.35	30.47	43.48	41.30	30.03
MUMBAI	45.22	58.39	33.74	21.83	21.06	28.67	26.61	27.29	26.43	41.52	41.87	36.87
KOLKATA	45.61	49.71	38.71	25.83	28.94	36.17	37.00	36.87	35.90	48.23	41.80	41.29
CHENNAI	39.39	46.23	31.90	19.04	17.69	25.70	27.63	27.38	24.52	34.83	37.45	35.19
All India Average	38.59	44.08	34.20	23.89	23.64	26.99	29.13	29.35	28.49	37.41	39.94	35.28

Tomato												
Centre	Jan-21	Feb-21	Mar-21	Apr-21	May-21	Jun-21	Jul-21	Aug-21	Sep-21	Oct-21	Nov-21	Dec-21
DELHI	25.77	24.46	21.84	25.57	18.42	19.80	36.29	33.94	30.83	56.03	63.47	48.39
MUMBAI	33.19	32.61	32.19	34.70	34.29	34.50	29.68	26.74	17.00	51.57	51.37	45.90
KOLKATA	30.35	24.04	19.19	18.79	28.71	35.23	40.52	44.10	42.23	71.32	77.33	67.87
CHENNAI	23.87	27.27	21.84	18.46	14.23	11.75	18.00	23.54	21.00	45.20	76.48	60.32
All India Average	25.14	23.58	19.07	18.57	18.32	21.27	26.80	30.06	27.99	43.05	58.32	53.62

Sugar												
Centre	Jan-21	Feb-21	Mar-21	Apr-21	May-21	Jun-21	Jul-21	Aug-21	Sep-21	Oct-21	Nov-21	Dec-21
DELHI	37.63	37.29	37.10	37.83	38.00	38.00	37.81	39.16	41.57	42.74	42.73	40.03
MUMBAI	39.00	39.21	40.03	39.73	39.06	38.63	39.13	40.32	41.30	41.97	42.60	42.06
KOLKATA	40.68	40.82	40.00	40.83	41.03	41.00	40.39	40.58	42.20	44.00	44.00	43.39
CHENNAI	41.17	41.11	41.00	41.04	40.92	41.00	41.00	41.85	45.93	45.76	43.66	40.58
All India Average	39.77	39.34	39.29	39.47	39.85	39.70	39.50	40.02	41.44	42.30	42.44	41.95

Gur												
Centre	Jan-21	Feb-21	Mar-21	Apr-21	May-21	Jun-21	Jul-21	Aug-21	Sep-21	Oct-21	Nov-21	Dec-21
DELHI	48.90	48.54	49.23	48.00	47.87	49.00	48.81	48.97	49.30	52.71	56.60	50.39
MUMBAI	62.26	63.61	63.55	66.17	63.90	66.93	67.00	66.87	66.47	66.00	66.80	63.42
KOLKATA	43.26	42.71	42.74	45.55	47.97	48.55	50.00	50.26	51.23	53.03	56.73	52.81
CHENNAI	73.09	72.44	64.45	62.82	62.77	63.00	63.00	62.88	62.97	63.76	65.00	61.94
All India Average	47.94	47.78	47.04	46.43	46.24	46.84	47.19	47.19	47.47	48.31	49.46	48.98
Milk @												
Centre	Jan-21	Feb-21	Mar-21	Apr-21	May-21	Jun-21	Jul-21	Aug-21	Sep-21	Oct-21	Nov-21	Dec-21
DELHI	46.00	46.00	46.00	46.00	46.00	46.00	47.35	48.00	48.00	48.00	48.00	48.00
MUMBAI	45.96	45.93	46.03	46.33	46.06	47.07	47.48	48.13	49.03	49.00	49.03	49.06
KOLKATA	42.61	43.89	44.00	43.93	43.97	43.97	46.00	46.00	45.97	45.94	46.00	45.94
CHENNAI	43.00	43.00	43.00	43.00	42.08	40.00	40.00	40.00	40.00	40.00	40.00	40.00
All India Average	47.61	48.50	48.75	48.59	48.67	48.93	48.95	49.21	49.26	49.48	49.88	49.94
Tea Loose												
Centre	Jan-21	Feb-21	Mar-21	Apr-21	May-21	Jun-21	Jul-21	Aug-21	Sep-21	Oct-21	Nov-21	Dec-21
DELHI	239.70	240.68	235.13	228.80	235.06	225.17	230.90	228.10	228.63	232.45	241.80	241.48
MUMBAI	281.22	282.29	282.10	285.17	285.42	284.37	287.77	291.19	309.57	322.67	329.37	333.19
KOLKATA	178.42	194.11	197.00	196.86	224.35	229.83	230.00	230.00	229.83	229.52	230.00	229.35
CHENNAI	220.00	220.00	220.00	220.00	220.00	227.35	246.67	275.73	288.00	288.14	288.00	288.00
All India Average	264.52	276.76	277.86	276.68	275.04	275.39	277.62	282.10	284.27	285.02	282.49	286.54
Salt Pack (Iodised)												
Centre	Jan-21	Feb-21	Mar-21	Apr-21	May-21	Jun-21	Jul-21	Aug-21	Sep-21	Oct-21	Nov-21	Dec-21
DELHI	19.70	19.89	20.00	20.00	20.00	20.00	20.00	20.00	20.00	20.10	20.00	21.55
MUMBAI	20.00	21.00	21.00	21.00	21.00	21.00	21.00	21.10	21.33	21.93	22.00	22.00
KOLKATA	11.13	15.36	17.00	16.86	16.94	16.93	17.00	17.00	16.93	16.87	17.00	16.87
CHENNAI	19.35	19.44	19.84	19.07	19.00	19.00	19.00	19.00	19.00	19.07	19.00	19.00
All India Average	17.49	17.69	17.70	17.97	17.99	18.11	17.96	18.20	18.25	18.29	18.32	18.41

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, Krishna Bhawan, New Delhi-110001
www.consumeraffairs.nic.in

Online Complaints :
www.consumerhelpline.gov.in



The top billboard shows a bill with a red 'X' over the 'SERVICE CHARGE @10%' line, which is circled in red. The bottom billboard shows the same bill with a red checkmark over the 'SERVICE CHARGE*' line, which is marked as 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

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

Online Complaints : www.consumerhelpline.gov.in

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 in form all the institutions of the national life. The States shall, in particular, strive to minimize the inequalities in income, and endeavor 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 CrPC.

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. The powers of Central Government under the Act, have been delegated, comprehensively, to the State Governments vide order dated 09.06.1978 for food stuffs and vide order dated 30.11.1974 for ‘other than foodstuffs’.

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
1	Drugs
2	Fertilizers, whether inorganic, organic or mixed
3	'Foodstuffs'* including edible oilseeds and oil
4	Hank yarn made wholly of cotton
5	Petroleum and Petroleum Products
6	Raw jute and jute textiles
7(i)	Seeds of food crops, fruits and vegetables
(ii)	Seeds of cattle fodder
(iii)	Jute seeds; and
(iv)	Cotton seed
8	Soya Meal [included vide Notification No. S.O. 5369 (E) dated 23.12.2021 issued by Department of Food & PD]

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 Vide central order dated 06.08.2019, Contract farming purchaser registered under the concerned State/UT Agricultural Produce & Livestock Contract Farming and Services (Promotion & Facilitation) Act, was exempted from stock limits to the extent of quantity purchased under contract farming. 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 amended the Essential Commodities Act, 1955 by promulgating an ordinance on 05.06.2020, which was replaced by the Essential Commodities (Amendment) Act, 2020 notified on 27.09.2020. A new Sub-section 1(A) under Section 3 of the EC Act 1955 was inserted. The Essential Commodities (Amendment) Act, 2020 was repealed through a bill in Lok Sabha by Minister of Agriculture and Farmers' Welfare on November 29th, 2021 which was passed by both the houses on November 29th, 2021 and Hon'ble President gave his assent on November 30th, 2021

11.12 In April-May, 2021, there was a spurt in prices in pulses hence to discourage activities such as hoarding, black-marketing etc. of pulses, Central government vide order dated 14.5.2021 mandated all importers/millers/wholesalers to declare stocks held by them on an online portal created for the purpose. Thereafter, central government vide its notification dated 2nd July, 2021 imposed stock limit on pulses upto 31st October, 2021. Considering the softening of the prices and feedback received from State Governments and various stake holders, Government vide order dated 19th July, 2021 relaxed stock limits for Millers and wholesalers and to exempt importers from the same.

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 regularly to hold 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 136382 raids were conducted, 17361 persons arrested, 6536 persons prosecuted, 1361 persons convicted and goods of Rs. 9927.30 lakh confiscated, detention orders under the PBMMSEC Act were issued against 173 persons during the year 2021 (as per report received upto 29.03.2022).

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

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
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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



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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 2017-2018 to 2021-22 (upto 31st December, 2021 Provisional)

(Rs. in crore)

Year	Demand No.	Budget Estimates			Revised Estimates			Actuals		
		Scheme	Non Scheme	Total	Scheme	Non Scheme	Total	Scheme	Non Scheme	Total
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	11273.17	115.70	11388.87
2021-2022	14	2870.50	367.10	3237.60	2348.25	368.89	2717.14	2084.56	85.95	2170.51*

*Provisional Expenditure upto 31st December, 2021 as intimated by Pr. Accounts Office and includes the amount of Rs. 5.31 Crore authorized in favour of other Ministries/Departments.

12.3 Details of Schemes

(Rs. in crore)

Name of the Scheme/ Project/ Programme	2020-21				2021-22				2022-2023
	BE	RE	AE	% w.r.t. RE	BE	RE	Expr. Upto 31.12.21 provisional	% w.r.t. RE	BE
Consumer Awareness (Publicity)	60.00	42.50	42.25	99.41	44.50	23.00	20.26	88.09	25.00
CONFONET	29.50	29.50	29.50	100.00	26.00	32.00	26.00	81.25	27.00
ICGRS (Consumer Protection Cell)	3.00	0.25	0.38	152.00	9.50	6.81	4.30	63.14	7.00
Strengthening Consumer Fora	8.00	2.66	1.17	43.98	8.00	2.79	2.79	100.00	6.00
Consumer Helpline	8.50	8.00	8.13	101.63	0.50	0.40	0.33	82.50	0.00
Strengthening of Price Monitoring Structure	2.00	1.00	0.99	99.00	2.00	1.50	1.25	83.33	1.50
Weights and Measures	62.00	42.74	41.02	95.98	55.00	18.15	5.32	29.31	17.00
National Test House	20.00	14.00	13.43	95.93	23.50	13.50	8.31	61.56	14.75
Bureau of Indian Standards	2.00	1.00	1.00	100.00	1.50	0.10	0.00	0.00	0.75
Price Stabilization Fund	2000.00	11800.00	11135.30	94.37	2700.00	2250.00	2016.00	89.60	1500.00
Total	2195.00	11941.65	11273.17	94.40	2870.50	2348.25	2084.56	88.77	1599.00

12.4 Summary of Audit Observations

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

SUMMARY OF AUDIT OBSERVATIONS
(ACTION TAKEN NOTES ON THE OUTSTANIND AUDIT REPORT OF C&AG)
Position of ATNS in r/o Audit observations pertaining to the Department of
Consumer Affairs(As on 31.03.2021).

Name of Ministry/Deptt	CAG Report of 2018	CAG Report of 2019	CAG Report of 2020	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 are 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 31.12.2021 are furnished below:

12.5 Region wise position of Audit Para up to 31.12.2021:

SI No	NTH Regions	No of Outstanding Audit Para	No of Settled Audit Para	No of Pending Audit Para
1.	NTH (ER), Kolkata	11	07	04
2.	NTH (WR), Mumbai	04	0	04
3.	NTH (SR), Chennai	13	0	13
4.	NTH (NR), Ghaziabad	0	0	0
5.	NTH (NWR), Jaipur	14	13	01
6.	NTH (NER), Guwahati	03	02	01



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Of consumer complaints within 48-hours of receipt



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Complaints within one month from the date of receipt



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Mark is assurance of Quality

MRP means Maximum Retail Price
inclusive of all taxes

Sellers:

Charging more than the MRP
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Consumers:

Assert your rights, never pay more than MRP

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PROGRESSIVE USE OF HINDI

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), Three 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 2021-22 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. As per the instructions of the Dept. of Official Language, Hindi Salahakar Samiti of the Ministry has been reconstituted on 28.06.2021 and its meeting will be held on 09.02.2022 (through VC) as reported by Deptt of Food and Public Distribution.

13.2 INCENTIVE SCHEMES

1. The scheme for 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 01.09.2021 to 14.09.2021. 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 directed the library 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 organized in National Test House, head quarter and Eastern Region.

- Meetings of Official Language Implementation committee (OLIC) of the office were organized in every quarter on regular basis. The Decisions made in these meetings were



effectively implemented.

- A Hindi workshop was organized in every quarter as per the rule. In these Hindi workshops officers and staffs from almost all sections were imparted in the training and were encouraged to do their office work in Hindi.
- The cash incentive scheme introduced by the Department of O.L, Government of India was implemented by conferring cash incentive awards pursuant to this scheme in the office and employees doing their work in Hindi were encouraged.
- A Hindi substitute of English word was scribed on the white-board installed at the main entrance gate of the office. This was carried out with an aim to encourage the Officers and Staffs to do their office work in Hindi.
- The 'Swachhta Pakhwara' was observed in the office during January-February wherein many competitions were successfully organized in Hindi.
- Departmental magazine in Hindi namely "Vaataayan" was successfully published. The officers and staffs contributed with their articles, poems, stories, jokes etc. whereas, the children and kids of employees contributed with their drawings, paintings, poems etc. on the current issues. The magazine also gives an insight of the various services offered by the NTH.
- Hindi Pakhwara was observed in the office during September 14 to 29, 2021. During Hindi Pakhwara as many as 09 different Hindi competitions viz. debate, essay writing, noting, drafting, slogan writing, poster making, extempore speech, quiz on OL and GK poem recitation were organized wherein officers and staffs participated in large number. The winner participants were conferred with cash awards and certificates in the main function organized in auditorium in the office premises.
- Books in Hindi on various relevant topics of science and technology, social issues, literature etc. were purchased and are made available to the desiring employees.

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



**Hindi Pakhwada at NTH (ER),
Kolkata**



**Hindi Pakhwada at NTH (NR),
Ghaziabad**



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



**Hindi Pakhwada at NTH (SR),
Chennai**



**Hindi Pakhwada at NTH (NER),
Guwahati**



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is a punishable offence.

Consumers:

Assert your rights, never pay more than MRP


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fine print of
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and repent later !



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Helpline :**
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CITIZEN CENTRIC E-GOVERNANCE INITIATIVES

14.1 Digitization of the services of Legal Metrology:

During 2021 the following services of Legal Metrology has been made online:

- Approval of Model of weights and measures.
- Registration of Manufacturer/Packer or Importer
- Nomination of Director
- Registration of Importers of Weighing & Measuring instruments.
- The applicant can now apply online for these applications which have considerably reduced the timeline and had brought transparency in the Legal Metrology
- Further it has introduced the contactless applications with submission of fees through BharatKosh online which earlier was complicated through demand draft.
- The services of Model Approval and registration under Package Commodities Rules are integrated with the National Single Window System.

14.2 Initiatives in respect of Consumer Protection:- For implementation of E-filing of the consumer complaints, which is one of the most important feature of the Consumer Protection Act, 2019, an e-filing application, “edaakhil.nic.in” has been developed.

A) Simplified Dispute Resolution Process

- Filing from Consumer Commission covering place of residence/work
- [E-filing](#) (launched in NCDRC & Consumer Commissions of 27 States/UTs i.e. 27 State Commissions and 596 District Commissions and Circuit Benches)
- 50000+ active user with more 12000 cases filed using E-Daakhil portal
- E-Daakhil portal Integrated with the Common Service Centers (CSC) for wider reach
- Videoconferencing for hearing

B) CONFONET:-

- Computerization and Computer Networking of Consumer Commissions to enable access

of information and quicker disposal of cases

- Centralized Online Case Monitoring System software
- Generation / easy retrieval of Cause list, Notices, Orders/ judgments
- MIS for backend users
- SMS/ e-mail alerts for next date of hearing
- Display Board, dashboard for public

14.3 Price Monitoring:-

- Monitoring prices of 22 essential food items from 179 price reporting centers
- Cereals, pulses, edible oils, vegetables prices are monitored.
- Dedicated Mobile App for price monitoring
- Price reporting centres upload daily retail and wholesale prices through Mobile App.

14.4 BUREAU OF INDIAN STANDARDS:-

- The standards development activities have migrated to a digital platform where the standards development work is carried out online with provisions for accessing, sharing and commenting on documents/Indian Standards by any stakeholder.
- 'Know Your Standard' feature which can be accessed both through the website or mobile-app of BIS, provides a one-stop access to all the details like PDF of the standard, amendments, gazette notifications, list of licenses, list of laboratories etc. related to an Indian Standard.
- BIS operates the Product Certification Scheme to ensure quality of products conforms to the requirements specified in the relevant Indian Standard, thus provides a third party assurance to the consumers. In order to make the certification process more efficient and transparent, an integrated web portal (www.manakonline.in) is in operation to cater to all the certification activities.
- Compulsory Registration Scheme (CRS) was introduced to protect the consumers from spurious and sub-standard products especially electronic & IT goods which are frequently used by the consumers, manufactured both domestically and abroad. Over the years, a number of mass consumer goods have been brought under the scheme, in a phased manner, like Mobile phones, laptops, LED television, digital camera, wireless earphones, headphones etc. This scheme guarantees conformity of the product to the relevant



Indian standards thereby ensuring safety of the product and increasing the confidence of the consumers in these products. The information related to the registered products is available on the public domain. A dashboard has been developed for our stakeholders which is available on our website <https://crsbis.in>.

- Under the Foreign Manufacturers Certification Scheme, BIS is giving licence to foreign manufacturers to use BIS certification Mark against Indian Standards for export to India. BIS has developed a portal to increase market surveillance of imported BIS certified products, through which a licensee has to give details of the importer so that samples can be drawn from them to check the quality through testing in BIS approved labs, in order to safeguard the interest of the Indian consumers.
- BIS has launched a Mobile App 'BIS Care' for consumers using Android Smart Phones which is available for downloading from Google Playstore. This mobile app enables consumers to check details of licensed manufacturers under ISI Mark Scheme by entering their license number (CM/L), and similarly for registered manufacturers of Electronics and IT goods under Compulsory Registration. A new feature for HUID verification has been incorporated in the application through which users can verify details such as purity of the jewelry/artefact, names of jeweller and hallmarking centre. The app also facilitates users to lodge complaints under different categories. Features for 'Know Your Standards' and finding laboratories empaneled/recognized by BIS have also been added.
- Consumer Engagement Portal facilitates lodging of complaints. The complaints can be lodged by logging into the BIS website (www.bis.gov.in) and their status can be tracked online. Also, a new 'Enforcement Module' has been developed for management of enforcement activities of BIS and launched for use by Branch Offices and Complaints Monitoring and Evaluation Department of BIS w.e.f 14 January 2022. Also, new features for submitting queries and consumer feedback are under development for incorporation in Consumer Engagement Portal.
- Further, to support the certification activities, BIS has its own eight labs which are being upgraded and modernized by creating more testing facilities in order to make them world-class. Laboratory Information Management System has been implemented to automate the entire work-flow of BIS laboratories and BIS recognized/empanelled private and Government laboratories which provide effective support to BIS labs.



- In order to have more interactive engagement with stakeholders, separate Web-Pages (in multi-language) have been developed for all the Branch Offices (BOs) and Laboratories of BIS (<https://www.bis.gov.in/index.php/bo-labwebpage/>). These web-pages provide information about the concerned BO/Laboratory, their new activities, events, important links, photo/video gallery, etc. The local stakeholders can now directly access this information in their local language.
- New 'BIS Talks' Portal has been developed to provide access to all the educational films launched by BIS. These films are primarily educational in nature and present an overview of the activities/processes carried out by BIS.

14.5 Emblem and Names:-

- An online portal for receipt of references from Registrars, Sub Registrars of Societies, Organisations, Patents under States/ UTs has been developed for examination of names, emblems and references received for registration under Emblems & Names, (Prevention of Improper Use) Act, 1950.
- NoC of Names/Emblems or objections are sent to registrars of States/UTs concerned online by Central Government.



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Mark is assurance of Quality

NUMBER OF SC/ST/OBC/PWD/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 statutory/ attached/subordinate office is as under:

15.2 STATEMENT SHOWING THE NUMBER OF SC/ST/OBC/PWD/EXM/WOMEN EMPLOYEES (AS ON 31.12.2021)

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	185	141	16	10	24	00	00	01	02	22	00
Group B (Gazetted)	175	121	16	5	12	00	00	07	00	17	00
Group B, (Non-Gazetted)	243	145	20	8	35	00	00	01	00	41	00
Group C	595	296	52	25	61	00	01	04	00	31	01
Total	1198	703	104	48	132	00	01	13	02	111	01

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 statutory/attached/subordinate offices of the Department:-

(i)National Test House-Kolkata

(ii)National Consumer Disputes Redressal Commission, New Delhi

(iii)Indian Institute of Legal Metrology –Ranchi

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

15.3 SC/ST EMPLOYEES IN NTH & SCHEMES FOR THE BENEFIT OF PERSONS WITH DISABILITIES:

The position of SC/ST/OBC/EXM candidates against the number of employees in position, as on 31.12.2021.

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	72	08	04	15	Nil	Nil	Nil	Nil	08
Group B, Gazetted	105	73	07	04	11	Nil	Nil	04	Nil	06
Group B, Non-Gazetted	148	78	13	07	18	Nil	Nil	Nil	Nil	21
Group C	366	150	30	08	31	Nil	Nil	03	Nil	19
Total	715	373	58	23	75	Nil	Nil	07	Nil	54

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



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and your brand...
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Convergence Programme
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Department of Consumer Affairs

Ministry of Consumer Affairs, Food and Public Distribution

Govt. of India, Krishi Bhawan, New Delhi - 110001

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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.



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 14404 or 1800-11-4000
 (Toll Free)



www.consumerhelpline.gov.in



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Schemes for Empowerment of Persons with Disabilities (Divyangjan)

16.1 Statement showing the number of persons with disabilities in various groups (as on 31.12.2021)

SCHEMES FOR THE BENEFIT OF THE PERSONS WITH DISABILITIES

Group of Post	Sanctioned Strength	Total Number of employees in position	Number of Persons with Disabilities Out of Col. 3		
			VH	HH	OH
1	2	3	4	5	6
Group A	185	141	00	00	01
Group B(Gazetted)	175	121	00	00	07
Group B (Non-Gazetted)	243	145	00	00	01
Group C	595	296	00	01	04
Total	1198	703	00	01	13

VH- Visually Handicapped
 HH-Hearing handicapped
 OH- Orthopedically Handicapped

PUBLICITY

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

NATIONAL TEST HOUSE

In regard to “Activities for the benefits of the persons with disabilities”, it is stated that all existing Regions of NTH have successfully implemented and complied all the requirements for the disabled persons as mentioned below:

- ◆ Accessible approach and ramp at entrance building
- ◆ Reserve parking near entrance
- ◆ Accessible pathway to entrance
- ◆ Accessible corridor
- ◆ Drinking water provision

- ◆ Accessible reception
- ◆ Lift with Braille
- ◆ Durable railing along with staircase

BUREAU OF INDIAN STANDARDS

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

- As per the GOI instructions, 4% reservation is being provided to the persons with disabilities in direct recruitment under Group A, B & C posts.
- BIS also provides 12 casual leaves to the Persons with disabled instead of 08 Casual leaves permissible to others.
- Persons with disabilities are being paid Transport Allowance at double the normal prescribed rate for others, subject to a minimum of Rs. 2250/- per month.

16.3 SEXUAL HARASSMENT OF WOMEN AT WORK PLACE

16.3.1 Department of Consumer Affairs

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 was reconstituted on 24th August, 2021 with the following composition:

Sl. No.	Name of the Officer	Designation
1	Smt. Nidhi Khare, Additional Secretary	Chairperson
2	Ms. Kalyani Raj, Representative from All India Women's Conference (AIWC)	Member
3	Smt. Jayashree Narayanan, Under Secretary	Member
4	Shri Satinder Kumar, Deputy Director	Member
5	Smt. Jayalakshmi Kannan, Under Secretary	Member Secretary

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.

16.3.2 Bureau of Indian Standards

In compliance with the guidelines of the Supreme Court of India on the prevention of sexual harassment of women at work place, an Internal Complaints Committee was constituted in Bureau of Indian Standards in Feb 1998 that has since been reconstituted vide OM No. Estt-III/ICC/76:01/2020 dated 09 January 2020. The Composition of the constituted Internal Complaints Committee (ICC) at BIS, HQ- New Delhi consists of a senior level women employee as Presiding Officer along with three other members from BIS-HQ and one of the members from All India Democratic Women's Association (AIDWA), New Delhi. Regional offices of BIS constitute separate ICC committee.

16.3.3 Legal Metrology

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

16.3.4 Publicity

All the videos produced in the Department have been produced with subtitles.

16.3.5 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. No sexual harassment case has been observed in NTH (HQ) and its branches from 1st January 2021 to 31st December 2021.

16. 4 RESERVATION FOR ECONOMICALLY WEAKER SECTIONS (EWSs) IN DIRECT RECRUITMENT IN CIVIL POSTS AND SERVICES IN THE GOVT. OF INDIA

16.4.1 Bureau of Indian Standards (BIS)

As per the Gol instructions, 10% reservation is being provided to the Economically Weaker Sections (EWSs) in Direct Recruitment.



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

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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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Mobile App
for Consumers

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Online Complaints : www.consumerhelpline.gov.in



AZADI KA AMRIT MOHATSAV INDIA @75 AND OTHER INITIATIVES

17.1 Azadi ka Amrit Mahotsav

1. India is celebrating 75 years of Independence. Azadi Ka Amrit Mahotsav is an initiative of the Government of India to celebrate and commemorate 75 years of progressive India and the glorious history of its people, culture and achievements. Azadi Ka Amrit Mahotsav is being celebrated with fervour by the Department of Consumer Affairs and all its organisations. A calendar of programmes regarding activities undertaken / to be undertaken by the Department and its organisations was shared with Ministry of Culture. Information with respect to the activities undertaken has been regularly shared with the Ministry of Culture.

2. Under Azadi Ka Amrit Mahotsav, the Department of Consumer Affairs and the organisations under it have organised training programs, lectures, webinars and consumer awareness programs on an ongoing basis on various issues like Consumer Protection, importance of Standards, Hallmarking scheme, awareness and advocacy regarding MRP, verification of weights and measures etc. These activities involve participation of educational institutions, Self-help Groups and industry bodies and consumer organisations. A team of the Department raised consumer awareness through a Nukkad Natak in Aadi Mahotsav organised by Ministry of Tribal Affairs and Indian International Trade Fair organised by ITPO. Consumer related messages were released on social media. Scroll messages on consumer issues were displayed on Doordarshan and Lok Sabha TV. A seminar titled “Standardization in the field of Khadi – A symbol of India's Independence” was organized by Textiles Department of Bureau of Indian Standards.

3. The Department has also finalised its Action Plan for its iconic week which is scheduled from 14th March 2022 to 20th March 2022 coinciding with the World Consumer Rights Day.



(Nukkad Natak at Dilli Haat INA to Celebrate Aazadi Ka Amrit Mahotsav)

A glimpse of various activities undertaken during Azadi Ka Amrit Mahotsav may be seen below:







Cisco Webex Meetings | Meeting Info | Hide Menu Bar

File Edit Share View Audio & Video Participant Meeting Help

110 hidden

Participants (117)

- vramachandran
- Varsha Gupta, BIS
- Vijay Kumar
- Vikas Bhatia
- Vipul Solanki
- Vivek Rastogi

Chat

President, Consumer Confederation of India CCI Good wishes on Ajadi Ka Amrit Mahotsav from Manojkumar Singh to everyone. 2:44 PM
Sir audio is not available

To: Everyone

Enter chat message here

ROLE OF STANDARDS IN NATION BUILDING

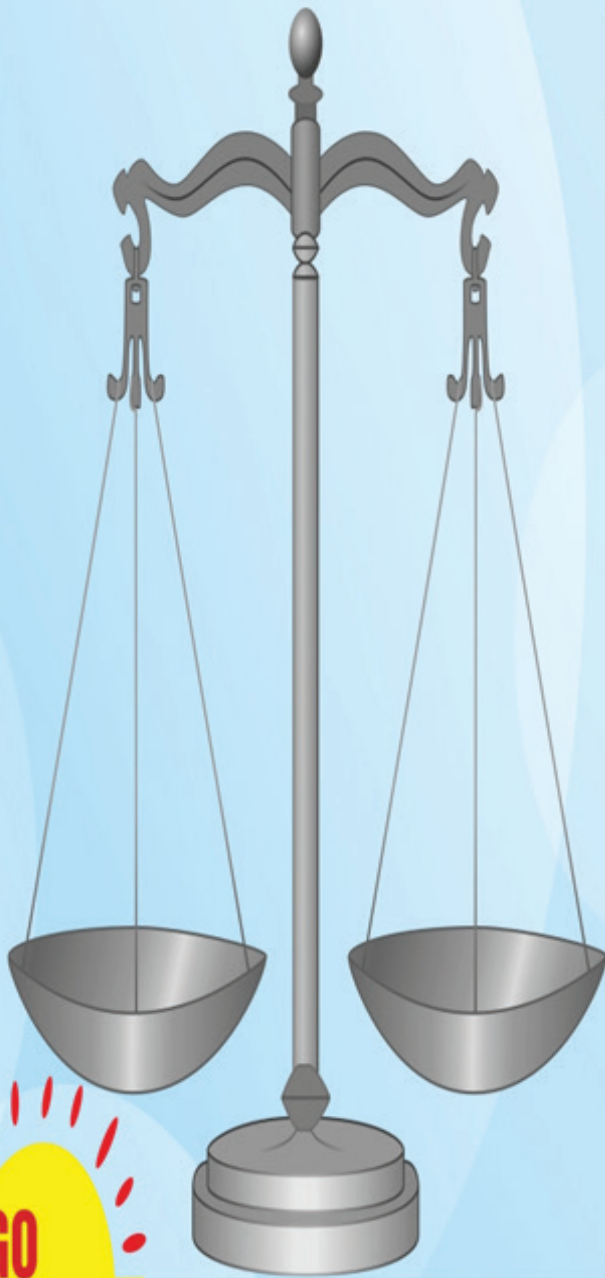
"Standards are to industry as culture is to Society" – Shri C Rajagopalachari

BUREAU OF INDIAN STANDARDS

Shri Sanjay Pant
DOG (Standardization - II)

Windows taskbar: 3:05 PM, 16-Aug-21





If you feel wronged
as a Consumer...

Seek Redressal in
Consumer Forum

District Level

Cases upto
Rs. 20 Lacs

State Level

Cases above
Rs. 20 Lacs,
upto Rs. 1 Crore

National Level

Cases of more than
Rs. 1 Crore

Locate the Consumer Forum
in your area at...

www.ncdrc.nic.in



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Online Complaints : www.consumerhelpline.gov.in



INITIATIVES IN THE NORTH EAST STATES

18.1 Radio Programmes:

Sponsored Radio Programmes (SRPs) were 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 and Hallmarking of gold was done through laptop branding on regional channels of Doordarshan in North-Eastern Region. Scroll messages are were displaced for educating consumers about features of Consumer Protection Act 2019, BIS standards, MRP, expiry date, National Consumer Helpline (NCH) etc.

18.2 Legal Metrology

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.

18.3 Price Monitoring Division (PMD)

Price 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 1 79 centres including 1 2centres from North East, viz. Itanagar, Guwahati, Imphal, Shillong, Tura, Jowai, Sohra, Mairang Aizawl, Dimapur, Gangtok and Agartala. Whereas two price reporting centers namely Sohra, Mairang in Meghalaya has been added during 2020-21. Kohima in Nagaland has been given in-principle approval .

PMD 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. 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 GOI and State in the ratio of 50: 50, which is 75:25 in case the North Eastern States. To bolster the cooperative and collaborative federalism, in principle approval has been accorded to establish Price Stabilization Fund in Nagaland.

₹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 Stabilization Fund of Assam. The State Government has conveyed that the fund will be utilized 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. 31.12.2021)
	CONFONET		
	2552 (01.99.13)	450.00	300.00
	Total	450.00	300.00

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Is an empowered consumer**

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



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हुआ और आसान**

अब आप अपने घर बैठे <https://edaakhil.nic.in/edaakhil/>
पर जाकर उपभोक्ता आयोग में अपनी शिकायत दर्ज कर सकते हैं

राष्ट्रीय उपभोक्ता हेल्पलाइन
14404 या 1800-11-4000
(टोल फ्री नंबर परी से)



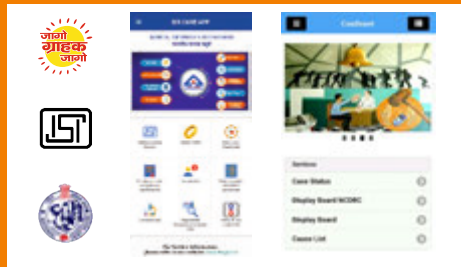
**उपभोक्ता अधिकारों का अधिकतम सुरक्षा
भुजा से अधिक भुगतान नहीं करें**

अधिकतम सुरक्षा भुजा से अधिक दायर करना दलील है।

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To know more visit: <http://dicgc.org.in>



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Consumer Protection Act, 2019

14404 or 1800-11-4000 (Toll Free)

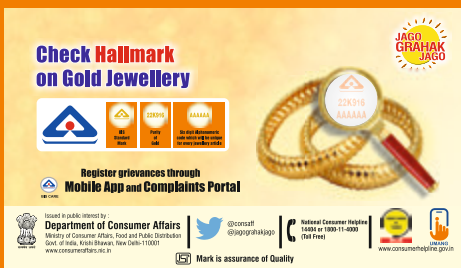


**उत्पाद तथा सेवाओं से संबंधित शिकायतों
को दर्ज करवाने के लिए
राष्ट्रीय उपभोक्ता हेल्पलाइन नंबर
1800 11 4000 या 14404
पर फोन करें।**

उपभोक्ता मामले विभाग
DEPARTMENT OF
CONSUMER AFFAIRS

75
आज की 75
अमृत महोत्सव

उपभोक्ता अधिकार



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Consumer Protection Act, 2019

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ULTRA-HIGH PERFORMANCE
LIQUID CHROMATOGRAPHY

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