



# Department of Consumer Affairs

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

# ANNUAL REPORT 2018-2019

**JAGO  
GRAHAK  
JAGO**

**Consumers...  
assert your  
Rights**

**The Right  
to Consumer  
Education**

**The Right  
to Safety**

**The Right  
to be  
Informed**

**The Right  
to Choose**

**The Right  
to seek  
Redressal**

**The Right  
to be Heard**



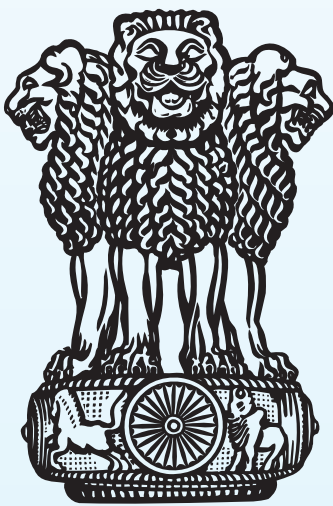
National Consumer Helpline  
1800-11-4000 (Toll Free)  
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# ANNUAL REPORT 2018-2019



सत्यमेव जयते

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



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"Consumers are the most vital part of a market. They are also the harbingers of economic prosperity. We remain committed to protecting the interests of consumers which creates a positive economic environment."

- Narendra Modi  
Prime Minister



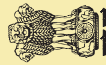
**Any  
Grievance**

**Any  
Complaint**

**Any  
Product**

**Any  
Service**

# Call National Consumer Helpline from anywhere in India



Government of India  
Department of Consumer Affairs  
Website : [www.consumeraffairs.nic.in](http://www.consumeraffairs.nic.in)



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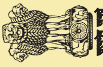
"Consumers are the most vital part of a market. They are also the harbingers of economic prosperity. We remain committed to protecting the interests of consumers which creates a positive economic environment."

**- Narendra Modi**  
Prime Minister



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

**Charging higher than MRP is punishable**



**Government of India**  
**Department of Consumer Affairs**  
Website : [www.consumeraffairs.nic.in](http://www.consumeraffairs.nic.in)



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## 1. THE DEPARTMENT AND ITS MANDATE

The Department has been entrusted with administering:

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

### 1.1 FUNCTIONAL AND ORGANISATIONAL SET UP

- Shri Ram Vilas Paswan took charge as Cabinet Minister in the Ministry of Consumer Affairs, Food & Public Distribution with effect from 26th May 2014.
- Shri C R Chaudhary took charge as Minister of State in the Ministry upon inclusion in the Council of Ministers with effect from 12.07.2016.
- Shri Avinash K Srivastava, IAS assumed charge as Secretary (CA) with effect from 22nd June, 2017. A Senior Economic Adviser, an Additional Secretary and two Joint Secretaries assist the Secretary (CA).

### 1.2 CITIZENS' CHARTER

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



### 1.3 RIGHT TO INFORMATION ACT, 2005

- The information required to be made available to the citizens under Section 4 of the Right to Information Act, 2005 is posted on the Departmental website <http://consumeraffairs.nic.in>. The list of Central Public Information Officers of various Divisions for providing 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 in the Department and the details of the reports sent to CIC are displayed on the website under RTI Section. Online RTI applications and First Appeals are being disposed since the launch of RTI Web portal with effect from 22nd May 2013. During the period January 2018 to March 2019, 1665 RTI applications and 97 First Appeals have been received through the online RTI portal, in addition to physically applications received in the department. From January 2017, Subordinate Offices, Autonomous and Quasi-Judicial Bodies 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 decisions of public importance are being posted on the website regularly. E-procurement and e-processing of tenders in the CPP Portal/ GeM portal in respect of procurements costing more than the prescribed limit as stipulated by the Ministry of Finance, Department of Expenditure instructions for all Ministries/ Departments are being followed.

### 1.4 VIGILANCE

- The Department of Consumer Affairs has a Chief Vigilance Officer (CVO). The Joint Secretary is designated as the CVO in addition to his normal duties assigned to the post. The Director (Vigilance), Under Secretary (Vig.) and the Vigilance Section support the CVO.
- The CVOs of the subordinate organizations report to CVO of the Department in vigilance matters where necessary, in addition to sending their progress reports to the Central Vigilance Commission. Vigilance Officers have also been appointed in all attached/ subordinate offices under this Department like NTH and its regional labs, IILM to coordinate with CVO in vigilance related matters and issue of Vigilance Clearances.
- This Department monitors the vigilance work of the Bureau of Indian Standards (BIS.), the National Test House (NTH) Kolkata, the Indian Institute of Legal Metrology (IILM), Ranchi and the National Consumer Disputes Redressal Commission (NCDRC).
- Vigilance Awareness Week was observed from 29.10.2018 to 03.11.2018, in which

Integrity Pledge, and Essay Competition was conducted successfully to cultivate vigilance awareness among the employees/officials of this Department. The Theme of the Vigilance Awareness Week was “Eradicate Corruption-Build a New India”.

### 1.5 NATIONAL INFORMATICS CENTRE (NIC)

The Department is actively involved in automation of many day to day manual tasks. During the year 2018 the following initiatives were launched:-

- (i) A new version of the INGRAM V2.3 which is the web portal [https:// consumerhelpline.gov.in](https://consumerhelpline.gov.in) was launched by the Department. The upgraded version provides the sector specific facility to enter the grievance in the system. A BOT based chat application was also developed and implemented by NIC. This portal integrates various stakeholders of the Consumer Grievance Redressal process and provides a common platform for all to put in place an effective and efficient consumer grievance redressal mechanism.
- (ii) Proposals under the Consumer Welfare Fund Scheme were called online for financial assistance to promote and protect the welfare of the consumers and strengthen the consumer movement in the country. Process for verification of Voluntary Consumer Organisations (VCOs) has been integrated with NGO Darpan portal.
- (iii) The daily retail and wholesale prices of 22 essential commodities are being collected from all India across 109 centers through the online application 'Price Monitoring System'.
- (iv) Two twitter handles @consaff for addressing consumer grievances including e-commerce related matters and @jagograhaakjago for creating awareness amongst consumers are in place.
- (v) An online system has been developed by NIC for the procurement/import and disposal of pulses and agri-horticultural commodities under Price Stabilization Fund (PSF) by the different agencies (eg. FCI, NAFED, SFACX, MMTC and STC).
- (vi) The automation and Networking of Consumer Fora and Commissions across the country is supported by the CONFONET Project of the Department which is being implemented by the NIC.
- (vii) The process of Model Approval of the Legal Metrology Division has been automated to enable online application and approval.
- (viii) The process of registration of importers for weights and measurements instruments of the Legal Metrology has been automated to enable online application and approval.
- (ix) Various e-governance projects such as PFMS, RTI (Right To Information) software,

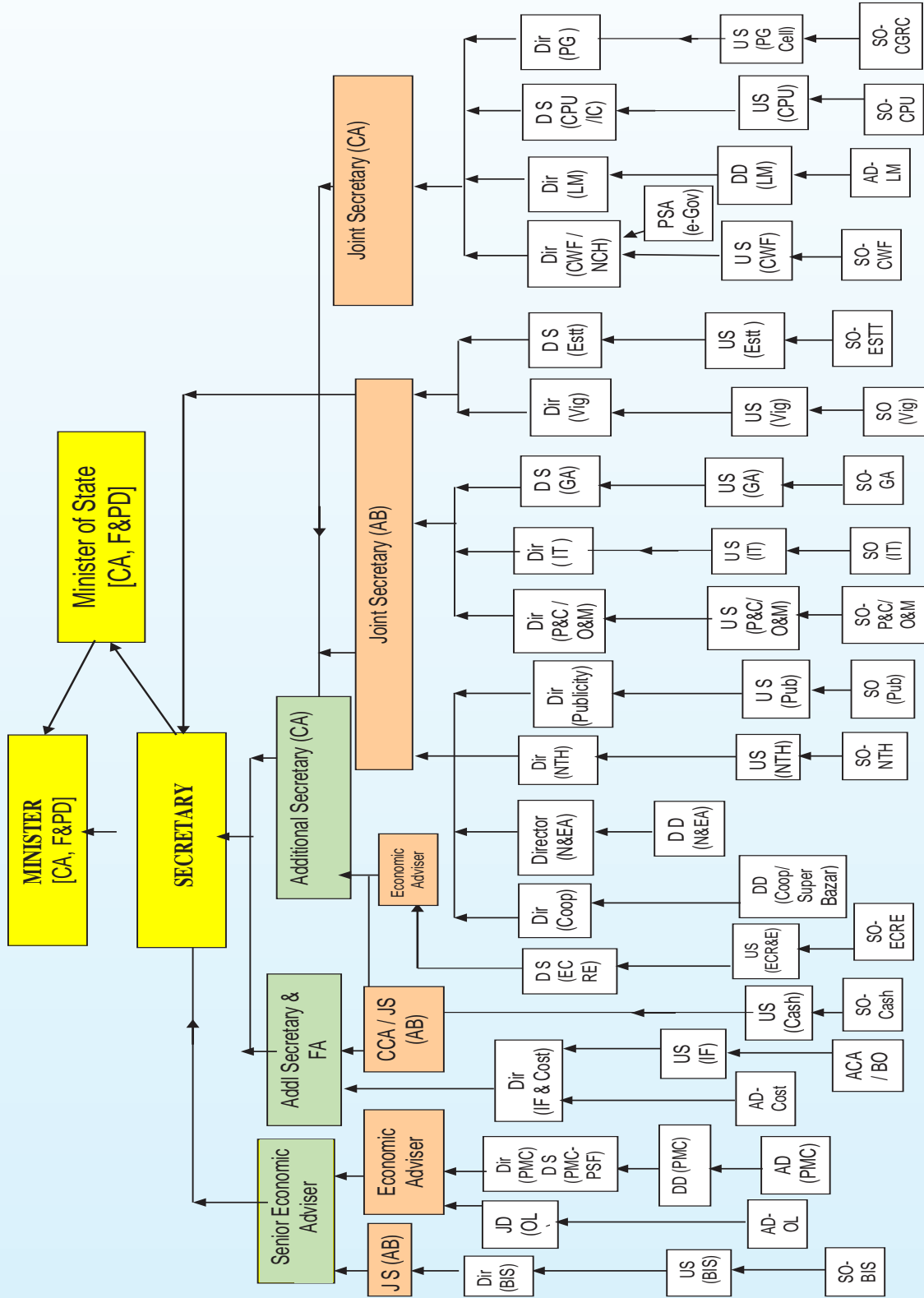


e-Samiksha, Parliament Q & A, Biometric Attendance System (BAS), e-visitor, CPGRAMS, VIP Letter Monitoring System (VLMS), Accredited Vacancy Monitoring System (AVMS), e-Tendering and Procurement, Vacancy Details posting on Department of Personnel and Training (DoP&T) website and SPARROW which are centrally deployed by NIC have been implemented successfully in the department. NIC is also extending support during the Pragati Conference of the Hon'ble Prime Minister.

### **1.6 INTERNAL TRADE DIVISION**

1. The Department of Consumer Affairs issued Advisory to the State Governments/UT Administrations in the form of 'the Direct Selling Guidelines, 2016' as a Model Framework for Direct Selling Entities on 9th September, 2016 for which Gazette Notification dated 26th October, 2016 was also issued.
2. These Guidelines were issued as guiding principles for States/UTs to strengthen the regulatory mechanism on Direct Selling and Multi-Level Marketing (MLM) and for preventing frauds and protecting the legitimate rights and interests of consumers.
3. The above guidelines mandate every direct selling entity in the country to submit a declaration to Department of Consumer Affairs in a prescribed proforma along with an undertaking stating that it is in compliance with all the aspects of these guidelines. 697 Direct Selling Entities submitted their declarations with the Department of Consumer Affairs till 31st March, 2019. After preliminary scrutiny of these declarations, till 31st March, 2019, a list of 327 Direct Selling Entities, which had submitted their declarations in the prescribed proforma along with an undertaking to the Department of Consumer Affairs, in compliance with the Direct Selling Guidelines, 2016 notified on 26th October, 2016, was hosted provisionally on the Department's website for public comments for checking accuracy and veracity of the information.
4. These guidelines also prescribe that the State Governments will set up a mechanism to monitor/supervise the activities of direct selling entities, direct sellers regarding compliance with the guidelines. Pursuant to this, 10 States adopted/issued guidelines in their respective states till 31st March, 2019. Further, 30 States/UTs appointed the Nodal Officers to deal with the issues related to direct selling in their respective states/UTs till 31st March, 2019.

# ORGANISATION CHART OF DEPARTMENT OF CONSUMER AFFAIRS ( As on: 18th April, 2019 )



**PMC** – Price Monitoring Cell, **ER** – Economic Intelligence Research, **ECRE** – Essential Commodities Regulation & Enforcement, **LM** – Legal Metrology, **NTH** – National Test House, **Coop** – Cooperation, **BIS** – Bureau of Indian Standards, **CGRC** – Consumer Grievances Redressal Cell, **CSW** – Consumer Welfare Fund, **CPU** – Consumer Protection Unit, **P&C** – Parliament & Coordination, **IT** – Internal Trade, **O&M** – Organisation & Methods, **GA** – General Administration, **Estt** – Establishment, **Vig** – Vigilance, **IF** – Integrated Finance, **OL** – Official Language, **IC** – International Cooperation.  
**DESIGNATIONS:** DS – Deputy Secretary, US – Under Secretary, DD – Deputy Director, SO – Section Officer, AD – Assistant Director, ACA/BO – Assistant Controller of Accounts/Budget Officer.

**Legend**

**Secretary (CA)** - **Shri Avinash K Srivastava** A S & F A – Shri. Dharmendra

Senior Economic Adviser - **Shri Rohit Kumar Parmar** C C A -- Dr Gautam Talukdar

Additional Secretary (CA) - **Smt Shefali Shah**

Joint Secretary (CA) - **Shri Amit Mehta**

Joint Secretary (AB) - **Shri Anil Bahuguna**

Economic Adviser - **Shri Awadhesh Kumar Chaudhary**

<u>Directors/Deputy Secretaries S/Shree</u>	<u>Division/Section/Unit</u>	<u>Under Secretaries/ Deputy Directors S/Shree</u>	<u>Section Officer/ Assistant Director S/Shree</u>
1. B.N. Dixit	Weights & Measures/ Legal Metrology	Raj Kumar Tyagi, DD Dr. Rakesh Joshi, DD	Shailendra Singh, AD
2. Dharmesh Makwana	Bureau of Indian Standards; Internal Trade	A K Pandey, US - do -	Ms. Sarita Bhatnagar, SO --
3. Sita Ram Meena	Consumer Welfare Fund; Names & Emblems Act; INGRAM; NCH Public Grievances/CGRC	Ms Jayalakshmi Kannan, US B S Kardam, DD	Sunil Kumar, SO --
4. R C Dhankar	National Test House	Anand Joshi, US	Om Prakash, SO
5. Alok Kumar Verma	Parliament & Coord; O&M Unit; e-Gov	Anand Joshi, US	-- vacant --
6. Abhay Kumar	Price Monitoring Division	Shri Satender Kumar, DD Ms. Jayanti Kala, DD Ms Lal Ramdimpuii Renthlei, DD	Ms Priya Sarraf, AD Venkat Hariharan Asha, AD
7. Singh Veer Pratap	Integrated Finance; Costing Cell	P K Tyagi, US	Deepak Garg, AD

<u>Directors/Deputy Secretaries S/Shree</u>	<u>Division/Section/Unit</u>	<u>Under Secretaries/ Deputy Directors S/Shree</u>	<u>Section Officer/ Assistant Director S/Shree</u>
8. Pradeep Kumar Bhatnagar	Publicity/Media Coord; Vigilance	Jasbir Tiwari, US/ S K Mishra, US Paramjit Singh Thakur, US	Ms Anita Meena, SO Gopalakrishnan, SO
9. Surendra Singh (DS)	Essential Commodities Regulation & Enforcement Act; PMC (PSF related work)	Charanjit Gulati, US	-- vacant --
10. Gokul Chandra Rout (DS)	Consumer Protection Unit; IC	Ms Jayashree Narayanan, US	S Chakraborty, SO
11. Sanjay Kumar Prasad (DS)	Establishment; General Administration	A K Pandey, US Charanjit Gulati, US	Roshan Burman, SO J S Rawat, SO
12. S S Thakur	Cooperation, NCCF	D K Sonkar, DD B S Kardam, DD	Dhanraj, SO
13. Yashpal Sharma, Jt. Dir	OL / Rajbhasha	--	AD - vacant
14. NIC Cell: (i) Satish Kumar	Technical Director		
(ii) N Natarajan	Technical Director		



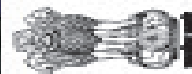
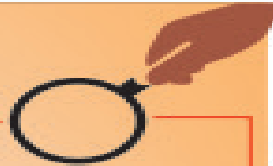
# CHECK BEFORE YOU BUY



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

Government of India

Website : [www.consumeraffairs.nic.in](http://www.consumeraffairs.nic.in)



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## 2. DEPARTMENT OF CONSUMER AFFAIRS: AN OVERVIEW

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

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

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

### 2.1 THE YEAR AT A GLANCE:

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

#### Major events attended or organized by the Department:

- Committee of Ministers: Meeting of the Committee of Ministers to review prices of Agricultural produce was held on 15th February, 2018 under the Chairmanship of Hon'ble Finance Minister. The recommendations relating to raising import duties on edible oils and chana have since been implemented.
- Swachhata Pakhwada: During the period 16-28 February, 2018, nationwide campaign on consumers' responsibilities towards swachhata was carried out on Doordarshan, AIR etc. Assistance was given for construction of 834 toilets for men, women and differently abled in 278 district fora. Eight voluntary consumer organizations (VCOs) in five States were selected for financial assistance for Rs. 15,000 per month under the scheme Clean Market. VC was held with Controllers of Legal Metrology for engaging shopkeepers for cleaning the shops. BIS carried out campaign on Indian standards on solid waste management and screened films in 9 schools and 2 bastis on street food vendors.
- World Consumer Rights Day 2018: The Department celebrated World Consumer Rights Day 2018 on 15th March, 2018 at DRDO Bhawan, New Delhi. The theme was "Making Digital Market Fairer" The celebrations were well attended. Shri Gulshan Rai, National

Cyber Security Co-ordinator, PMO delivered the theme address. An integrated portal [jagograhaakjago.gov.in](http://jagograhaakjago.gov.in) for consumer services was launched. The meeting was presided over by Shri Ram Vilas Paswan, Hon'ble Minister of CAF&PD.

- National Level meeting: 4th National Consultation Meeting of Ministers of States & UTs in-charge of Food, Civil Supplies, Consumer Affairs & Agriculture was held on 29th June, 2018 at Vigyan Bhavan, New Delhi. The meeting was attended by 14 State Ministers. Action Plan for next one year was also prepared for strengthening of Price Reporting Centres, management of Price Stabilization Fund for market intervention, enforcement of Essential Commodities Act & Prevention of Black Marketing and Maintenance of Supplies of Essential Commodities, 1980 (PBMMSEC), effective functioning of Consumer Fora, Consumer Helplines, and timely utilization of funds for consumer welfare schemes.
- 3rd Session of IGE on UNGCP: Hon'ble Minister of Consumer Affairs, Food and Public Distribution, along with Secretary, Consumer Affairs attended the 3rd Session of the Inter-Governmental Group of Experts (IGE), set up under the revised UN Guidelines on Consumer Protection (UNGCP), at Geneva during 9-10 July 2018. The Hon'ble Minister in his statement in the Opening Plenary Session highlighted the steps taken by India to fully implement the Sustainable Development Goals under the visionary leadership of the Hon'ble Prime Minister, the policies of Government to ensure food security for the country, the policy initiatives in the new Consumer Protection Bill etc. In an interview with UNCTAD, the Hon'ble Minister explained the importance of the role of UNCTAD in the field of Consumer Rights Protection. Following the last year's proposal by Argentina on declaration of World Consumer Protection Week in the week of 15th March, India moved a compromise proposal to proclaim the World Consumer Week to take place yearly during the week of 15 March, and to celebrate the World Consumer Rights Day on 15th March, as appropriate.
- ISO General Assembly meeting: Secretary with DG, BIS attended the ISO General Assembly meeting at Geneva in last week of September, 2018. On the side-lines of ISO GA, meetings were held with the American National Standards Institute (ANSI), Bhutan Standards Bureau (BSB), BRICS National Standards Bodies, American Society for Testing and Materials (ASTM) and Commonwealth Standards Network (CSN). During the meeting, issues of mutual cooperation were discussed.
- Conference on functioning of the Consumer Fora: A conference was held on 27th October, 2018 at Vigyan Bhawan, New Delhi, in association with National Consumer Disputes Redressal Commission (NDCRC) to deliberate on issues relating to the functioning of the Consumer fora. Representative from State Governments / UTs and Presidents, State

Consumer Disputes Redressal Commissions (SCDRC) participated in the conference. The pendency of cases, filling up of vacancies of President and Members, utilization of building grant and implementation of CONFONET Scheme were discussed. State Governments were asked to work in close cooperation with Consumer Fora in addressing their bottlenecks.

- 26th Meeting of the General Conference on Weights and Measures (CGPM): Secretary, Department of Consumer Affairs participated as head of Indian Delegation in the 26th Meeting of the General Conference on Weights and Measures (CGPM) held at Versailles, France in November, 2018. The Indian Delegation supported the resolution to revise the definition of International System (SI) of Units. The definition of the seven base units namely Second, Meter, Kilogram, Ampere, Kelvin, Mole and Candela has been changed from being linked to artefacts, to being based on fundamental constants of nature. The units are expected to be stable in the long term, internally self consistent and practically reliable being based on the theoretical description of nature, The Resolutions were supported unanimously by member-states. The change in definition of the units will however require amendment of the Legal Metrology (National Standard) Rules, 2011 to incorporate the changes in the definition of S.I. units. The definition of S.I. units will also need to be changed in the text books.
- National Consumer Day 2018: National Consumer Day 2018 was celebrated in DRDO, New Delhi on 24th December, 2018. The theme was “Timely disposal of the consumer cases”. Representatives of the State Governments, State Commissions and President and Members of the NCDRC, VCOs, etc. attended the conference.
- International Cooperation – Indo German JWG: Indian delegation led by Secretary (Consumer Affairs) participated in the Sixth Meeting of Indo-German Working Group on Quality Infrastructure for Co-operation in Standardization, Conformity, Assessment and Product Safety held on 17 – 18 January 2019 at Berlin, Germany. During the meeting, progress made on various areas of cooperation was reviewed and discussions were held on future areas of mutual interest based on which Work Plan 2019 was finalized.
- World Consumer Rights Day: World Consumer Rights Day, 2019 was celebrated on 15th March, 2019 at Vigyan Bhawan, New Delhi with the theme “Trusted Smart Products”. It was attended by the NCDRC, State Commissions, representatives of the State Governments, NGOs, etc.
- 2nd meeting of Management Committee of International Organization of Legal Metrology – Certification Scheme: Secretary participated in 2nd meeting of Management Committee of International Organization of Legal Metrology – Certification Scheme at Delft, Netherlands during March 2019. Discussions were held and way forward evolved to make India an

Issuing Authority of certificates for Weights and Measures which will have international acceptance. This will improve trade for Indian manufacturers. In this meeting, Deputy Director, LM, India was approved for the first time in the list of International experts for LM.

#### **2.1.2 CONSUMER PROTECTION BILL, 2018:**

- Consumer Protection Bill, 2018 was introduced in the Lok Sabha on 5th January, 2018. The salient features of the bill include establishment of an executive agency to be known as the Central Consumer Protection Authority (CCPA) which will be empowered to investigate, recall, refund and impose penalties; provision for product liability action in cases of personal injury, death or property damage caused by a product; mediation as an Alternative Dispute Resolution (ADR), e-filing of complaints, etc.
- The Consumer Protection Bill was passed by the Lok Sabha on 20th December, 2018. The Bill was listed for consideration of the Rajya Sabha on its last day of the Session, but could not be taken up for consideration by the Rajya Sabha.

#### **2.1.3 CONSUMER PROTECTION RULES:**

- The Consumer Protection Rules 1987 were amended vide notification dated 14 September, 2018 to reduce fees for filing of complaints in the District Consumer Disputes Redressal Forum. There will be no fee for complaints where value of goods or services and compensation claim is upto Rs 5 Lakh; earlier it was Rs 200/- For value Rs 5 Lakh to Rs 10 Lakh and for Rs 10 Lakh to Rs 20 Lakh, Rs 200 and Rs 400 will be the respective fees.

#### **2.1.4 PRICE STABILIZATION FUND (PSF):**

- In the 26th meeting of Re-constituted PSF Management Committee (PSFMC) held on 26.03.2018 proposals from Odisha and Tamil Nadu for setting up State level PSF were approved.
- A Video-Conference was held in March 2018 by Union Secretaries of School Education and Consumer Affairs with the States to implement supply of Pulses under MDM w.e.f. 01.04.2018.
- Regular review meetings were held to monitor and expedite disposal of pulses. Supply of pulses to States for MDM and ICDS and their PDS was regularly followed up. Supplies to Army and CPMFs for 2018-19 have been initiated.
- The 'Policy on disposal of pulses from the buffer' was finalized in consultation with Department of Expenditure and with approval of Minister (CA, F & PD). The policy has

been circulated to all stakeholders and is placed in the public domain on the website of the DoCA in April 2018.

- A CoS meeting was held on 24.07.2018 on issues concerning supply of pulses from the Central Buffer stock under ICDS, MDM Schemes etc. The recommendations of the CoS are being acted upon in earnest including resolution of storage space in few States and communication of supply price to the States.
- Meeting of Re-constituted PSF Management Committee (PSFMC) was held on 7.8.18 in which the criteria recommended by Group of Officers for fixation of prices of milled pulses to the States for Mid-Day Meal and ICDS schemes was approved.
- The 3rd meeting of the Committee under the chairmanship of Prof. Ramesh Chand, Member, Niti Aayog to recommend the Buffer Stock Norms of pulses was held on 28.08.2018. The Committee recommended a buffer stock of 15.76 LMT pulses for 2018-19.
- “Video Confrence was held on 08/02/2019 to review progress made by States/UTs towards settingup/implementation of State/Ut Level PSF.”
- As on 29.03.2019, the available stock in the pulses buffer is 0.75 lakh MT after disposal of 19.75 lakh MT from 20.50 lakh tonnes procured / imported in 2016-17.

#### **2.1.5 ESSENTIAL COMMODITIES:**

- Removal of stock limits: Order empowering States / UTs to impose controls including Stock Limits on Edible Oils and Edible Oilseeds has been withdrawn vide Notification dated 13th June 2018.
- An online platform for furnishing of Action Taken Report (ATR) under EC Act, 1955 and PBMMSEC Act, 1980 has been created for States / UTs in September 2018.
- The situation of Onion Prices and its availability was reviewed in October 2018 and following decisions were taken:
  - o Increase in supply of Onion to Delhi from the buffer stock (13500 MT) under PSF 2-3 times;
  - o Mother Dairy was advised to roll back the prices of Onions by 2 rupees across all variants.
- A CoS meeting on review of Adoption of the procurement systems by the States and Progress of procurement by Central Agencies and Review of prices of essential commodities was held on 20.11.2018 and following decisions pertaining to DoCA were taken:-
  - o DCAFW, DFPD and DoCA may ensure that the stock of 2016 Kharif pulses is disposed

of immediately.

- o DoCA may keep a close watch on prices of essential commodities. NAFED may take measures to procure onions from Nasik in February, 2019. If necessary, imports of onions in appropriate quantity may be planned in advance.
- A meeting was convened on 13.03.2019 under chairmanship of Secretary to discuss the proposal on simplification of renewal of licensing by doing away with the requirement of annual / periodic renewal of licences in orders issued under Section 3 of the EC Act. Accordingly, a CoS Note has been prepared and sent to Cabinet Secretariat.

#### **2.1.6 BUREAU OF INDIAN STANDARDS:**

- The 5th annual meeting of the Indo-German Working Group on Quality Infrastructure was convened on January 15 and 16, 2018 in New Delhi. The Indian side was led by Secretary (Consumer Affairs) and the German delegation was led by Mr. Stefan Schnorr, Director General for Digital and Innovation Policy at the German Federal Ministry for Economic Affairs and Energy. The Work Plan 2018 was signed for cooperation in identified areas of mutual interest including cooperation in areas of electro mobility, IT Security and data protection, machinery safety, automotive, legal metrology, market surveillance.
- Indian Standards on Petrol and Diesel were revised in January 2018 incorporating BS VI fuel specifications. The major change includes reduction of sulphur content from 50 ppm (BS IV) to 10 ppm (BS VI).
- The BIS Act, 2016 and BIS Rules, 2017 have been put in place during February 2018.
- The “Hallmarking Regulations” under BIS Act, 2016 were approved and sent to Director General, BIS in March 2018 for gazette publication. The regulations contain schemes for grant, operation, renewal and cancellation of certificate of registration to the jewellers selling notified precious metal articles, recognition to assaying and hallmarking centres and licence to the manufacturers engaged in refining of precious metal(s).
- The “Conformity Assessment Regulations” under BIS Act, 2016 were approved and sent to Director General, BIS in March 2018 for gazette publication. The new regulations allow multiple types of simplified conformity assessment schemes including self-declaration of conformity against a standard which will give simplified options to manufacturers to adhere to the standards and get licence or certificate of conformity.
- Guidelines were issued in March 2018 laying down the procedure to be followed by the concerned Ministries, such as MeitY, Ministry of Steel, DIPP, etc., for making compulsory the use of a mark under licence or certificate of conformity under BIS Act, 2016 to demonstrate that goods, article, process, system or service conform to the requirements.

The above stated guidelines also cover the procedure for approving and authorizing agencies other than BIS, if required, for carrying out conformity assessment activities.

- Keeping in view the increase in number of BIS licensees in the State of Karnataka, it has been decided in March 2018 to open a new branch office of BIS at Hubli to better serve geographically.
- Hon'ble Minister CA, F & PD wrote to the State Chief Ministers in April 2018 for implementation of National Building Code (NBC) of India 2016. The NBC 2016, contains guidelines for regulating the building construction activities across the country, such as general building requirements, fire and life safety requirements, building materials, structural design and construction, building and plumbing services, approach to sustainability and asset and facility management. The NBC serves as a Model Code for adoption by all agencies involved in building construction activities.
- The Conformity Assessment Regulations were notified on 04 June 2018.
- A Memorandum of Understanding (MoU) between Bureau of Indian Standards and Ghana Standards Authority, Ghana for cooperation in the fields of Standardization and Conformity Assessment was signed during the visit of Minister of Foreign Affairs and Regional Integration, Ghana to India on 18 July 2018.
- The "Powers and Duties of Director General Regulations" under BIS Act, 2016 were finalized, got approved and notified in the Gazette on 29th August, 2018.
- An Indian delegation consisting of officers from this Department, DIPP and BIS attended meetings on quality infrastructure as a part of the Indo-German Joint working group held in Germany from 15 to 19 Oct 2018. During this visit, meetings with Standardization Council Industry 4.0, German Institute for Standardization (DIN) and German federal ministry for economic affairs and energy took place.
- DG BIS chaired the 7th meeting of Governing Board of South Asian Regional Standards Organization (SARSO) held during 22 – 23 Nov 2018 at Kathmandu, Nepal. It was for the first time, that all the member states participated in the meeting.
- BIS in association with FICCI organized an event on the release of Indian Standard on Bullet Resistant Jacket – Performance requirements (IS 17051:2018) on 10.01.2019 at FICCCI, New Delhi. This has placed India in the select League of Nationals like US, UK and Germany who have their own national standard on the subject.
- Under the Compulsory Registration Scheme (CRS) for Electronics & IT products, as on 25 January 2019, a total of 16249 registrations have been granted by BIS. During January 2019, 469 applications have been received and 447 registrations were granted.



#### **2.1.7 LEGAL METROLOGY:**

- The Legal Metrology (Packaged Commodities) Amendment Rules, 2017 were enforced from 1st Jan., 2018 to include display of certain mandatory declarations by the suppliers on e-commerce platforms, to increase the font size for making declarations on pre-packaged commodities, to bring Medical devices which are declared as drugs, under the purview of these rules etc.
- An MoU was signed on 28-12-2018 with CSIR – NPL for executing a project for setting up of atomic clocks for dissemination of Indian Standard Time (IST). Under the MoU, CSIR-NPL will provide technical expertise and establish secondary time ensembles at five Regional Reference Standard Labs (RRSLs) located at Ahmedabad, Bengaluru, Bhubaneswar, Faridabad and Guwahati. 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 IST and its dissemination will reduce the error in time dissemination to just a few mill-to micro seconds. Accurate time dissemination would ensure national security and will enhance cyber security.
- In February 2019, meetings were held with President, National Institute of Standards & Technology, USA, Head (International) of PTB, Germany and representative of NPL-UK, to discuss mutual cooperation in the fields of Legal Metrology viz., certification for weights and measures equipments being manufactured in India for the export purposes, accurate dissemination of Indian Standard Time, capacity building of LM officers, etc.
- Secretary (CA) had a meeting in February 2019 with the State Controllers of Legal Metrology to review the activities.

#### **2.1.8 NATIONAL CONSUMER HELPLINE (NCH):**

- Guidelines for the new scheme “Integrated Consumer Grievance Redressal” were formulated in December 2018 to integrate the national, zonal and State helplines.

#### **2.1.9 FUND UTILIZATION / BUDGET:**

- During the financial year 2017-18 the Department of Consumer Affairs was allocated Budget Estimate (BE) of Rs. 3744.45 crores which was reduced to Rs. 3733.85 crores at Revised Estimate (RE) stage. Out of the RE, this Department utilized Rs 3730.34 crores which is 99.91% of RE 2017-18.

#### **2.1.10 VACANCIES / APPOINTMENT OF MEMBERS IN NCDRC:**

- Justice R. K. Agarwal, a retired Supreme Court Judge, has taken over as President of NCDRC in May 2018. He succeeds Justice D. K. Jain.
- For filling up the posts of Member in NCDRC, a proposal was sent for obtaining approval of ACC to the appointment of 6 candidates recommended by the Search-cum-Selection Committee. ACC gave approval to fill the 3 vacancies of non-Judicial members and one vacancy of Judicial member. The new members have since joined in June 2018.

#### **2.1.11 SOME NOTEWORTHY JUDGMENTS DELIVERED BY NCDRC:**

- While hearing an appeal filed by the insurance company in case No. 1357/2016 on 25, September, 2108 challenging the decision of murder to not be treated as an accident, National Consumer Disputes Redressal Commission (NCDRC) ruled out the plea stating that “an insurance company cannot deny claim in case of murder of a person insured for accidental death unless such crimes are expected in the policy”. In connection with a 2009 murder case, NCDRC termed the approach of insurance company – Royal Sundaram – as “unfair trade practice”. It directed the insurance company to pay the compensation of Rs 2 Lakh within four weeks to the family of victim was murdered.
- NCDRC ordered a government – owned insurance company in case No. 558/2018 to pay Rs 2 Lakh compensation for denying claims to the mother of a motorcyclist who was killed while driving the vehicle that was registered in her name. NCDRC criticized the firm for its objective interpretation of ‘driver-owner’ condition in the insurance document and has asked it to end the ambiguity within three months.
- NCDRC has directed the Indian postal service in case no. 2117/2018 to pay Rs 24.8 Lakh to two brothers towards the maturity value of the small-savings scheme certificates bought for them by their father but were lost. NCDRC ruled that since there were no claimants for the amount, the post office could not have appropriated the entire amount forever due to non-submission of the certificates.
- In Vivek Kishorechandra Mehta & another Versus Puranik Builders Private Limited Mehta Realtors, the case was between the Home buyer and the Builder. When the builder failed to build the promised house, refund of Rs. 40,000/- was sought which was paid to the home buyer. Having received the payment, the home buyer filed a petition in the State Commission, Delhi seeking intervention for payment of interest by the builder, which was not given. State Commission declined to entertain the case saying that after payment was accepted, the case is over. Relationship between them as consumer and service provider ceases to exist. The case came up in appeal to NCDRC, which opined that the decision of

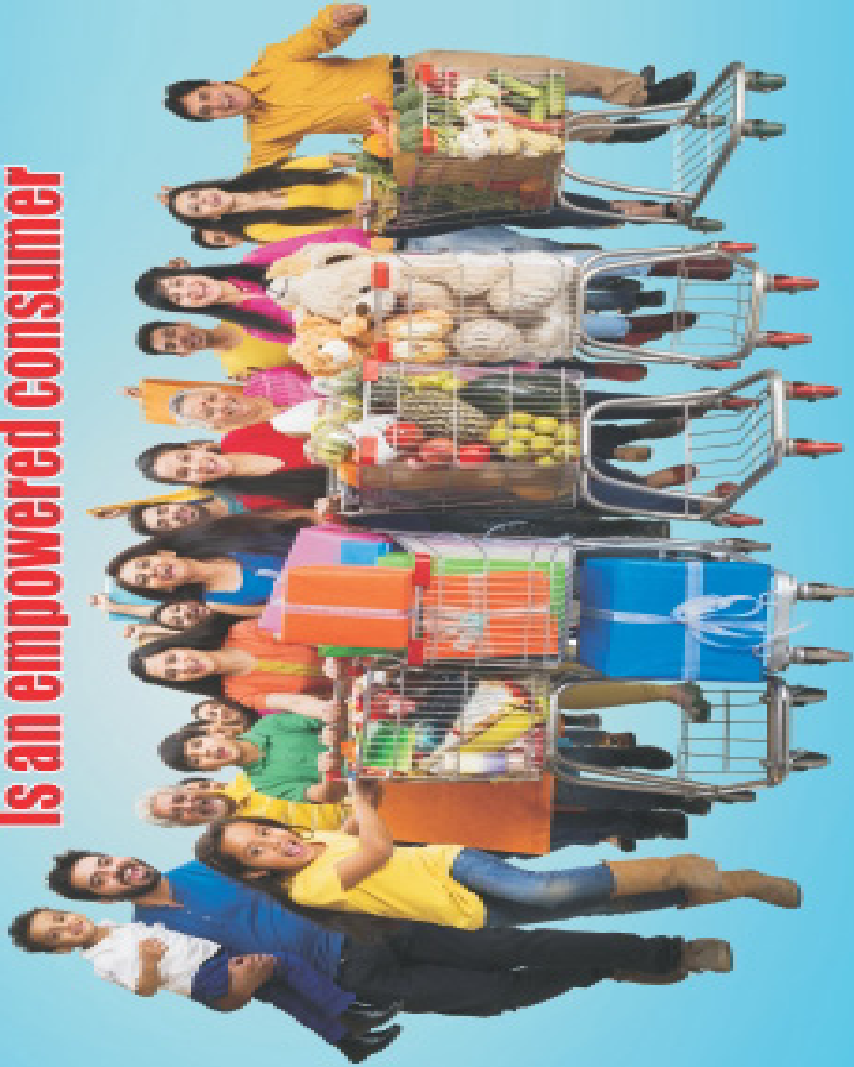
the State Commission was not made on solid legal footing. It was just prudent to accept the payment of money deposited without protest in the first instance. A protest for not having been paid interest could have seen the homebuyer lose even this amount. Therefore, it was just prudent to accept the money paid and then claim the interest. The appeal was allowed and a lump sum compensation equivalent to @ 6% interest on Rs. 40,000,000, amounting to Rs. 2,40,000/- was ordered to be paid to the petitioner.

- In *Neelam Chopra Versus Life Insurance Corporation*, the case related to payment of life insurance money to the insured. LIC refused to pay Rs. 5.00 lakh to the insured saying that the insured did not disclose his diabetes while filing the insurance form. NCDRC decided that suppression of lifestyle disease like diabetes does not disentitle the claimant. The life style diseases do not bring about sure death. Hence, the claim of the insurance amount of Rs. 5.00 lakh was allowed without interest.
- During the month of March, 2019, in *Kolkata West International City Pvt Ltd vs Devasis Rudra*, Supreme Court held that a buyer cannot be expected to wait indefinitely for possession of flat on 7-year delay which is beyond reasonable time. In the instant case, complainant booked a Row House in 2006 to be handed over by 31.12.2008 as per agreement between petitioner and respondent. Flat was not delivered in the prescribed time and completion certificate was given only in the year 2016 against which complainant filed a case in State Commission. The case was then moved to NCDRC and finally to Supreme Court wherein Supreme Court upheld the decision of NCDRC directing the developer to refund the money paid together with interest and compensation of Rs 2 lakhs to the complainant.

#### **2.1.12 PRICE MONITORING CELL (PMC)**

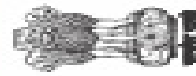
- The State level Price Monitoring Cell is provided infrastructural and capacity building support to strengthen the price collection and capacity system. Grants are provided to the state government for such strengthening of the price reporting system. Prices of 22 essential commodities are reported by 109 price monitoring centres on daily-basis, which help in monitoring the price trend and facilitate appropriate policy intervention to help mitigate adverse price moment.
- To make Price Collection System more robust, the Guidelines for Strengthening of Price Monitoring Cells in the States have been revised to provide for one data Entry Operator (DEO) and a handheld device with geo-tagging facilities for each price collection centre.

# An aware consumer Is an empowered consumer



Know your rights  
to protect yourself from  
wrong trade practices

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



**Department of Consumer Affairs**

Ministry of Consumer Affairs, Food and Public Distribution

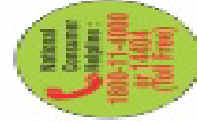
Government of India

Website : [www.consumeraffairs.nic.in](http://www.consumeraffairs.nic.in)



@consaff

@jagograhakjago



## **MRP means Maximum Retail Price** **inclusive of all taxes**

### **Sellers:**

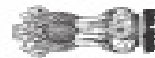
Charging more than the MRP  
is a punishable offence.

### **Consumers:**

**Assert your rights, never pay more than MRP**

For such complaints Contact: Weights and Measures/Legal Metrology  
Departments of the Concerned States/Union Territories

Visit : [www.consumeraffairs.nic.in](http://www.consumeraffairs.nic.in) for contact details of Weights and Measures/  
Legal Metrology Departments of the Concerned States/Union Territories



Department of Consumer Affairs  
Ministry of Consumer Affairs, Food and Public Distribution  
Government of India  
Website : [www.consumeraffairs.nic.in](http://www.consumeraffairs.nic.in)



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@jagograhakjago



### 3. 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 Consumer Welfare Fund.

The money that is not refundable to the manufacturers etc. shall be credited to the Consumer Welfare Fund. The money credited to the Fund is to be utilized by the Central Govt. (Department of Consumer Affairs) through the Standing Committee, for the welfare of the consumers in accordance with the Rules framed.

Financial assistance from CWF is given to various Institutions including Universities, Voluntary Consumer Organization (VCOs), Government bodies and States to promote and protect the welfare of the consumer, create consumer awareness and strengthen consumer movement in the country, grants from CWF have been given for following major projects:-

- (i) Running the National Consumer Helpline (NCH)
- (ii) Creation of Consumer Law Chairs/ Centres of Excellence in Institutions/Universities of repute to foster research and training on consumer related issues.
- (iii) Projects for spreading consumer literacy and awareness.
- (iv) Establish Consumer Welfare Fund at the State level, through co-contribution.
- (v) Centre for Consumer Studies, IIPA.

A Call for proposal inviting proposals for financial assistance from the Consumer Welfare Fund from eligible VCOs/NGOs/Academic Institutions in digital/electronic format was uploaded on the website of the Department of Consumer Affairs from 01.09.2018 to 30.09.2018. Out of the total 809 proposals received, 24 proposals have been approved by the Standing Committee out of the eligible proposals. A sum of Rs.474.89 Crore was available in the Consumer Welfare Fund as on 31.03.2019. Out of budget provision of Rs.17.85 crore, an amount of Rs.17.82 crore has been utilized during the financial year 2018-19 from the Consumer Welfare Fund.

As may be seen from the above, the Department of Consumer Affairs has initiated a number of steps to promote a responsible and responsive consumer movement in the country which is in line with the best international practices.

### **3.2 CONSUMER WELFARE FUND IN STATES:**

In the year 2003, all the States/UTs were impressed upon to set up a Consumer Welfare Fund at the State level, so that voluntary efforts for promoting the consumer movement could be strengthened at grass root level through financial support. The ratio of sharing is 75:25 by the Centre and State (90:10 in the case of Special Category States/UTs) for Corpus Fund of Rs.10.00 crore. With the help of Government of India Consumer Welfare Fund has been set up in Fourteen States/UTs viz. Gujarat, Andhra Pradesh, Orissa, West Bengal, Bihar, Nagaland, Karnataka, Tamil Nadu, Madhya Pradesh, Kerala, Haryana, Jharkhand, Telangana & Rajasthan.

Now, as per the concerned State Goods and Services Tax Act, Consumer Welfare Fund has been established by all the State Governments in their State.

### **3.3 PROJECTS UNDER CWF:**

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

#### **3.3.1 Setting up of Complaint Handling/Counselling/Guidance Mechanism**

##### **(i) National Consumer Helpline (NCH)**

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

Consumers from all over the country can access the toll-free number 1800-11-4000 or short code 14404 and seek telephonic counselling for problems that they face as consumers relating to various sectors. The service is available in English and Hindi. The project was sanctioned Rs. 4.50 crore in 2014 for a period of three years which was further extended from time to time till 31.12.2018 with additional funds. From 01.01.2019 onwards NCH is covered under Integrated Consumer Grievance Redressal System (ICGRS) through Consumer Protection Unit of the Department.

Consumer can contact NCH through multiple modes like calling on toll-free numbers, by SMS, online, email & letters by post. It has partnered with about 490 “convergence” companies for expeditious complaint resolution, as an alternate dispute redressal mechanism. A 3-tier

approach of (a) providing a platform to escalate complaints to companies for redress and resolution, (b) if problem unsolved for a specified time frame, consumer advised to approach regulatory authorities if existing in the sector and (c) As a last option, consumer advised by NCH to file case in consumer forum for complaint resolution. The Annual report of NCH is available on the website of NCH viz.

National Consumer Helpline supports consumers by:

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

6,75,628 complaints were received out of which 6,20,481 were disposed off by NCH during 01.01.2018 to 31.03.2019.

**(ii) Publishing of Grahak Sathi Magazine by Consumer Education and Research Centre (CERC), Ahmedabad**

The Department of Consumer Affairs approved in July, 2015 a project proposal for an amount of Rs. 1.00 crore over a period of five years to Consumer Education and Research Centre (CERC), Ahmedabad for bringing out National Consumer Magazine INSIGHT in Hindi Grahak Sathi) for 5 years. Grant-in-aid of Rs. 59.57 lacs for the project has been released so far. The objectives of the project are as under:-

- (a) Promote consumer education, by disseminating consumer information on a mass scale, and consumer research;
- (b) Collect and print successful cases of complaints redressed and consumer court decisions from all over India so that readers avoid similar mistakes or are motivated to take up action in their own district/state forums;
- (c) Provide a platform for all consumer bodies to spread information about themselves and their achievements to attract local complainants, It will be a magazine of all VCOs who can't have their own publication-a mouthpiece of the consumer movement in the country.

**(iii) Financial Protection of Consumers by Consumer Unity & Trust Society (CUTS), Jaipur**

The project of Consumer Unity & Trust Society (CUTS), Jaipur for Financial Protection of Consumers has been approved with a total project cost of Rs.60.00 lacs including VCO's contribution of Rs.15.00 lacs for two years since March, 2017. Grant-in-aid of Rs.43.26597 lacs



for the project has been released so far. The objectives of the project are as under:-

- (i) Build the capacities of the rural consumers specially women in terms of financial literacy thereby enhancing their financial inclusion and other financial involvements.
- (ii) Build awareness, knowledge and skills among the target community on the financial decisions about savings, investments, borrowings, income and expenditure.
- (iii) To overcome vulnerability and ensure the economic security of rural consumers specially women.

Under these broad goals, following would be the specific objectives of the projects:-

- a. Organize rural consumers specially women in groups for providing them training on financial literacy and thus helping them to protect their financial rights.
- b. Out of the trained rural consumers specially women members, identify and groom one consumer as 'Community Based Facilitator-CBF' for each of the group.
- c. Linking trained rural consumers especially women with the financial services/products and/or with the government/non-government development schemes.

Under this project 46 cluster meetings completed in two phases with total participation of 2365 people in two Districts of Rajasthan namely Chittorgarh and Bhilwara.

**(iv) Study Current Consumer Protection System in India project by IIM Kashipur & Shaping Tomorrow Consultants LLP**

A project was sanctioned to IIM Kashipur & Shaping Tomorrow Consultants LLP for Conducting Study Current Consumer Protection System in India with a cost of Rs.98.4 lacs, out of which Rs.88.56 will be grant from Department to be released in 3 instalments. So far Rs.79.70 lacs has been released. The primary objectives of the Project are as under:-

- a) Study and assess the activities and various important/major initiatives/schemes of the Department of Consumer Affairs and various agencies/attached or subordinate offices associated with the Department, with a view to identify gaps in areas of Consumer Protection, Consumer Welfare, Legal Metrology, testing, standards, certification, etc. inter-alia, keeping in view the provisions of respective laws and to suggest measures to realize the potential envisaged in various legislations and suggest more effective implementation of laws and objectives.
- b) Study and analyse the changing nature of consumers, consumer duties/obligations, behaviour of neo-consumers, assessment of adequacy of present consumer laws to address these aspects, emerging international trends and likely future scenario with

respect to consumer protection and identification of new areas for intervention, including those related to sustainable development goals.

- c) Study other relevant laws, including Companies Act, Competition Act as well as activities of other Departments of the Government aimed at addressing Consumer Grievances and empowering consumers for suggesting harmonized and coordinated functioning with the D/O Consumer Affairs. International practices in this area may also be studied.
- d) Identify and suggest measures for outreach to provide awareness to consumers in rural and tribal areas.
- e) Suggest measures to realign the internal systems/processes in the Department so as to achieve the delivery of the above.

The report on Study Current Consumer Protection System in India has been received in the Department.

#### **(v) Comparative Study on Consumer Items**

##### **(a) VOICE Society, New Delhi**

In August, 2016, the project of Comparative Study on Consumer Items by VOICE Society, New Delhi, at a cost of Rs.40.00 lacs (including Rs.10.00 lacs VCO's contribution) was approved for two years. The Department's share of Rs.30.00 lacs in two instalments of Rs.15.00 lacs each. The objectives of the project are as under:-

- To promote and protect consumer interests.
- To make consumers aware of their rights and strength.
- To endeavour to maximise the consumer satisfaction through expending his choice of goods and services.
- To provide a common platform to consumers for highlighting common consumer problems, etc.

The project proposal was sanctioned for comparative testing of 15 products and publishing test reports in Consumer VOICE magazine within two years. The comparative testing of all the 15 products have been completed and the reports have been submitted to the Department and are available on the website of the Department and also published in Consumer Voice magazine.

##### **(b) Creation of Chair/Centre of excellence in Institutions/Universities:**

(i) A Chair on Consumer Law and Practice has been established in National Law School of India University (NLSIU), Bangalore. The primary objective of the Chair is to act as a "Think Tank" for the DCA on research and policy related issues on consumer law and practice and also to develop

Consumer Affairs as a distinct subject of study at Under Graduate and Graduate levels.

(ii) One time grant of Rs.1.00 crore was sanctioned and released in 2015 with an endowment grant of Rs.90.00 lacs and Rs.10.00 lacs as grant-in-aid for first year only to National Academy of Legal Studies and Research (NALSAR) University of Law, Hyderabad for establishing Consumer Law Chair and running courses on consumer issues. The objectives of the project are as under:-

- a) To examine background of consumers who have used consumer forums, look at kinds of grievances, gender, age, occupation, income, caste, etc. of consumers, impact of engaging lawyers for filing consumer cases study level of satisfaction, global practices, etc.;
- b) To examine the efficacy of self-regulation and legal regulations to deal with the problem of misleading advertising, study the state of compliance with existing legal regime and study success/failure of complaints and prosecution, etc.;
- c) To organize workshop, seminars and conferences;
- d) To suggest new and pragmatic legal regime to deal with problems of e-commerce;
- e) To study interface between Competition Law, IPR and Consumer Law: Critically examine the relation between the three branches of Competition Law.

As per report the Institute has organised various awareness programmes i.e. Seminar, Training Programme, Workshop at various places. They also establish “Consumer Mediation Centre” at some places. They have also published land mark decisions of State Commission of Telangana and Andhra Pradesh.

**(c) Dr. Ambedkar Law University, Chennai** was sanctioned in June, 2011 an amount of Rs.94.45 lacs to set up a Chair on Consumer Law and Jurisprudence over a period of five years from 2011 to 2016 which was extended from 2014 to 2019. An amount of Rs.59.01 lacs has been released so far. The objectives of the project are as under:-

- (a) To promote legal education and well being of the community generally;
- (b) To develop in the student and research scholar a sense of responsibility to serve the society in the field of law by developing skills in regard to advocacy legal services, legislation, law reforms and the like;
- (c) To organize lectures, seminars, symposia and conferences;
- (d) To provide access to legal education of large segments of the population and in particular to the disadvantaged groups;
- (e) To promote acquisition of legal knowledge in rapidly developing and changing society and to continually offers opportunities for upgrading knowledge, training and skills in the

context of innovation, research and discovery in all field of human endeavours.

A workshop on 'Making Digital Market Places Fairer' held on 15.03.2018 and a two days National Seminar on 'Banking Services – Problems and Perspectives' was held on 23-24.12.2018. A book on 'GST' and the Consumer: Issues and Challenges' was released in the workshop on 15.03.2018. A handbook on the "Consumer Protection Act, 1986" has been release on the National Consumer Day. An awareness campaign was conducted and submitted report on visit to Consumer Commission/Fora.

**(d) Centre for Consumer Studies by IIPA:**

A grant of Rs.850.77 lacs spread over a period of five years was sanctioned to IIPA in 2007-08 for setting up Centre for Consumer Studies (CCS). Additional funds of Rs.137.55 lacs and Rs.35.00 lacs have also been sanctioned to CCS IIPA. The main objectives of the project are as under:-

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

The project of Centre for Consumer Studies (CCS), at IIPA has now been extended beyond June, 2015 with financial support of Rs.15.00 crores for a period of 5 years. Out of this sanctioned amount, an amount of Rs.9.72 crore has been released so far.

The Centre conducts Capacity Building Programmes for various stakeholders, organizes workshops and seminars on Consumer Protection and Consumer Welfare in collaboration with various institution etc., brings out newsletter, publications monographs and conducts research studies.

**(e) National Law University, Delhi:**

A project titled "Establishment of Consumer Chair" with cost of Rs.100.00 lakhs as endowment fund over a period of three years and Rs.7.50 lakh as grant for first year activities has been sanctioned to NLU, Delhi. The expenses on the activities of the Chair from the 2nd to 4th year shall be met out of the interest accrued on the endowment each year respectively. The



primary objective of the Chair is to act as a 'Think Tank' for the Research and Policy related issues on Consumer Law and Practice and also develop Consumer Affairs as a distinct subject of study both at Under Graduate & Post Graduate levels.

**(f) Central University of Jammu, J&K:**

A project titled "Field Mapping and Capacity Building of Stakeholders for Consumer Welfare & Protection" with cost of Rs.31.25 lakh including Institute's contribution of Rs.6.25 lakh for one year was sanctioned. The first instalment of Rs.12.50 lakh has been released. The main objectives of the project are:

- (a) To determine the present state of consumer awareness with respect to Consumer Protection Act in Jammu, Kashmir and Ladakh region of J&K.
- (b) To identify the capacity building needs for Jammu, Kashmir and Ladakh region of J&K.
- (c) To determine the best capacity building practices required in Jammu, Kashmir and Ladakh region of J&K.
- (d) To organize workshops and camps on consumer protection, rights vis a vis brick and click commerce/trade in three regions with special focus on SC/ST/OBC.
- (e) To organize three National seminar on Consumer Protection; one each in Jammu, Kashmir and Ladakh region.
- (f) To develop a capacity building framework for enhancing the awareness of consumer rights and its adoption by regional agencies/institutions for compliance and sustenance.

**(g) Bhavishya Educational and Charitable Society:**

A project titled "Right to Consumer Education: Education of Consumers specially through awareness programmes in school/colleges/markets/ other public place" with cost of Rs.27.34 lakh (VCO's contribution of Rs.7.34 lakh and DoCA contribution of Rs.20.00 lakh) for two years was sanctioned. The first instalment of Rs.10.00 lakh has been released. The main objectives of the project are:

- (a) To create awareness and sensitisation regarding rural consumer protection, rural consumer rights and privileges in rural areas;
- (b) To create enabling environment for promoting rural consumer awareness;
- (c) To make the rural consumers aware of their rural consumer rights as in the Rural Consumer Protection Act;
- (d) To develop IEC materials, training manuals, folk songs & drama for rural consumer awareness and education;

- (e) To organize policy advocacy programmes for mobilizing community and other stakeholders for taking active role in rural consumer protection.

**(h) State Consumer Helpline Knowledge Resource Management Portal (SCHKRMP):**

This project is being implemented by Indian Institute of Public Administration, New Delhi. The main objective of this project is to co-ordinate and monitor the State Consumer Helplines. Under this project a grant of Rs.24.79 lakh was released during financial year 2018-19.

**3.4 PUBLICITY**

Government of India has undertaken a number of initiatives to address the issue, and one such campaign is the “Jago Grahak Jago” multimedia publicity campaign by Department of Consumer Affairs. “Jago Grahak Jago” has today become a household axiom. Unlike other socio developmental campaigns aimed at specific target groups, “Jago Grahak Jago” is aimed simultaneously at redefining who the consumer is and bringing anyone who is making a purchase decision as a consumer and demystifying the experience as a consumer even for a small or a middle class consumer. Through simple messages consumers are warned against fraudulent practices and seek redress of complaints against manufacturers or retailers by approaching the consumer forums established across the country.

The consumer awareness campaign is implemented through Bureau of Outreach & Communication (erstwhile DAVP), Doordarshan (DD), All India Radio (AIR), Lok Sabha TV and National Film Development Corporation (NFDC).

The following is the budget allocation and expenditure during the last 5 years:

Rs in cr

S No	Year	BE	RE	Expenditure
1	2014-15	75.00	76.47	71.50
2	2015-16	75.00	80.00	71.30
3	2016-17	60.00	60.00	58.68
4	2017-18	62.00	62.00	61.78
5	2018-19	70.00	60.00	58.90

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

**3.4.1 PUBLICITY THROUGH DOORDARSHAN**

Doordarshan (DD) has a significant geographic reach. It also has a diverse viewership cutting across the urban-rural population segments. DD has been the primary electronic medium for the

“Jago Grahak Jago” campaign. DD enables the Department to reach out to the target audience in remote areas and the vast rural population of the country. In order to reach maximum number of consumers, the Department is carrying out a campaign to telecast/ broadcast video spots of 30 seconds duration containing consumer related information during various programmes like Chitrahaar, Rangoli, Day time serials, etc in National Network (DD-1) of Doordarshan, DD-Urdu, North-East Kendras and 21 Regional Kendras.

### 3.4.2 PUBLICITY THROUGH ALL INDIA RADIO AND PRIVATE FM STATIONS

All India Radio provides the unique dimension of having access to almost all of the country’s population and on account of easy portability of radio sets the medium provides an effective platform for reaching out to the migrant population, construction workers, farm labourers and farmers who often carry radio sets with them while at work or during travel. FM Stations as a medium of publicity have shown tremendous growth. Therefore, the network of FM Stations of the AIR as well as private FM Stations empanelled by BOC have been utilized as part of the publicity campaign under “Jago Grahak Jago”. Audio spots containing consumer related information are broadcasted during various programmes like Mann Ki Baat, Sanjeevani : Baat Sehat Ki, Republic Day celebrations, Kumbh Mela special programme, etc and sporting events like Asian Games, cricket series, hockey series, etc. across 30 FM channels, 28 Vividh Bharati stations and 201 Primary Channels/ Local radio Stations of AIR.

### 3.4.3 PUBLICITY THROUGH ELECTRONIC MEDIUM:

The Department has promoted video spots on various consumer related issues such as the provisions of Consumer Protection Act, Grievance Redress system, MRP, ISI and Hall-Mark which are telecast through Private TV channels, Lok Sabha TV, Digital cinema theatres and web platforms like Youtube, Twitter, and many other websites.

### 3.4.4 PUBLICITY THROUGH THE OUTDOOR MEDIUM:

To reach out to consumers in a vast country like India, outdoor publicity has to be an integral part of any Multi Media Publicity Campaign. The mediums available through BOC such as Airport (Hoarding/Unipole), Audio Advertisement at Bus Stations, Bridge Panel, Bus Queue Shelter, Display Board (Railway Station), Gantries, LCD/LED/ Plasma TV Screen, Railway Train Panels, Metro Trains/stations are suitably utilized for the publicity campaign.



### 3.4.5 PUBLICITY IN NORTH EASTERN STATES:

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



### 3.4.6 SPECIAL SCHEME ON ASSISTANCE TO STATE GOVERNMENTS / UTs:

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. In fact the effectiveness of the scheme is enhanced by the involvement of States/UTs/PRIs. The provision for grant in-aid/support to States/UTs has been one of the key components of the Consumer awareness scheme.

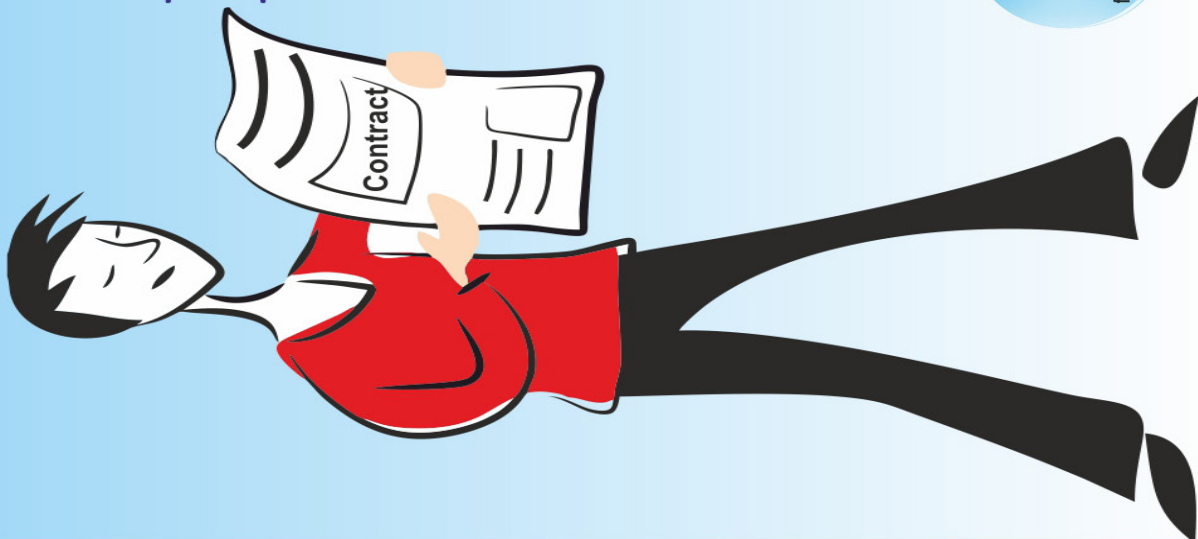
### 3.4.7 NEW INITIATIVES IN THE FIELD OF CONSUMER AWARENESS

In order to create awareness amongst the people living in rural & backward areas, this Department takes part in important fairs/festivals of various States/UTs, in view of the fact that such fairs/festivals draw a large number of people from rural & backward areas. Accordingly, this Department has participated in Shravani Mela, Sonapur Mela, Hornbill Festival in Nagaland, Ambubachi Mela in Assam, this year where “Upbhokta Mandap” was set up for dissemination of Consumer Rights and Responsibilities related information through flyers, Audio Visual medium and one to one interaction.

Exhibitions exhibiting the creativity and imagination of school children in form of paintings were set up on the occasion of celebrating National Consumer Day and World Consumer Rights Day.

The Department has run road show campaign in Rajasthan for consumer awareness by way of running fabricated mobile vans which distributed flyers, pamphlets, etc





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**Department of Consumer Affairs**  
Ministry of Consumer Affairs, Food and Public Distribution  
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Online Complaints : [www.consumerhelpline.gov.in](http://www.consumerhelpline.gov.in)



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

## 4. CONSUMER PROTECTION

Consumer movement is a socio-economic movement which seeks to protect the rights of consumers in relation to the goods purchased and services availed. Government has been according high priority to better protect consumer interests. The Department of Consumer Affairs, has initiated a number of steps to promote a responsible and responsive consumer movement in the country. Such measures include the use of multi-media campaign for promoting consumer awareness and encouraging consumers' involvement through efforts of Government and Non-Governmental Organizations and others.

### 4.1 THE MAIN OBJECTIVES OF THE CONSUMER PROTECTION PROGRAMME ARE: -

- (i) To create suitable administrative and legal mechanisms which would be within the easy reach of consumers and to interact with both Government and non-Governmental Organizations to promote and protect the welfare of the consumers.
- (ii) To involve and motivate various sections of society including consumer organizations, women and youth to participate in the programme.
- (iii) To generate awareness among consumers about their rights and responsibilities, motivate them to assert their rights so as not to compromise on the quality and standards of goods and services and to seek redressal of their disputes in consumer fora, if required.
- (iv) To educate the consumers as to be aware of their rights & social responsibilities.

### 4.2 THE CONSUMER PROTECTION ACT, 1986

One of the most important milestones in the area of consumer protection/consumer movement in the country has been the enactment of Consumer Protection Act, 1986. This Act was enacted to better protect the interests of consumers by creating a mechanism for disputes resolution exclusively for consumers. It is one of the most progressive and comprehensive piece of legislations creating an exclusive three-tier quasi-judicial consumer disputes redressal machinery at the National, State and District levels. As on 31.03.2019, 648 functional District Fora, 35 State Commissions and the National Commission have been established in the country.

### 4.3 SALIENT FEATURES OF THE ACT ARE AS UNDER:

- a) The Act enshrines six rights of consumers namely, Right to Safety; Right to be informed; Right to choose; Right to be heard; Right to seek redressal & Right to consumer education.
- b) The provisions of the Act are in addition to and not in derogation of the provisions of any other law for the time being in force.

- c) It is an umbrella legislation covering goods & services, but excluding transactions not involving consumers from the purview of the Act.
- d) A consumer can seek redressal against any manufacturer and trader of goods/service provider, so long as the goods purchased or service availed of was for a consideration.
- e) The Act provides for simple, inexpensive and speedy redressal of consumer complaints.
- f) The provisions of the Act are not only compensatory in nature but also preventive and punitive in character.
- g) The Act provides 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.
- h) The Act also provides 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.

#### **4.4 CONSUMER PROTECTION BILL, 2018**

With a view to modernize the legislation on consumer protection 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, it was proposed to carry out comprehensive amendments to the existing Consumer protection Act, 1986 by way of a fresh Bill and repealing of the existing Consumer Protection Act, 1986. The Consumer Protection Bill, 2015 was introduced in the Lok Sabha on 10<sup>th</sup> August, 2015 and the same was referred to Parliamentary Standing Committee, which recommended changes in certain provisions of the Bill. Based on the accepted recommendations of the Parliamentary Standing Committee, a fresh Bill, the Consumer Protection Bill, 2018 was introduced in the Lok Sabha on 5<sup>th</sup> January, 2018 and the Consumer Protection Bill, 2015 was withdrawn. The Consumer Protection Bill, 2018 was passed by Lok Sabha on 20.12.2018. The Bill was then sent to Rajya Saba where it could not be taken up and hence lapsed.

#### **4.5 THE SALIENT FEATURES OF THE CONSUMER PROTECTION BILL, 2018 INCLUDE:**

- (a) The establishment of an executive agency to be known as the Central Consumer Protection Authority (CCPA) to promote, protect and enforce the rights of consumers as a class. The CCPA will be the executive agency that will 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.
- (b) Provisions for “Product Liability” action for or on account of personal injury, death, or property damage caused by or resulting from any product have been made. The basis for product liability action and the liability of a manufacturer to a claimant have been

provided for.

- (c) Provision has been made for “Mediation” as an Alternate Dispute Resolution (ADR) mechanism. This is aimed at giving legislative basis to resolution of consumer disputes through mediation thus making the process less cumbersome, simple and quicker. This will be done under the aegis of the consumer fora.
- (d) Several provisions aimed at simplifying the consumer dispute adjudication process in the consumer fora are envisaged. These include, among others, enhancing the pecuniary jurisdiction of the Consumer Disputes Redressal Agencies, increasing minimum number of Members in the State Commissions to facilitate quick disposal of complaints, power to review their own orders by the State and District Commission, constitution of ‘regional Benches of the National Commission and the State Commissions to facilitate quicker disposal of complaints, enabling provisions for consumers to file complaints electronically and file complaints in consumer commissions that have jurisdiction over the place of residence of the complainant, and deemed admissibility of complaints if the question of admissibility is not decided within the specified period of 21 days.

#### **4.6 SCHEMES FOR STRENGTHENING CONSUMER PROTECTION**

Though the responsibility of establishing 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 fora:

##### **4.6.1 STRENGTHENING CONSUMER FORA:-**

The Central Government has been extending financial assistance to States/UTs for strengthening the infrastructure of consumer fora so that minimum level of facilities are made available at each consumer forum, which are required for their effective functioning. Infrastructural facilities being provided under the scheme, include construction of new building of the consumer fora, carrying out addition/alteration/renovation of existing buildings and acquiring non-building assets such as furniture, office equipment etc.

##### **4.6.2 CONFONET:-**

The scheme of ‘Computerization and Computer Networking of Consumer Fora in the country, (CONFONET)’ aims to digitalise the functioning of the Consumer Fora 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 fora for speedy delivery of information to the consumers. 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. An online Case



monitoring system has been developed and implemented by NIC to facilitate entry of consumer cases online in the consumer fora. Through the portal <http://confonet.nic.in>, consumers have easy access to 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.

#### **4.6.3 STATE CONSUMER HELPLINE:**

Under this scheme, financial assistance is provided to State Govts. for setting up of State Consumer Helplines with the objective to encourage Alternate Consumer Disputes Redressal mechanism at State level and help in resolving cases. These State Helplines are being networked with the Nodal Portal set up at the Centre for Consumer Studies under IIPA. Under this scheme, State Governments are being provided onetime non-recurring grant for establishing the State Consumer Helpline and recurring grant for five years for smooth running of the Helpline. Thereafter, it is the responsibility of State Government to run the Helpline.

#### **4.7 OTHER INITIATIVES TOWARDS CONSUMER PROTECTION**

##### **(i) 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 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.

##### **National Consumer Helpline (NCH):**

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

NCH can be reached through a **National Toll Free No-1800-11-4000** and **short code 14404**. **SMS** can also be sent to **+918130009809 (charges apply)** mentioning the name and city.

A consumer can call to seek information, advice or guidance on the queries raised and file complaints. The complaints received on telephone Help-line, online, emails, sms etc. are processed on the INGRAM portal which is equipped to perform backend operations.

It has partnered with 528 companies related with Telecom, Electricity, Banking, Health services etc. that respond online to resolve complaints. This is called convergence mechanism. It also pursues the complaints with the convergence companies, takes feedback from the complainants, does research and analysis of the complaint.

#### 4.8 ACHIEVEMENT DURING THE YEAR 01.01.2018 - 31.03.2019:

- (i) The Department celebrated World Consumer Rights' Day 2018 on 15.03.2018 at Kothari Auditorium, DRDO Bhawan, New Delhi. The theme of the celebration was "Making Digital Market Fairer". The event was presided over by Sh. Ram Vilas Paswan, Hon'ble Minister of CAF&PD in the august presence of Hon'ble Minister of State. Representatives of the State Governments, Central Departments, National Consumer Disputes Redressal Commission, State Commissions, Voluntary Consumer Organisations, Industry Bodies etc. attended the celebration.
- (ii) The Consumer Protection Bill, 2018 was introduced in the Lok Sabha on 5<sup>th</sup> January, 2018 and passed by Lok Sabha on 20.12.2018. The Bill was then sent to Rajya Saba where it could not be taken up.
- (iii) The Consumer Protection Rules 1987 were amended vide notification dated 14 September, 2018 to reduce fees for filing of complaints in the District Consumer Disputes Redressal Forum. There will be no fee for complaints where value of goods or services and compensation claim is upto Rs. 5 Lakh; earlier it was Rs. 200/-. For value Rs. 5 Lakh to Rs. 10 Lakh and for Rs. 10 Lakh to Rs. 20 Lakh, Rs. 200 and Rs. 400 will be the respective fees.
- (iv) A conference was held on 27<sup>th</sup> October, 2018 at Vigyan Bhawan, New Delhi, in association with National Consumer Disputes Redressal Commission (NCDRC) to deliberate on issues relating to the functioning of the Consumer fora. Representative from State Governments/UTs and Presidents, State Consumer Disputes Redressal Commissions (SCDRC) participated in the conference. The pendency of cases, filling up of vacancies of President and Members, utilization of building grant and implementation of CONFONET Scheme were discussed. State Governments were asked to work in close cooperation with Consumer Fora in addressing their bottlenecks.
- (v) **National Consumer Day:** The Department celebrated National Consumer Day with the theme "Timely disposal of the consumer cases" on 24<sup>th</sup> December, 2018 in DRDO Bhawan, New Delhi. Shri C.R. Chaudhary, Hon'ble Minister of State for Consumer Affairs, Food & Public Distribution and Hon'ble Justice D.K. Jain, President, National Consumer Disputes Redressal Commission (NCDRC), New Delhi graced the occasion and addressed the participants on the theme. Shri Avinash K. Srivastava,

Secretary, Department of Consumer Affairs and Shri Suresh Chandra, Former Law Secretary, Government of India, were the other speakers. Representatives of the State Governments, State Commissions and President and Members of the National Consumer Disputes Redressal Commission, VCOs etc. attended the event and issues before the consumers and hurdles facing the consumer fora were deliberated upon in course of celebration.

- (vi) **World Consumer Rights' Day:** The Department celebrated the World Consumer Rights Day 2019 with the theme "Trusted Smart Products" on the 15th March, 2019 in Vigyan Bhawan, New Delhi. The programme was presided over by Justice R K Agrawal, President, NCDRC in the presence of Shri Avinash K. Srivastva, Secretary, Consumer Affairs and attended by Secretaries in charge of Consumer Affairs in the states and Members National Commission, Presidents of State Consumer Disputes Redressal Commissions, representatives from the voluntary consumer associations, Industry associations, regulatory bodies, other institutions and Government officers.

#### 4.9 SWACHHTA ACTION PLAN

Under the Swachhta Mission, this Department has initiated two schemes, namely, (i) Clean Consumer Fora and (ii) Clean Market.

Under the scheme "Clean Consumer Fora" financial assistance is being provided for construction of three toilets – one for men, one for women and one for Disabled- in District Fora @₹25000/- per toilet. During the financial year 2018-19, grant of Rs 75 lakh was released for construction of 300 toilets in the District Consumer Redressal Fora in the country.

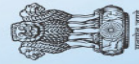
The other scheme is "clean market" under which financial assistance @ Rs 15,000/- per month is provided to the Voluntary Consumer Organisations (VCOs), which identify a market place for carrying Swachhta related activities. During the financial year 2018-19, Rs. 25.50 lakh were granted to various VCOs for this purpose.



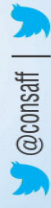
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go hand in hand**

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of Complaints

Contact : [www.consumerhelpline.gov.in](http://www.consumerhelpline.gov.in)



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Ministry of Consumer Affairs, Food and Public Distribution  
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Consumer  
is the King





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

**JAGO  
GRAHAK  
JAGO**

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

**14404**  
Consumer Mobile App for Consumers

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

Online Complaints : [www.consumerhelpline.gov.in](http://www.consumerhelpline.gov.in)

## 5. CONSUMER GRIEVANCE REDRESS

### 5.1 CONSUMER FORA:-

Under the Consumer Protection Act, 1986, a three-tier quasi-judicial mechanism has been set up in the country to adjudicate complaints filed before them and to provide speedy redress to consumers. 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; 35 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 & 648 District Consumer Dispute Redressal Fora (District Forum) with territorial jurisdiction over the district and pecuniary jurisdiction up to Rs.20.00 lakhs.

4. As per the latest reports made available by the National Commission, the average % disposal of cases in all three levels of Consumers Fora in the country is an impressive 91.03%. The total number of cases filed and disposed of in the National Commission, State Commissions and District Fora, as on 31.03.2019, 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	<b>National Commission</b>	<b>128152</b>	<b>108112</b>	<b>20040</b>	<b>84.36%</b>
2	State Commissions	829477	711507	117970	85.78%
3	District Forums	4159692	3838473	321219	92.28%
	<b>TOTAL</b>	<b>5117321</b>	<b>4658092</b>	<b>459229</b>	<b>91.03%</b>

## INFORMATION REGARDING FUNCTIONAL/NON-FUNCTIONAL (STATE COMMISSIONS/DISTRICT FORUMS)

(Updated on 31.03.2019)

Sl. No.	States	Whether SC Functional or Non-functional	No. of District Fora	Functional	Non-functional	As on
1	Andhra Pradesh	Yes	17	17	0	31.12.2018
2	A & N Islands	Yes	1	1	0	30.06.2015
3	Arunachal Pradesh	Yes	18	18	0	30.06.2017
4	Assam	Yes	23	23	0	31.12.2018
5	Bihar	Yes	38	33	5	30.06.2014
6	Chandigarh	Yes	2	2	0	31.12.2018
7	Chattisgarh	Yes	27	20	7	31.12.2018
8	Daman & Diu	Yes	2	2	0	31.03.2011
9	Dadra & Nagar Haveli	Yes	1	1	0	31.03.2011
10	Delhi	Yes	11	10	1	30.06.2017
11	Goa	Yes	2	2	0	31.12.2018
12	Gujrat	Yes	38	38	0	31.12.2016
13	Haryana	Yes	21	21	0	31.12.2018
14	Himachal Pradesh	Yes	12	9	3	31.12.2018
15	Jammu & Kashmir	Yes	2	2	0	30.06.2014
16	Jharkhand	Yes	24	24	0	31.12.2018
17	Karnataka	Yes	31	31	0	31.12.2018
18	Kerala	Yes	14	14	0	30.09.2015
19	Lakshadweep	Yes	1	1	0	31.03.2018
20	Madhya Pradesh	Yes	51	51	0	31.12.2018
21	Maharashtra	Yes	40	40	0	31.12.2015
22	Manipur	Yes	9	4	5	31.12.2015
23	Meghalaya	Yes	11	7	4	31.03.2015
24	Mizoram	Yes	8	8	0	30.09.2018
25	Nagaland	Yes	11	11	0	30.09.2015
26	Orissa	Yes	31	31	0	31.12.2018
27	Pondicherry	Yes	1	1	0	31.12.2018
28	Punjab	Yes	20	20	0	30.09.2018
29	Rajasthan	Yes	37	37	0	31.12.2018
30	Sikkim	Yes	4	4	0	30.09.2018
31	Tamil Nadu	Yes	32	32	0	30.06.2018
32	Telangana	Yes	12	12	0	31.12.2018
33	Tripura	Yes	4	4	0	31.12.2018
34	Uttar Pradesh	Yes	79	79	0	30.09.2018
35	Uttaranchal	Yes	13	13	0	31.01.2019
36	West Bengal	Yes	25	24	1	31.12.2018
	<b>TOTAL</b>		<b>673</b>	<b>647</b>	<b>26</b>	

## STATEMENT OF CASES FILED/DISPOSED OF/PENDING IN THE NATIONAL COMMISSION AND STATE COMMISSIONS

Sl. No.	Name of State	Cases filed since inception	Cases disposed of since inception	Cases Pending	% of Disposal	As On
	<b>National Commission</b>	<b>128152</b>	<b>108112</b>	<b>20040</b>	<b>84.36</b>	<b>31.03.2019</b>
1	Andhra Pradesh	34102	32509	1593	95.33	28.02.2019
2	A & N Islands	111	106	5	95.50	30.06.2015
3	Arunachal Pradesh	104	95	9	91.35	30.09.2017
4	Assam	3202	2669	533	83.35	28.02.2019
5	Bihar	19765	17586	2179	88.98	31.08.2018
6	Chandigarh	22499	21810	689	96.94	28.02.2019
7	Chattisgarh	14227	13770	457	96.79	28.02.2019
8	Daman & Diu and DNH	25	20	5	80.00	31.03.2011
9	Delhi	50855	43081	7774	84.71	28.02.2019
10	Goa	3284	3084	200	93.91	31.01.2019
11	Gujarat	58765	53379	5386	90.83	28.02.2019
12	Haryana	53152	50082	3070	94.22	28.02.2019
13	Himachal Pradesh	10312	9867	445	95.68	28.02.2019
14	Jammu & Kashmir	9038	7549	1489	83.53	31.05.2016
15	Jharkhand	6590	5668	922	86.01	31.12.2018
16	Karnataka	60696	49904	10792	82.22	28.02.2019
17	Kerala	31850	28853	2997	90.59	28.02.2019
18	Lakshadweep	19	17	2	89.47	28.02.2019
19	Madhya Pradesh	55077	45137	9940	81.95	28.02.2019
20	Maharashtra	92356	73948	18408	80.07	30.06.2018
21	Manipur	170	164	6	96.47	31.12.2015
22	Meghalaya	300	285	15	95.00	31.03.2015
23	Mizoram	245	221	24	90.20	28.02.2019
24	Nagaland	165	136	29	82.42	30.09.2015
25	Odisha	26291	19332	6959	73.53	31.12.2018
26	Puducherry	1137	1081	56	95.07	28.02.2019
27	Punjab	40244	38883	1361	96.62	30.09.2018
28	Rajasthan	68746	64105	4641	93.25	28.02.2019
29	Sikkim	77	69	8	89.61	30.09.2018
30	Tamil Nadu	29599	25426	4173	85.90	28.02.2019
31	Telangana	4185	1829	2356	43.70	28.02.2019
32	Tripura	1843	1823	20	98.91	31.12.2018
33	Uttar Pradesh	86625	61125	25500	70.56	30.09.2018
34	Uttarakhand	6481	5470	1011	84.40	31.01.2019
35	West Bengal	37340	32424	4916	86.83	31.12.2018
	<b>TOTAL</b>	<b>829477</b>	<b>711507</b>	<b>117970</b>	<b>85.78</b>	

## STATEMENT OF CASES FILED/DISPOSED OF/PENDING IN DISTRICT FORA

Sl. No.	Name of State	Cases filed since inception	Cases disposed of since inception	Cases Pending	% of Disposal	As On
1	Andhra Pradesh	121571	119560	2011	98.35	28.02.2019
2	A & N Islands	767	720	47	93.87	30.06.2015
3	Arunachal Pradesh	515	486	29	94.37	30.09.2017
4	Assam	16157	14736	1421	91.21	30.06.2016
5	Bihar	103003	88050	14953	85.48	31.08.2018
6	Chandigarh	60728	59452	1276	97.90	28.02.2019
7	Chattisgarh	56152	49067	7085	87.38	28.02.2019
8	Daman & Diu and DNH	162	144	18	88.89	31.03.2011
9	Delhi	254168	236589	17579	93.08	31.05.2018
10	Goa	7565	7427	138	98.18	31.01.2019
11	Gujarat	237820	217380	20440	91.41	28.02.2019
12	Haryana	268372	260397	7975	97.03	28.02.2019
13	Himachal Pradesh	67314	64804	2510	96.27	28.02.2019
14	Jammu & Kashmir	20792	18855	1937	90.68	31.12.2007
15	Jharkhand	41184	37059	4125	89.98	31.12.2018
16	Karnataka	208305	198842	9463	95.46	28.02.2019
17	Kerala	217249	206094	11155	94.87	28.02.2019
18	Lakshadweep	89	89	0	100.00	28.02.2019
19	Madhya Pradesh	249728	227220	22508	90.99	28.02.2019
20	Maharashtra	409830	369713	40117	90.21	30.06.2018
21	Manipur	1297	1240	57	95.61	31.12.2015
22	Meghalaya	1005	925	80	92.04	31.03.2015
23	Mizoram	3971	3920	51	98.72	30.09.2018
24	Nagaland	652	598	54	91.72	30.09.2015
25	Odisha	114684	106854	7830	93.17	31.12.2018
26	Puducherry	3298	3096	202	93.88	28.02.2019
27	Punjab	203981	195728	8253	95.95	30.09.2018
28	Rajasthan	390018	356320	33698	91.36	28.02.2019
29	Sikkim	416	387	29	93.03	30.09.2018
30	Tamil Nadu	121406	112366	9040	92.55	28.02.2019
31	Telangana	94566	89590	4976	94.74	28.02.2019
32	Tripura	3909	3779	130	96.67	31.10.2018
33	Uttar Pradesh	708485	629198	79287	88.81	30.09.2018
34	Uttarakhand	42817	39897	2920	93.18	31.01.2019
35	West Bengal	127716	117891	9825	92.31	31.12.2018
	<b>TOTAL</b>	<b>4159692</b>	<b>3838473</b>	<b>321219</b>	<b>92.28</b>	

## 5.2 PUBLIC GRIEVANCE CELL SET UP IN 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.

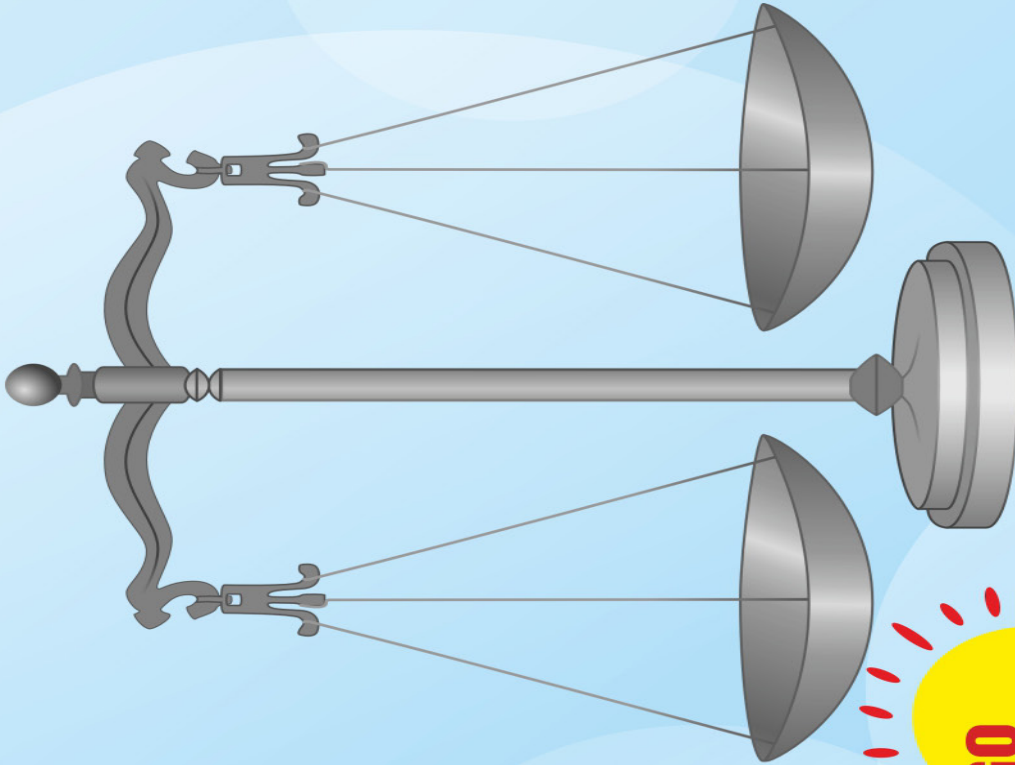
### Achievement:

Report on Public Grievance for the year 2018-19 up to 31<sup>st</sup> Mar, 2019 is as under:-

a) No. of grievances pending as on 31.03.2019	=	NIL
b) No. of grievances received during 01.01.18 to 31.03.19	=	04
c) No. of grievances disposed of during 01.01.18 to 31.03.19	=	03
d) No. of grievances pending as on 31.03.2019	=	NIL

# If you feel wronged as a Consumer...

## Seek Redressal in Consumer Forum



### District Level

Cases upto  
Rs. 20 Lacs

### State Level

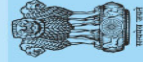
Cases above  
Rs. 20 Lacs,  
upto Rs. 1 Crore

### National Level

Cases of more than  
Rs. 1 Crore

Locate the Consumer Forum  
in your area at...

[www.ncdrc.nic.in](http://www.ncdrc.nic.in)



**Department of Consumer Affairs**

Ministry of Consumer Affairs, Food and Public Distribution  
Govt. of India, Krishi Bhawan, New Delhi - 110001

[www.consumeraffairs.nic.in](http://www.consumeraffairs.nic.in)



@consaff | @jagograhakjago

Online Complaints : [www.consumerhelpline.gov.in](http://www.consumerhelpline.gov.in)



## 6 CONSUMER COOPERATIVE

- i. The National Cooperative Consumers' Federation of India Ltd., (NCCF), New Delhi is the national level consumer cooperative society having the entire country as its area of operation. It was registered in October, 1965 and is functioning under the Multi-State Cooperative Societies Act, 2002. As on 31.03.2018, NCCF has 162 members, which includes the Government of India, three national level cooperative organizations namely National Cooperative Union of India (NCUI) National Cooperative Development Corporation (NCDC), and the National Agriculture Cooperative Marketing Federation of India (NAFED).
- ii. 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%). iii The NCCF has been functioning with its Head Office at New Delhi with 29 branches located in various parts of the country. It has a industrial unit located at Bhiwani (Haryana) & a industrial plot at Mohali.
- iii. The Sales Turnover achieved by the NCCF during the year 2017-18 was Rs. 874.51 crores as against Rs. 791.92 crores during the year 2016-17. The bulk of the sales related to supply of grocery and general merchandise items.
- iv. The turnover of NCCF and its profitability during the last three years is as under:-

(Rs. In Crores)

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





*fssai* and  marks

give you security

...that the water you  
buy is of good quality !

Select the right price.  
Never pay over  
**Maximum Retail Price**  
(Including all Taxes)



**Department of Consumer Affairs**  
Ministry of Consumer Affairs, Food and Public Distribution  
Govt. of India, Krishi Bhawan, New Delhi - 110001  
[www.consumeraffairs.nic.in](http://www.consumeraffairs.nic.in)

@consaff | @jaggrahakjago

Online Complaints : [www.consumerhelpline.gov.in](http://www.consumerhelpline.gov.in)



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

## CHAPTER-7

### QUALITY ASSURANCE AND STANDARDS

#### BUREAU OF INDIAN STANDARDS

##### 7.1 GENERAL

The Bureau of Indian Standards was set up as a statutory organization under the Bureau of Indian Standards Act, 1986 by taking over the assets and liabilities of the Indian Standards Institution (ISI) that came into existence in 1947. The Bureau has its Headquarters in New Delhi. It has a network of 5 regional offices, 33 branch offices and 8 laboratories.

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



*Second meeting of Governing Council of BIS held on 20 December 2018*



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:

## **7.2 STANDARDS FORMULATION**

BIS formulates need based Indian Standards in line with National priorities. During 01.01.2018 - 31.03.2019, 1138 Standards (new and revised) were formulated.

BIS also harmonizes National standards with International standards in order to facilitate adoption of International standards by industry and thereby facilitating trade. Upto 31 March 2019, 5812 Indian Standards have been harmonized with International Standards, which is more than 86% of standards where corresponding ISO/IEC Standards exist. Existing Indian Standards are reviewed, once in five years. Also a total number of 5927 Standards were reviewed during 01.01.2018 – 31.03.2019. The total number of standards in force, as on 31 March 2019 was 20178.

## **INTERNATIONAL ACTIVITIES**

### **International Participation:**

BIS, in its capacity as the National Standards Body of India, represents India in International Organization for Standardization (ISO) and through the Indian National Committee of IEC in International Electrotechnical Commission (IEC). It is actively involved in development of International Standards in its capacity as Participating (P) member or Observer (O) member on various Technical Committees and Sub-Committees and nominating technical experts in various Working Groups of these organizations. BIS also participates in various policy-making committees of these international standards bodies and holds the secretariat of some of the ISO Committees dealing with subjects that are of interest to India. BIS (India) assumed the responsibilities of Secretariat of ISO/TC 146/SC 1 “Air Quality – Stationary Source Emissions” in September 2018. As on 31 March 2019, BIS is member of ISO Council and IEC Standardization Management Board (SMB), Participating (P) member in the three Policy Development Committees (CASCO, COPOLCO and DEVCO) of ISO, 456 Technical Committees/Subcommittees of ISO and 91 Technical Committees/Subcommittees of IEC, and an O-member in 204 Technical Committees/Subcommittees of ISO and 77 Technical Committees/Subcommittees of IEC.

Indian delegation participated in the ISO General Assembly and related meetings held during 24<sup>th</sup> – 28<sup>th</sup> September, 2018 at Geneva, Switzerland; and IEC General Meetings 2018 held during 22<sup>nd</sup> - 26<sup>th</sup> October 2018 at Busan, South Korea.

As Convenor of DEVCO WG 2 ‘Sharing Resources to Enhance NSB Capabilities in the Development and Use of Standards’, DG BIS participated in the DEVCO CAG (Chairman Advisory Group) meeting on 22<sup>nd</sup> March 2019 through the web.

BIS (India) hosted the following international meetings during April – December 2018:

- 33<sup>rd</sup> Plenary meeting of ISO/IEC JTC 1/SC 7 ‘Software and System Engineering Subcommittee’ and its Working Groups during 6<sup>th</sup> - 11<sup>th</sup> May 2018 in New Delhi.
- Plenary meeting of ISO/TC 157 ‘Non-systemic contraceptives and STI barrier prophylactics’ and its subcommittees along with Working Groups during 17<sup>th</sup> – 20<sup>th</sup> Sept 2018 in Chennai
- Plenary meeting of ISO/TC 120 ‘Leather’ and its subcommittees along with Working Groups during 29<sup>th</sup> -31 Oct 2018 in Chennai
- 4<sup>th</sup> Plenary Meeting of IEC Systems Committee on Smart Cities during 10<sup>th</sup> – 14<sup>th</sup> Dec 2018 in Varanasi

#### **Bilateral and Regional Collaboration Programmes:**

BIS is also actively involved in Regional and Bilateral Cooperation Programmes pertaining to standardization, testing, certification, training etc. Presently, BIS has 30 MoUs and 07 BCAs signed with National Standards Bodies of other countries. During this period, MoUs with the National Standards Bodies of Ghana and Greece i.e. The National Quality Infrastructure System/ the Hellenic Organization for Standardization (NQIS/ELOT) and Ghana Standards Authority (GSA) respectively were signed.

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). DG BIS currently holds the Chairpersonship of SARSO Governing Board. BIS participated in the 7<sup>th</sup> meeting of SARSO Governing Board and 6<sup>th</sup> meeting of SARSO Technical Management Board held during 21<sup>st</sup> – 23<sup>rd</sup> Nov 2018 in Kathmandu, Nepal and 41<sup>st</sup> meeting of Pacific Area Standards Congress held during 14<sup>th</sup> - 18<sup>th</sup> May 2018 in Okayama, Japan.

### **7.3 PRODUCT CERTIFICATION**

#### **(i) Certification of Domestic Products:**

BIS operates a Product Certification Scheme under the Bureau of Indian Standards Act, 2016 and the Rules there under and BIS (Conformity Assessment) Regulations, 2018. Presence of Standard Mark (popularly known as ISI mark) on a product indicates its conformity to the relevant Indian Standard. Before granting license to any manufacturer, BIS ascertains the availability of required infrastructure and capability of the manufacturer to produce and test the product

conforming to the relevant Indian Standard. Samples drawn from the production line as well as from the market are tested in BIS laboratories/recognized independent laboratories to ensure conformance of the product to the relevant Indian Standard. BIS also conducts surveillance visits to ensure conformance of licensees' products to the relevant Indian Standard. The certification scheme is voluntary in nature, except for 136 product standards that have been made mandatory by the Central Government on considerations of health and safety of the consumer. During 01 January 2018 – 31 March 2019, 5321(1241\* +4080# ) new licences were granted, which include 20 (02\* + 18# ) 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 966. The total number of operative licences held by domestic manufacturers as on 31 March 2019 was 34484.

#### **(ii) Foreign Manufacturers Certification Scheme (FMCS)**

BIS has been operating separate Scheme for foreign manufacturers since year 2000. Under this Scheme, foreign manufacturers can seek certification from BIS for use of BIS Standard Mark on their product(s). During 2018-19 (up to March 2019), 136 licences have been issued under FMCS, taking the total number of operative licences to 874 for 97 Indian Standards. The licences granted cover various products such as steel & steel products, cement, electric cables, tyres & tubes for automobile vehicles, plastic/glass feeding bottles, switchgear products, plugs & socket-outlets and switches, HDPE & UPVC Pipes, infant formula, electrical energy meters, caustic soda, electrical appliances, float glass, mineral water etc. in around 51 countries across the world.

#### **(iii) Registration Scheme for Self-Declaration of Conformity (S-DoC)**

The Ministry of Electronics and Information Technology (MeitY), then known as Department of Electronics & Information Technology (DeitY), in consultation with BIS, notified '**Electronics and Information Technology Goods (Requirements for Compulsory Registration) Order, 2012**' on 3 October 2012 mandating Compulsory Registration from BIS for 15 Electronics and Information Technology product categories based on its safety compliance to Indian Standards.

A second Order was notified on 13 November 2014, bringing 15 more electronics and Information Technology products under the ambit of the Scheme. Indian Language Support for Mobile Phones was mandated by MeitY vide notification dated 24 October 2016.

Scope of two existing products was expanded and 11 new product categories were added under the scheme by MeitY vide notification dated 23 August 2017.

Ministry of New and Renewable Energy (MNRE) also has notified Solar Photovoltaics, Systems, Devices and Components Goods (Requirements for Compulsory Registration) Order, 2017 for 5 product categories through notification dated 05 September 2017.

The Compulsory Registration Scheme is being operated by BIS.

The introduction of this Scheme is an alternative mechanism to the Compulsory Certification to facilitate growth of fast growing sectors like IT and protect consumers from spurious and substandard products manufactured in India or abroad.

The Scheme envisages that no person shall manufacture or import or sell or distribute goods which do not conform to the Specified Standards and do not bear the Standard Mark along with the Registration number.

The major products under the Scheme are:

- LED fixtures, lamps, drivers, Flood Lights, Hand lamps, and Lighting Chains
- Recessed LED Luminaries, LED Luminaires for Road and Street lighting, Luminaires for Emergency Lighting
- Mobile phones, portable power banks, smart watches
- Rechargeable cells/batteries
- UPS and invertors of capacity 10 kVA and below
- Microwave ovens
- Plasma/LCD/LED TVs/Visual display units/monitors
- Adapters for IT, AV, electronic products and household and similar electrical appliances
- Point-of-sale terminals, ADP machine
- Laptop/notebook/tablet
- Printers and plotters, photocopiers, scanners
- Set top box
- CCTV Cameras/CCTV Recorders
- USB driven Barcode readers, barcode scanners, Iris scanners, Optical fingerprint scanners
- Solar Photovoltaic Modules

The first Registration was granted by BIS on 12 June 2013. As on 31 March 2019, BIS has granted 17251 registrations to manufacturers located in various countries.

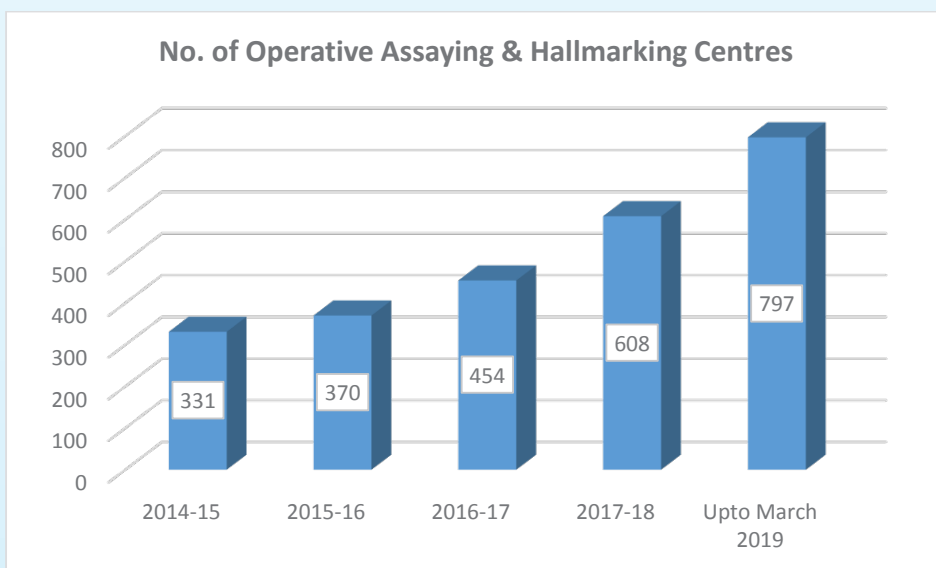
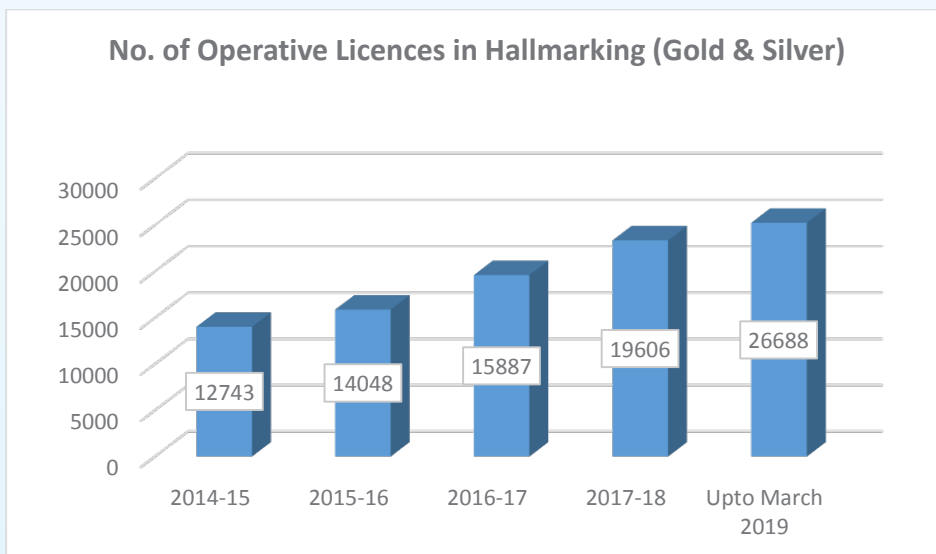
#### **(IV) HALLMARKING SCHEME OF GOLD/SILVER JEWELLERY**

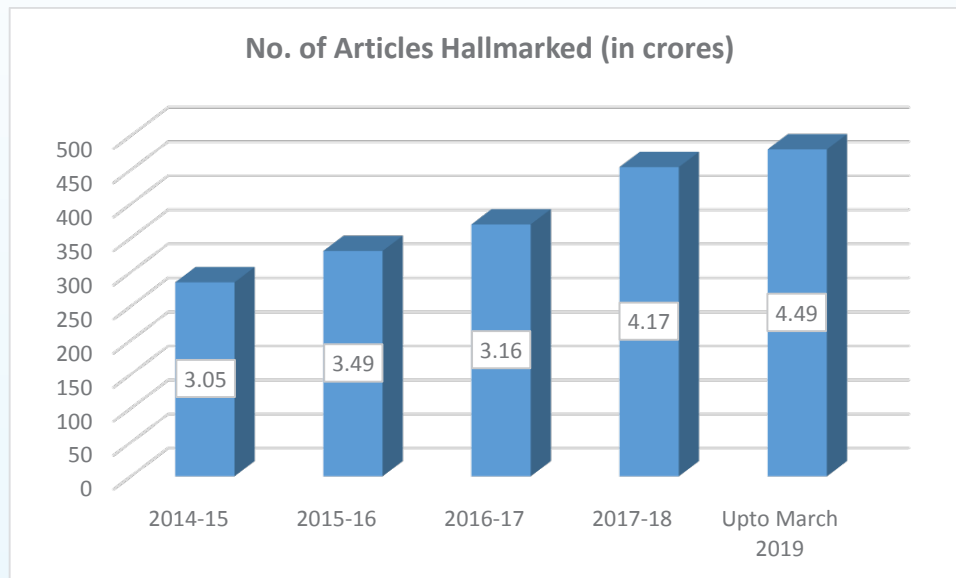
##### **(a) Hallmarking of gold/silver jewellery/artefact**

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 licence to sell hallmarked jewellery, Assaying & Hallmarking centres are recognized to assay the purity of the jewellery submitted by the licensed 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 1 Jan.2018 to 31 March 2019, number of hallmarking licence have grown from 22708 to 26688 while the number of BIS recognized Assaying and Hallmarking centres have increased from 569 to 797. During the same period 4.49 crore articles of gold and silver jewellery/ artefacts have been hallmarked.





### **(b) 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 25 licences have been granted to refineries/ India Government Mint for Gold bullion and coin as on 31 March 2019.

### **(c) 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.

### **(d) 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 year, 57 such jewellers' awareness programmes were organized.



### (e) 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, for infrastructural building assistance, has been provided to one Assaying & Hallmarking centre at locations of silchar, Assam. Under the capacity building, eight programmes have been organized for training of artisans, three programme have been organized for Assaying & Hallmarking personal Training and two programme for training of BIS officers were organised.

### 7.4 MANAGEMENT SYSTEMS CERTIFICATION

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

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

1. Quality Management System (QMS) Certification Scheme as per IS/ISO 9001
2. Environmental Management System (EMS) Certification Scheme as per IS/ISO 14001
3. Occupational Health and Safety Management System (OHSMS) Certification Scheme as per IS 18001and IS/ ISO 45001
4. Hazards Analysis and Critical Control Point (HACCP) Scheme as per IS 15000
5. Food Safety Management System (FSMS) Certification Scheme as per IS/ISO 22000
6. Service Quality Management System (SQMS) Certification Scheme as per IS 15700
7. Energy Management System (EnMS) Certification Scheme as per IS/ISO 50001
8. Medical Devices Quality Management Systems (MDMS) Certification Scheme as per IS/ ISO 13485
9. Social Accountability Management Systems (SAMS) as per IS 16001

In the year 2018-19, three new schemes were added to the portfolio of Management Systems Certification:

- Ready Mixed Concrete Certification Scheme as per ISO 9001 and IS 4926
- Road Traffic Safety Management Systems Certification Scheme as per IS/ISO 39001
- Integrated Milk Certification Scheme for Packaged Pasteurized Milk as per IS 13688 along with ISO 22000

BIS has also developed Adventure Tourism Safety Management System Certification Scheme as per IS/ISO 21101: 2014. BIS has collaborated with Adventure Tour Operators Association of India for certification of Adventure Tourism Safety Management System for the benefit of adventure tourism community at large.

The Quality Management Systems Certification Scheme and the Environmental Management Systems Certification Scheme have been accredited by National Accreditation Board for Certification Bodies (NABCB) against the standard ISO/IEC 17021. Re-accreditation up to 15 March 2021 has been granted by NABCB for 24 scope sectors in Quality Management Systems Certification and for five scope sectors in Environmental Management Systems Certification. An application has been submitted for accreditation of Food Safety Management Certification Scheme as per ISO/IEC 17021-1: 2015 with additional criteria ISO/TS 22003.

This year we have launched the module for online empanelment of auditors and online submission of application on manakonline. This is a big step which will help to expand the pool of competent external auditors for operation of Management System Certification.

An Auditors Book has been developed as a reference material to update the existing auditors and as a guidance for aspirants to become auditors of BIS.

In addition, BIS has taken steps to provide uniform cost of certification to all our clients. The fee structure for the Management Systems certification was revised. All applicants/licensees are now required to make travel arrangement for auditors for a maximum, distance of 250kms. This revised fee structure would enable BIS to nominate competent auditors from anywhere in India without any additional financial burden on the client. This is unique to BIS and no other certification agency would be able to offer this. Today from Kashmir to Kanyakumari, cost of BIS certification does not vary.

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

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

## 2. Food storage/ warehouse/ cold storage

As on 31 March 2019, a total of 1284 operative licences exist under Management Systems Certification schemes being operated by BIS.

### 7.5 LABORATORY

BIS has established eight laboratories. The Central Laboratory was started in 1962. Subsequently, four regional laboratories at Mohali, Kolkata, Mumbai and Chennai and three branch office laboratories at Patna, Bangalore and Guwahati were established. The purpose of establishing BIS laboratories is to support various conformity assessment schemes of BIS which require testing of products for quality evaluation against the respective Standards. The BIS laboratories have facilities for testing of products in the fields of Chemical, Microbiological, Electrical and Mechanical disciplines.

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 for its own purpose. The scheme is based on ISO/IEC 17025, which is in line with the norms adopted by the NABL.

There are 239 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.

New testing facility for mineral oil content in packaged drinking water and packaged natural mineral water has been developed at Southern Regional Laboratory, Chennai.

Partial testing facilities for chemical and microbiological parameters of packaged drinking water and packaged natural mineral water and testing facilities for carbon black content and dispersion for polyethylene products have been created at Eastern Regional Laboratory, Kolkata.

New testing facilities for pressure sensitive adhesive insulating tapes, acetic acid and aniline have been developed at Central laboratory, Sahibabad.

Northern Regional Laboratory, Mohali has developed new testing facilities for portland cement clinker, fly ash bricks, cement bonded particle board, HDPE containers, flexible packs for packing of Vanaspati and steel tubes for automotive purposes.

Bangalore Branch Laboratory has created partial testing facilities for LED Luminaires and electronic control gear for LED modules and upgraded testing facilities from partial to complete for aluminium conductors for overhead transmission, Polyethylene pipes for irrigation, polyethylene

water storage tanks and surgical rubber gloves.

Western Regional Laboratory, Mumbai has created testing facilities for electrical food mixers, conduits for electrical installation and upgraded testing facilities from partial to complete for PVC and XLPE Insulated cables.

Guwahati branch laboratory has upgraded testing facilities for mechanical parameters for asbestos cement products.

## **7.6 CONSUMER AFFAIRS ACTIVITIES IN BIS**

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

**Programmes under the following categories have been conducted:**

- i) Consumer Awareness Programmes:** For promoting the concept of standardization, certification and to create quality consciousness among consumers, awareness programmes are organized on a regular basis through various Regional Offices and Branch offices of BIS. During 01 Jan. 2018 to 31 March 2019, 213 such programmes were organized by Regional Offices / Branch offices throughout the country.
- ii) Industry Awareness Programmes:** To propagate the concept of standardization, product certification, management systems certification and other BIS activities amongst Industries, 96 Industry Awareness Programmes were conducted during the period 01 Jan. 2018 to 31 March 2019. The programme consisted of lectures and discussions. Standards relating to specific industrial sectors, depending on concentration of industries in the area were also highlighted, during such programmes.
- iii) Educational Utilization of Standards (EUS) Programmes:** BIS organizes programmes for students and faculty of colleges and technical institutes to inculcate amongst the young students the concepts and benefits of standardization. During the period 01 Jan. 2018 to 31 March 2019, BIS organized 51 EUS Programmes.

### **World Standards Day:**

World Standards Day' is celebrated throughout the world every year to pay tribute to the collaborative efforts of the thousands of experts worldwide who develop the voluntary technical documents that are published as international standards.

Bureau of Indian Standards (BIS), the National Standards Body of India, celebrated the World Standards Day by arranging Seminars/Conferences at various locations in the country on

the theme identified by International Organization for Standardization (**ISO**), International Electrotechnical Commission (**IEC**) and International Telecommunication Union (**ITU**).

The theme for this year was:

### 7.7 “INTERNATIONAL STANDARDS AND THE FOURTH INDUSTRIAL REVOLUTION”

This year BIS) has celebrated the event across the country in its branches and regional offices. Four curtain raiser seminars were held in premier educational institutions on the various facets of Industrial Revolution 4.0:

Smart Energy Storage	:	Indian Institute of Science, Bangalore
Smart Manufacturing and Blockchain	:	IIT - Bombay
Green technology and Sustainability	:	IIT- Guwahati.
5G Communication- Driving the Future	:	IIT- Kanpur

The culmination of these series of seminar took place with a seminar at Delhi on 15 November 2018 which encompassed technical session and panel discussion on topics related to the theme of the World Standards Day. The event was inaugurated by Shri Ram Vilas Paswan, Hon’ble Minister, Ministry of Consumer Affairs, Food and Public Distribution, Govt. of India, in the presence of Hon’ble Minister of State for Consumer Affairs Food and Public Distribution, Govt. of India, Shri C.R. Chaudhary.



*World Standards Day celebration on 15 November 2018 at BIS, New Delhi*

- i) **Citizen Charter:** Citizen's Charter has been developed detailing the activities of Bureau of Indian Standards (BIS) and the assured time norms within which BIS endeavours to deliver the services. Citizen's Charter is implemented and is being monitored.
- ii) **Public Grievance Related Activity:** BIS receives complaints/grievances on products certified by BIS, services rendered by BIS and procedural aspects of BIS through mail, hard copy, web portal and mobile app which are analysed, recorded, investigated, redressed and disposed. Further, BIS also receives consumer grievances through CPGRAMS Portal. Actions are taken on the CPGRAMS and the action taken report is uploaded for information of the consumer. During the period 01 Jan. 2018 to 31 March 2019, 186 Product Quality Complaints, 130 Miscellaneous Complaints, 277 CPGRAMS grievances have been received. During this period 140 Product Quality complaints, 145 miscellaneous complaints and 264 CPGRAMS grievances have been disposed.
- iii) **Enforcement:** The BIS Standard Mark (ISI Mark / Hallmark) is a mark of quality. Consumers as well as the organized purchasers prefer ISI marked products. During the period, 01 Jan. 2018 to 31 March 2019, BIS carried out 135 successful search and seizures all over the country on the firms which were indulging in the misuse of BIS Standard mark, based on 162 complaints received through various sources. BIS issued press releases pertaining to the enforcement raids for giving wide publicity with the intention to create awareness among the consumers about the unscrupulous manufacturers misusing the BIS Standard Mark.

## 7.8 TRAINING SERVICES

National Institute of Training for Standardization (NITS), the training arm of Bureau of Indian Standards is located at Sector-62, Noida. The Training Institute is equipped with four well developed Training Halls, an Auditorium, Library and a hostel having 48 air-conditioned rooms, a Dining Hall, Recreation Hall and an air-conditioned Gym.

In addition, the training to industry and BIS officials, three International Training Programmes (Management Systems, Standardization and Quality Assurance and Laboratory Management Systems) for developing countries are also conducted at NITS under the ITEC scheme of MEA, Govt. of India.

### i) **8<sup>th</sup> International Training Programme on Laboratory Quality Management Systems for Developing Countries during FY 2017-18**

The 8<sup>th</sup> International Training Programme on 'Laboratory Quality Management Systems', was organized during 05 February- 23 February 2018, was attended by 33 participants from 24 developing countries with the financial support from Ministry of External Affairs, Government of India under the ITEC scheme.

**(ii) 15<sup>th</sup> International Training Programme on Management Systems for Developing Countries during FY 2018-19**

The 15<sup>th</sup> International Training Programme on 'Management Systems', was organized during 10 Sept - 04 October 2018, was attended by 34 participants from 21 developing countries with the financial support from Ministry of External Affairs, Government of India under the ITEC scheme.



**(iii) 51<sup>st</sup> International Training Programme on Standardization & Quality Assurance for Developing Countries during FY 2018-19**

The 50<sup>th</sup> International Training Programme on 'Standardization and Quality Assurance', was organized during 22 October - 14 December 2018, was attended by 31 participants from 31 developing countries with the financial support from Ministry of External Affairs, Government of India under the ITEC scheme.





**(iv) 9<sup>th</sup> International Training Programme on Laboratory Quality Management Systems for Developing Countries during FY 2018-19**

The 9<sup>th</sup> International Training Programme on 'Laboratory Quality Management Systems', was organized during 04 February- 22 February 2019, was attended by 32 participants from 22 developing countries with the financial support from Ministry of External Affairs, Government of India under the ITEC scheme.

**(v) Training Programmes for Industry during FY 2018-19**

During the period 1 Jan. 2018 – 31 December 2018, the National Institute of Training for Standardization (NITS) organized 68 off-Campus programmes and 119 open on-campus programmes including four Consumer Awareness programmes for Consumer protection organizations for 3460 Participants from Industry and Consumer Protection Organizations. In addition, 3 programmes for technical committee members and a training programme on "Solid and Liquid Waste management" was organized in Dec. 2018 for the DM Office Etawah UP Govt. etc.

The following main training programmes were conducted for Industries:

1. Lead Auditor Course on Quality Management Systems as per IS/ISO 9001:2015
2. Awareness & Internal Audit on QMS as per IS/ISO 9001:2015
3. Lead Auditor Course on Environmental Management Systems as per IS/ISO 14001 : 2015
4. Awareness & Internal Audit on EMS as per IS/ISO 14001:2015
5. Lead Auditor Course on Occupational Health & Safety Mgmt System as per IS 18001:2007
6. Internal Audit Training Course on OHSMS as per IS 18001:2007
7. Internal Audit Training Course on IMS (Integrated QMS, EMS, OHSMS)
8. Transition Course on Food Safety Management System as per IS/ISO 22000:2018
9. Training programme on Service Quality Management Systems as per IS 15700:2005
10. Awareness on Energy Management Systems IS/ISO 50001
11. Laboratory Quality Management and Internal Audit as per IS/IEC/ISO 17025
12. Transition to training programme on Laboratory Quality Management as per IS/IEC/ISO 17025:2017
13. Medical Laboratories Quality Systems and Internal Audit as per IS/ISO 15189
14. Measurement Uncertainty
15. Integrated Training Programme on Measurement Uncertainty & Inter Lab Comparison- Proficiency Testing.
16. Awareness Training programme on " Solid liquid waste management ".

17. Inter Lab Comparison / Proficiency Testing and Evaluation of Scores
18. Certification Procedures for BIS Applicants
19. Operation of Product Certification Marks Scheme for Licensees
20. Product Specific training for testing of Cement, Packaged drinking water etc.



*Training programme on Operation of Product Certification Procedures for BIS licensees/ applicants on 27 November 2018 at Bhopal.*

#### **(iv) Training Programmes for BIS Employees during FY 2018-19**

During the period 1 Jan.2018 – 31 March 2019, 36 programmes were exclusively organized for 1047 BIS officials , which included the following:

1. Transition Training Programmes as per IS/ISO/IEC 17025:2017 organized at NITS, Noida
2. Laboratory Quality Management System and Internal Quality Audit as per IS/ISO/IEC 17025 organized at ERO, Kolkata
3. Transition Training Programme on QMS as per IS/ISO 9001:2015 at NITS, Noida
4. Skills Enhancement Training of Member Secretaries at NITS, Noida
5. Training on Immediate Life Support by First Responder at BIS HQs
6. Refresher Course on Standardization/Skill Enhancement training of Member Secretaries organized at NITS, Noida
7. Refresher Course for Lab Officers organized at NITS, Noida
8. Product Certification and testing of cement for BIS employees conducted at NRO, Chandigarh

9. Transition Training Programme on EMS as per IS/ISO 14001 at ERO, Kolkata
10. Training programme on CCS Conduct Rules, Leave Rules, LTC, TA Rules, Medical Rules, GFR, Pay fixation, MACP, pension, Establishment Rules and office procedures (Gr. B & C) at SRO, Chennai
11. Transition course on OHSMS organized at NITS, Noida
12. Training Programme on Measurement Uncertainty held at ERO, Kolkata
13. Training programme on Road Traffic Management Systems conducted at NITS, Noida
14. Training of Trainer programme on Hallmarking at WRO, Mumbai
15. Training Programme on Preventive vigilance, Departmental inquiry and disciplinary cases at WRO, Mumbai
16. Orientation training programme for Young Professionals at NITS, Noida
17. Transition to FSMS as per ISO 22000:2018 organized at NITS, Noida
18. Training Programme on “Skill Enhancement including soft skills” for Private Secretary at NITS, Noida
19. Refresher course on product certification for Gr. A officers organized at ERO, Kolkata
20. Training of SO/PS for LDCE exam 2018 organized at NITS, Noida
21. Refresher course on Standardization for Gr. B&C employees at NITS, Noida
22. Training programme on ‘Managing Change’ for Gr. A officers at NITS, Noida.



*Training programme for “Road Traffic Safety Management Systems”  
on 27-29 July 2018 at NITS Noida.*

#### (v) New Programmes developed by NITS

1. Training on Immediate Life Support by First Responder.
2. Awareness Training programme on "Solid and liquid waste management.
3. Why Quality Initiatives Fail.
4. Training programme on Road Traffic Safety Management Systems.
5. Management Systems for Educational Organizations.
6. Training Programme on "Skill Enhancement including soft skills"
7. Integrated Training Programme on Measurement Uncertainty & Inter Lab Comparison-Proficiency Testing.
8. Training programme on Managing Change.
9. Orientation programme for Diploma & Science Graduates at NITS, Noida.
10. Orientation training programme for Young Professionals.

#### 7.9 INFORMATION TECHNOLOGY

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

- a) A new BIS website has been launched by **Shri Ram Vilas Paswan, Hon'ble Minister for Consumer Affairs, Food and Public Distribution, Govt. of India**, on World Standards Day Celebration on 15 Nov 2018. This website has been developed in house in accordance with Guidelines for Indian Government Website (GIGW). The website is hosted on NIC cloud.

Websites have also been launched for International conference on Smart City Standardization and Meetings of ISO/TC 120 - Leather & its subcommittees. These websites facilitated in information dissemination regarding the events, registration process, contact points, etc.

- b) The software for managing Standard Formulation activity has been enhanced based on the feedback received from various stakeholders. This software automates all the stages involved in the formulation of standards and their amendments. It enables outside users to easily search relevant Indian Standards, to submit their comments on any published Indian Standard or document in wide circulation online.
- c) An integrated web portal is being developed by CDAC, Noida to automate the major activities of BIS. The first phase of the project for product certification scheme was launched on 15 May 2017. This portal enables applicants/licenses to apply for new licence, renewal, inclusion, payment of fees, etc., online. BIS can process these requests and communicate

their decision online. The portal has been upgraded based on user friendliness and their feedbacks. Continuous support is being extended to all licensees/applicants. The modules regarding foreign manufacturer certification, management system certification, hallmarking and related consumer affairs activities are under testing.

- d) A portal has been launched for International Training Programme (ITP) participants/ alumni. This portal facilitates ITP participants/alumni to register themselves, view details of other alumni, view/comment/reply on discussion forums, etc. The National Institute of Training for Standardization (NITS) has been given the administrative facility to add/edit alumni details, approve new registration requests, add/edit topics in discussion forum, view/comment/reply on discussion forums, etc.
- e) An android mobile app (BIS CARE) is operational for lodging complaints from smart phones. This app has been upgraded to make it user friendly and efficient. This app is downloadable from google and m-seva app store.
- f) A BIS blog has been created to post information on specific topics/schemes of BIS and user friendly interaction with stakeholders.
- g) A portal for displaying the heritage of BIS has been developed.
- h) A video conferencing facility (WebEx) has been implemented in BIS.
- i) A 50 Mbps leased line has been commissioned in BIS-HQ to further strengthen the bandwidth.
- j) A knowledge sharing Interface has been launched for BIS employees to access documents/ details of Technical Lectures, presentations, speeches, consumer awareness programs and other relevant events held in BIS. It also enables BIS to display the selected events in public domain.

#### **7.10 PUBLIC RELATIONS**

To publicize ISI mark and Hallmark amongst common consumers, a number of publicity activities are undertaken by BIS. During the current year from 1 January 2018 to 31 March 2019, an amount of Rs 16.763 crore has been spent on publicity, out of which the expenditure on print, electronic, outdoor and Digital media was Rs 0.993 crore, Rs 6.38 crore, Rs 7.49 crore and Rs.1.9 crore respectively.



**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](http://www.ncdrc.nic.in)**

**National Consumer Helpline :  
1800-11-4000 (Toll Free)**  
**Online Complaints :  
[www.consumerhelpline.gov.in](http://www.consumerhelpline.gov.in)**

  
**@consaff**  
**@jagograhaakjago**



**Department of Consumer Affairs**  
Ministry of Consumer Affairs,  
Food and Public Distribution  
Govt. of India  
Website : [www.consumeraffairs.nic.in](http://www.consumeraffairs.nic.in)

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



**INVITES CREATIVE MINDS  
to make...**

# Mascot, Jingle & Video Clips

**for Creating Consumer Awareness  
for 'Jago Grahak Jago' campaign**

## Mascot

A striking visual icon that can be instantly recognised as that of a smart, aware and alert consumer

1st Prize : Rs. 50,000  
2nd Prize : Rs. 25,000  
3rd Prize : Rs. 10,000

## Jingle

3 to 5 minutes duration with catchy lyrics set to memorable music that takes the concept of consumer awareness further


1st Prize : Rs. 25,000  
2nd Prize : Rs. 20,000  
3rd Prize : Rs. 15,000

## Video Clips

Maximum duration of 2 minutes, to be uploaded on Youtube, that enhances awareness of consumer rights and grievance redressal mechanisms

1st Prize : Rs. 50,000  
2nd Prize : Rs. 30,000  
3rd Prize : Rs. 20,000

### SUBMISSION OF ENTRIES

- ❖ Entries are to be submitted to the **Creative Corner** section of  [www.mygov.in](http://www.mygov.in)
- ❖ **The Contest is open to all citizens of India upto the age of 28 years only**
- ❖ Terms & conditions and the technical parameters for submission of entries are given on MyGov and the Department's website [www.consumeraffairs.nic.in](http://www.consumeraffairs.nic.in)
- ❖ **The last date for submission of entries is 28.07.2017**
- ❖ The entries should be original work of participants and must not infringe the Intellectual Property Rights of any third party

For details, please visit [www.mygov.in](http://www.mygov.in) or [www.consumeraffairs.nic.in](http://www.consumeraffairs.nic.in)



Department of Consumer Affairs  
Ministry of Consumer Affairs,  
Food and Public Distribution  
Govt. of India, Krishi Bhawan, New Delhi-110001  
Website : [www.consumeraffairs.nic.in](http://www.consumeraffairs.nic.in)



@consaff  
@jagograhakjago

National Consumer Helpline  
1800-11-4000 or 14404 (Toll Free)  
Online Complaints  
[www.consumerhelpline.gov.in](http://www.consumerhelpline.gov.in)



## 8. NATIONAL TEST HOUSE

- The National Test House (NTH) is a premier test and quality evaluation laboratory for industrial, engineering and consumer products under the administrative control of the Government of India since the year 1912. This more than a century old Scientific and Technological Organization was established originally by the Indian Railway Board as a captive test and quality evaluation laboratory (originally known as Government Test House) at Alipore, Kolkata with a view to examine the quality of various products meant to be used by the Indian Railways. The first regional laboratory was set up by NTH in Mumbai in the year 1963 and subsequently at Chennai (1975), Ghaziabad (1977), Jaipur (1994) and Guwahati (1996).
- The National Test House works in the field of Testing, Evaluation and Quality Control of various engineering materials and finished products and calibration of measuring equipment/instruments and devices. To be precise, the NTH issues test certificates in scientific & engineering fields to certify conformity to national/international specifications or customer standard specifications.
- Over the years with its competent and experienced scientists, NTH has been able to widen its scientific services and presently it is providing services in the field of testing and quality evaluation of Industrial and consumer products, calibration and measurement of machineries and devices, imparts training to industry professionals as well as doing research and development on test methodologies and standardization through its regional laboratories at Kolkata, Mumbai, Chennai, Ghaziabad, Jaipur and Guwahati. In the development of indigenous industries to build up a new generation India, National Test House serves as a vital bridge between industrial research and marketable products ensuring conformance to strict quality control.

### DETAILS OF STAFF STRENGTH AS ON 31.03.19

**Name of the Ministry / Department: Consumer Affairs**

**Office/Organisation: National Test House**

	<b>Gazetted</b>	<b>Non-Gazetted</b>	<b>TOTAL</b>
<b>Sanctioned</b>	201	514	715
<b>Actual</b>	137	265	402



### **8.1 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 Region of NTH and in Mechanical area in Western Region of NTH & Mechanical, Electrical & Thermal areas in Southern Region of NTH.

### **8.2 CREATION OF TEST FACILITY:**

#### **NTH (ER) has included following new test facilities:**

- Testing facility for LED lamps and Luminaire's using Goniophotometer with Spectroradiometer installed at NTH(ER), Kolkata. This facility is available at NTH(ER), Kolkata, the only laboratory under direct control of Govt. of India. With this facility, maximum size of floodlights, luminaries up to 2000 mm in diagonal length can be tested as per IS, CIE specifications. Photometric, Colour & Electrical properties can also be ascertained. Also, Safety Testing of LED Lamps & Illuminations have been created and entire scope covered and assessed by NABL on 22&23.12.2018.

#### **NTH (NWR) has included following new test facilities under BIS scope :**

- Coarse and Fine Aggregate for concrete.
- Sanitary Napkins.
- Poly ethylene pipes for irrigation laterals.
- Packaged Natural Mineral Water.
- Containers for packaging of Natural mineral water and packaged drinking water.
- Adhesives for use with Ceramic and Mosaic tiles.

**NTH (NWR) has included following new test facilities under NABL scope:**

- Ceramic Tiles
- Adhesive for use with ceramic and mosaic tiles
- Hollow and Solid Concrete Blocks
- Autoclaved Cellular (Aerated) Blocks
- Fibre cement flat sheet.
- Containers for Packaged Drinking Water.
- Winding wires – Aluminium / Copper (including round, rectangular, enamelled / insulated/ paper covered)
- Coal, Pet coke, Anthracite, Lignite and Bitumen
- Enamel Paint
- Food Packaging Materials
- 2,4-D, Isoproturon, PAH And PCB for Packaged Drinking Water/ Packaged natural mineral water.

**NTH (SR) has created the following new test facilities at their branch:-**

- Zero Halogen Test Apparatus used for determination of acidity (pH measurement) and conductivity of the combustion of materials taken from electric or optical fibre cable constructions as per IEC 60754-2.
- Complete test facility (Except Combustion Test) for Domestic Gas stoves for use with Liquefied Petroleum Gases, IS 4246: 2002 has been started at NTH(SR).

**NTH (NR) has created the following new test facilities at their branch:-**

- SMC boards and distribution boxes test facility by Electrical discipline
- Conductors test facility for distribution system.
- Onsite testing facility for transformers up to 10 MVA.
- Test facility for TAN and TBN in Transformer oil by chemical lab.
- Test facility for moisture analysis in Transformer oil by Chemical lab.
- Calorific value of coal test facility is developed by chemical lab.

### **8.3 PHYSICAL ACHIEVEMENTS:**

#### **8.3.1 Under Land & Building**

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

NTH(WR) , Mumbai was suffering from the acute space shortage and was unable to

expand further. With a view to create more space for expansion of the existing Test Facilities , Construction of the G+4 Phase-II Building at NTH(WR) , Mumbai was conceived during 12<sup>th</sup> Five Year Plan. An estimate of Rs.25.26 crore was submitted by the CPWD(WZ) , Mumbai and the same was approved by the SFC. The building may be completed and handed over during the current financial year ( as informed by CPWD(WZ)-Mumbai).



## 2. On-going Construction of Impulse Voltage Laboratory at NTH(SR) , Chennai.

Construction of the Impulse Voltage Laboratory at NTH(SR) , Chennai was conceived during the 12<sup>th</sup> Five Year Plan with a view to Create Facilities for Testing of High Voltage Line Materials at NTH(SR) , Chennai. CPWD had submitted an estimate of Rs. 6.62 crore and the same was approved by SFC. The construction process initiated during the year 2014-15. The building is expected to be completed by the current financial year (as informed by CPWD).



#### 8.4 EXPENDITURE (SCHEME & NON-SCHEME) INCURRED AT NTH (WITH PREVIOUS TWO YEARS) ARE AS FOLLOWS:-

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

Sl. No	2016-17 (Up to 31 <sup>st</sup> March, 2017)			2017-18 (Up to 31 <sup>st</sup> March, 2018)			2018-19 (Up to 31 <sup>st</sup> Mar, 2019)		
	Scheme	Non-Scheme	Total	Scheme +MW	Non-Scheme	Total	Scheme +MW	Non-Scheme	Total
1	985.02	3296.96	4281.98	1721.58	3447.44	5169.03	2205.83	4503.90	6709.73

#### 8.5 PERFORMANCE:

##### 8.5.1 Revenue Earned in 2018-19 along with previous Two years:

(Rupees in lakh)

Sl No.	2016-17	2017-18	2018-19 (Up to Mar 2019)
1	2109.76	2148.27	2392.85

##### 8.5.2 No of Samples Tested and Revenue earned:

2016-17		2017-18		2018-19 (Up to Mar 19)	
No of Samples Tested	Revenue Earned in lakh	No of Samples Tested	Revenue Earned in lakh	No of Samples Tested	Revenue Earned in lakh
29037	2109.76	24073	2148.27	24337	2395.85

##### 8.5.3 Performance with respect of expenditure for present and previous two years:

(Rupees in lakh)

2016-17			2017-18			2018-19 (Up to Mar 2019)		
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
3296.96	2109.76	63.99	3447.44	2148.27	62.31	4503.90	2395.85	53.2

#### 8.6 SALIENT TEST & QUALITY EVALUATION SERVICE PROVIDED BY NTH:

- In Electrical laboratory of NTH (ER), Testing of LED Street Light , Flood Light, Panel Light, Tube, Bulb etc for various Govt. Deptt and PSU'S are carried out.

- Full test facility of “Paper testing” created as per relevant IS codes.
- Shoes, Bags , Cloth , Sanitary pads etc of West Bengal govt. tested in RPPT laboratory as per relevant IS codes.
- New test facility of shoes testing in respect of bally flexing , Satra adhesion test created in RPPT laboratory.
- Different brands of Country spirits and IMFL samples from all the manufacturers/ distributors of West Bengal have been received in bulk in the Chemical laboratory of National Test House (ER), Salt Lake as per the request (letter No. C/-91E, dated 25/05/2018) of the Additional Excise Commissioner, Govt. of West Bengal, for preparation of Density-Temperature chart at temperature 5 to 50 °C at an interval of 0.5 °C including alcohol percentage (v/v) at 20 °C. Reports of all the Country Spirits and IMFL have been sent to respective Distributors / Manufacturers.
- NTH (NR) Ghaziabad has evaluated Material Quality for Government high school, Kadipur, Gurugram, Haryana.
- NTH (NR) Ghaziabad has run awareness programs on quality of drinking water in the following villages. i) Village- Rasulpur, Dholri, Dist- Meerut. ii) Village- Pasonda, Dist- Ghaziabad. iii) Village- Raispur, Dist-Ghaziabad.
- NTH(NR) Ghaziabad has organized a seminar on scenario of present Quality practices in India for the students of various Engineering colleges around Ghaziabad.
- NTH(NWR) tested of Aluminium and Aluminium bare foil for Food Packaging Material as per IS 15392. Performance test carried out for currency note sorting machine. Testing of 10 samples of Bio-products received from Department of Agriculture, Punjab. Testing of water from R.O unit for Delight Filtration Pvt. Ltd. Delhi. Physical Testing of 12 nos. of Ballast samples for CBI, Jodhpur. Physical Testing of 54 nos. of Ballast samples for Sojit, L&T , Jaipur
- Two personnel trained on physical testing of Coarse and Fine Aggregate of Kautilya Institute of Technology and Engineering, Sitapur, Jaipur.



**Assert your Rights as a Consumer...**



**but also act Responsibly !**



Paper, Plastic & Cardboard Packaging



Do not litter the streets



Household Garbage into Wet & Dry Categories



Keep your surroundings clean



Leaves, waste flowers, tree branches



एक कदम स्वच्छता की ओर

**Celebrate the Department of Consumer Affairs'**

**Swachhata Pakhwada**

16th Feb – 28th Feb, 2018



**Department of Consumer Affairs**

Ministry of Consumer Affairs, Food and Public Distribution  
Govt. of India, Krishi Bhawan, New Delhi -110001  
[www.consumeraffairs.nic.in](http://www.consumeraffairs.nic.in)

@consaft | @jagograahakjago





## 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



### Department of Consumer Affairs

Ministry of Consumer Affairs, Food and Public Distribution  
Government of India, Krishi Bhawan, New Delhi-110001  
[www.consumeraffairs.nic.in](http://www.consumeraffairs.nic.in)



Online Complaints : [www.consumerhelpline.gov.in](http://www.consumerhelpline.gov.in)

## 9. 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 Model) 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 Centres) 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 vehicle, 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 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 and consumer care details etc. on the packages to safeguard the interest of consumers. The Rules also require importers to provide these basic declarations on imported packages, similar to those for indigenous packages.

### **9.1 REGIONAL REFERENCE STANDARDS LABORATORIES**

- (i) The Central Government has established five Regional Reference Standards Laboratories (RRSLs) at Ahmedabad, Bangalore, Bhubaneswar, Faridabad and Guwahati. These RRSLs serve as a vital link in dissemination of the values of national standards of Legal Metrology down to the commercial level. Two more laboratories at Varanasi, (Uttar Pradesh) and Nagpur, (Maharashtra) are being established. The laboratories maintain Reference Standards of appropriate accuracy for Verification of Legal standards of the States, Calibration of weighing and measuring instruments, Model approval tests of weighing and measuring instruments, Training and Seminars on weights and measures. Each laboratory provides calibration service to the industries in the region.

Performance Report is at **Annexure-1**

- (ii) All RRSLs viz. RRSL, Ahmedabad, Bangalore, Bhubaneswar, Faridabad and Guwahati are accredited by NABL.

### **9.2 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.

### **9.3 11<sup>TH</sup> FIVE YEAR PLAN**

The Department has taken up schemes to modernize the RRSLs at Ahmedabad, Bhubaneswar, Bangalore, Faridabad, Guwahati and the Indian Institute of Legal Metrology at Ranchi which provides training to the enforcement officials of the States and UTs. The testing/calibration of flow meter facility at RRSL, Ahmedabad, Bhubaneswar, Faridabad and Bangalore has been established.

These Laboratories were provided Electrical Testing Facilities for the testing of electronic indicator of any type of Weights and Measures.

Under the scheme "Strengthening of weights and Measures of States/ UTs" an amount of Rs. 141.12 crore was spent during the 11<sup>th</sup> Five Year Plan.

#### 9.4 12<sup>TH</sup> FIVE YEAR PLAN

Government of India has formulated following two Schemes during XII Five Year Plan:

##### (i) Strengthening Legal Metrology Infrastructure of State/ UTs

- **Grant in Aid was released for the Construction** of Secondary/Working Standards Laboratories, R&D Centre, CLM Office
- **Equipment support:** Secondary/ Working Standards weights and measures and Mobile weighbridge testing kits were supplied to the States
- **Capacity Building:** Training of Legal Metrology Officers in various training institutions
- **Outlay of the Scheme** - Rs. 270 crore
- **Releases made:** Grant in Aid- Rs. 73 Crore, M&E- Rs. 48 Crore, Capacity Building- Rs. 5.23 Crore
- **Total release:** Rs. 126.21 Crore

##### (ii) Strengthening of Regional Reference Standards Laboratories (RRSLs) and Indian Institute of Legal Metrology (IILM), Ranchi.

- **Establishment** of two new RRSLs at Nagpur and Varanasi is started and up-gradation of RRSL, Bangalore by constructing Hi-tech Laboratory
- **Equipment Support:** Standard weights & measures through India Government Mint, Mumbai were supplied.
- **Capacity Building:** Training of Legal Metrology Officers in various training institutions
- **Outlay of the Scheme:** 30 crores
- **Total Release:** 19 crores

#### 9.5 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 RRSLs and IILM, Ranchi
- (iii) Time Dissemination



Under the said sub-scheme Rs. 261 crores have been allotted for the Legal Metrology for its strengthening. The grant released during 2018-19 is Rs. 6.92 Crore.

#### **9.6 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.

#### **9.7 ISO: 9001 CERTIFICATION**

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

## 9.8 INTERNATIONAL CO-OPERATION

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

The CIML Meeting was attended by Joint Secretary (CA) and Director (Legal Metrology) at **Germany** and CGPM meeting at France was attended by Secretary (CA) where the definitions of base units were decided to be changed on the basis of natural constants.

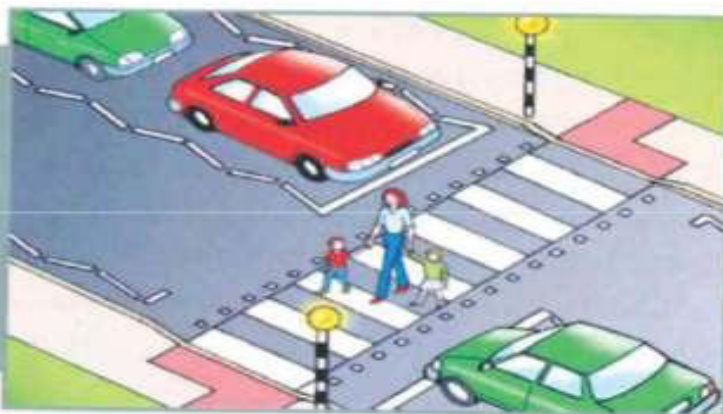




# Be alert. Be cautious.

## While on road.

### To ensure safety for yourself and others



**ALWAYS FOLLOW TRAFFIC RULES  
& BE A RESPONSIBLE CITIZEN !**

- Use zebra crossing to cross a road
- Use seat belt while driving
- Don't use mobile phone while driving
- Wear helmet while driving two wheeler
- Obey traffic signals

Before we assert our right, it is our responsibility to follow rules



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## 10 ECONOMIC DIVISION

### 10.1 PRICE MONITORING CELL (PMC)

Price Monitoring Cell was set up in 1998 for keeping a close watch on the prices of selected food items as well as the structural and other constraints affecting their availability. These information are critical for ensuring timely intervention for improving the market availability and thereby moderating prices. Initially, PMC 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 PMC has expanded to 22 and the number of reporting centers has increased to 109. The 22 commodities being monitored by PMC 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 109 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 109 centers. The price data can be accessed at Department's web site <http://fcamin.nic.in> which is updated regularly. The report covers:-

- Comparative Wholesale and Retail prices of 22 essential food items.
- All India daily average prices of essential food items.
- Wholesale and Retail prices of essential food items at 109 select centres.
- Daily wholesale and Retail prices along with variation of select 22 essential food items at 109 centers during the fortnight.
- Spot and futures prices of seven commodities i.e. Gram, Wheat, Mustard Seed, Sugar, Maize, Soya oil and Palm Oil collected daily from National Commodity Exchange (NCDEX).

### 10.1.3 IN ADDITION TO THE DAILY PRICE MONITORING, DURING 2018-19, THE PMC ALSO PERFORMED THE FOLLOWING TASKS:-

#### 10.1.3.1 REVIEW AND ANALYSIS OF PRICES BASED ON DATA AND OTHER RELATED INFORMATION.

- (a) PMC reviews and analyses price data received from 109 reporting centres across India. This helps in preparation of analytical agenda Notes on price trends of selected essential food items for Cabinet Committee/ Committee of Secretaries/PMO. This involves analysis of prevailing price situation as well as other relevant factors, both domestic and international

which affect prices. PMC also prepares item specific analysis/appraisal notes e.g. onion, pulses, edible oils, sugar etc. as and when required. A fortnightly report based on price trends and other related inputs is being provided to PMO. Weekly reports on price trends of selected essential food items are also being shared with Department of Agriculture, Cooperation & Farmers Welfare, Chief Economic Adviser, Ministry of Finance and Press Information Bureau, Ministry of Information and Broadcasting.

- (b) Conference cum Training on Price Collection and reporting in States:** During 2018-19, Conference cum training for price monitoring centres of Haryana & UT Chandigarh; and Bihar were held. Two representative each from all price reporting centres of Chandigarh & Haryana - Hisar, Karnal, Panchkula and Gurgaon and Bihar- Patna, Bhagalpur, Purnia, Darbhanga, Gaya and Muzaffarpur attended the Programme. A hands-on technical session was organized for the participants and clarification on the methodology of price reporting was provided to them. The participants were informed of the importance and use of price reported by them in the decision making at the higher levels of government.



*PMC Conference-cum-training Seminar for Chandigarh and Haryana*



*PMC Conference-cum-training Seminar in Bihar*



*Meeting-cum-Training Program for Price Monitoring Official of Odisha*





*Meeting-cum-Training Program for Price Monitoring Official of Meghalaya*

## **10.2 INTER-MINISTERIAL COMMITTEE (IMC)**

**10.2.1** Periodic review meeting on price and availability situation of essential commodities is regularly held at the highest level including at the level of Ministers, Committee of Secretaries, Inter Ministerial Committee, Price Stabilization Fund Management Committee and other Departmental level review meetings. In this regard, an Inter-Ministerial Committee was set up for regular review of the prices of essential commodities under the Chairmanship of Secretary (Consumer Affairs) with senior representatives of Department of Commerce (DoC), Department of Revenue (DoR), Department of Food and Public Distribution (DoF&PD), Department of Agriculture Cooperation and Farmers Welfare (DoAC&FW), Department of Animal Husbandry, Dairying & Fisheries (DoAHD&F), Department of Economic Affairs (DoEA), Ministry of Statistics & Programme Implementation (MoS&PI) and Cabinet Secretariat on 3<sup>rd</sup> September, 2015. PMC coordinates the Inter-Ministerial Committee set up under the chairmanship of Secretary (CA) to review prices of 22 essential food items. So far 116 meetings of the IMC have been held. The IMC takes stock of the acreage, production estimates, yields, rainfall, reservoir position, market arrivals, etc. of various crops, export and import data, EXIM policy, international prices related to various crops, futures prices, etc. which may have a direct or indirect impact on domestic prices of essential food commodities.

**10.2.2** IMC also invites public sector agencies and other research organizations to get inputs about relevant parameter that affect the prices including ongoing research in food processing, price forecasting, margin between retail and wholesale prices etc. IMC provides suggestions/recommendation regarding measures that may be taken for managing the prices of essential commodities. Such suggestions /recommendations inter alia include imposition/withdrawal of Minimum Export Price (MEP), suitably calibrating import duty, promoting exports, if needed, etc. The IMC discussions/appraisals are also communicated to the Cabinet Secretariat and PMO. Some of the recent important recommendations of the IMC are as follows:-

- Mother Dairy was advised to source onions from central buffer of onions maintained by NAFED under PSF and reduce the prices of onions at its retail outlets in and around Delhi in line with lower average mandi prices for Rabi onions.
- FSSAI was advised to test if the pesticides and other chemicals used in cultivation of Yellow peas have any harmful health effects, and take appropriate action in this regard. FSSAI was also requested to find out the impact of consumption of stored potatoes on human health.
- As recommended by IMC, Directorate of Marketing Intelligence (DMI), DACFW is making efforts to synchronize its web-portal to capture procurement data of pulses by central agencies on its web portal.
- In line with IMC's recommendation, DACFW has started publishing Masur production estimates separately.
- In view of crashing onions prices during Nov, 2018, DACFW was advised to evaluate the production, availability and price situation of Kharif onion and may consider appropriate measures to support farmers under Market Intervention Scheme (MIS) or Mission for integrated Development of Horticulture (MIDH).
- Government of NCT of Delhi was advised to look into the reasons behind the relatively greater increase in prices of pulses and other essential commodities in Delhi as compared to change in all-India average prices. Government of NCT of Delhi was also advised to check for any scrupulous hoarding and price manipulation of pulses, cereals and vegetables by traders in the Delhi markets.
- DACFW was advised to initiate its contingency plan to deal with the shortfall in area coverage under Gram and other Rabi crops during the current year.
- DIPP was advised to look into the causes of increasing salt prices and take effective measures to curb them.
- Recommended that DoR may request National anti-Profiteering Authority (NAPA) to check certain locations to ensure that the benefits accrued to the entities due to reduction in

costs/ GST rates on cereals, pulses and flours is passed on to the consumers.

- DACFW was advised to take appropriate measures to increase yield of various crops and to reduce state-wise/ region wise large disparities in yield.
- DACFW was advised to explore the possibility of spreading awareness among the farmers of onions about its price movements and crop area under it so as to facilitate informed decision making by them.
- FCI was advised to explore feasibility of adopting measures such as shorter duration tenders, reduction in EMD (currently at 10%), on-tap sale etc. for increasing the quantum and effectiveness of its open market sales of wheat.

**10.2.3** Department of Consumer Affairs (DoCA) also frequently conducts meetings with other stakeholders like exporters, retailers, wholesalers, etc to gain an alternate perspective that may be useful for policy decisions. This also helps in enhancing coordination between various stakeholders.

**10.2.4** Further, the meetings of Committee of Secretaries (CoS) periodically review the prices of essential commodities under the Chairmanship of Cabinet Secretary. In these meetings, price trends and availability situation of essential commodities are analyzed and policy actions are recommended. Price and availability situation of pulses, potatoes and onions are also reviewed by Price Stabilization Fund Management Committee (PSFMC). It also take decisions towards procurement, allocation, import of these items with a view to moderate the price volatility in these items. PMC also provides price inputs to Inter-Ministerial Committee of Secretaries under the chairmanship of Secretary, DFPD and places other relevant parameters and variables that may affect the price and availability of these items before the Committee for suitable policy recommendations.

### **10.3 PRICE STABILIZATION FUND (PSF)**

#### **10.3.1 Background**

**10.3.1.1** The Price Stabilization Fund (PSF) was set up with a corpus of Rs 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.

**10.3.1.2** Budget allocation of ₹12,610 crore has been made to PSF corpus over 2014-15 to 2018-19. This fund was largely utilized for building the dynamic buffer of pulses. The financial year-wise allocation of funds under PSF is ₹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.

**10.3.1.3** 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, 30 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.

**10.3.1.4 THE IMPORTANT ACTIVITIES AND ACHIEVEMENTS UNDER PSF INCLUDE THE FOLLOWING:-**

- Creation of buffer stock of pulses which has helped in moderating pulses prices for consumers and has 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 13,500 MT of Onion was created under PSF this year which was released into the markets to augment supply and regulate the prices.
- A buffer stock of 20.50 lakh tonnes of pulses was built through both domestic procurement of 16.71 lakh tonnes by FCI, NAFED and SFAC, and imports of 3.79 lakh tonnes by MMTC and STC. Domestic procurement for the buffer was done from farmers and farmers association during Kharif Marketing Seasons (KMS) of 2015-16 and 2016-17 as well as Rabi Marketing Seasons (RMS) of 2016-17 and 2017-18. Imports were made only during 2015-16 and 2016-17. As on 31.03.2019, around 0.76 lakh MT of pulses was available in the buffer after disposal of about 19.74 lakh MT.

- The creation of buffer stock of pulses not only help in moderating the prices of pulses but also extended remunerative prices to farmers.
- Government had 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 if not required to be undertaken under PSF. As the procurement since Rabi-17 was under MSP operation of PSS, Department placed a lien on the PSS stock for transfer of 10 LMT of pulses towards building a level of buffer recommended in the draft report of the committee under the chairmanship of Prof. Ramesh Chand, Member, NITI Aayog.
- Government has taken a decision that all Ministries/Department having schemes with nutrition component or providing food/ catering/hospitality services would utilize pulses from the central buffer. Pulses from the buffer are being utilised for PDS distribution in Karnataka and Chhattisgarh and in Mid-day Meal Scheme in Gujarat, Karnataka, Jharkhand, Tamil Nadu etc. and in ICDS Scheme in Gujarat, Himachal Pradesh and Mizoram. In addition, pulses from the buffer are being utilized to meet the requirement of Army and Central Para-Military Forces. Food Aid has also been provided to Afghanistan as well as towards Flood-relief measures undertaken in Kerala.
- The prices of pulses could be contained due to appropriate Government interventions including buffer operations. Lower prices of pulses lead to consumer savings. Consumers saved about ₹61,102 crores in 2017-18 (over 2016-17 retail prices) by paying less. In 2018-19 consumers saved ₹87,932 crores (over 2016-17 retail prices when compared to average prices in 2018-19) by paying less. Incentivizing production lead to two successive years of bumper production which moved our country towards self-sufficiency resulting reduced imports and concomitant savings in forex. ₹9,775 crore worth of forex was saved in 2017-18 over 2016-17 while ₹19,325 crores worth of forex was saved in 2018-19 over 2016-17 (April to February) due to lesser import of pulses.
- A MoU has been signed with Central Institute of Post-Harvest Engineering and Technology (CIPHET-ICAR) for “Development of protocols for shelf life, safe storage, milling out-turn and indicative norms for procurement of major pulses” in October, 2018.
- Assistance was also provided to Andhra Pradesh (₹50 crores), Telangana (₹9.15 crores), West Bengal (₹2.5 crores) and Odisha (₹25 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. As per the MoU during 2018-19 1.50 lakh MT of pulses have been imported from Mozambique.

## 10.4 BUFFER STOCK OF PULSES

**10.4.1** In recent years, our demand for pulses has ranged from 24 million tonnes to 26 million tonnes while production has fluctuated between 17 million tonnes to 24 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.

### Basic Indicators of Pulses

Item/Period	2009-10	2010-11	2011-12	2012-13	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19*
Area (Million hectare)	23.28	26.41	24.46	23.6	25.21	23.55	24.89	29.46	30	28.28
Production (MMT)	14.66	18.24	17.09	18.34	19.25	17.15	16.35	22.95	25.23	24.02
Yield (kg/hectare)	629.73	690.65	698.69	777.12	763.59	728.24	661.71	779.02	841	849
Demand (MMT)	18.29	19.08	20.06	20.9	21.77	22.68	23.62	24.61	-	-
Gap/Import Requirement (Demand-Production+Exports)	3.72	1.05	3.14	2.76	2.86	5.75	7.53	1.8	-	-
Imports (MMT)	3.75	2.78	3.5	4.02	3.66	4.58	5.79	6.61	5.61	2.23 <sup>^</sup>
Exports (MMT)	0.09	0.21	0.17	0.2	0.34	0.22	0.26	0.14	0.18	0.26 <sup>^</sup>
Total Availability (MMT)	18.32	20.81	20.42	22.16	22.57	21.51	21.88	29.42	30.66	-

\* - 2<sup>nd</sup> Advance Estimates 2018-19; Target 24.00; <sup>^</sup>: upto February, 2019

**10.4.2** On 9<sup>th</sup> December 2015, Government approved creation of buffer stock of 1.5 lakh tonnes of pulses. Subsequently, after due deliberation, it was recommended that a larger buffer stock of around 20 lakh tonnes of pulses would be needed for effective market intervention. This was approved by the Government on 12.09.2016. Government created a buffer of 20.50 lakh MT of pulses through both domestic procurement and imports by RMS 2017-18 from which regular disposal was undertaken. As on 31.03.2019, around 0.76 lakh MT of pulses was available in the buffer after disposal of about 19.74 lakh MT from 20.50 lakh MT procured/imported. Of 20.50 lakh MT, 16.71 lakh MT was procured domestically while 3.79 lakh MT was imported, and the details are as below:-

### Total Procurement/Imports for Buffer Stock in MT

Rabi Pulses procured (completed for Masur and Chana)(RMS 2017-18)	87,328.56
Kharif Pulses Procured (KMS 2015-16)	50,422.53
Rabi Pulses Procured (RMS 2016-17)	69,049.08
Kharif Pulses Procured (KMS 2016-17)	14,64,325.56
Imported Pulses	<b>3,79,170.40</b>
<b>Grand Total</b>	<b>20,50,296.13</b>

**10.4.3** Major part of the pulses buffer was built through procurement from KMS 2016-17 and RMS 2017-18. The State-wise procurement are given below:-

### State-wise Procurement of Pulses for Buffer Stock in MT

Pulses-wise/State-wise Procurement						
State	Tur	Urad	Masur	Chana	Moong	Total
Telangana	227257.24	72.60	0.00	0.00	3409.88	<b>230739.719</b>
Maharastra	426439.34	15646.12	0.00	4918.87	297.56	<b>447301.882</b>
Andhra Pradesh	897.70	702.30	0.00	1047.15	3665.48	<b>6312.63</b>
Gujarat	127597.86	1422.45	0.00	0.00	77.44	<b>129097.747</b>
Madhya Pradesh	114129.97	30414.63	27624.11	32265.24	8716.19	<b>213150.136</b>
Karnataka	314736.46	2113.10	0.00	284.85	2533.45	<b>319667.856</b>
Rajasthan	0.00	19456.47	254.50	80425.16	190165.17	<b>290301.2903</b>
Uttar Pradesh	370.80	23438.17	7734.84	1498.75	0.00	<b>33042.547</b>
Bihar	0.00	0.00	16.20	0.00	0.00	<b>16.2</b>
Tamil Nadu	0.00	118.39	0.00	0.00	0.00	<b>118.39</b>
Haryana	0.00	0.00	0.00	308.00	1069.35	<b>1377.35</b>
<b>Total</b>	<b>1211429.36</b>	<b>93384.2238</b>	<b>35629.6465</b>	<b>120748.003</b>	<b>209934.515</b>	<b>1671125.747</b>

**10.4.4** For an appropriate size of the buffer to be maintained in subsequent years, Government has set up a Committee on 27<sup>th</sup> 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 yearly by Government.

**10.4.5** 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.

**10.4.6** On 10<sup>th</sup> 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. Implementation of this decision is being followed up with all concerned departments.

**10.4.7** Additionally, pulses from PSF buffer is utilized under DACFW ₹15 subsidy scheme equivalent quantity of some pulses would be replenished from PSS stocks to PSF buffer. As a result of such replenishment and transfer of stocks from PSS to PSF buffer against the requisition of 10LMT of DoCA, as on 31.03.2019, a buffer of 9.11 LMT of pulses was available under PSF.

## **10.5 OVERALL TRENDS IN INFLATION BASED ON CONSUMER PRICE INDEX (CPI) & WHOLESALE PRICE INDEX (WPI)**

**10.5.1** Headline inflation based on Consumer Price Index (Combined), which was 4.28% in the month of March 2018 declined to 2.86% in the month of March 2019. CPI continuously declined from September 2018 to January 2019 and slightly increased to 2.57% and 2.86% in the month of February 2019 and March 2019 respectively. Food inflation based on Consumer Food Price Index (CFPI) which was 2.81% in March 2018 declined to 0.3% in March 2019.



Details of month-wise inflation for Consumer Price Index (CPI) and Consumer Food Price Index (CFPI) for last six months and March 2018 is as follows:

(CPI Combined inflation in %)

	Description	Weights	Mar-18	Sep-18	Oct-18	Nov-18	Dec-18	Jan-19	Feb-19	Mar-19
CPI- Combined (Base 2012=100)	<b>All Groups</b>	<b>100.00</b>	4.28	3.7	3.38	2.33	2.11	1.97	2.57	2.86
	<b>Food (CFPI*)</b>	<b>39.06</b>	2.81	0.51	-0.86	-2.61	-2.65	-2.24	-0.73	0.3
	Cereals and products	<b>9.67</b>	2.18	2.9	2.59	1.25	1.25	0.81	1.25	1.25
	Pulses & products	<b>2.38</b>	-13.41	-8.65	-10.36	-9.22	-7.2	-5.5	-3.82	-2.25
	Vegetables	<b>6.04</b>	11.7	-4.21	-8.12	-15.59	-16.39	-13.39	-7.69	-1.49
	Sugar & confectionary	<b>1.36</b>	-1.61	-6.42	-7.64	-9.02	-9.22	-8.16	-6.92	-6.12
	Oils & fats	<b>3.56</b>	1.6	3.13	2.1	1.59	1.24	0.91	1.33	1.08
	Fuel and light	<b>6.84</b>	5.73	8.63	8.55	7.24	4.47	2.12	1.24	2.42

Source: MOSPI, \*CFPI: Consumer Food Price Index

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

**10.5.2** Inflation based on Wholesale Price Index (WPI) was at 2.47% in March 2018 that increased marginally to 3.18% in the month of March 2019. WPI moderated during September and October 2018 and started decreasing from November 2018 to January 2019. It increased marginally from 2.93% in February 2019 to 3.18% in March 2019.

Details of month-wise inflation for Wholesale Price Index (WPI) for last six months and March 2018 is presented below:

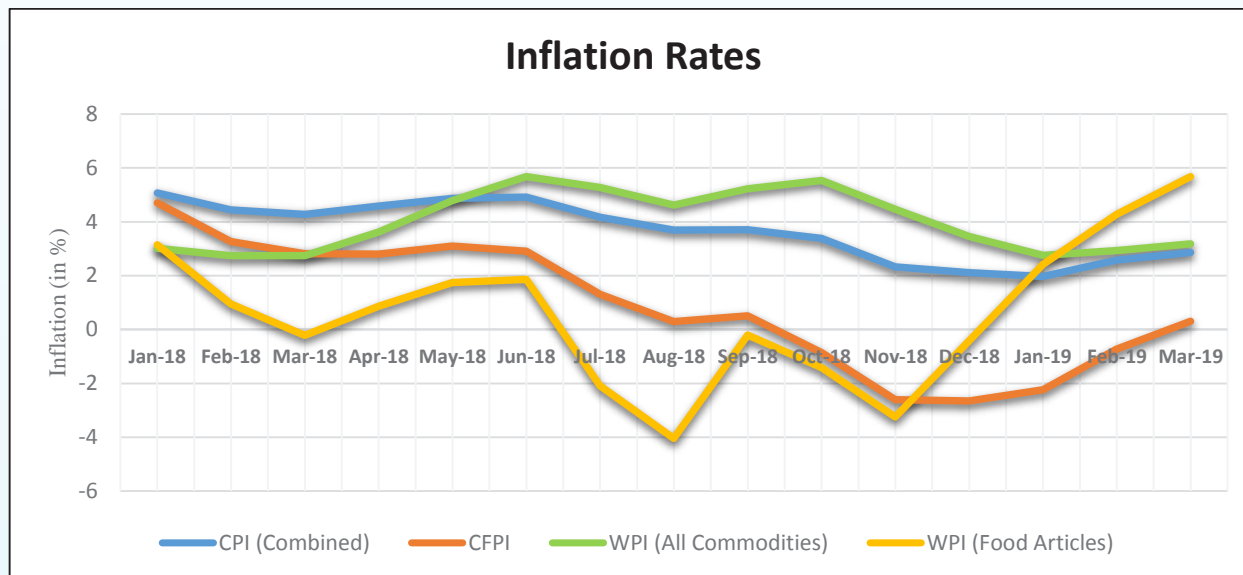
(WPI inflation in %)

	Description	Weights	Mar-18	Sep-18	Oct-18	Nov-18	Dec-18	Jan-19	Feb-19	Mar-19
WPI (Base 2012=100)	<b>All Commodities</b>	<b>100.00</b>	2.47	5.22	5.54	4.47	3.46	2.76	2.93	3.18
	Food Articles	<b>15.26</b>	-0.29	3.04	-1.42	-3.24	-0.42	2.41	4.28	5.68
	Pulses	<b>0.64</b>	-20.58	-18.14	-13.51	-5.42	2.11	7.47	10.88	10.63
	Wheat	<b>1.03</b>	-1.19	8.87	9.49	9.18	9.61	9.94	12.29	10.39
	Vegetables	<b>1.87</b>	-2.70	-4.13	-18.35	-26.71	-19.29	-4.08	6.82	28.13
	Potato	<b>0.28</b>	43.25	79.89	94.48	88.55	41.89	26.93	23.40	1.30
	Sugar	<b>1.06</b>	-10.68	-12.99	-11.44	-11.40	-9.42	-5.80	-2.98	-2.23
	Edible Oils	<b>2.64</b>	7.75	10.39	9.49	5.34	2.15	2.04	1.67	2.39
	Fuel & Power	<b>13.15</b>	4.70	17.30	18.66	15.54	7.64	1.85	2.23	5.51

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

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

### 10.5.3 GRAPH SHOWING THE TREND IN THE RATE OF INFLATION IN CPI (COMBINED), CFPI, WPI (FOOD) AND WPI DURING JANUARY 2018 TO MARCH 2019.



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

### 10.6 COMMODITY-WISE TREND IN AVAILABILITY & PRICES OF ESSENTIAL FOOD ITEMS

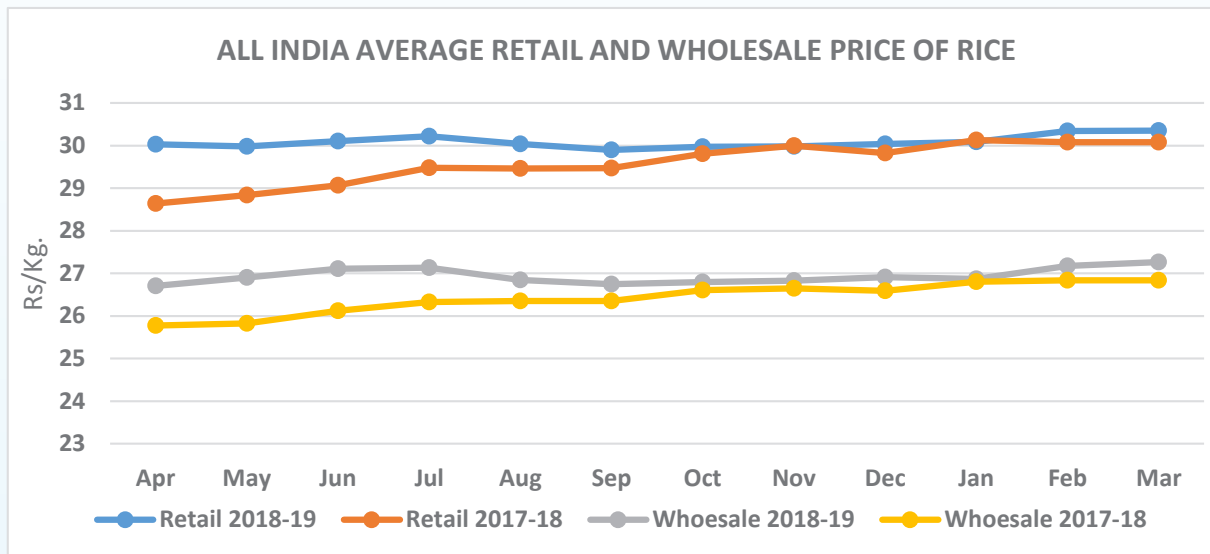
The availability of most of the essential food items remained comfortable. Monthly average retail prices of 22 essential food items at major metropolitan cities from April, 2018 to March, 2019 are given in **Annexure II**. Commodity-wise position on prices, area and production of essential food items are briefly analyzed in the following paragraphs.

#### 10.6.1 RICE

**10.6.1.1** As per the 2<sup>nd</sup> Advance Estimates of Department of Agriculture Cooperation and Farmer Welfare, Kharif production of rice is estimated at 115.60 million tonnes which is marginally higher than the 2<sup>nd</sup> Advance Estimates of last year at 111.01 million tonnes.

**10.6.1.2** During the financial year 2018-19, the retail price of rice have shown a mixed trend at most of the reporting centres. The all India monthly average retail price of rice varied in the range of ₹ 29.9-30.4 as may be seen from the graph below.

**10.6.1.3** The All India monthly average retail and wholesale price trend of rice for April 2018 - March 2019 and April 2017 - March 2018 depicted below:



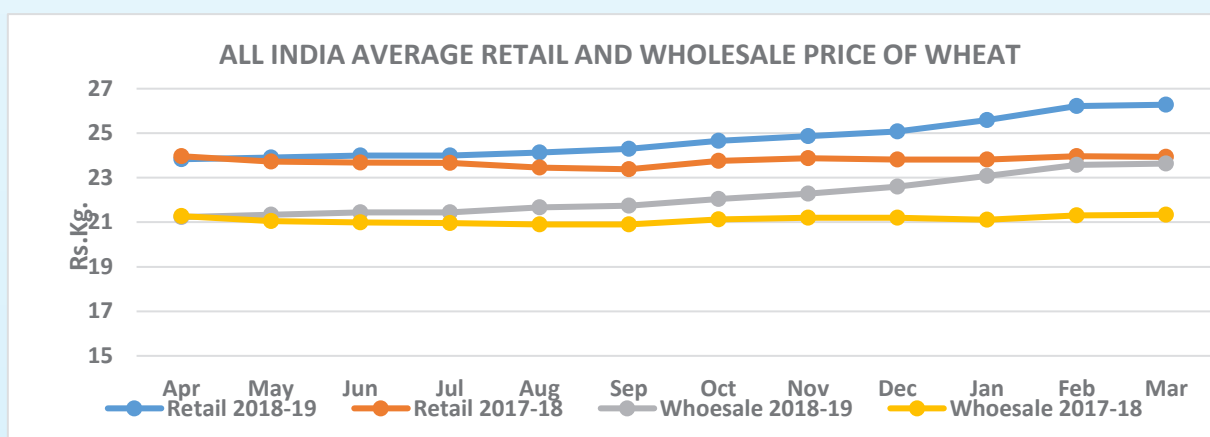
Source: State Civil Supplies Departments

## 10.6.2 WHEAT

**10.6.2.1** As per the 2<sup>nd</sup> Advance Estimates of Department of Agriculture Cooperation and Farmer Welfare, production of wheat is estimated at 99.12 million tonnes in 2018-19 as against 2<sup>nd</sup> Advance Estimates of 97.11 million tonnes in 2017-18.

**10.6.2.2** The all India monthly average retail prices of wheat were in the range of ₹23-26 per kg during January 2018 – March 2019 as against ₹23-24 per Kg over the same period last year.

**10.6.2.3** The All India monthly average retail and wholesale price trend of Wheat from April 2018 - March 2019 and April 2017 - March 2018 are shown in the graph:



Source: State Civil Supplies Department

### 10.6.3 PULSES

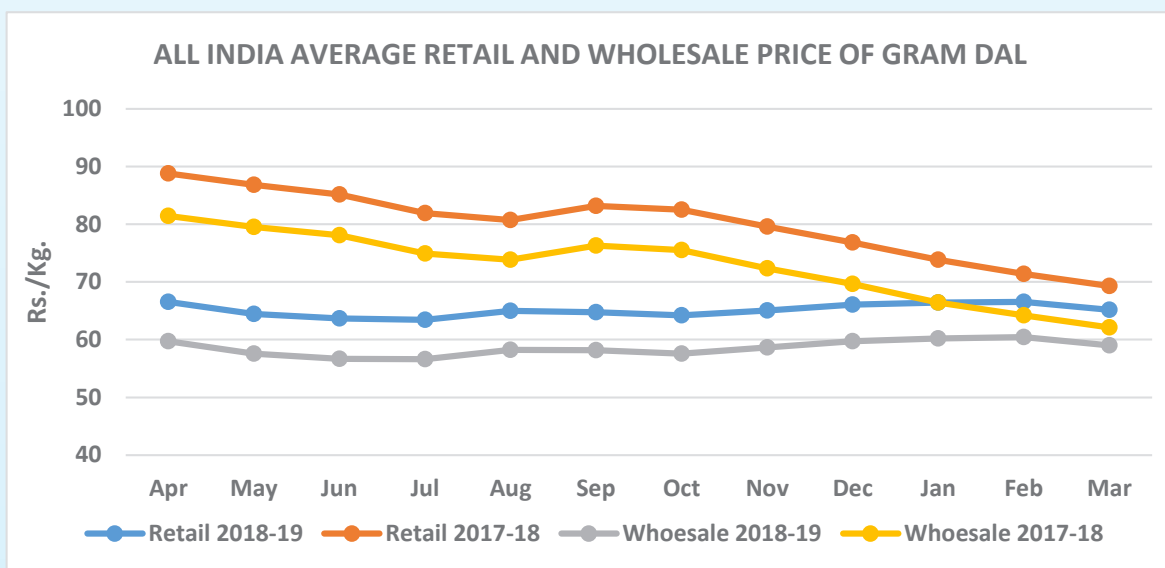
**10.6.3.1** As per the 2<sup>nd</sup> Advance Estimates 2018-19, the production of total pulses is estimated to be at 24.02 million tonnes in 2018-19 as against 2<sup>nd</sup> Advance estimates of 23.95 million tonnes in 2017-18. Production of major pulses for 2018-19 is estimated at (figures in brackets indicate the 2<sup>nd</sup> Advance Estimate for 2017-18): Tur 3.68 MT (4.02 MT), Moong 2.41 MT (1.74 MT) and Urad 3.36 MT (3.23 MT), Gram 10.32 MT (11.10 MT) and Masoor 1.53 MT (1.61 MT in 4<sup>th</sup> Advance Estimate).

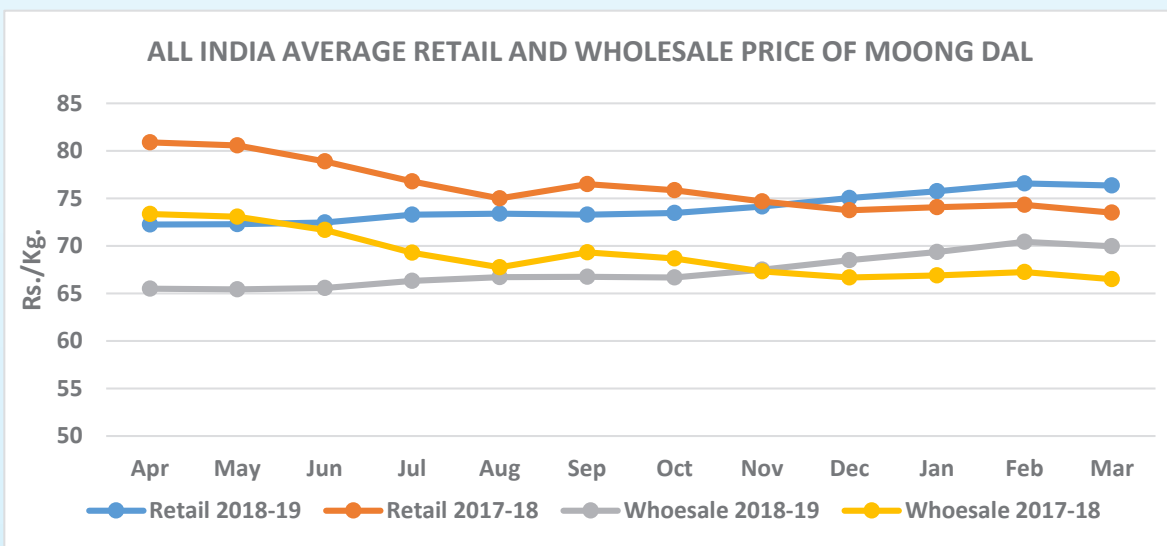
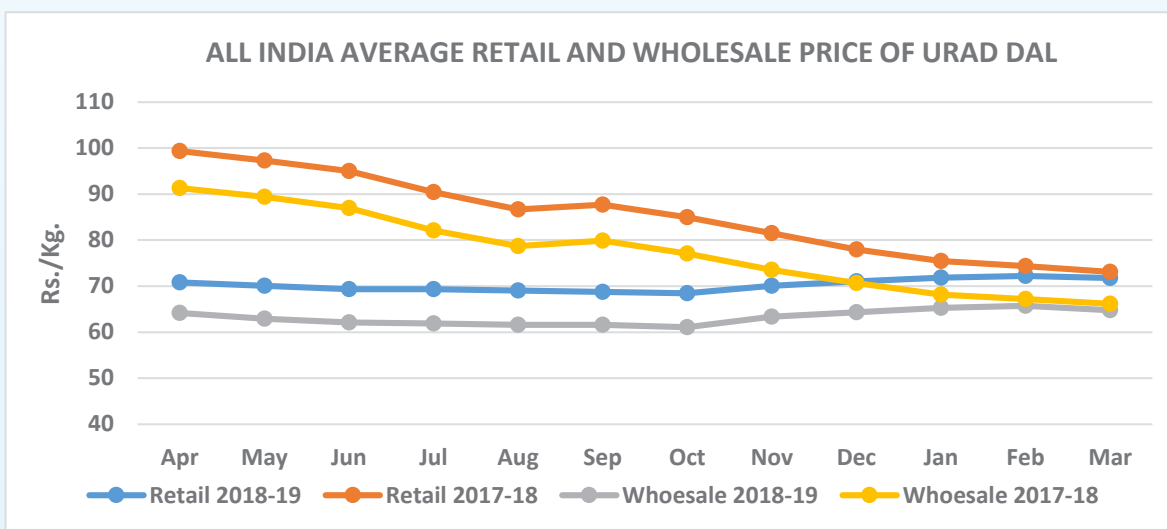
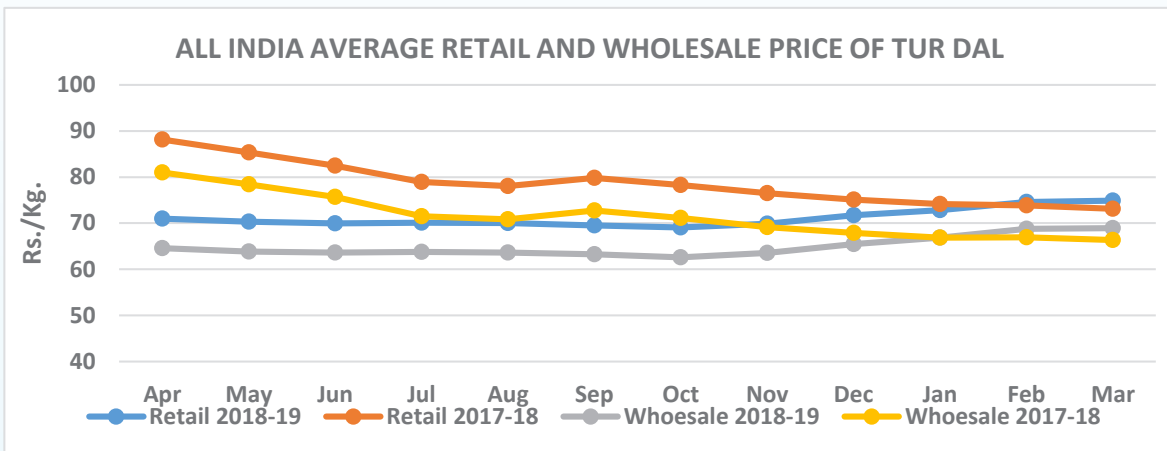
**10.6.3.2** Price range of retail prices of pulses during April 2017 – March 2018 and April 2018 - March 2019.

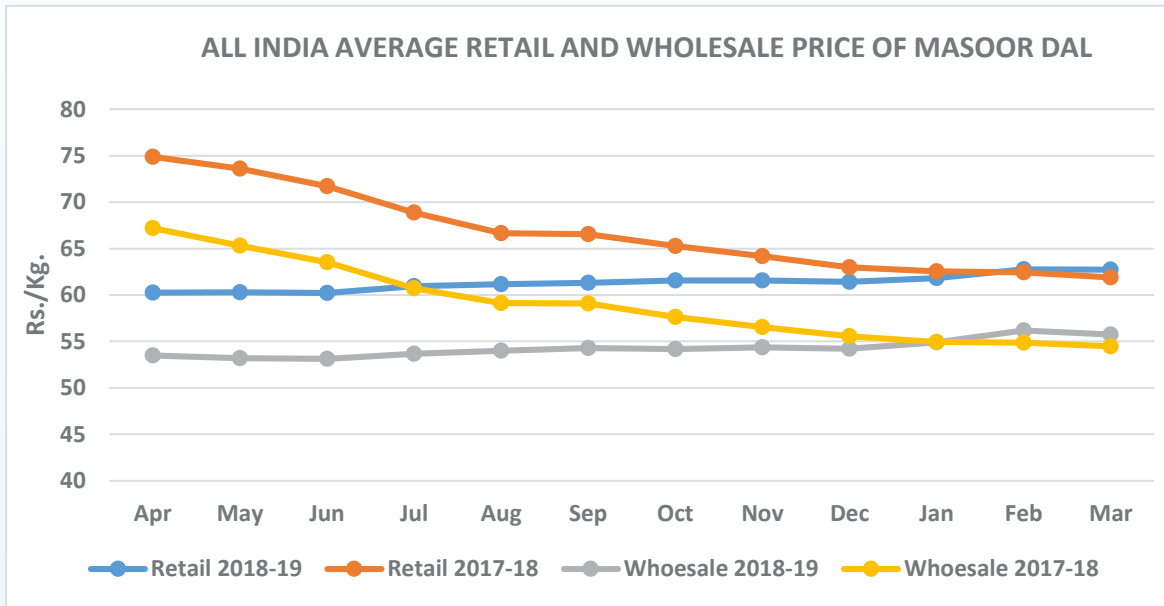
Pulses	Price Range (April 2017 – March 2018) (₹/kg)	Price Range (April 2018 – March 2019) (₹/kg)
Gram dal	69-89	63-67
Tur/Arhar dal	73-88	69-75
Urad dal	73-99	68-72
Moong dal	73-81	72-77
Masoor dal	62-75	60-63

Source: - State Civil Supplies Departments

**10.6.3.3** The All India monthly average retail and wholesale price trend of Gram Dal, Tur/Arhar Dal, Urad Dal, Moong Dal and Masoor Dal from April 2018 - March 2019 and April 2017 - March 2018 are shown in the graph:

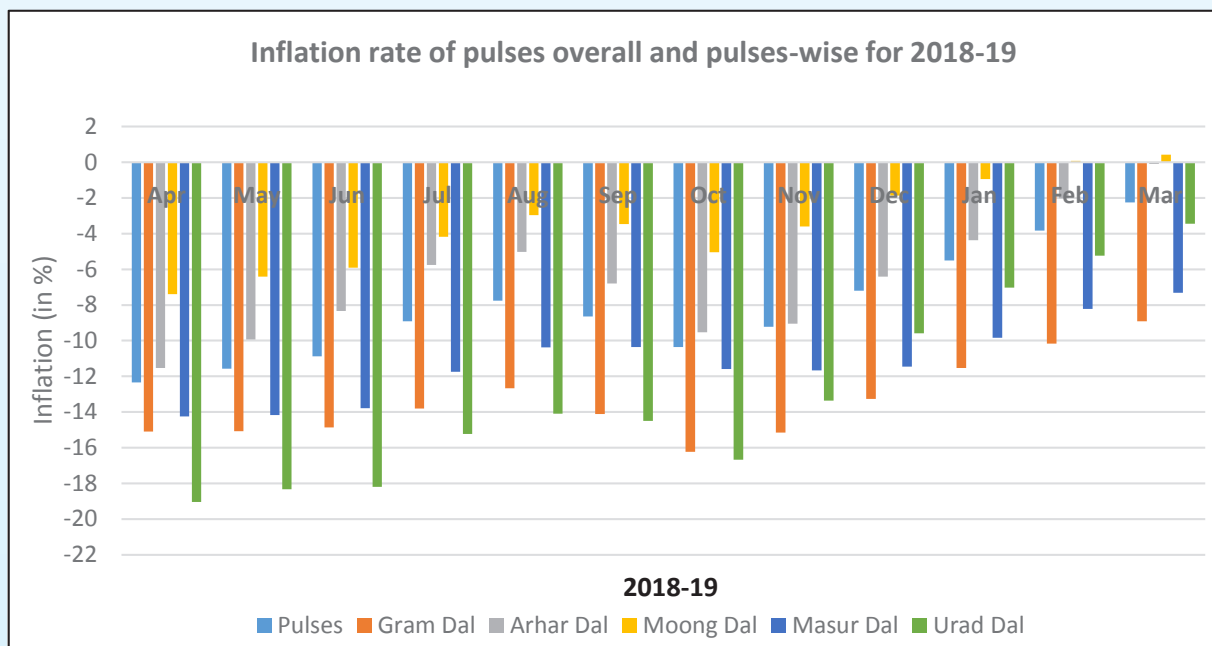


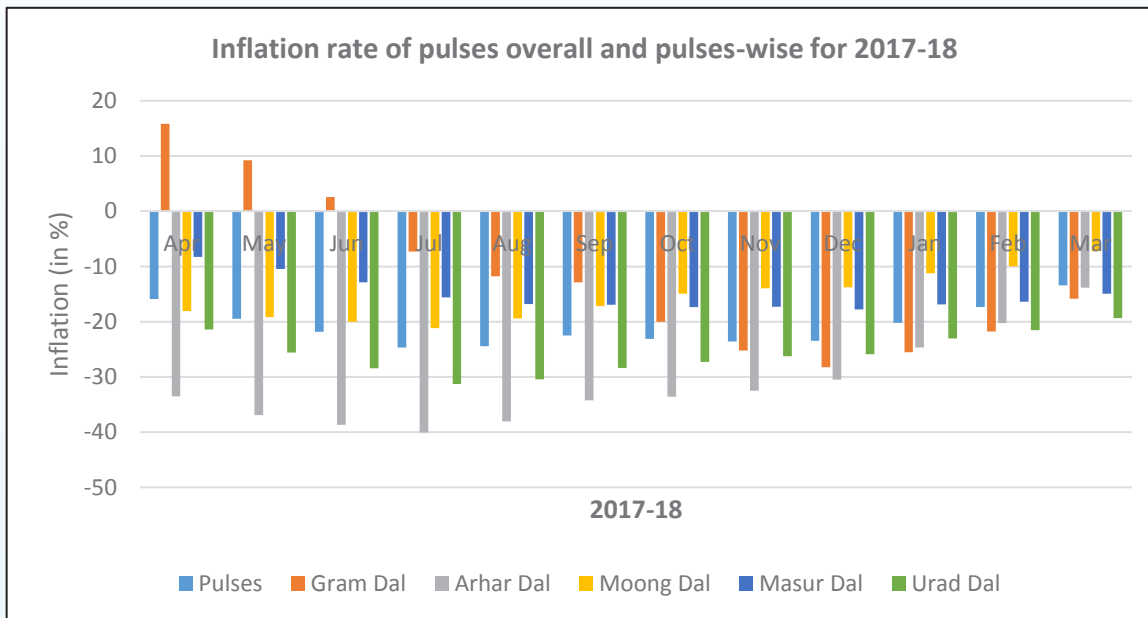




Source: State Civil Supplies Department

**10.6.3.4** The inflation rate of overall Pulses and Pulse-wise during 2017-18 & 2018-19 are shown in the graph:





Source: Ministry of Statistics and Programme Implementation

#### 10.6.4 EDIBLE OILS

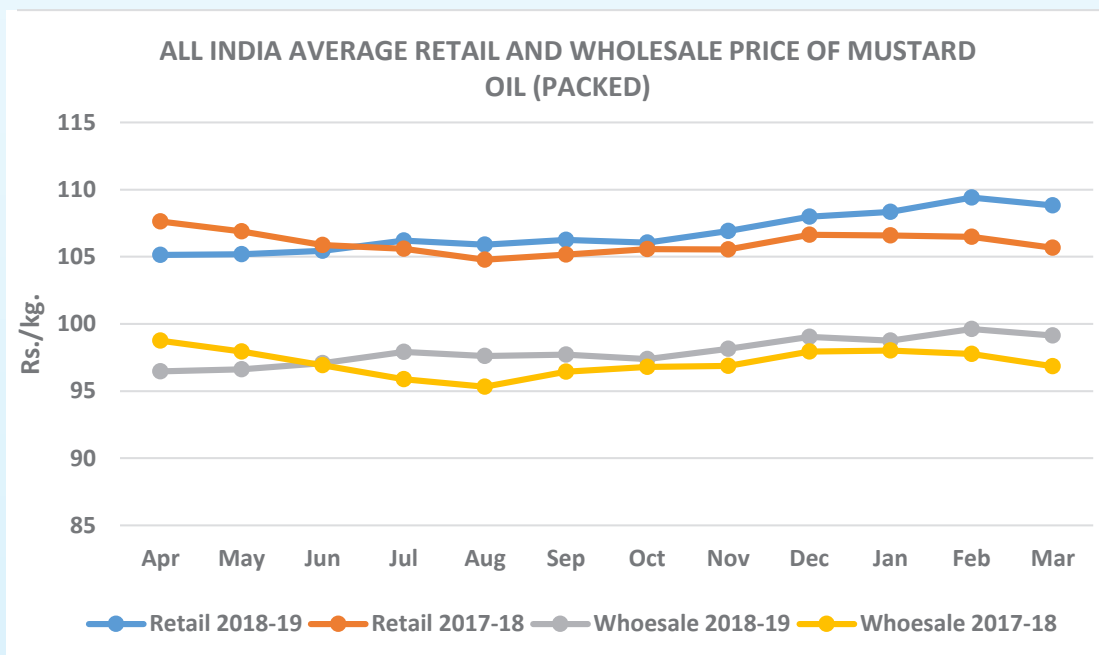
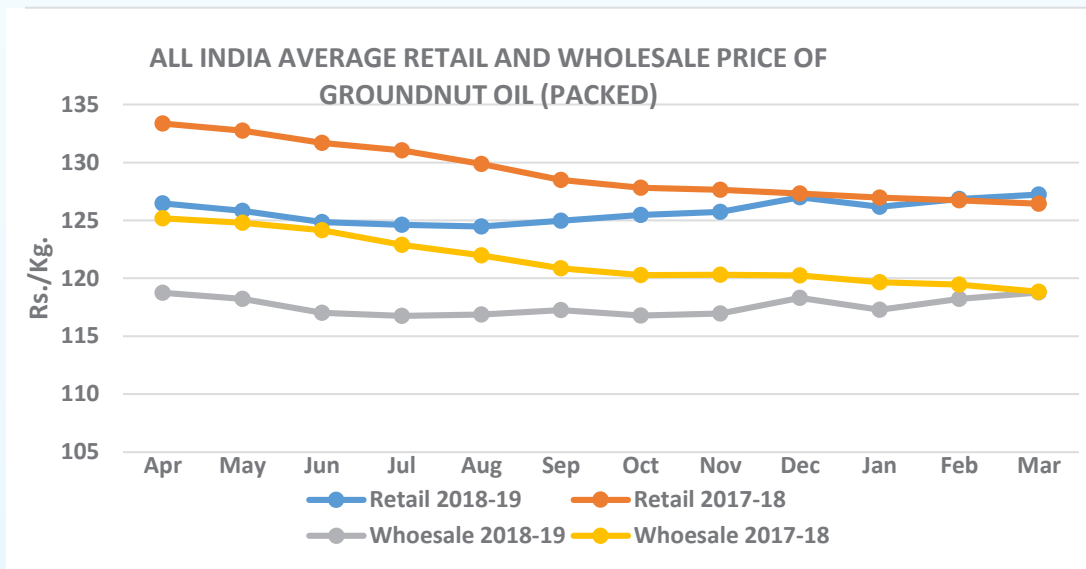
**10.6.4.1** According to the 2<sup>nd</sup> Advance Estimates for the year 2018-19, released by Ministry of Agriculture, Cooperation and Farmers Welfare, production of oilseeds is estimated at 315.02 lakh tonnes as against 2<sup>nd</sup> Advance Estimate of 298.82 lakh tonnes for 2017-18. Estimated figures of major oilseed for the year 2018-19 are Groundnut 69.70 lakh MT, Rapeseed/Mustard 83.97 lakh MT, Sunflower 2.32 lakh MT, Soybean 136.89 lakh MT, Sesamum 7.84 lakh MT and Castorseed 11.77 lakh MT.

**10.6.4.2** Price range of retail prices of edibles oils during January 2017-December 2017 and January 2018-March 2019.

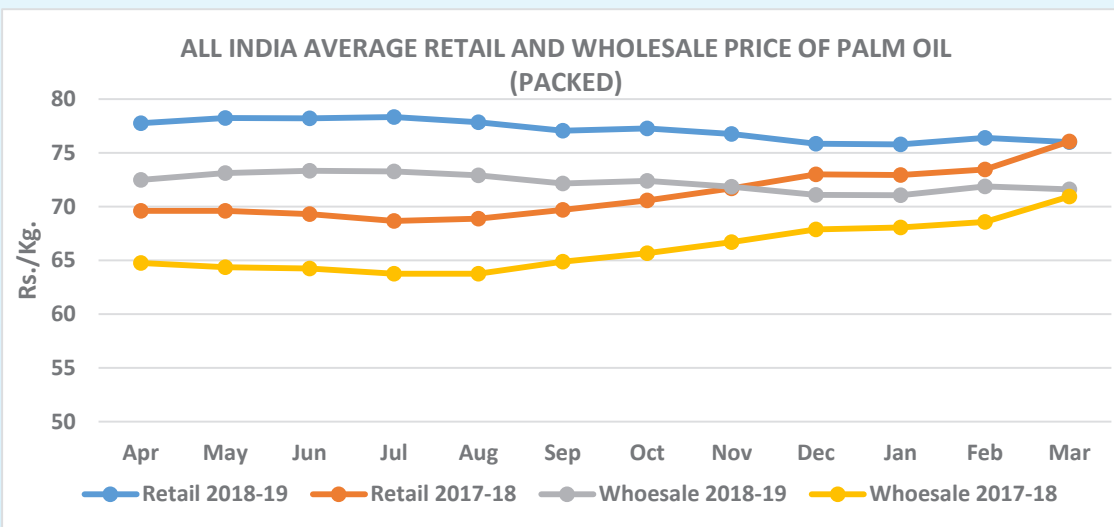
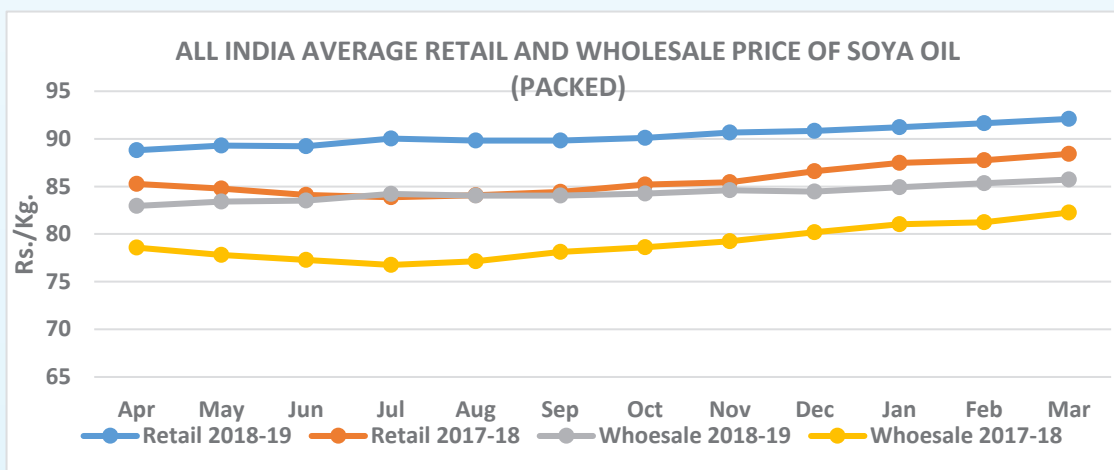
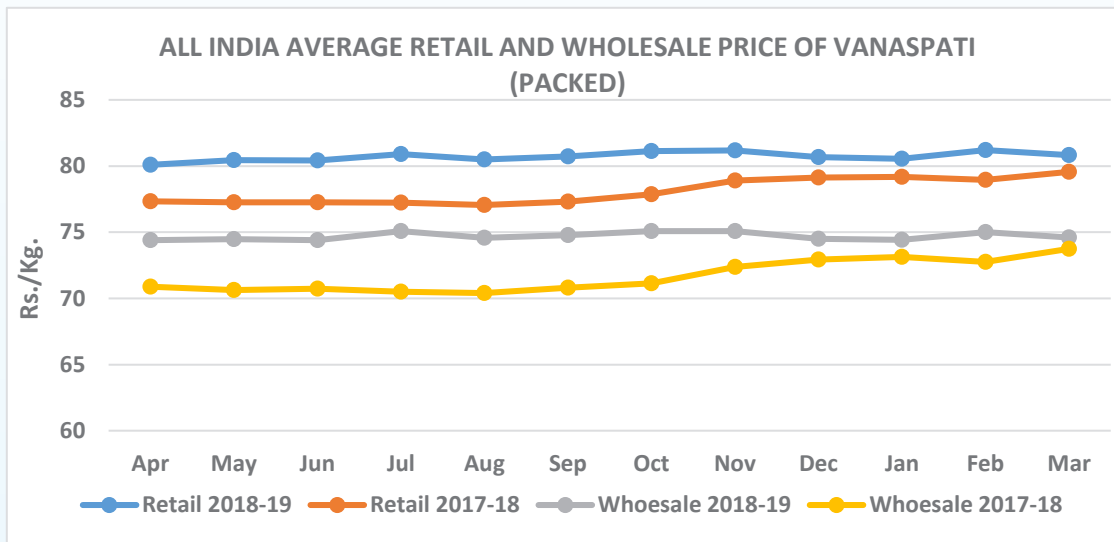
Edible Oils	Price Range (April 2017 – March 2018) (₹/kg)	Price Range (April 2018 – March 2019) (₹/kg)
Groundnut Oil	126-133	124-127
Mustard Oil	105-108	105-109
Vanaspati Oil	77-80	80-81
Soya Oil	84-88	89-92
Sunflower Oil	92-94	95-99
Palm Oil	69-76	76-78

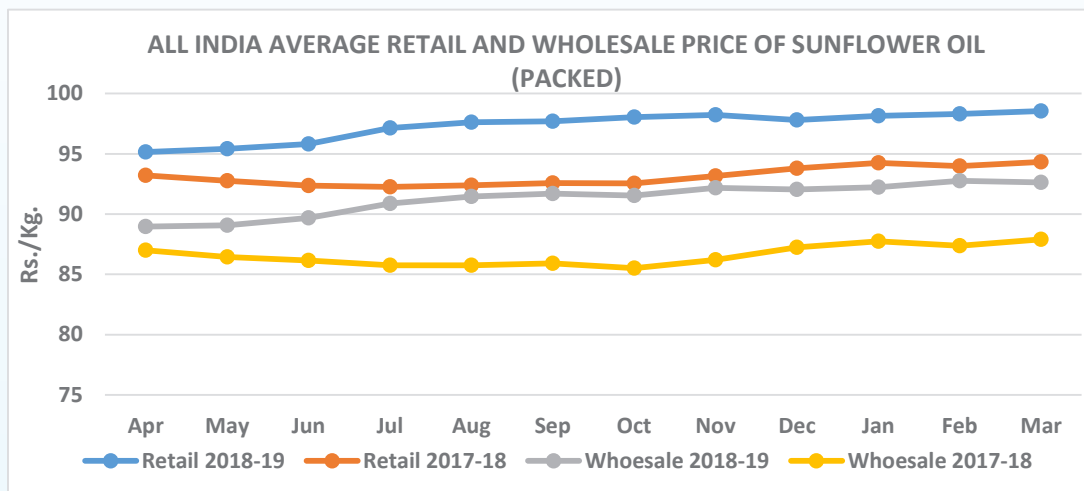
Source: - State Civil Supplies Departments

**10.6.4.3** The All India monthly average retail and wholesale price trend of Groundnut Oil, Mustard Oil, Vanaspati, Sunflower Oil, Soya Oil and Palm Oil from April 2018 - March 2019 and April 2017 - March 2018 are shown in the graph:









Source: - State Civil Supplies Departments

### 10.6.5 VEGETABLES

Government kept a close watch on the prices and availability of vegetables, especially onion, potato and tomato. Details of retail and wholesale prices, inflation, production and other related statistics w.r.t. onion, potato and tomato are as follows:

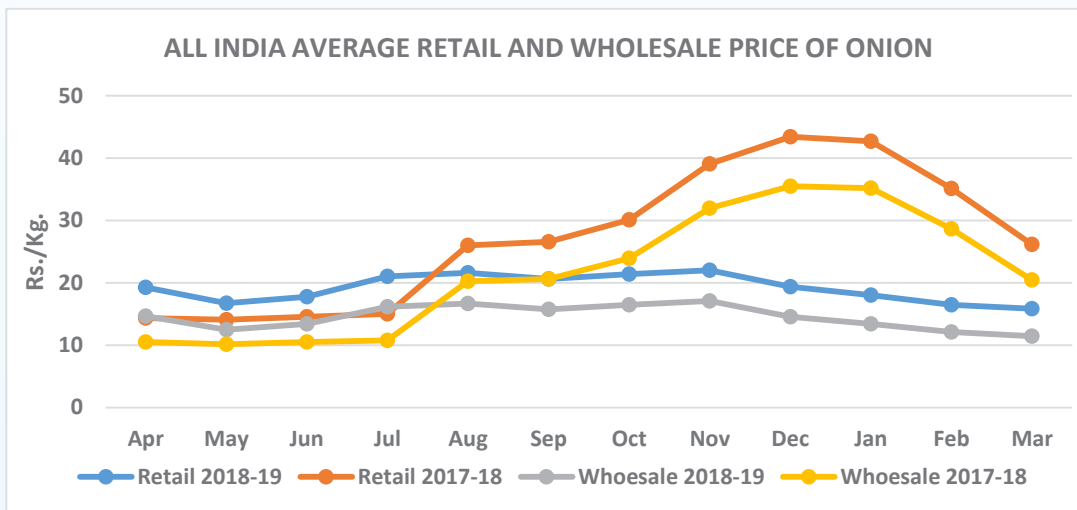
#### 10.6.5.1 ONION

**10.6.5.1.1** As per 1<sup>st</sup> Advance Estimate of National Horticultural Board for 2018-19, area under onion cultivation has been estimated at 12.93 lakh Ha during 2018-19 compare to final estimates of 12.85 lakh Ha for the previous year i.e. 2017-18. The production of onion is estimated at 23.61 million tonnes during 2018-19 as compared to 23.26 million tonnes during 2017-18. Production in 2017-18 was lower by 1.60% as compared to production in 2016-17. The period from July to September/October is reported to be the lean period for the production of onion and demand is met mainly from the stored Rabi onion. Therefore, generally price increase is witnessed during this lean period. Lower price is observed in the month of March-April due to higher market arrivals from Rabi season onion.

**10.6.5.1.2** A quantity 17.16 lakh tonnes of onion has exported during 2018-19 (till January, 2019) as against 13.62 lakh tonnes during same period last year. Onion is mainly exported to Bangladesh, Malaysia, UAE, Sri Lanka, Bahrain, Pakistan, Singapore, Indonesia, Kuwait, Mauritius etc.

**10.6.5.1.3** During fiscal year 2018-19, prices of Onion had declined in the early half of the year and later it remained stable.

**10.6.5.1.4** The All India monthly average retail and wholesale prices of Onion for April 2018 - March 2019 and April 2017 - March 2018 are shown in the graph.

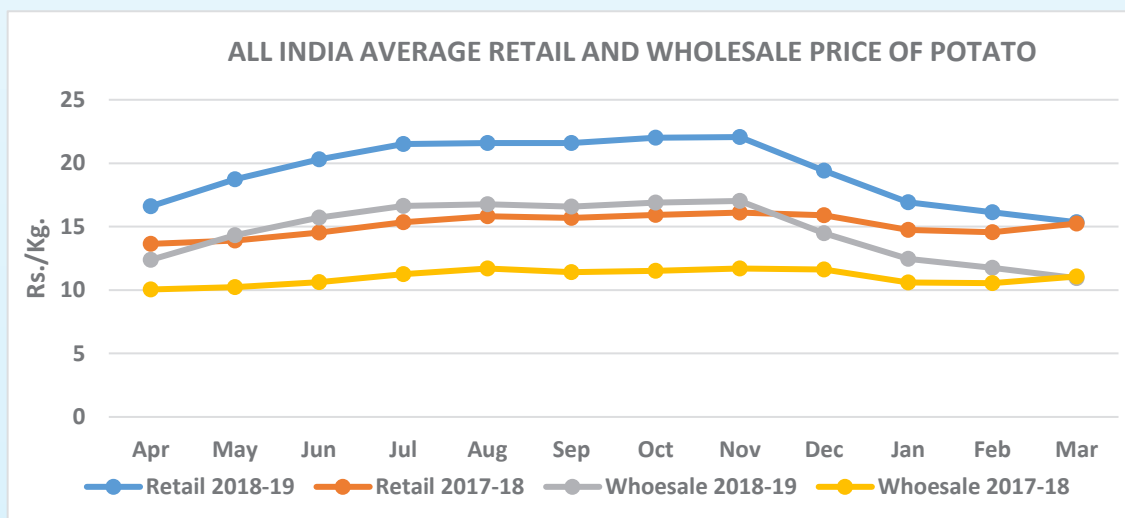


Source: State Civil Supplies Departments

### 10.6.5.2 POTATO

**10.6.5.2.1** As per the 1<sup>st</sup> Advance Estimates released by National Horticultural Board, production of potato is estimated at 53.59 million tonnes during 2018-19 as compared to 51.31 million tonnes during 2017-19 (final). As per 1<sup>st</sup> Advance Estimate of National Horticultural Board, area under potato cultivation has been estimated at 21.84 lakh Ha during 2018-19 as compared to 21.42 lakh Ha for the last crop year 2017-18 (final).

**10.6.5.2.2** The All India monthly average retail and wholesale prices of Potato for April 2018-March 2019 and April 2017 – March 2018 are shown in the graph below:

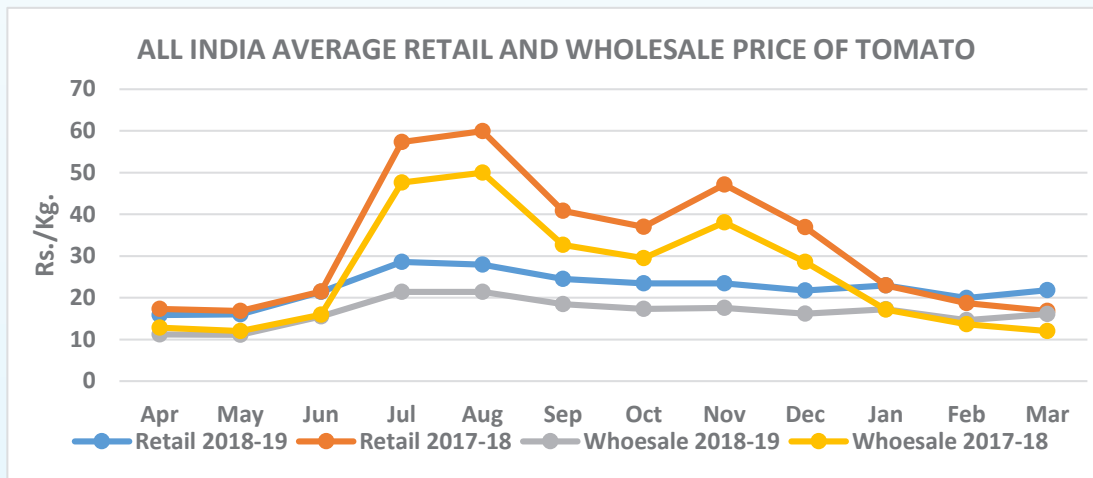


Source: State Civil Supplies Departments

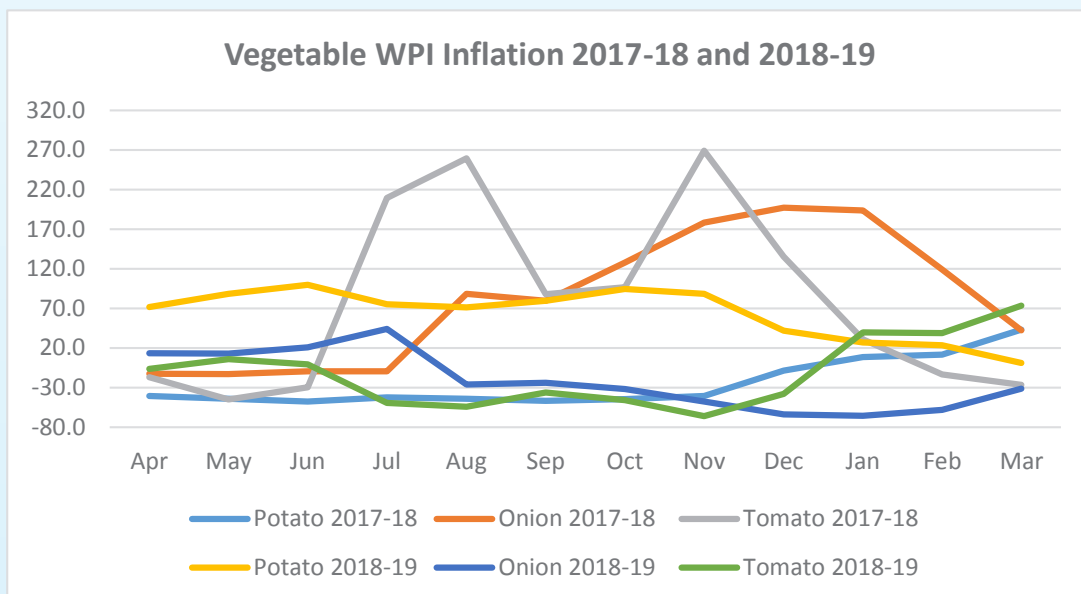
### 10.6.5.3 TOMATO

**10.6.5.3.1** The area and production of tomato during 2018-19 released by National Horticultural Board, (1<sup>st</sup> Advance Estimate) is 8.14 lakh Ha and 20.52 million tonnes respectively as compared to area of 7.89 Lakh Ha and production of 19.76 million tonnes during 2017-18 (Final Estimate).

**10.6.5.3.2** The All India monthly average retail and wholesale prices of tomato for April 2018-March 2019 and April 2017 – March 2018 are shown in the graph below:

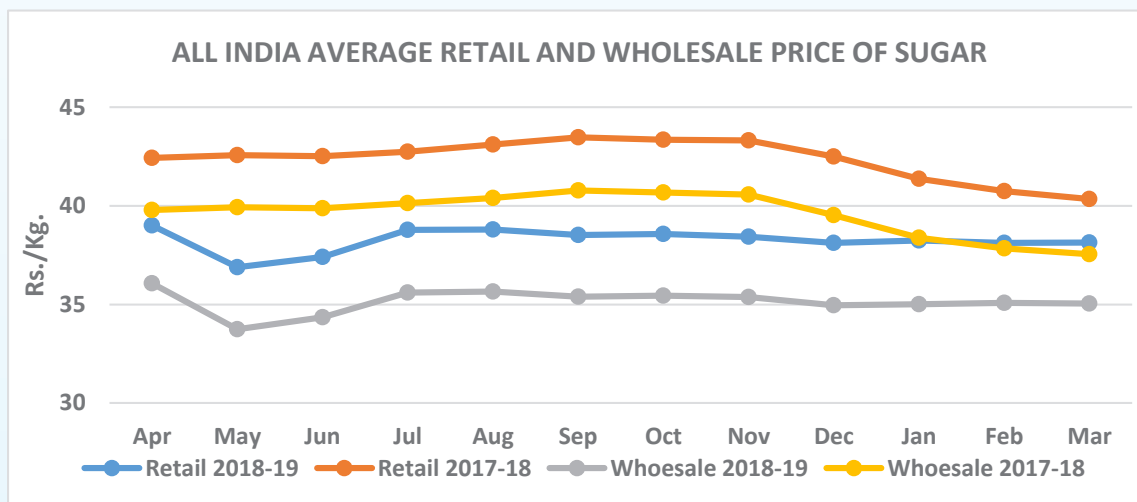


Source: State Civil Supplies Departments.



### 10.6.6 SUGAR

**10.6.6.1** The Retail prices of sugar across centers were in the range of ₹37-41 per Kg. during January 2018- March, 2019 as compared to ₹40-43 per kg during January 2017- March 2018. The All India monthly average retail and wholesale prices of Sugar for April 2018 - March 2019 and April 2017 - March 2018 are shown in the graph:

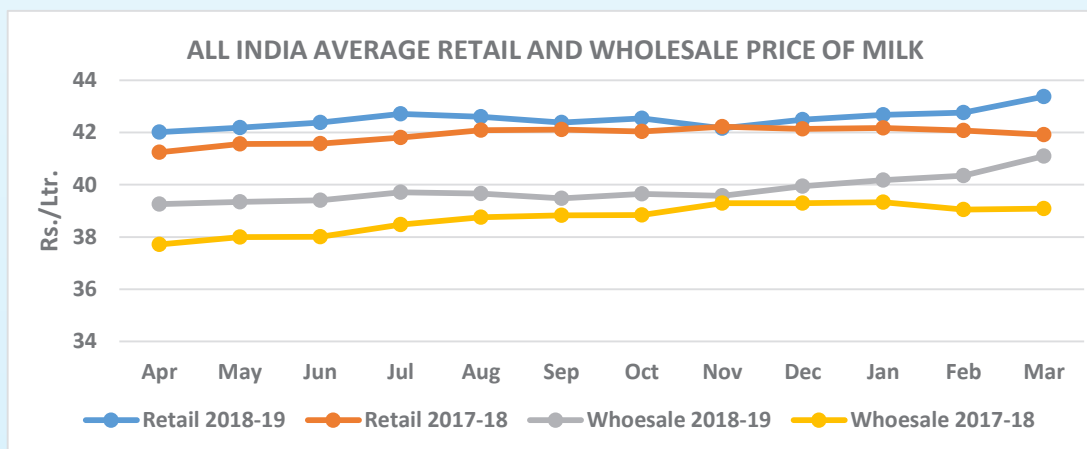


Source: State Civil Supplies Departments.

### 10.6.7 MILK

**10.6.7.1** The Retail prices of milk across centers were in the range of ₹42-43 per liter during April 2018- March 2019 as compared to ₹40-42 per liter during April 2017- March 2018.

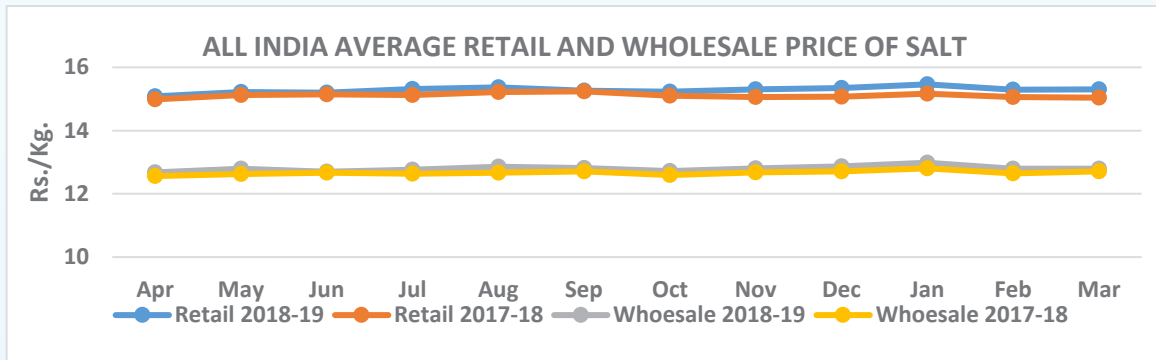
The All India monthly average retail and wholesale prices of Milk from April 2018 - March 2019 and April 2017 - March 2018 are shown in the graph:



Source: State Civil Supplies Departments.

### 10.6.8 SALT

The average retail prices of salt were ₹15 per kg during 2017-18 and 2018-19. The All India monthly average retail and wholesale prices of Salt from January 2018 - March 2019 and January 2017 - March 2018 shown in the graph:



Source: State Civil Supplies Departments.

**YEAR-WISE BREAK UP OF 109 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, Bengaluru, Bhopal, Bhubaneshwar, Chennai, Delhi, Guwahati, Hyderabad, Jaipur, Kolkata, Lucknow, Mumbai, Patna, Shillong, Shimla and Thiruvananthpuram	18
1999	18	Nil	Nil	18
2000	18	Nil	Nil	18
2001	18	Nil	Nil	18
2002	18	Nil	Nil	18
2003	18	Nil	Nil	18
2004	18	Nil	Nil	18
2005	18	Nil	Nil	18
2006	18	9	Amritsar, Chandigarh, Dehradun, Jammu, Kohima, Ludhiana, Raipur, Ranchi and Srinagar	27
2007	27	Nil	Nil	27
2008	27	Nil	Nil	27
2009	27	Nil	Nil	27
2010	27	23	Kanpur, Dindigul, Rajkot, Vijayawada, Agra, Bhatinda, Bhagalpur, Cuttack, Dharwad, Dimapur, Hisar, Indore, Itanagar, Jodhpur, Karnal, Kota, Mandi, Nagpur, Sambalpur, Siliguri, Thiruchirapalli, Varanasi and Ernakulam	50
2011	50	1 (Deleted)	Kohima	49
2012	49	6	Port Blair, Puducherry, Panaji, Gwalior, Jabalpur and Kozhikode	55
2013	55	2	Rourkela and Vishakhapatnam	57
2014	57	7	Gurgaon, Panchkula, Coimbatore, Tirunelveli, Rewa, Sagar and Purnia	64
2015	64	21	Thrissur, Wayanad, Palakkad, Haldwani, Dharamshala, Mysore, Mangalore, Surat, Bhuj, Karimnagar, Warangal, Adilabad, Suryapet, Jadcherla, Rudrapur, Haridwar, Jhansi, Meerut, Allahabad, Gorakhpur and Solan	85
2016	85	15	Pune, Nashik, Kurnool, Tirupathi, Durg, Ambikapur, Bilaspur, Jagdalpur, Udaipur, Purulia, Kharagpur, Rampurhat, Malda, Raiganj and Gangtok	100
2017	100	1	Imphal	101
2018	101	8	Darbhanga, Tura, Gaya, Muzaffarpur, Jowai, Balasore, Jeypore and Berhampur	109
Total - 109				

## All India Monthly Average Retail prices of 22 essential food items April 2018-March 2019

(₹/kg)

RICE												
Centre	Apr-18	May-18	Jun-18	Jul-18	Aug-18	Sep-18	Oct-18	Nov-18	Dec-18	Jan-19	Feb-19	Mar-19
DELHI	34	34	34	34	34	34.83	35	35.66	36	36	36	35.83
MUMBAI	31.47	32	31.6	30.03	31	30.87	30	29.9	30.87	32.68	33	32.06
KOLKATA	30.93	28.71	28	29.27	29.35	29.9	30.45	30.31	28.35	27.6	28.57	28.13
CHENNAI	36	36	36	36	36	32.69	31.42	32.97	33.23	33.23	32.46	33.23
All India Average	30.03	29.98	30.1	30.22	30.04	29.9	29.97	29.98	30.04	30.09	30.34	30.35
WHEAT												
Centre	Apr-18	May-18	Jun-18	Jul-18	Aug-18	Sep-18	Oct-18	Nov-18	Dec-18	Jan-19	Feb-19	Mar-19
DELHI	20	20	20	21.77	23	23	23.77	24	24	24.73	25	24.73
MUMBAI	28.63	30.74	31.4	30.35	31.39	30.9	31.32	32.33	34.16	34.13	34.89	33.1
KOLKATA	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR
CHENNAI	30.45	30.23	30.97	32	32.55	33.86	33.61	35.97	34.6	33.39	34.57	34.68
All India Average	23.83	23.91	24	23.99	24.13	24.3	24.66	24.87	25.07	25.59	26.22	26.27
ATTA (WHEAT)												
Centre	Apr-18	May-18	Jun-18	Jul-18	Aug-18	Sep-18	Oct-18	Nov-18	Dec-18	Jan-19	Feb-19	Mar-19
DELHI	23	23	23	24.03	25	25.47	26.77	27	27	27	27	26.77
MUMBAI	32	32	33.03	33	33.61	32.33	32.45	33.77	35.35	35.77	36	34.29
KOLKATA	22.07	22	22	22.97	24.84	25.76	27	27.38	26.48	27.43	27	27
CHENNAI	32	32.94	33.8	33	32.55	32.31	31.71	32.97	34.5	32.58	33.96	32.16
All India Average	25.98	26.01	26.09	26.24	26.45	26.54	26.85	27.14	27.29	27.39	27.78	27.82
GRAM DAL												
Centre	Apr-18	May-18	Jun-18	Jul-18	Aug-18	Sep-18	Oct-18	Nov-18	Dec-18	Jan-19	Feb-19	Mar-19
DELHI	70.63	68.19	67.37	70.9	76.13	73.5	73	74.72	76	76.57	74.86	73.67
MUMBAI	65.67	67.55	67.6	68.29	73.55	71.8	67.84	70.5	73.81	75.45	74.32	71.48
KOLKATA	58.1	55.68	54.9	58.57	63.19	62.59	64.69	65.07	67.81	67.87	66.04	62.74
CHENNAI	59.48	57.35	58.57	57.32	59.9	61.9	63.06	65.1	70.9	69.74	68.57	65.97
All India Average	66.55	64.45	63.65	63.46	64.99	64.75	64.2	65.03	66.08	66.43	66.54	65.14



TUR/ARHAR DAL												
Centre	Apr-18	May-18	Jun-18	Jul-18	Aug-18	Sep-18	Oct-18	Nov-18	Dec-18	Jan-19	Feb-19	Mar-19
DELHI	82.2	82.23	83.3	83	82.13	81	81.77	83.9	85.55	85.87	88.89	87.57
MUMBAI	63.17	65.9	63.67	60.35	61.77	62.87	63.74	67.93	71.68	73.26	75.25	76.97
KOLKATA	68.87	68.9	67.3	70.4	69.87	69.03	68.48	68.1	73.13	76.37	77.89	77.39
CHENNAI	72.48	73.45	72.87	72	72.79	68.07	66.97	72.48	78.47	77.65	85.79	87.52
All India Average	71	70.33	69.98	70.1	70.01	69.52	69.09	69.92	71.69	72.84	74.63	74.89
URAD DAL												
Centre	Apr-18	May-18	Jun-18	Jul-18	Aug-18	Sep-18	Oct-18	Nov-18	Dec-18	Jan-19	Feb-19	Mar-19
DELHI	80.5	79.65	80.8	81.23	82.6	82	82.2	85.66	86	86	86	85.23
MUMBAI	72.1	73.32	74.53	73.87	73.87	73.57	72.68	74.93	79.13	77.81	77.07	79.29
KOLKATA	62.5	58.65	57.53	60.3	58.39	58.83	61.45	64.97	69.84	68.77	67.64	64.55
CHENNAI	75.03	74.42	75.13	73	74.03	73.79	74.84	79.41	83.83	82.06	82.07	81.81
All India Average	70.84	70.08	69.32	69.35	69.05	68.72	68.43	70.08	71.06	71.83	72.2	71.8
MOONG DAL												
Centre	Apr-18	May-18	Jun-18	Jul-18	Aug-18	Sep-18	Oct-18	Nov-18	Dec-18	Jan-19	Feb-19	Mar-19
DELHI	83	84.03	86.6	89.06	86.6	86	86.47	88	88	88	88	87.17
MUMBAI	75.87	79.52	80.57	80.74	81.9	80.77	81.65	85.77	89.23	89.39	89.18	88.23
KOLKATA	74.47	72.61	68.23	72.5	74.94	74.45	76	78.41	82.26	83.63	84.25	80.19
CHENNAI	77.28	77.13	77.17	75.35	78.28	72.79	73.84	78.59	82.47	81.61	81.5	84.03
All India Average	72.27	72.3	72.46	73.28	73.4	73.3	73.46	74.16	75.06	75.75	76.59	76.35
MASOOR DAL												
Centre	Apr-18	May-18	Jun-18	Jul-18	Aug-18	Sep-18	Oct-18	Nov-18	Dec-18	Jan-19	Feb-19	Mar-19
DELHI	70.23	68.19	68	71.84	72.83	72	72	73.97	76.94	76.93	74.57	73
MUMBAI	61.13	61.77	58.37	58.61	61.23	66.4	69.16	68.77	68.61	64.39	64.57	66.19
KOLKATA	53.13	52.84	52.17	56.63	59.13	58.34	56.97	57.52	59.1	58.9	59.36	57.77
CHENNAI	59.32	58.39	60.2	61.9	60.25	58.38	60.55	57.45	57.9	58.1	62.71	61.06
All India Average	60.25	60.28	60.22	60.94	61.15	61.3	61.55	61.55	61.42	61.81	62.76	62.73
GROUNDNUT OIL (PACKED)												
Centre	Apr-18	May-18	Jun-18	Jul-18	Aug-18	Sep-18	Oct-18	Nov-18	Dec-18	Jan-19	Feb-19	Mar-19
DELHI	164.53	164	164	164	164	164	164	164	162.13	163.03	162.93	161.5
MUMBAI	129.27	127.94	128.2	129.8	132.87	128.37	130.61	134.83	133.39	134.35	134.11	134.42
KOLKATA	142.47	137.55	138	138.5	140	138.86	142.66	146.17	140.68	138.03	141.36	138.65
CHENNAI	124	123.94	124	123.8	124.46	126.03	127.97	129.48	129.8	132.13	132.29	134.68
All India Average	126.46	125.82	124.84	124.6	124.46	124.98	125.47	125.74	127	126.17	126.85	127.24

MUSTARD OIL (PACKED)												
Centre	Apr-18	May-18	Jun-18	Jul-18	Aug-18	Sep-18	Oct-18	Nov-18	Dec-18	Jan-19	Feb-19	Mar-19
DELHI	120.13	120	119.83	120.4	120.73	120	120.3	121	121	121	121	120.87
MUMBAI	123.67	126.68	130.87	130.9	129.52	127.27	126.55	127.3	126.19	124.45	122.54	117.68
KOLKATA	99.73	98.55	98.77	102.3	104.9	106	105.79	104.03	101.94	102.5	102.43	100.71
CHENNAI	128.1	128	128	128	126.82	125.34	128.9	128.55	129.47	129.13	131	131
All India Average	105.14	105.18	105.44	106.2	105.9	106.25	106.06	106.92	107.99	108.35	109.41	108.81
VANASPATI (PACKED)												
Centre	Apr-18	May-18	Jun-18	Jul-18	Aug-18	Sep-18	Oct-18	Nov-18	Dec-18	Jan-19	Feb-19	Mar-19
DELHI	94	94	94	93.45	93.83	93.2	94	94	93.03	93.93	94	92.67
MUMBAI	92.9	93.77	93	93	93.71	93.57	92.84	92.23	90.23	90.19	87.79	86.94
KOLKATA	74.4	74.19	74.63	75.33	76.77	77.59	78.9	79.03	73.97	72.37	72.21	70.71
CHENNAI	104	104	104	104	103.96	104	103.94	104	103.4	101.58	103.21	93.03
All India Average	80.11	80.46	80.42	80.9	80.51	80.74	81.14	81.18	80.68	80.56	81.22	80.84
SOYA OIL (PACKED)												
Centre	Apr-18	May-18	Jun-18	Jul-18	Aug-18	Sep-18	Oct-18	Nov-18	Dec-18	Jan-19	Feb-19	Mar-19
DELHI	102.8	102	102	102	101.2	99.8	98.7	99	99	99.07	104	105
MUMBAI	90.47	91.68	92.33	92.16	91.03	88.9	87.32	87.7	86.71	88.65	88.11	86.48
KOLKATA	91.73	91.48	90.23	86.13	86.32	87.48	91.76	92.17	92	95.77	96.43	94.1
CHENNAI	NR	NR	NR	NR	NR	NR	NR	NR	NR			
All India Average	88.8	89.29	89.23	90.01	89.8	89.81	90.08	90.65	90.84	91.21	91.64	92.08
SUNFLOWER OIL (PACKED)												
Centre	Apr-18	May-18	Jun-18	Jul-18	Aug-18	Sep-18	Oct-18	Nov-18	Dec-18	Jan-19	Feb-19	Mar-19
DELHI	109.8	109.74	108.4	109	108.83	108.43	108.7	109.41	110	110	110	110
MUMBAI	86.2	90.61	91.53	93.19	93.68	92.9	90.19	86.17	85.39	87.23	88.89	88.87
KOLKATA	97.83	98	98.4	99.77	99.65	100.28	102	101.21	100	101.53	102.32	101.52
CHENNAI	95.45	95.94	95.73	97.23	101.5	104.17	104.03	104	102.97	101	101.43	100.77
All India Average	95.16	95.43	95.82	97.15	97.61	97.71	98.04	98.23	97.8	98.14	98.3	98.56
PALM OIL (PACKED)												
Centre	Apr-18	May-18	Jun-18	Jul-18	Aug-18	Sep-18	Oct-18	Nov-18	Dec-18	Jan-19	Feb-19	Mar-19
DELHI	87.27	88.48	90.37	90.94	86.97	84.3	83.7	82.93	79	78.97	79.25	78.93
MUMBAI	68.63	74.81	75.63	75	72.45	72	71.9	68.67	64.55	66.45	68.25	66
KOLKATA	84.27	85.19	86.17	84.27	82.48	82.76	83.9	82.21	75.39	76.27	79.29	77.81
CHENNAI	82.93	82.32	83	82.32	80.43	80.28	80.61	79.55	71.97	70.94	75.36	73.35
All India Average	77.77	78.26	78.22	78.34	77.85	77.06	77.27	76.77	75.87	75.8	76.39	76

POTATO												
Centre	Apr-18	May-18	Jun-18	Jul-18	Aug-18	Sep-18	Oct-18	Nov-18	Dec-18	Jan-19	Feb-19	Mar-19
DELHI	21.13	24.32	26.27	28.32	29.4	33.63	34.1	31.9	21.19	16.27	15	15.03
MUMBAI	21.17	24.87	26.03	26.29	25.94	26	26.77	27.7	25.87	24.94	25.86	24.58
KOLKATA	14.23	18.58	18.93	18	18	18	18.21	19	13.48	11.13	9.21	8.26
CHENNAI	21.77	24.1	24.6	24.23	22.34	24.14	25.26	25.14	22.2	20.71	19.25	16.55
All India Average	16.6	18.74	20.29	21.51	21.6	21.59	22	22.05	19.41	16.93	16.13	15.35
ONION												
Centre	Apr-18	May-18	Jun-18	Jul-18	Aug-18	Sep-18	Oct-18	Nov-18	Dec-18	Jan-19	Feb-19	Mar-19
DELHI	21.7	20	23.27	30	28.43	27	29.53	29.79	24.9	22.8	20.25	20.53
MUMBAI	22.3	20.19	22.2	22.94	21.94	22.57	25.74	29.57	21.94	20.35	17.89	16.19
KOLKATA	17.47	19.68	21.5	29	30	30	26.38	30	21.77	19.93	18	18.84
CHENNAI	14.13	13.87	16.6	20.68	17.1	15.34	17.23	19.38	16.1	14.68	13.32	12.97
All India Average	19.28	16.72	17.78	21.02	21.6	20.6	21.41	22.02	19.36	18.03	16.48	15.87
TOMATO												
Centre	Apr-18	May-18	Jun-18	Jul-18	Aug-18	Sep-18	Oct-18	Nov-18	Dec-18	Jan-19	Feb-19	Mar-19
DELHI	20.9	18.9	30.77	45.13	40.03	30.63	33.57	31.03	28.94	33.3	31.11	37.87
MUMBAI	21.7	25.32	28.2	29.9	29.32	23.33	22.03	21.97	22.58	25	27	32.58
KOLKATA	15.77	20.1	37.5	43.5	37.35	33.86	34.83	36.38	30.81	26.33	20	24.84
CHENNAI	13.87	11.48	18.33	23.65	13.76	11.69	12.03	16.28	15.47	28.06	17.61	18.29
All India Average	15.87	16.02	21.43	28.57	27.96	24.48	23.45	23.47	21.76	22.98	19.95	21.84
SUGAR												
Centre	Apr-18	May-18	Jun-18	Jul-18	Aug-18	Sep-18	Oct-18	Nov-18	Dec-18	Jan-19	Feb-19	Mar-19
DELHI	34.47	32.97	35.63	38.71	38.87	38.43	39	39	38.9	39	39.43	38.9
MUMBAI	38.87	38	39.7	41.1	40.03	39.73	39	38.87	39.1	40.1	40.11	39.9
KOLKATA	37.1	33.71	36.63	39.33	39	39.41	39	39	38.1	38	38.43	38.1
CHENNAI	36.17	33.35	36.4	38.9	39.41	37.72	38	37.21	37.23	35.94	35.86	36.61
All India Average	39.01	36.88	37.41	38.79	38.8	38.52	38.58	38.44	38.13	38.25	38.13	38.14
GUR												
Centre	Apr-18	May-18	Jun-18	Jul-18	Aug-18	Sep-18	Oct-18	Nov-18	Dec-18	Jan-19	Feb-19	Mar-19
DELHI	51	52.23	54	54.97	55	55	54	51.38	49.06	49	49.39	50.17
MUMBAI	55.17	55.32	56.57	55.23	54.42	55.3	54.84	56.37	53.81	58	55.29	56.26
KOLKATA	38.73	38.06	39.8	40.23	43.23	44.34	46.28	43.03	38.19	39	38.54	38.61
CHENNAI	53.03	52.81	56.17	57.55	55.29	52.24	51.71	51.17	52.57	49.32	51.64	57
All India Average	42.45	42.21	42.58	42.99	42.95	42.96	43.36	43.1	42.38	42.39	42.39	42.78

MILK (₹/Liter)												
Centre	Apr-18	May-18	Jun-18	Jul-18	Aug-18	Sep-18	Oct-18	Nov-18	Dec-18	Jan-19	Feb-19	Mar-19
DELHI	42	42	42	42	42	42	42	42	42	42	42	42
MUMBAI	43	43	43	43	43	43	43	43	43	43	43	43
KOLKATA	38	38	38	38	38	38	38	38	38	38	38	38
CHENNAI	37	37	37	37	37	37	37	37	37	37	37	37
All India Average	42.02	42.19	42.39	42.71	42.61	42.39	42.54	42.16	42.5	42.68	42.76	43.38
TEA LOOSE												
Centre	Apr-18	May-18	Jun-18	Jul-18	Aug-18	Sep-18	Oct-18	Nov-18	Dec-18	Jan-19	Feb-19	Mar-19
DELHI	238.67	236.71	232	234	235.97	236	236	236	236	237.93	238	237.67
MUMBAI	260	260	260	260.3	265.32	267.27	268	269.47	270	270	270	270
KOLKATA	140	140	140	140	140	140	140	140	140	140	140	140
CHENNAI	220	220	220	220	220	220	220	220	220	220	220	220
All India Average	209.08	209.58	209.96	210.2	210.86	208.98	210.65	208.89	209.43	208.22	208.26	209.48
SALT (PACK)												
Centre	Apr-18	May-18	Jun-18	Jul-18	Aug-18	Sep-18	Oct-18	Nov-18	Dec-18	Jan-19	Feb-19	Mar-19
DELHI	17	17.94	18	18	18	18	18	18	18	18	18	18
MUMBAI	18	18	18	18	18	18	18	18	18	18	18	18
KOLKATA	9	9	9	9	9	9	9	9	9	9	9	9
CHENNAI	17	17	17	17	17.21	17.59	18	18	18	18	18	18
All India Average	15.08	15.22	15.2	15.32	15.37	15.26	15.23	15.3	15.35	15.46	15.29	15.3



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

Seminar - Cum - Exhibition

on

# "Towards Food Security and Consumer Empowerment"

*Inauguration by*

**Narendra Modi**  
Hon'ble Prime Minister



**Ram Vilas Paswan**

Hon'ble Minister of Consumer Affairs, Food and  
Public Distribution, Government of India



**Shri Ram Vilas Paswan**

Hon'ble Minister of Consumer Affairs, Food and Public Distribution  
Government of India

Venue: Shri Krishna Memorial Hall, Patna

17<sup>th</sup> May, 2016, Time : 11:00 A.M.

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एक कदम स्वस्थता की ओर



## 11.1 ESSENTIAL COMMODITIES REGULATIONS AND ENFORCEMENT

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

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

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

- (i) Article 38, “The State (Government) shall strive to promote the welfare of the people by securing and protecting as effectively as it may a social order, in which justice, social, economic and political, shall inform all the institutions of the national life. The State shall, in particular, strive to minimize the inequalities in income, and 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 that the citizens, men and women equally, have the right to an adequate means of livelihood; 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”.
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(I) & Article 21 provide as under:
- Article 19. (I) 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.

4. The Essential Commodities Act, 1955 is placed in Schedule IX of the Constitution. Under this Act, as per 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 is 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, for which prosecution rests with the State Governments.
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 1<sup>st</sup> April 1955. The powers of Central Government under the Act, have been delegated, comprehensively, to the State Governments vide order dated 09.06.1978.
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.

These Ministries/Departments and commodities under them are as under:

<b>Commodity</b>	<b>Administrative Department</b>
Drugs	D/o Pharmaceuticals
Fertilizers, whether inorganic, organic or mixed	M/o Chemical & Fertilizers
'Foodstuffs'* including edible oilseeds and oil	M/o Agriculture & Farmers' Welfare, M/o Food Processing Industries, D/o Food & PD, D/o Consumer Affairs
Hank yarn made wholly of cotton	M/o Textiles
Petroleum and Petroleum Products	M/o Petroleum & Natural Gas
Raw jute and jute textiles	M/o Textiles
Seeds of food crops, fruits and vegetables	M/o Agriculture & Farmers' Welfare
Seeds of cattle fodder	M/o Agriculture & Farmers' Welfare
Jute seeds; and	M/o Agriculture & Farmers' Welfare & M/o Textiles
Cotton seed	M/o Agriculture & Farmers' Welfare & M/o Textiles

\* The term "Foodstuffs" includes raw and prepared food and the ingredients required to prepare a food.

7. As per Cabinet Decision, Central Govt. has issued Order G.S.R. 929(E) dated 29<sup>th</sup> September, 2016 and merged all the relevant Orders and allowed that 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 therefore, under any order issued under the Act. At present there is no stock limit etc. on any essential commodity. As per direction of Prime Minister's Office to revisit the provision of imposition of stock limits on various agri-commodities and advice of Deptt. of Agriculture, Cooperation & Farmers' Welfare and Deptt. of Commerce, stock limit on edible oils and edible oilseeds was withdrawn on 13.06.2018.
8. 4<sup>th</sup> National Consultation Meetings of Ministers of State governments/UTs in-charge of Food, Civil Supplies and Consumer Affairs was held on 29.6.2018. Every consultation meeting prepared an action plan for implementation by states & line departments of



Central Government. The action plan included increasing storage capacity of Food items, Strengthening of Price Monitoring Mechanism at the State level, Stringent enforcement action be undertaken to prevent hoarding and black-marketing, Creation of Price stabilization fund(PSF) by the States etc. Coordinated action by the Central and State Governments has resulted in checking the prices of essential commodities.

9. To monitor the speculative trading, black-marketing, hoarding, profiteering and cartelling of essential food commodities like vegetables, Pulses, Onions, Edible Oils etc. and to ensure effective and coordinated action by different enforcement agencies, a group of such agencies i.e. ED, IT & Police etc. was constituted under the chairmanship of Secretary(CA) in 2016. It meets periodically depending on exigencies and advises States and other agencies about the actions required to keep the prices at reasonable level. Three(3) meetings of the group were held in the year 2018-19.
10. 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. 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 97282 raids were conducted, 7224 persons arrested, 4161 persons prosecuted, 2099 persons convicted and goods of Rs. 4372.83 lakh confiscated, detention orders under the PBMMSEC Act were issued against 128 persons during the year 2018-19 (as per report received upto 31.03.2019).
12. In Tamilnadu, a separate wing of Police Department namely Civil Supplies Crimes Investigation Department (CSCID) has been setup under the EC Act, 1955 for investigating the malpractices in the trade of essential commodities and also in curbing violations of any order notified under the Act 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.

13. 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 of 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.



**Narendra Modi**  
Hon'ble Prime Minister



## Government Committed to Availability of Pulses at Affordable Prices

**Steps taken for stabilizing prices and improving availability**

- Approved creation of buffer stock of 1.5 lakh MT of pulses. The buffer stock size also enhanced for effective market intervention.
- Released pulses from the buffer stock to States/UTs at subsidized rates for direct retailing at not more than Rs 120/- per kg
- Government is in negotiation with producing/exporting countries for long term Government to Government contract for assured supply of pulses.
- Largest increase in MSP (including bonus) for Kharif crop of 2016-17 season accorded to Tur, Urad and Moong as incentive to boost production.
- Advisories issued to States/UTs to take strict action against hoarding and black-marketing under the Essential Commodities (EC) Act, 1955 and the Prevention of Black-marketing and Maintenance of Supplies of Essential (PBMSE) Act, 1980
- During 2015-16 alone 1.34 lakh tonnes of pulses seized in 14,484 raids and disposed off either by auction or other means permitted under EC Act.
- Action as per law is being taken against unscrupulous importers, traders and financiers engaged in pulses trade.



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**Department of Consumer Affairs**  
Ministry of Consumer Affairs, Food & Public Distribution  
Government of India  
Krishi Bhawan, New Delhi - 110 001  
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dsvp 0810/13/0004/1617

## 12. THE BUDGET AND FINANCIAL REVIEW

### INTRODUCTION

The Internal Finance Division of the Ministry of Consumer Affairs, Food and Public Distribution (Department of Consumer Affairs) is headed by an 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 sanctions issued by Administrative Ministry in exercise of delegated powers clearly indicate that they issue after consultation with IF Division.
- To be involved in and coordinate the preparation of Outcome Budget of the Department;

- 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 watch the settlement of audit objections, inspection reports, draft audit paras, etc;
- To examine foreign deputation proposals in respect of officers of the Department and organizations under its administrative Control.
- To represent Central Government in the Finance Committee and Executive Committee of BIS.
- To ensure prompt action on Audit Reports and 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 2014-15 TO 2018-19 (UPTO TO MARCH, 2019 PROVISIONAL)

(Rs. In Crore)

Year	Demand No.	Budget Estimates			Revised Estimates			Actuals		
		Plan	Non-Plan	Total	Plan	Non-Plan	Total	Plan	Non-Plan	Total
2014-2015	16	220.00	90.79	310.79	140.00	90.88	230.88	131.93	82.59	214.52
2015-2016	17	180.00	96.77	276.77	176.47	144.66	321.13	161.31	140.93	302.24
2016-2017	16	1050.00	207.11	1257.11	3539.00	286.50	3825.50	7021.53	241.86	7263.39
		Capital	Revenue	Total	Capital	Revenue	Total	Capital	Revenue	Total
2017-2018	15	21.35	3723.10	3744.45	17.00	3716.85	3733.85	16.52	3714.85	3731.37
2018-2019	15	48.59	1755.93	1804.52	54.81	1744.56	1799.37	48.46	1739.12	1787.58*

\*Provisional Expenditure upto 31<sup>st</sup> March, 2019 as intimated by Pr. Accounts Office and includes the amount of Rs. 36.89 (35.77 + 0.61) Crore authorized in favour of other Ministries/Departments.

Upto Financial Year 2016-17, BE & RE are bifurcated in Plan and Non-Plan. From 2017-18, Plan and Non-Plan have been merged as one and figures have accordingly been changed to Capital and Revenue.

### 12.3 SUMMARY OF AUDIT OBSERVATIONS

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

Position of ATNs in respect of Audit observations pertaining to the Department of Consumer Affairs (as on 31.03.2019).

Name of Ministry/Department	CAG Reports of 2015	CAG Reports of 2016	CAG Reports of 2017	Total (1+2+3)
	(1)	(2)	(3)	(4)
Ministry of Consumer Affairs, Food & PD (Department of Consumer Affairs)	<b>No Action Taken Note on the C&amp;AG reports are pending.</b>			

#### 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 31.03.19 are furnished below:

#### Region wise position of Audit Para up to 31.03.19

SI No	NTH Regions	No of Outstanding Audit Para	No of Settled Audit Para	No of Pending Audit Para
1.	NTH (ER), Kolkata	52	Nil	52
2.	NTH (WR), Mumbai	24	Nil	24
3.	NTH (SR), Chennai	47	Nil	47
4.	NTH (NR), Ghaziabad	26	Nil	26
5.	NTH (NWR), Jaipur	02	Nil	02
6.	NTH (NER), Guwahati	05	Nil	05

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



## MRP of Unsold Pre-packaged Commodities After Implementation of GST



**MRP is retail sale price inclusive of all taxes. GST is included in MRP.**

**Change of MRP of unsold stock of pre-packaged commodities on account of implementation of GST is allowed now till 31<sup>st</sup> December, 2017.**

However, the original MRP label shall continue to be displayed and the revised price shall not overwrite on it.

The benefit of lower GST must be passed on to the consumers. A separate sticker with the revised MRP shall be put in such cases.

In the event of increase in MRP on account of GST\*, Manufacturers, Importers and Packers to make two advertisements in one or more newspapers and intimate to the Director Legal Metrology and Controllers of Legal Metrology. Declaration of changed MRP can be made by way of stamping, or putting sticker or online printing.

\*Increase means effective increase in the Tax liability after factoring in and taking into consideration extra availability of input tax credit under GST (including deemed credit available to traders under proviso to subsection (3) of section 140 of the CGST Act, 2017).

Once the revised MRP (reduced or increased) has been fixed by the manufacturer/ packer/ importer, either the manufacturer/ packer/ importer or a wholesaler/ retailer shall display the MRP so fixed, on the product.

**For more details, visit [www.consumeraffairs.nic.in](http://www.consumeraffairs.nic.in)**

For any queries/guidance contact:



**National Consumer Helpline No:  
1800-11-4000 or 14404 (Toll Free)**



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**Department of Consumer Affairs**

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dmpr 08/10/17 3:00:31 PM 17/16

## **COMPLIANCE WITH THE OFFICIAL LANGUAGE ACT AND RULES FRAMED THEREUNDER**

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 Joint Director (OL), One Senior Translation Officer, One Junior Translation Officer, and One Supervisor 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, checkpoints have been set up in the Department and these checkpoints were circulated in the department and effective steps were taken for the adherence to these checks points.

### **13.1 REVIEW**

3. The Annual Programme for the year 2018-19 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.
4. 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.
5. Meeting of the Hindi Salahakar Samiti of the Ministry was held on 03rd October, 2016 and the tenure of the Samiti expired on 03.02.2018. As per the instructions of the Deptt of Official Language, Samiti is being reconstituted. As far as the reconstitution of the Samiti is concerned, the reconstitution of the Samiti is under the jurisdiction of Deptt of Food and Public Distribution and the above department is taking appropriate action in this regard.





### 13.2 INCENTIVE SCHEMES

6. The scheme for awarding cash prizes to Central Govt. Employees for noting and drafting in Hindi continued to be implemented during the year.
7. Special incentive for Hindi typing in addition to English typing continued to be given to employees of the Department.
8. The Department observed Hindi Fortnight from 01.09.2018 to 15.9.2018. 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. The prizes were distributed by the Hon'ble Minister for Consumer affairs, Food and Public Distribution in a prize distribution ceremony held on 09<sup>th</sup> October, 2018. This year cash awards were awarded to all the participants of the competitions.

### 13.3 OTHER ACTIVITIES

9. Under the guidance of Economic Advisor and Chairman, Official Language Implementation Committee, Joint Director (OL) compiled a dictionary in respect of Department of Consumer Affairs with the assistance of Assistant Director (OL) and staff of Hindi Division. The Hon'ble Minister of Consumer Affairs, Food and Public Distribution released the dictionary on the occasion of the Prize distribution ceremony for Hindi Fortnight held on 9<sup>th</sup> October. 2018.
10. 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.
11. 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.
12. 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.



# HEALTH IS WEALTH

Be cautious while eating street food



- Make sure street food stalls are clean and hygienic
  - Make sure food is fresh
- Check whether food is made with quality raw materials
  - Check if vendor himself is hygienic
  - Proper disposal and handling of waste



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Department of Consumer Affairs, Government of India  
Website : [www.consumeraffairs.nic.in](http://www.consumeraffairs.nic.in)

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You can also log in your complaints at [www.nationalconsumerhelpline.in](http://www.nationalconsumerhelpline.in) & [www.core.nic.in](http://www.core.nic.in) (Toll Free No. 1800-11-4566)  
For registering complaints about misleading advertisements please login in to: [www.gama.gov.in](http://www.gama.gov.in)

# Consumers Know your rights

to protect yourself from unfair trade practices



## Be an alert Consumer, know your Rights

- You have a right to know the details of any product or service
- You have a right to choose any article or service
- You have a right to know the MRP, expiry date, weight and quantity
- You have a right to be protected against dangerous and unsafe products
- You have a right to get heard in consumer forum against grievances
- You have a right to examine quality marks such as ISI mark, agmark, hallmark.

## Where to Complain?

- National Consumer helpline no. **1800-11-4000**
- State Consumer Helpline (In regional languages) - for Helpline Number visit: <http://consumeraffairs.nic.in>
- CORE Centre: E-mail : [complaints@core.nic.in](mailto:complaints@core.nic.in)
- CGRC, Department of Consumer Affairs, Jam Nagar House, New Delhi - 110011, Contact No. 011-23386210
- District Consumer Forum (For complaint of up to twenty lac rupees)
- State Commission (For complaint of more than 20 lac rupees up to one crore rupees)
- National Consumer Dispute Redressal Commission (For complaint of more than one crore rupees), Contact No. 011-24608801
- To locate the Consumer Forum in your area login to [www.ncdrc.nic.in](http://www.ncdrc.nic.in)



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## 14 CITIZEN CENTRIC E-GOVERNANCE INITIATIVES

The Government of India is focused on using technology to the maximum possible extent to give fillip to effective and efficient governance. To achieve the objective of providing consumer-friendly services, the department has digitized its various functions. A brief overview of the electronic governance initiatives is given below:

### 14.1 IMPLEMENTATION OF e-OFFICE:

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

### 14.2 e-book: an e-book

“4 years of Sustainable Development towards Food Security and Consumer Empowerment” has been published on the website of the Department (<http://consumeraffairs.nic.in>).

### 14.3 INGRAM V2.3:

During the year 2018, A new version of the INGRAM V2.3 which is the web portal <https://consumerhelpline.gov.in> was launched by the Department. The upgraded version provides the sector specific facility to enter the grievance in the system. A BOT based chat application also developed and implemented by NIC. This portal integrates various stakeholders of the Consumer Grievance Redressal process and provides a common platform for all to put in place an effective and efficient consumer grievance redressal mechanism.

### 14.4 ONLINE CONSUMER WELFARE FUND PROPOSALS:

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

### 14.5 ONLINE PRICE MONITORING SYSTEM:

The daily retail and wholesale prices of 22 essential commodities is being collected from all India across 109 centres through the online application Price Monitoring System developed in-house by the NIC.

The process of collection and compilation of price data on 22 essential food items from 109 centers situated across the country has been fully automated and more than 95% of prices from State Government are being reported through online system. Reports are generated and circulated to various decision-making authorities. The Scheme for Strengthening PMCs has been approved for the period 2017-18 to 2019-20. The scheme has been strengthened to include new features such as remuneration of one contractual employee (Data Entry Operator) at each center and handheld device with geo-tagging facilities. It is also proposed to organize total 5 training-cum-conference in each zone of the country. NIC working under PMC has recently rationalized the daily Price report and has included new features like colour coding showing variation, discrepancies in price reporting, etc.

#### **14.6 SOCIAL MEDIA:**

The Department has initiated various measures to reach the consumers through the social media. The department has uploaded various consumer awareness materials in Youtube Channel, Facebook. Through the two twitter handles @consaff for addressing consumer grievances including e-commerce related and @jagograhaakjago for creating awareness amongst consumers are in place.

#### **14.7 CONFONET**

The automation and Networking of Consumer Fora and Commissions across the country is supported by the CONFONET Project of the Department which is being implemented by the NIC. During the year, various other IT initiatives have been undertaken such as launch of Mobile Apps for Consumers,

#### **14.8 ONLINE MODEL APPROVAL SYSTEM:**

The process of Model Approval of the Legal Metrology Division has been automated to enable online application and approval.

#### **14.9 ONLINE REGISTRATION OF IMPORTERS:**

The process of registration of importers for weights and measurements instruments of the Legal Metrology has been automated to enable online application and approval..

#### **14.10 PROCUREMENT AND DISPOSAL SYSTEM FOR PULSES**

The procurement/import and disposal of pulses and agri-horticultural commodities under Price Stabilization Fund (PSF) by the different agencies (eg. FCI, NAFED, SFACX, MMTTC and STC). reported online. This helped to higher officer for taking the decisions for procurement / imports and disposal also. This software give the information related to stock in hand position.



#### **14.11 OTHER E-GOVERNANCE INITIATIVES:**

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

# Advertisements & Teasers may fool you

Enquire about **\*conditions apply**



**Check what is  
\*conditions apply?**

- \* Additional club membership fee
- \* Car parking charges extra
- \* Extra fire resistant fee
- \* Security charges extra
- \* Additional outer construction fees
- \* ...And much more...

Don't take decisions on the basis of promotions & advertisements; check all aspects before investing your hard-earned money.

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GRAHAK  
JAGO**

For any help / clarification on consumer issues, call :

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

Emp. No. 10111/2006-15/16



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## CHAPTER-15

### 15. NUMBER OF SC/ST/OBC/PWD/EXM OFFICERS

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

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

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

#### STATEMENT SHOWING THE NUMBER OF SC/ST/OBC/PWD/EXM/WOMEN (AS ON 31.12.2018)

Group of Post	Sanctioned Strength	Total Number of employees in position	Number of employees out of Col. 3 belonging to							
			SC	ST	OBC	Persons with Disabilities			EXM	WOMEN
						VH	HH	OH		
1	2	3	4	5	6	7	8	9	10	11
Group A	182	129	16	8	18	0	0	01	2	13
Group B (Gazetted)	175	141	20	6	11	0	0	04	0	27
Group B, (Non-Gazetted)	240	163	28	9	34	01	01	05	0	42
Group C	592	327	72	26	39	00	01	04	02	46
<b>Total</b>	<b>1189</b>	<b>760</b>	<b>136</b>	<b>49</b>	<b>102</b>	<b>01</b>	<b>02</b>	<b>14</b>	<b>04</b>	<b>128</b>

VH- Visually Handicapped

HH-Hearing handicapped

OH- Orthopedically Handicapped

EXM-Ex-Serviceman

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

National Test House-Kolkata

National Consumer Disputes Redressal Commission, New Delhi.

Indian Institute of Legal Metrology –Ranchi.

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



(BIS)

### RESERVATION FOR SCHEDULED CASTES / SCHEDULED TRIBES / OTHER BACKWARD CLASSES AND PHYSICALLY HANDICAPPED PERSONS

The total staff strength of Group A (Scientific Cadre & Non-Scientific Cadre), B & C (including erstwhile Group D) employees as on 31 March 2019 was 1284, Group-wise representation of SC/ST/OBC and Physically Handicapped (PH) persons are as indicated below:

Group	Existing Strength	SC	ST	OBC	PH	PH-ST	EX-servicemen
A (Scientific Cadre)	428	79	27	99	05	-	-
A(Non-Scientific Cadre)	35	07	02	03	01@	01@	03
B	391	72	14	06	05	-	-
C	310	68	33	79	15	-	01
D*	120	50	08	02	02	-	-
<b>Total</b>	<b>1284</b>	<b>276</b>	<b>84</b>	<b>189</b>	<b>28</b>	<b>01</b>	<b>04</b>

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

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

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

### SC/ST EMPLOYEES IN NTH & SCHEMES FOR THE BENIFIT OF PERSONS WITH DISABILITIES:

The position of SC/ST/OBC/EXM candidates against the number of employees in position, as on 31.03.19.

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	64	09	03	11	NIL	NIL	NIL	NIL	04
Group B, Gazetted	105	73	12	04	11	NIL	NIL	02	NIL	11

Group B, Non- Gazetted	148	99	16	08	21	NIL	NIL	03	NIL	24
Group C	366	166	48	07	14	NIL	NIL	01	01	27
<b>Total</b>	<b>715</b>	<b>402</b>	<b>85</b>	<b>22</b>	<b>57</b>	<b>NIL</b>	<b>01</b>	<b>06</b>	<b>01</b>	<b>66</b>

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

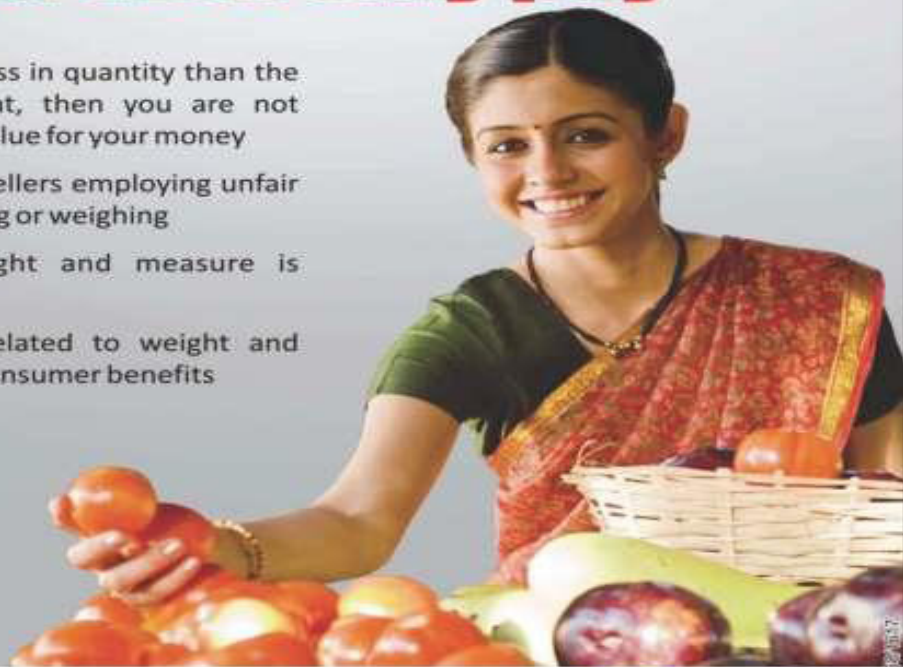


**This International Women's Day  
We empower the women  
In our special way**



**BUY PRODUCTS RIGHTLY MEASURED AND WEIGHED  
And then only pay**

- If the product is less in quantity than the mentioned amount, then you are not really getting the value for your money
- Be careful about sellers employing unfair means of measuring or weighing
- Ensure that weight and measure is stamped
- Rules and acts related to weight and measures are for consumer benefits



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**16 SCHEMES FOR THE BENEFIT OF PERSONS WITH DISABILITIES**
**SCHEMES FOR THE BENEFIT OF THE PERSONS WITH DISABILITIES**
**STATEMENT SHOWING THE NUMBER OF PERSONS WITH DISABILITIES IN VARIOUS GROUPS  
(AS ON 31.12.2018)**

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	182	129	0	0	01
Group B(Gazetted)	175	141	0	0	04
Group B(Non-Gazetted)	240	163	01	01	05
Group C	592	327	0	01	04
<b>Total</b>	<b>1189</b>	<b>760</b>	<b>01</b>	<b>02</b>	<b>14</b>

VH- Visually Handicapped

HH-Hearing handicapped

OH- Orthopedically Handicapped

(BIS)

- i) As per the GOI instructions, 4% reservation is being provided to the persons with disabilities in direct recruitment under Group A, B, C & D posts. Further 4% of the vacancies in case of promotion to Group C and D posts, in which element of direct recruitment, if any, does not exceed 75% is also being reserved for persons with disabilities.
- ii) BIS also allows 12 Casual Leaves to the Physically challenged/ disabled people instead of 8 Casual Leaves permissible to a normal employee.
- iii) Moreover, physically challenged/disabled people are being paid Transport Allowance at double the rates prescribed for other employees, subject to a minimum of Rs. 2250/- per month.

### 16.1 SCHEMES FOR THE BENEFIT OF PERSONS WITH DISABILITIES:

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

### 16.2 SEXUAL HARASSMENT OF WOMEN AT WORK PLACE-CONSTITUTION OF COMPLAINTS COMMITTEE.

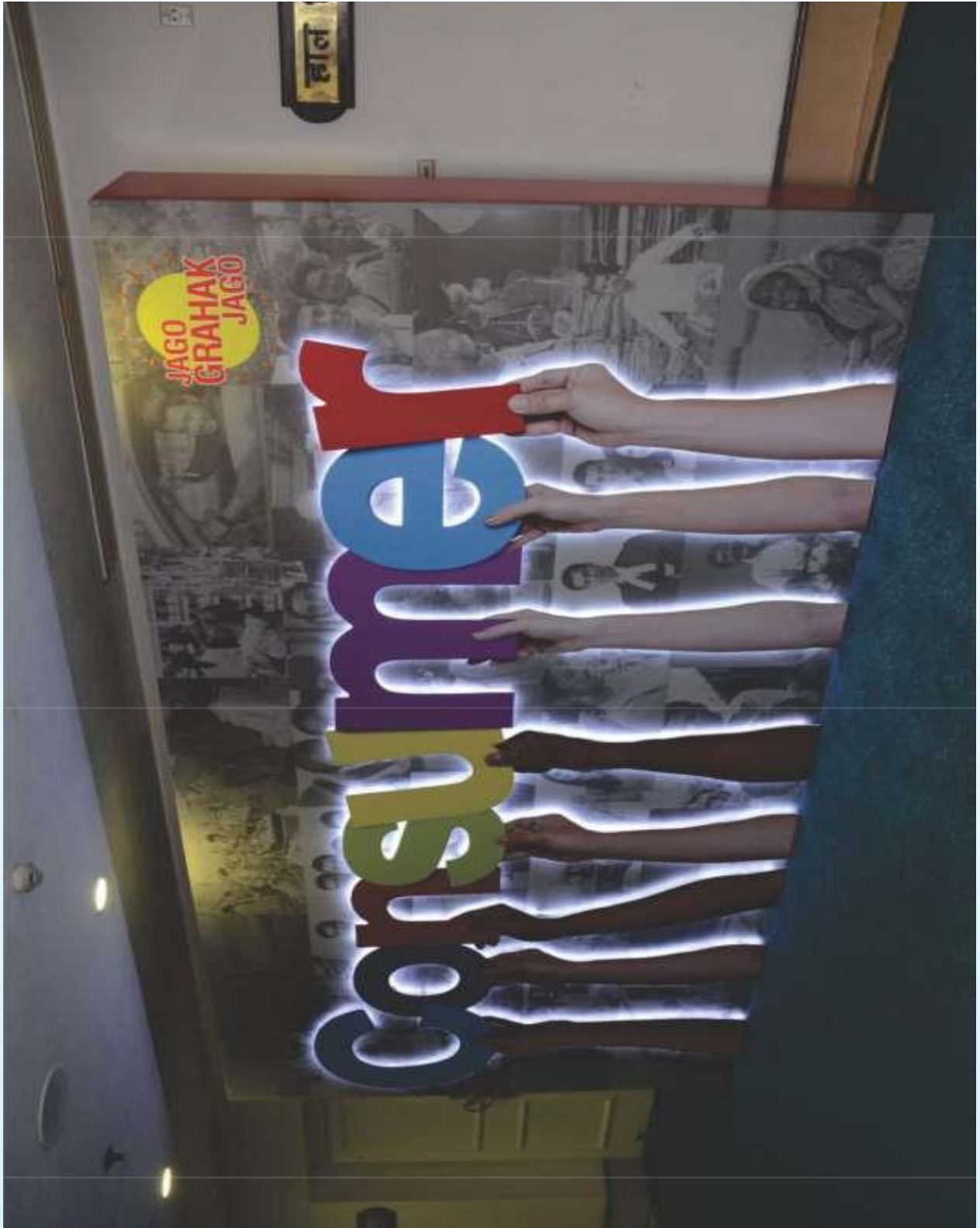
In Order to implement the guidelines of Hon’ble Supreme Court on prevention of sexual harassment of women at work place, a Complaints Committee was constituted in the Department of Consumer Affairs on 03.8.1998 which has been reconstituted on 8.11.2013 and subsequent in July, 2016, 25<sup>th</sup> May, 2017, 18<sup>th</sup> June 2018 and 08<sup>th</sup> November 2018. With the approval of the Competent Authority in this Department, the Internal Complaints Committee against Sexual Harassment against Women in the Department of Consumer Affairs is reconstituted with the following composition:

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

2. The Complaints Committee also functions as Women’s Cell, which broadly covers the following areas:
  - (a) To attend and coordinate the action for improvement of working conditions of women employees in the Department;
  - (b) To attend and expedite action on the complaints received from the women employees;
  - (c) Other general areas concerning the welfare of women employees.
3. No complaint was received during last year in the Department.

### NATIONAL TEST HOUSE

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 such sexual harassment case has been observed in any branch of NTH from 1<sup>st</sup> January 2018 to 31<sup>st</sup> March 2019 and may be considered as ‘NIL’



# KNOW YOUR RIGHTS



- Right to **SAFETY**
- Right to **REDRESSAL**
- Right to be **INFORMED**
- Right to Consumer **EDUCATION**
- Right to **CHOOSE**
- Right to be **HEARD**



**Department of Consumer Affairs**  
 Ministry of Consumer Affairs, Food and Public Distribution  
 Government of India, Krishi Bhawan, New Delhi-110001  
[www.consumeraffairs.nic.in](http://www.consumeraffairs.nic.in)



**Online Complaints :**  
[www.consumerhelpline.gov.in](http://www.consumerhelpline.gov.in)



For any guidance, contact National Consumer Helpline

## 17. INITIATIVES IN THE NORTH EAST STATES

### ACTIVITIES OF NTH, GUWAHATI IN NORTH EASTERN REGION:

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

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

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

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

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

**To serve the consumers as a whole**, NTH(NER), Guwahati, has a scope to play a vital role in the movement of growing industrialization of the region, in both sectors of “**Agro-based**” and “**Mineral-based**” industries. As such, the future planning for this region is as under:

- a) Augmentation of the existing Chemical Laboratory by creating test facilities for testing of organic and inorganic products, gas analysis, water testing etc.



- b) Augmentation of the existing Civil Laboratory by creating test facilities for testing of Mix-Design, Sanitary wares, Refractory, and Non-destructive tests of Civil Engineering Products.
- c) Augmentation of Mechanical Laboratory by creating new test facilities in Mech.
- d) Engineering Products, Billets, Steel Plates and requirements of Border Road Organisation etc.
- e) Creation of RPPT laboratory.

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

In order to comply with the Govt. of India policy for streamlining infrastructural development in the North-Eastern region, NTH decided to construct a **Permanent Office-cum-Laboratory-Building for NTH (NER), Guwahati** during the 11<sup>th</sup> five year plan by demolishing the existing semi-permanent sheds phase-wise. The construction of the **Permanent Office-cum-Laboratory-Building** has been completed and officially handed over to NTH by CPWD. Inauguration of the new building took place on 19.02.2016. The new building was inaugurated by the Hon'ble Minister Shri Ram Vilas Paswan, DoCA.

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

#### **Development in North –East Region (NER)**

RRSL Guwahati is functioning from new campus from 1<sup>st</sup> 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.

#### **DEVELOPMENT IN THE NORTH-EAST REGION (BIS)**

##### **PLAN SCHEMES**

BIS is implementing following two Central Sector Schemes under Annual Plan (2018-19) :

- a) Scheme for setting up A&H Centres in deficient districts.
- b) National System for Standardization for Strengthening Standardization at National and International level.

The total operative license in all seven North Eastern States up to 31 March 2019 is 1178 (559 licenses for Product Certification and 619 licenses for Hallmarking).

BIS also has a laboratory at Guwahati with testing facilities in the mechanical field and test products like high strength deformed steel bars (HSD steel bars), corrugated and plain asbestos

cement sheet, Galvanized Steel sheets, PET bottles & Jars for Packaged Drinking Water and Plywood etc.

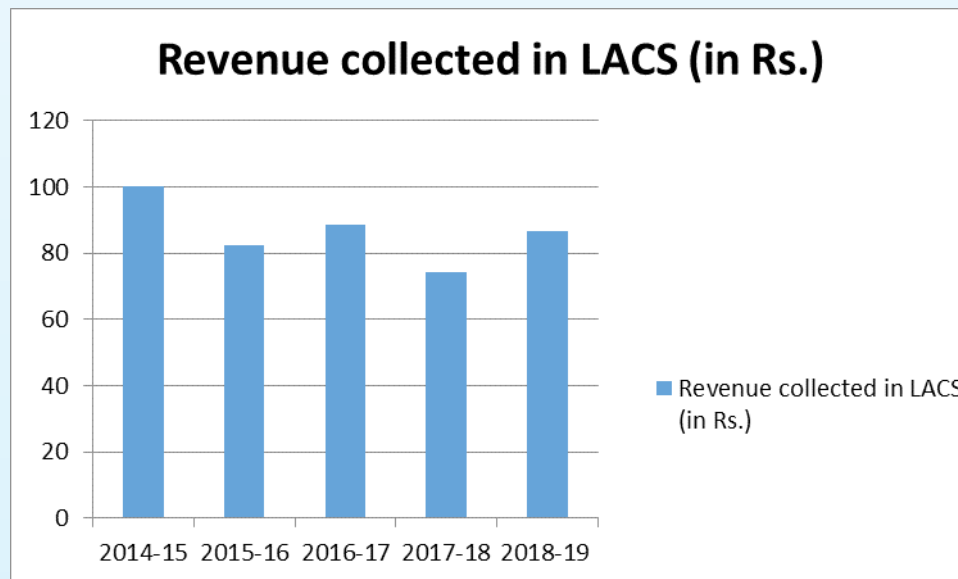
Price Monitoring Cell (PMC) monitors the retail and wholesale prices of 22 essential food items, viz., Rice, Wheat, Atta, Gram dal, Arhar dal, Moong dal, Urad dal, Masoor dal, Tea, Sugar, Salt, Vanaspati, Groundnut oil, Mustard oil, Milk, Soya oil, Palm oil, Sunflower oil, Gur, Potato, Onion and Tomato for which data is obtained from 109 centres including 10 centres from North East, viz. Itanagar, Guwahati, Imphal, Shillong, Tura, Jowai, Aizawl, Dimapur, Gangtok and Agartala.

PMC is implementing Scheme for Strengthening of Price Monitoring Cell (PMC) in the States. To strengthen the price monitoring mechanism in the North Eastern states, PMC through its Scheme for Strengthening of PMC provided financial assistance to State Government of Mizoram, Tripura, Sikkim and Meghalaya during the year 2018-19.

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. The States of NE have been asked to provide requirement of pulses, which may be met from the buffer stock. So far, in 2018-19, Mizoram have evinced interests for taking pulses from the buffer.

**REGIONAL REFERENCE STANDARDS LABORATORY BANGALORE  
PERFORMANCE REPORT**

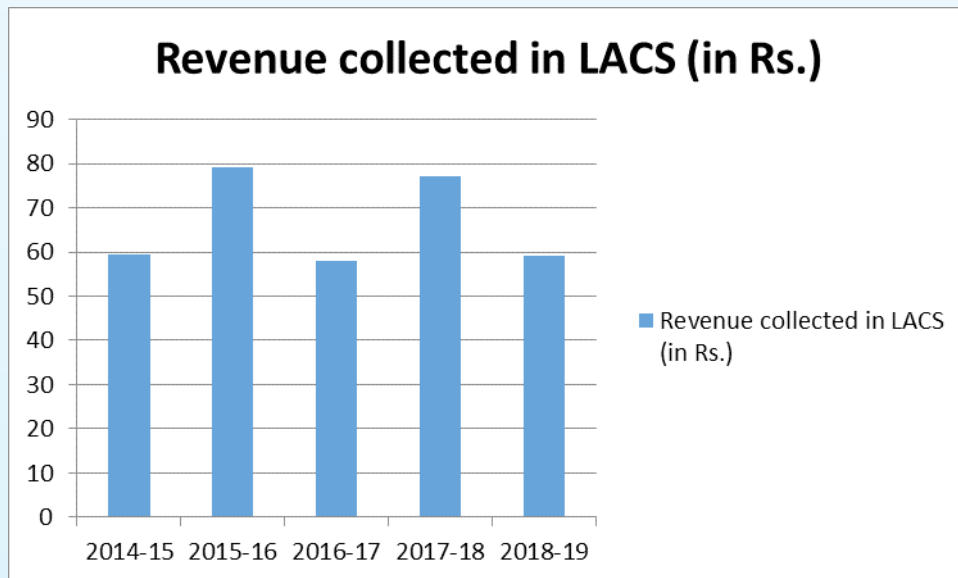
PERIOD	2014-15	2015-16	2016-17	2017-18	2018-19
Number of legal standards verified	76	32	73	40	78
Number of instruments calibrated	8298	7154	7787	7759	7747
Number of certificates issued	8298	7154	7787	7759	7747
Number of industries benefited	750	658	702	600	675
Number of models tested for approval	273	177	134	104	97
Test fee collected	10018672	8238606	8867837	7414861	8654024
Number of seminars conducted	02	03	03	03	04



**PERFORMANCE REPORT OF THE REGIONAL REFERENCE STANDARDS  
LABORATORY, AHMEDABAD**

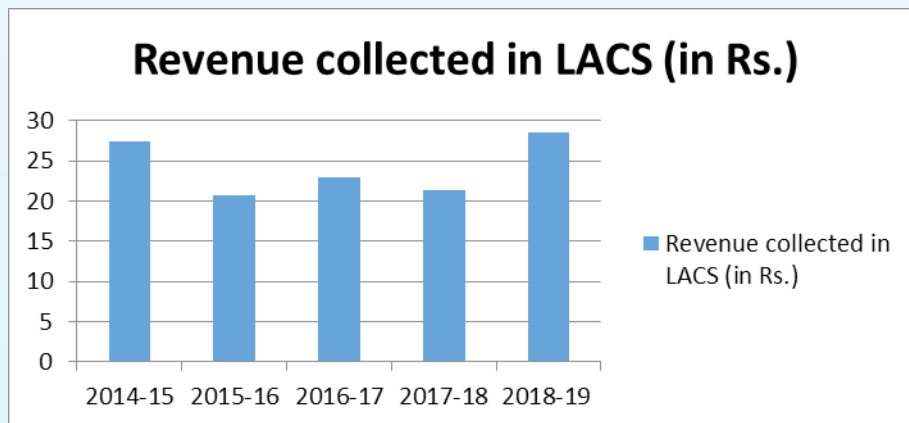
(During last 5 years)

Description	2014-2015	2015-2016	2016-2017	2017-2018	2018-19
No. of Standards verified	79	73	59	124	92
No. of industries benefited	717	875	634	648	674
No. of certificates issued	1737	2180	1282	1406	1123
No. of models approved	107	145	106	158	63
No. of seminar conducted	2	3	2	2	2
<b>Revenue collected in Lacs</b>	<b>59.44</b>	<b>79.13</b>	<b>57.95</b>	<b>77.02</b>	<b>59.19</b>



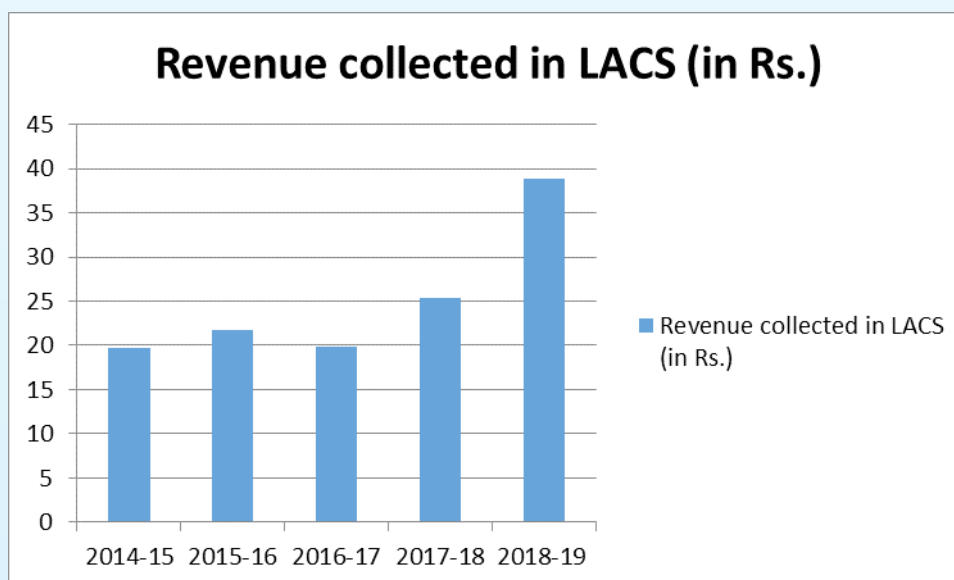
### Performance Report of the Regional Reference Standards Laboratory, Bhubaneswar from year 2014-2015 to 2018-19

Description	2014-15	2015-16	2016-17	2017-18	2018-19
No. of Standards verified	48	45	73	70	89
No. of industries benefited	200	190	180	190	250
No. of certificates issued	900	950	861	760	889
No. of models approved	44	52	59	81	91
No. of seminar conducted	01	02	01	01	01
Revenue collected in Lakhs	27.32	20.66	22.89	21.39	28.45



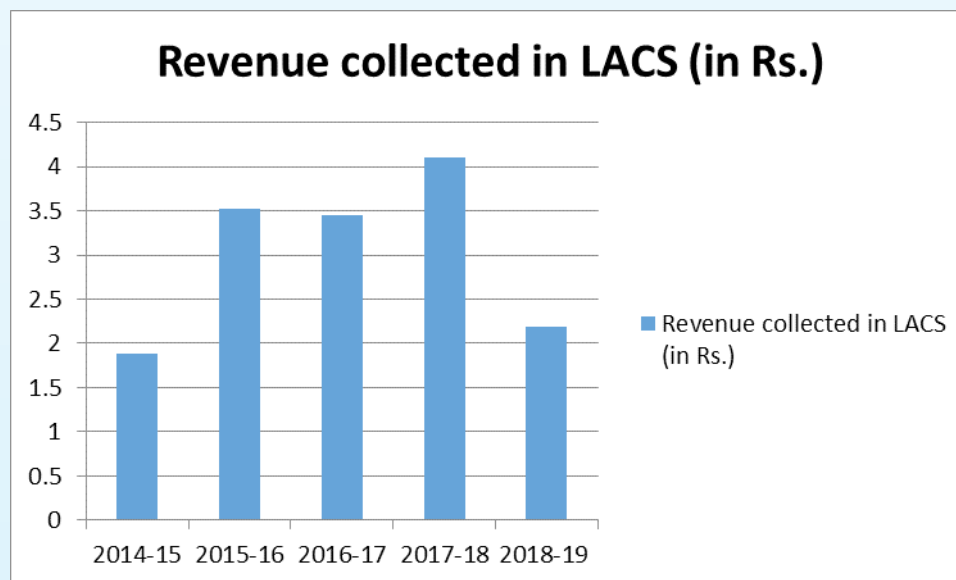
**PERFORMANCE REPORT OF THE REGIONAL REFERENCE STANDARDS  
LABORATORY, FARIDABAD  
(2014-15 to 2018-19)**

Description	2014-15	2015-16	2016-17	2017-18	2018-19
No. of Standards verified	27	104	16	95	108
No. of industries benefited	165	216	170	270	358
No. of certificates issued	203	322	238	364	466
No. of models approved	126	169	159	224	207
No. of seminar conducted	04	03	03	02	01
<b>Revenue collected (in Lakh)</b>	<b>19.72</b>	<b>21.7</b>	<b>19.81</b>	<b>25.33</b>	<b>38.88</b>



**PERFORMANCE REPORT OF THE REGIONAL REFERENCE STANDARDS  
LABORATORY, GUWAHATI  
(2014-15 to 2018-19)**

Description	2014-15	2015-16	2016-17	2017-18	2018-19
No. of Standards verified	27	13	17	62	21
No. of industries benefited	10	10	10	12	15
No. of certificates issued	55	84	56	77	32
No. of models approved	-	09	08	--	03
No. of seminar conducted	-	-	-	-	02
<b>Revenue collected (in Lakhs)</b>	<b>1.89</b>	<b>3.53</b>	<b>3.45</b>	<b>4.1</b>	<b>2.19</b>





सत्यमेव जयते

**Government of India**  
**MINISTRY OF CONSUMER AFFAIRS**  
**FOOD AND PUBLIC DISTRIBUTION**  
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