



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

3 years of Sustainable Development

Towards Food Security and Consumer Empowerment



Department of Food & Public Distribution
Government of India

Department of Consumer Affairs
Government of India



Towards Sustainable Development

Department of Food & Public Distribution

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Department of Consumer Affairs

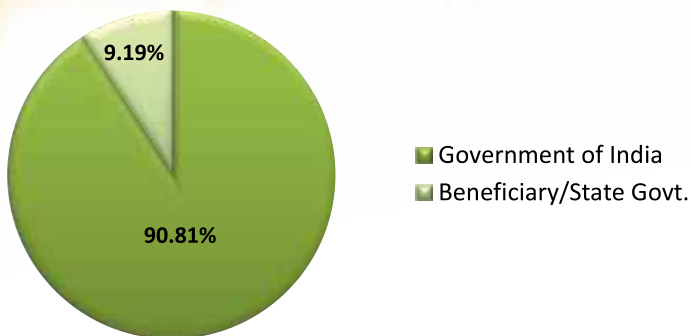
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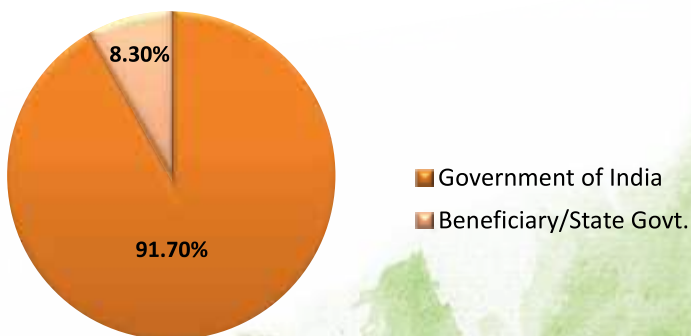
Department of Food & Public Distribution

CONTRIBUTION OF GOVERNMENT OF INDIA IN FOOD SUBSIDY

RICE - 90.81%



WHEAT - 91.70%





Exhibition-cum-Seminar
 “Towards Food Safety and Consumer Empowerment”



Conference of Ministers & Secretaries of States/UTs on PDS reforms and Cashless Environment



Media briefing on implementation of Food Security



National Conference of Food Secretaries of States/UTs



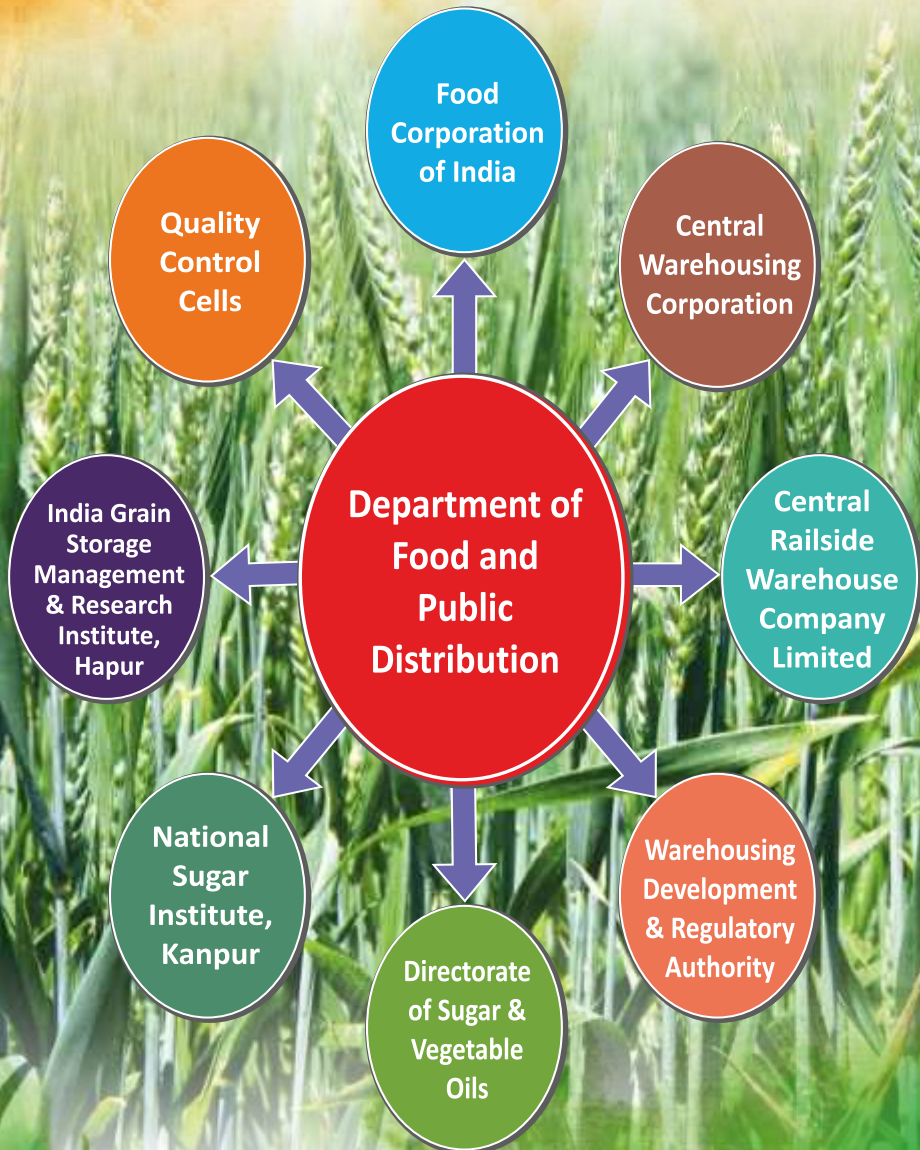
DEPARTMENT OF FOOD & PUBLIC DISTRIBUTION
Ministry of Consumer Affairs, Food & Public Distribution
Government of India

The primary policy objective of the Department of Food & Public Distribution is to ensure food security for the country through timely and efficient procurement and distribution of food grains. This involves procurement of various food grains from the farmers, building up storage and maintenance of food stocks, movement and delivery to the State agencies for distribution through Public Distribution System and monitoring of production, stock levels and prices of food grains.

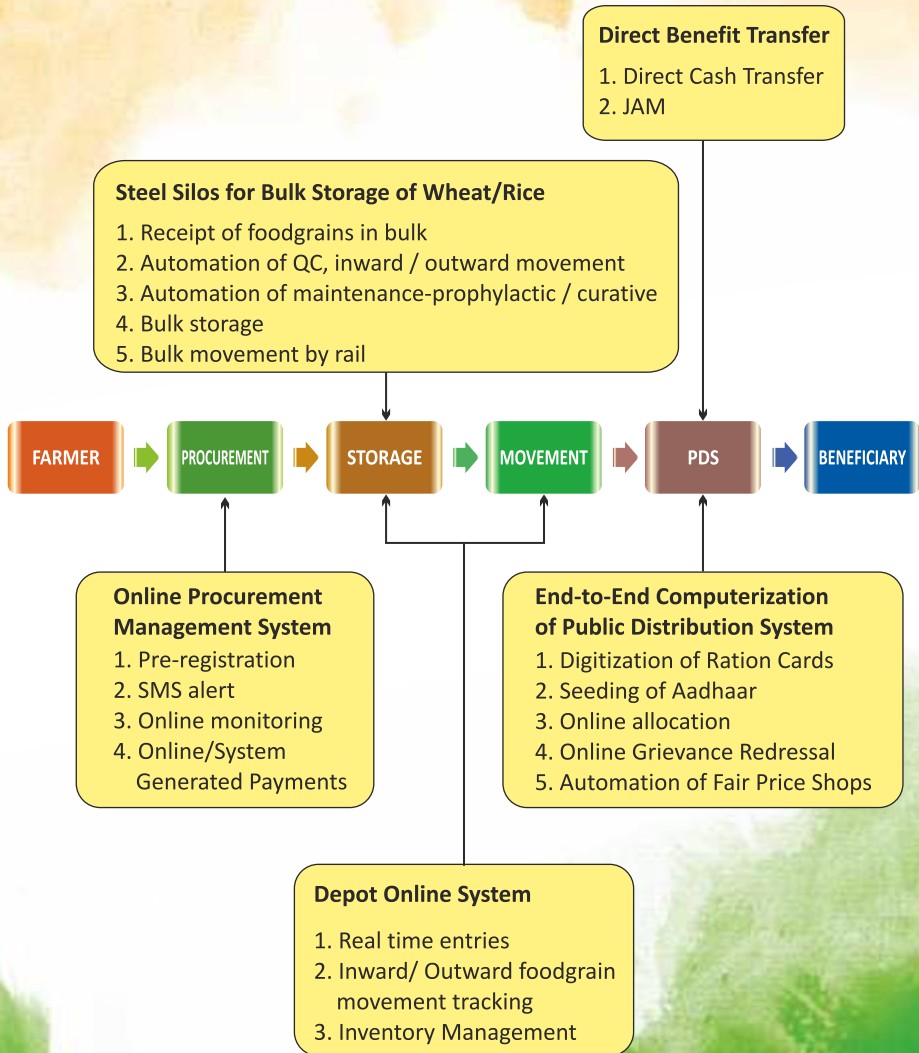
The focus is on incentivizing farmers by remunerating them with fair value for their produce by way of Minimum Support Price mechanism, distribution of food grains to Priority House Hold (PHH) families and covering poor households at the risk-of-hunger under Antyodaya Anna Yojana (AAY).

The Department is also responsible for formulation of national policies concerning the sugar sector such as fixing of Fair and Remunerative Price (FRP) of sugarcane payable by Sugar factories, development and regulation of sugar industry, providing training in sugar technology and availability of free sale sugar in the market. The Department also formulates policies on export and import of food grains, sugar and edible oils. It is also responsible for administration of food subsidies relating to rice, wheat, coarse grains and sugar.

DEPARTMENT AT A GLANCE



INITIATIVES OF DEPARTMENT AT A GLANCE





National Food Security Act, 2013

The Act entitles highly subsidized foodgrains to
2/3rd of the population

NATIONAL FOOD SECURITY ACT (NFSA), 2013

- Universalisation of implementation of NFSA, 2013 across the country

May, 2014	March, 2017
11 States/UTs implementing the Act	All 36 States/UTs implementing the Act

Benefits to about 80 crore of India's population, especially the most vulnerable sections of the society.

- Four Rules notified under the Act to facilitate implementation:
 - (i) Provisioning of Funds to State Governments for Short Supply of Foodgrains Rules, 2014
 - (ii) Food Security Allowance Rules, 2015
 - (iii) The Food Security (Assistance to State Governments) Rules, 2015
 - (iv) The Cash Transfer of Food Subsidy Rules, 2015
- In 2016-17, ₹ 2500 crore released to State Governments as Central assistance to meet the expenditure incurred on intra-State movement of foodgrains and fair price shop dealers' margins.

Earlier Practice	Initiative Taken
State Governments were required to either meet this expenditure on their own or pass it on to beneficiaries (except AAY beneficiaries).	Such an arrangement has been made for the first time, facilitating implementation of NFSA.

- Rates of foodgrains for Integrated Child Development Services (ICDS) and Mid Day Meal (MDM) schemes amended.

Earlier Practice	Initiative Taken
₹ 4.15 per kg for wheat and ₹ 5.65 per kg for rice.	₹ 2 per kg. for wheat and ₹ 3 per kg for rice, from April, 2016.

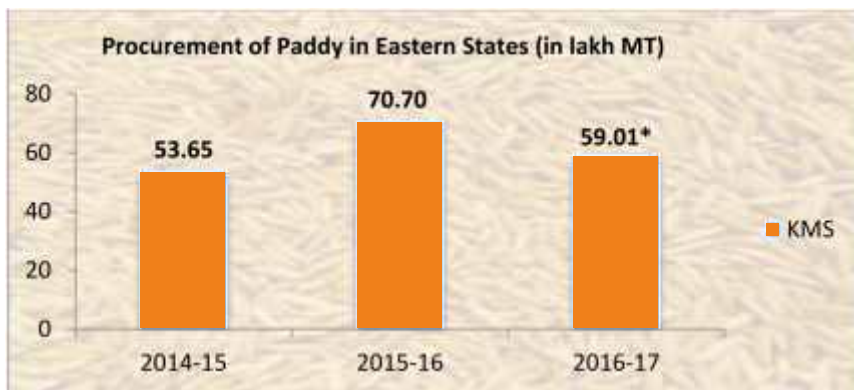
Supporting the Farmers



SUPPORTING THE FARMERS

◆ Enhancing procurement in Eastern India:

- FCI has initiated special efforts for procurement in the Eastern States of India.
- State-wise 5-year Action Plans has been drawn up by FCI for Uttar Pradesh (with focus on Eastern U.P.), Bihar, Jharkhand, West Bengal & Assam, where concerns exist about distress sale of paddy.
- FCI opened 635 procurement centres in KMS 2015-16 and 722 in KMS 2016-17 (as on 11.04.2017). Total 61841 and 26073 (as on 11.04.2017) procurement centres have been opened in KMS 2015-16 and KMS 2016-17 respectively.



*As on 11.04.2017

- ### ◆ Abolition of Levy System:
- As direct purchase of paddy from the Farmers through the purchase centres opened by the Government Agencies is more beneficial to the farmers, the Government of India abolished levy system w.e.f. 01.10.2015 i.e. in KMS 2015-16.

- ◆ Due to untimely rains & hailstorms, wheat crop was badly damaged in RMS 2015-16. The Government relaxed the quality norms for wheat and reimbursed value cut to extend full benefit of MSP to farmers. 266.26 LMT wheat was procured Under Relaxed Specifications (URS). Such a farmer's centric step was taken for the first time by the Central Government.
- ◆ The Government also relaxed procurement norms of paddy during KMS 2015-16 in unseasonal rainfall affected areas of Andhra Pradesh and Uttar Pradesh.

MAJOR REFORMS IN TPDS



MAJOR REFORMS IN TPDS

- ◆ Foodgrains allocated to States/UTs for distribution under Targeted Public Distribution System (TPDS) and other Welfare Schemes during last 3 years:

Year	Allocation of Foodgrains (in lakh MT)
2014-15	614.54
2015-16	611.10
2016-17	628.91

- ◆ Sustained efforts have resulted in significant reforms in TPDS making it more transparent and leak proof with better targeting of food subsidy. Improvement in main components for this purpose are as follows:-

	May, 2014	May, 2017 (as on 02.05.2017)
Fair Price Shops automated	5,835	2,00,361
Digitization of ration cards	75%	100 %
Aadhaar seeding of ration cards	2%	77.55%
Online allocation of foodgrains started	9 States/UTs	30 States/UTs
Supply chain computerised	4 States/UTs	20 States/UTs
Toll free numbers/ online grievance redressal system implemented	25 States/UTs	36 States/UTs
Direct Cast Transfer in PDS launched	Nil	3 UTs

- ◆ A National Transparency Portal for TPDS has been developed with the objective of providing all TPDS related data and information of States/UTs in the Public domain. The Transparency Portal can be accessed at <http://pdsportal.nic.in>.
- ◆ **Cash Transfer for foodgrains under Direct Benefit Transfer (DBT) scheme:**

Implemented in 3 UTs	Beneficiaries covered presently
1. Chandigarh	2.70 lakh
2. Puducherry (w.e.f. Sep, 2015)	5.96 lakh
3. Dadra & Nagar Haveli (w.e.f. March 2016).	0.4 lakh

Total ₹ 11.90 crore (Approx.) is being transferred to beneficiaries on monthly basis. The Department notified the "Cash Transfer of Food Subsidy Rules, 2015" on 21st August, 2015.

- ◆ **Promotion of use of Digital/Cashless/Less-cash Payments mechanisms in PDS:**

To promote the use of less-cash/digital payment mechanisms, the Department has issued detailed guidelines for use of AePS, UPI, USSD, Debit/Rupay Cards and e-Wallets on 7th December 2016.

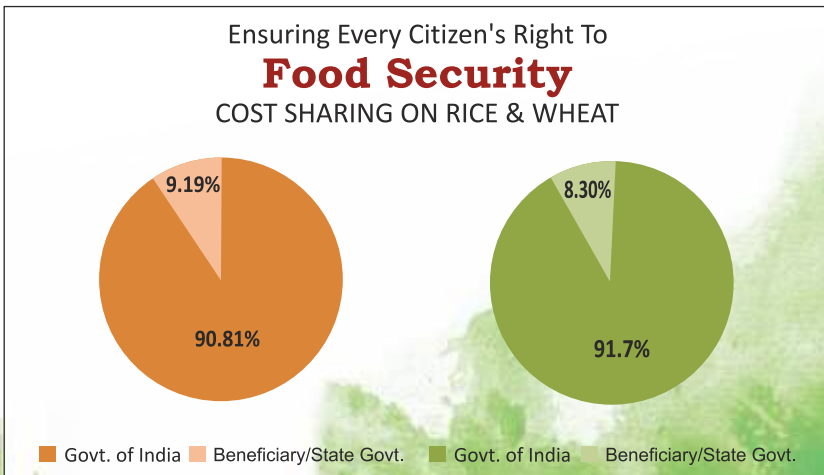
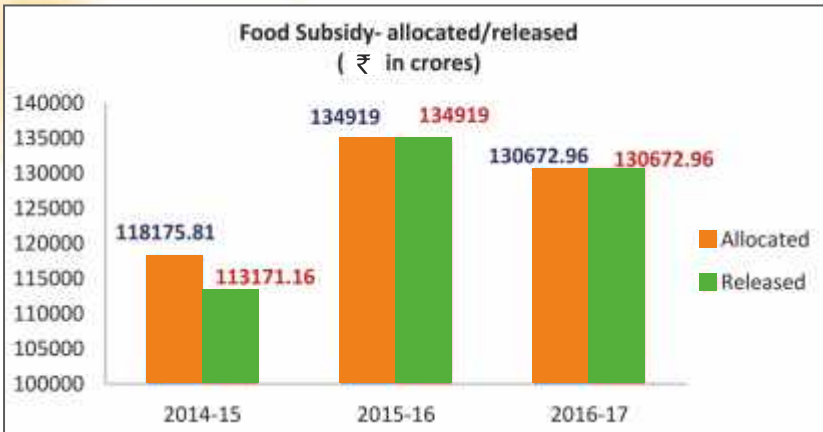
At present in 10 States/UTs a total of 50,048 FPSs are enabled for digital payments.



Food Subsidy

FOOD SUBSIDY

- ◆ The amount of Food subsidy released to FCI, and DCP States for distribution of foodgrains under TPDS, NFSA and OWS during last three years:

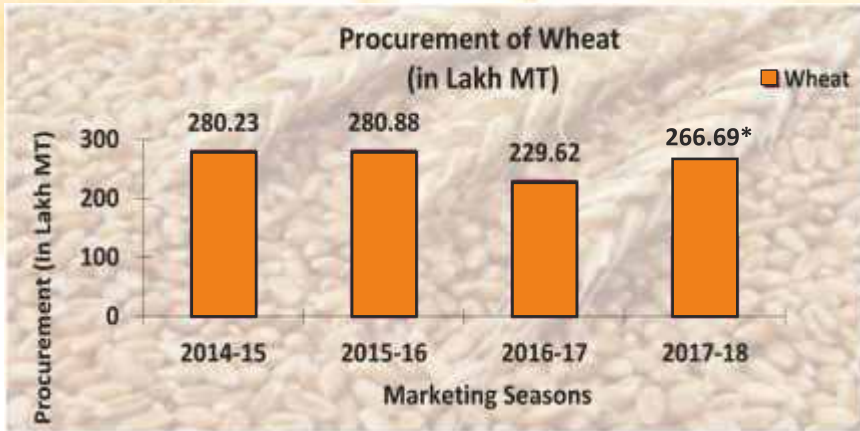


PROCUREMENT OF FOODGRAINS



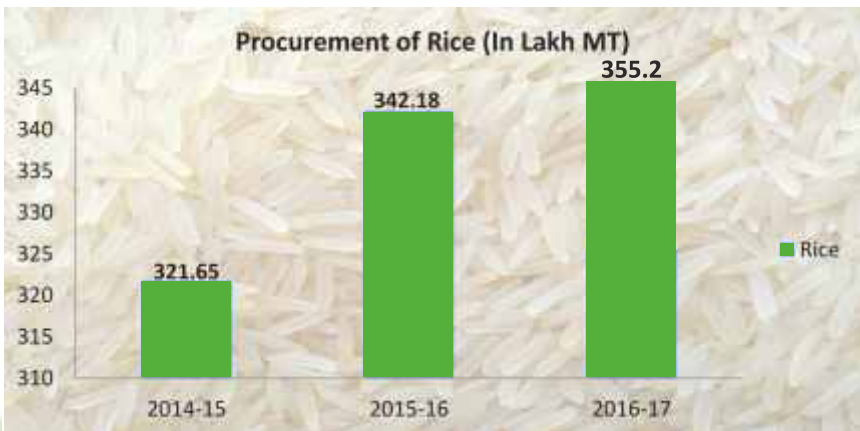
PROCUREMENT OF FOODGRAINS

Procurement of wheat and paddy/rice during the last three years are as under:



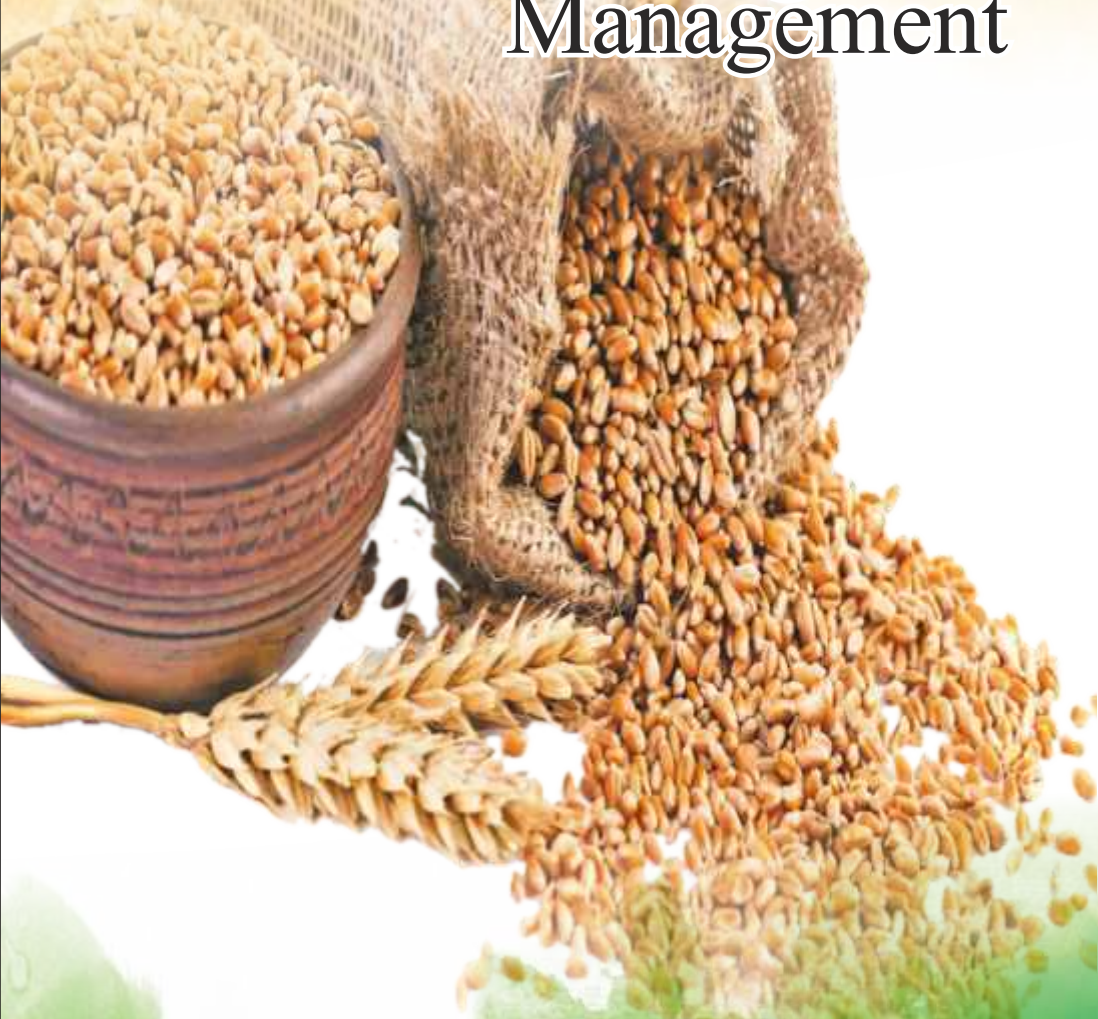
(As on 09.05.2017)

*procurement for RMS 2017-18 is ongoing



(As on 09.05.2017)

Improving Foodgrain Management



IMPROVING FOODGRAIN MANAGEMENT

- ◆ A High Level Expert Committee under the Chairmanship of Shri Shanta Kumar, Hon'ble MP, was constituted on 20th Aug, 2014 to make recommendations on re-structuring of FCI. Based on the recommendations, several measures have been initiated to improve the functioning of FCI and to bring in cost efficiency in its operations.
- ◆ To bring all operations of FCI Godowns online and to check leakage and automate operations at the depot level, "Depot Online System" was launched on 17th March, 2016 in 31 Depots on pilot basis across 27 States. So far, this system has been implemented in 510 depots.
- ◆ FCI has developed a software for Online Procurement Management System (OPMS) which is being used for procurement in the KMS 2016-17. So far, 13 States fully and 4 States partially, have implemented OPMS. In Assam, FCI has undertaken online procurement in the current KMS. 1 other State is expected to roll out OPMS in 2017-18.
- ◆ 16 States/UTs have adopted Decentralized Procurement (DCP) System to improve the efficiency of foodgrains procurement and distribution operations.
- ◆ Through Open Market Sales Scheme (OMSS) of the FCI, the Department has been able to offload excessive stocks and also help stabilize prices of wheat in particular. The quantities of foodgrains sold under OMSS(D) during the years 2014-15, 2015-16 and 2016-17 are as under:

Year	Wheat (in MT)	Rice (in MT)
2014-15	42,36,700	Sale of Rice under OMSS(D) during 2014-15 was not undertaken
2015-16	70,76,750	1,11,140
2016-17	45,67,200	1,77,630

- ◆ On the request of this Department, Ministry of Railways has extended the preference/facility (for providing wagons) under priority 'B' to five more States namely, Telangana, Madhya Pradesh, Andhra Pradesh, Odisha and Tamil Nadu for Public Distribution System or Other Welfare Scheme sponsored by FCI, State Governments or their agencies.
- ◆ Adequate supply of food grains made using multi-modal transport in North Eastern States despite disruption in rail route due to gauge conversion from Lumding to Badarpur. 80,000 MT foodgrains moved through roads every month. 21,900 MT of foodgrains was inducted into Tripura via Bangladesh through riverine route.
- ◆ 1,10,531 MTs of rice have been moved from Andhra Pradesh to Kerala for the first time through riverine/coastal movement in 2014-15 and 9596 MT in 2015-16.
- ◆ Adequate supply of foodgrains ensured during 2016-17 for States/UTs facing natural calamities such as drought, floods and Hud-Hud cyclone (in Andhra Pradesh).
- ◆ A quantity of 19,980 MT of par-boiled rice was exported to Egypt on Government to Government basis out of Central Pool Stock. The export was done in the interest of diplomatic gain for India.
- ◆ 500 MT of Rice was supplied to Zimbabwe as humanitarian assistance in 2014-15. 100 MT of Rice was sent to Myanmar in 2015-16 to help the flood affected pocket near Manipur border.
- ◆ Reduction in losses:

Loss	2015-16		2016-17 (upto October 2016)	
	MoU Target	Losses Actually occurred	MoU Target	Losses Actually occurred
Storage losses	0.15%	(-) 0.03 %	0.15%	(-) 0.14%
Transit losses	0.42%	0.39%	0.42%	0.39%

- ◆ The Central Government decided to share 50% (75% in the case of Hilly and difficult areas i.e. special category States) of the cost of intra-State movement, handling of foodgrains incurred by the States and the FPS dealer's margin so that it is not passed on to the beneficiaries and they get coarse grains @ ₹ 1/Kg, wheat @ ₹ 2/Kg and rice @ ₹ 3/Kg.

**Sufficient food grains are available in Central Pool Stocks of FCI.
Stocks as on 16.04.2017 are 384.58 lakh MT, comprising 151.33 lakh
MT wheat and 233.25 lakh MT rice.**

IMPROVING STORAGE



IMPROVING STORAGE

- ◆ A total capacity of 1,36,03,248 MT has been completed till 28.02.2017 under Private Entrepreneurs Guarantee (PEG) Scheme out of which godowns of 15,85,342 MT capacity have been completed during May, 2014 to Feb., 2017.

- ◆ **Additional Capacity created by CWC**

(Fig. in LMT)

Sl. No.	Year	For FCI under PEG Scheme	CWC own	Total
1.	2013-14	0.70	1.33	2.03
2.	2014-15	0.94	0.84	1.78
3.	2015-16	0.71	0.91	1.62
4.	2016-17	-	1.09	1.35*

*Construction of 1.35 LMT capacity is in progress, including 1.09 LMT for CWC and 0.26 LMT for Odisha SWC and KRIBHCO at different locations.

- ◆ Under the Plan Scheme, Physical and Financial Achievement in the 12th FYP is as under:

Year	North East including Sikkim		Other than North East		Total (NE + Others)	
	Physical in MT	Financial (₹ In Crores)	Physical in MT	Financial (₹ In Crores)	Physical in MT	Financial (₹ In Crores)
2014-15	43,480	71.84	-	15.00	43,480	86.84
2015-16	64,810	67.70	-	-	64,810	67.70
2016-17 (upto 24.03.2017)	3,980	35.75	-	-	3,980	35.75
Total	1,12,270	175.29	-	15.00	1,12,270	190.29

- ◆ 75 projects of 78,055 MT capacity were sanctioned for construction of intermediate storage godowns using Grants-in-Aid in the North Eastern States and J&K during 12th Five Year Plan. During last 3 years, a capacity of 17575 MT storage godowns have been completed till 24.03.2017. A fund of ₹ 18.25 cr. has been released to the State governments during last three years.

- ◆ **Construction of Steel Silos:** A road map for creation of 100 LMT storage capacity in the form of Steel Silos by FCI and other agencies including State Governments on PPP mode for wheat and rice has been approved. Construction has been planned in a phased manner. The progress made during the last three years is as under:

Agency	Selection of Silo Operator (in LMT)		No. of locations	Completion of Silos (in LMT)		No. of locations
	Target	Achievement		Target	Achievement	
FCI	18.00	16.00	32			
CWC	0.50	--				
State Governments						
Punjab	12.25	17.00	31			
Madhya Pradesh	5.00	4.50	9	5.00	4.50	9
Maharashtra	0.50	--	-			
Total	36.25	37.50	72	5.00	4.50	9

- In addition to the above, FCI has floated tenders for silos of 1.0 LMT at 2 places Buxar & Kaimur (Bihar). Technical bids opened and bids are under evaluation by appointed consultant.
- CWC has also floated tenders for construction of silos of 50000 MT at Nabha in Punjab



Reforms in Sugar Sector/Edible Oils

REFORMS IN SUGAR SECTOR/EDIBLE OILS

Since last six sugar seasons, the production of sugar have been more than the domestic demand, leaving surplus for export. Production of Sugar during the last 5 years and estimated production for current season are as under:



* Excludes 6.76 lakh MT white sugar produced from imported raw sugar.

** Excludes 1.05 lakh MT white sugar produced from imported raw sugar.

Estimated at the beginning of the season.

- ◆ Stressed liquidity position of the industry had led to build up of cane price arrears to a peak of ₹ 21837 crore as on 15.4.2015 for sugar season 2014-15. To address the issue following interventions were made:
 - Extended financial assistance of ₹ 4305 crore, directly credited to farmers account on behalf of sugar mills through banks. About 32 lakh farmers have been benefited (2015-16).
 - Facilitated supply of ethanol under EBP programme by fixing remunerative price and waiving off excise duty on supply of ethanol during sugar season 2015-16 (up to 10th August, 2016).

- A comprehensive performance based production subsidy has been extended @ ₹ 4.50 per quintal of cane crushed payable to farmers against their cane dues contingent on mills undertaking export and supplying of ethanol.
- ◆ Due to these measures, 99.3% of cane dues payments of farmers for 2014-15 sugar season and 99.6% (on FRP-basis) for 2015-16 sugar season have been cleared already. The cane price arrears of 2014-15, which was ₹ 21,837 crore at peak in April, 2015 has currently come down to ₹ 478 crore. Further, as on 15.2.2017, cane price arrear for current sugar season 2016-17 is the lowest as compared to last five years for the corresponding period.
- ◆ Ethanol Blending Programme (EBP) has achieved historical success as supplies of ethanol during the ethanol season 2015-16 have reached record level of more than 110 crore litres which has never been achieved earlier. During 2014-15 and 2013-14 seasons supplies were 68 crore litres and 37 crore litres respectively.
- ◆ During FY 2016-17, ₹4500 crores have been released towards reimbursement of sugar subsidy to participating States/UTs so far.
- ◆ Under SEFASU-2014 scheme, about ₹ 6484.77 crores of loans have been disbursed by the banks to various sugar factories for facilitating payment of cane dues of farmers. Under the scheme, the Department has released an amount of ₹ 2120.29 crore, during 01.05.2014 to 31.03.2017, to SBI for subvention of interest on the above loan availed by the sugar factories.
- ◆ Under Soft Loan 2015 schemes, about ₹ 4305.00 crores of loans have been directly remitted into the accounts of farmers for payment of cane dues on behalf of the sugar mills by the banks. Under the scheme, the Department has released an amount of ₹ 425.35 crore during 01.05.2014 to 31.03.2017 to SBI for subvention of interest on the above loan.

- ◆ Recognising India as a major and leading player in the world sugar sector, the 50th International Sugar Organisation (ISO) Council on 2nd Dec, 2016 approved the constitution of a Working Group under the Chairpersonship of India. The mandate of the Working Group is to identify options for a sustainable proposal to reform the voting distribution mechanism of member countries under Article 25 of the International Sugar Agreement, 1992.

Maintaining Prices in Oil

- ◆ To prevent any shortage and tendency of pushing up of the price, Government has imposed Stock Holding limits on edible oil upto 30.09.2017.
- ◆ In order to ensure availability of edible oil to the consumers at reasonable price, with effect from 23.9.2016, import duty on crude palm oils was reduced from 12.5% to 7.5% and import duty on refined palm oil/palmolein was reduced from 20% to 15%. Import duty on other crude and refined edible oils remained at 12.5% and 20% respectively.

**ACHIEVEMENTS IN CENTRAL PUBLIC SECTOR
ENTERPRISES (CPSEs)/ SUBORDINATE OFFICES/
ATTACHED OFFICES/REGULATORY BODY**



ACHIEVEMENTS IN CPSEs/ SUBORDINATE OFFICES/ATTACHED OFFICES/REGULATORY BODY

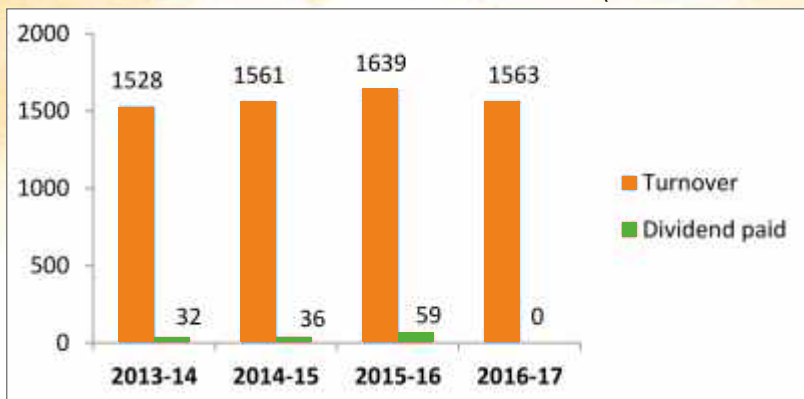
◆ **Achievements of Food Corporation of India (FCI)**

For modernization, reforms and improving organizational efficiency, FCI has taken various initiatives in the last three years. These include:

- **Construction of Silos using modern technology for storage of foodgrains.**
- **Introduction of Depot Online System to check leakage and for automation of operations at the depot level.**
- **Online Procurement Management System for introducing transparency, ease of procurement and online payments to farmers.**
- **Pension Scheme & Post Retirement Medical Scheme:** There was a long pending demand from employees of FCI for introduction of Defined Contribution Pension Scheme. The scheme, which was under various stages of examination since the year 2008, has finally been approved by Union Cabinet in its meeting on 10.08.2016. These schemes have been made effective from 01.12.2008 and 01.04.2016 respectively vide circular dated 30.12.2016.
- **Watch & Ward staff in FCI:** To ensure the security and safety of foodgrains kept in godowns of FCI, a proposal for revision of strength of Watch & Ward Staff of FCI, pending since 2010, has been approved by the Government in May, 2016. As a result, revised strength of regular W&W staff in FCI is now 5056. As a follow up, FCI has initiated action for filling up of 3264 vacant posts.

◆ **Achievements of Central Warehousing Corporation (CWC)**
Year-wise turnover achieved by CWC:

(Amount in crore)



- To promote digitization and cashless transactions, an additional discount of 5% is being given to the individual farmers for cashless transactions apart from 30% regular discount being given to the farmers.
- More than 99% of the payments and receipts in CWC are through digital means only. 6802 nos. of employees including merchants/depositors have been educated for using digital means for payments/ receipts.
- For ensuring transparency and fairness in the recruitment process, CWC for the first time implemented an end to end recruitment process in online mode in 2016-17.
- Depot Online System will be implemented in 166 warehouses by May 2017 for recording online transactions. CCTV system has been installed in 43 warehouses and tender was published in January, 2017 for installation of the same in 254 more warehouses.

- CWC has organized 39 training programmes on WDRA and trained 1950 farmers upto February, 2017. Besides, CWC also organized 2 days post harvest trainings for farmers which benefitted 405 farmers upto February, 2017.

◆ **Central Railside Warehouse Company Limited (CRWC)**

- CRWC achieved a turnover of ₹ 8793.16 lakh in the year 2015-16 and paid a dividend of ₹ 608.40 lakh in that year.
- In March, 2017, CRWC has signed an MoU with MSTC for providing total logistics solution, which will help in catering to the needs of the North-Eastern Region. CRWC will provide end-to-end logistics solution to benefit both the buyers and the seller.
- CRWC is also making an all out effort to convert Pandu Port (taken on lease from IWA) into a Gateway Terminal for North East.
- A joint venture company named “IFFCO CRWC Logistics Limited (ICLL) “has been formed with “IFFCO Kisan SEZ (IKSEZ) and Indian Potash Limited (IPL) for development of Integrated Warehouse Complex and Freight Terminal at Nellore. The phase- I of the project which involves construction of 5000 MT General Warehouse and 2000 MT Cold Storage Unit along with container stacking area, truck parking space, roads, etc. in an area on 10 acres is being taken up shortly.
- A road transportation contract for transportation of Manganese Ore for Uranium Corporation of India Ltd. from MOIL mines near Nagpur to their plant at Jhaduguda has been entered into. 3050.00 MT Manganese Ore cargo has been handled already.
- During the Year 2016-17 an additional storage capacity of 3000 MT has been added at RWC, Jogeshwari.
- CRWC is also in process of constructing a new terminal at Pahelja (near Dehri-on-sona) with a capacity of 13800 MT and 50% of the construction has since been completed as on date.

◆ Achievements of Warehousing Development and Regulatory Authority (WDRA)

- Details of warehouses registered by WDRA and negotiable receipts issued by them during 2014-15, 2015-16 and 2016-17 (upto Feb, 2017) is tabulated below:

S.No.	Years	No. of Warehouses Registered	No. of NWR issued by registered warehouses	Value of commodities deposited against NWR (₹ In Crore)	Loan against NWRs
1.	2014-15	234	16993	1160.66	388.42
2.	2015-16	588	15178	845.05	203.47
3.	2016-17 (upto Feb,2017)	157	16819	652.47	136.10
Cumulative total from inception		1379	71409	5013.78	1532.66

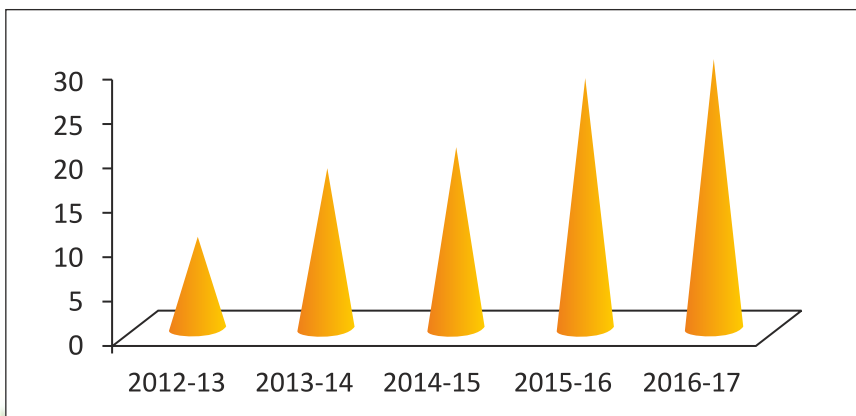
- To simplify the process of registration of warehouses and for their better and effective regulation and supervision, new rules namely, the Warehousing (Development and Regulation) Registration of Warehouses Rules, 2017 have been notified.
- Guidelines on Repositories and creation and management of electronic negotiable warehouse receipt have been issued by WDRA in October, 2016.
- A transformation plan for WDRA which envisages creation of an IT platform has been undertaken. The plan will put in place a system of electronic negotiable warehouse receipts (e-NWR). NCDEX and CSDL will develop and manage the repositories for e-NWRs on behalf of WDRA.

◆ Hindustan Vegetable Oil Corporation Ltd (HVOC)

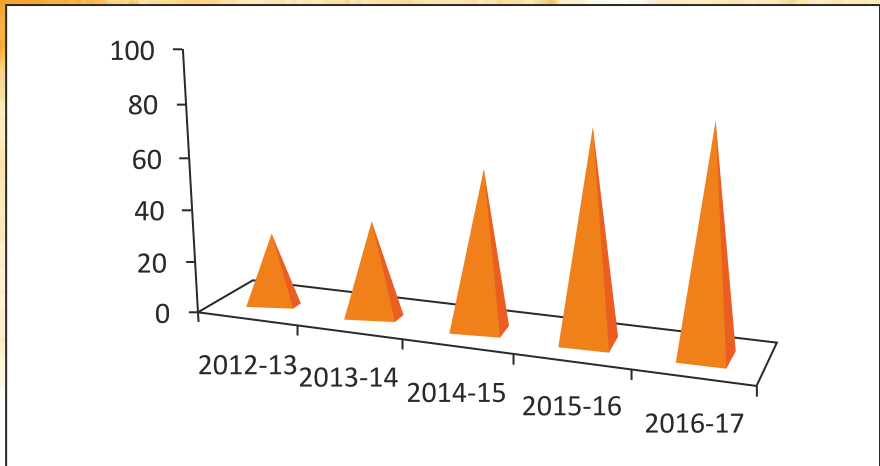
A new VRS package was approved by the Government for employees of HVOC, a sick company under liquidation offering compensation at 2007 notional pay scales with a grant of ₹ 27.56 crore.

◆ National Sugar Institute (NSI), Kanpur

- New courses on “Quality Control”, “Sugarcane Productivity and Maturity Management” and “Industrial Instrumentation & Process Automation” have been introduced.
- For the first time customized training programme for overseas sugar factories of Yemen and Kenya were conducted.
- Facilities at the Institute have been upgraded by converting conventional classrooms into “SMART” classrooms, establishment of “Auto-CAD Lab”, “Instrumentation Lab”, “Language Lab”, “Nano-Brewery” and “Ethanol Unit” etc. The process of converting Institute campus into Wi-Fi campus has also been taken up.
- For the first time, four research papers on the issues relating to sugar and alcohol industries viz. treatment of waste water, production of ethanol from alternate feed-stocks etc. were presented during the Congress of International Society of Sugarcane Technology held at Thailand in December, 2016. The publication of research papers during the last three years is as indicated below:



No. of papers published/presented during last five years



Year-wise no. of consultancies rendered

The institute has also entered into an understanding with Kibos Group of Kenya w.e.f. January 2017 for rendering technical consultancy to its sugar factory, refinery, co-generation and distillery unit.



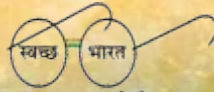


Other Achievements

OTHER ACHIEVEMENTS

◆ Policy Changes

- **Fortification of Staple Food:** To address acute malnutrition, proactive initiatives have been taken by DFPD in consultation with all Stakeholders. FSSAI has operationalized the standards for fortification of staple food including Wheat Flour, and Oil w.e.f. 16th October, 2016. Technology & cost for rice fortification are under review.
 - **Rice Policy:** A wheat-rice policy was formulated in June, 2016 which allows States which annually procure more wheat or rice than their present annual entitlement/demand for wheat and rice respectively to be allocated the preferred foodgrains as per their requirement in the normal NFSA allocation i.e. AAY and Priority category.
 - To augment the stock of wheat in the Central Pool, foodgrains stocking norms that includes strategic reserve of 30 lakh MT of wheat and 20 lakh MT of rice have been revised to 20 lakh MT of wheat and 30 lakh MT of rice with effect from November, 2016 to June, 2017.
- ◆ During the last three years, considerable progress has been made in implementation of various components of e-Office. Number of e-files has been increased to 69.9% during the month of March, 2017 while it was 14% in the month of December, 2015.
- ◆ A twitter account has been opened for the Department (<https://twitter.com/fooddeptgoi>). Further, a core team has been constituted in the Department under the charge of a Joint Secretary & consisting of 3 Director level officers to deal with Social Media Activities.
- ◆ In compliance to instructions from DAR&PG and Cabinet Secretariat, files/records in the Department is being digitized/ scanned through a hired vendor engaged for the purpose since January, 2017. Approx. 3.75 lakh pages and 2861 files have been digitized till 31st March, 2017.



एक कदम स्वच्छता की ओर

SWACHH BHARAT ABHIYAN





SWACHH BHARAT ABHIYAN

The Department Organized several "Swachhta Pakhwadas" with the intension of spreading the message of 'Swachhta' within the Department and amongst the general public. Some of the activities carried out by the Department during the "Swachhta Pakhwadas" are as follows:-

- Banners & stickers promoting swachhta were placed by the Department and all its organizations to create awareness.
- Nose mask and caps bearing swachhta logo were distributed to the Sanitation workers.
- Drawing competition and essay writing competitions were organized.



- Blood donation camps with the help of Red Cross Society were organized.
- Nukkad Nataks were organized at public places for awareness on cleanliness.
- As special drives, large number of files were weeded out.
- To improve hygiene in the office spaces, dustbins, oxygen emitting plants have been placed in rooms/ corridors.
- To create awareness on a sustained basis, Swachh Bharat Logo has been printed on stationery items.
- Digital Notice Boards have been installed for continuous display of messages on the importance of swachhta.
- For maintaining clean and hygienic atmosphere outside Krishi

Bhawan, vendors sitting near Krishi Bhawan were given big size dustbins to keep the surroundings neat and clean. The hawkers were sensitized to the need for cleanliness & hygiene.

- Hon'ble Minister and MoS CA, F&PD participated in cleanliness drives.
- Similar activities were carried out in FCI, CWC, CRWC, WDRA, NSI Kanpur.
- FCI has constructed lavatory blocks for employees in 173 depots and provided safe drinking water in 89 depots. Sanitation and water supply facilities in 51 Depots are being upgraded/provided.
- Slogan “Swachh Bharat- Swasth Bharat” were got printed in all the godowns of CWC. Cleanliness drives, once in three months, are being carried out at the Corporate Office, Regional Offices and Warehouses and surrounding areas.
- ₹ 44 lakh in 2014-15 and ₹ 200 lakh in 2016-17 were contributed towards Swachh Bharat Kosh by CWC. ₹ 133.25 lakh was contributed towards Namami Ganga Project by CWC in 2015-16.
- A toilet block was constructed at ICD-Attari and a school in U.P. in 2014-15 by CWC.
- A total of 50 rain water harvesting systems have been completed at a cost of ₹ 85.60 lakh in 2015-16 by CWC.
- Pest control and rodent control measures are being undertaken at regular intervals through CWC who have expertise in this matter.
- During the year 2016-17, CRWC has taken up various projects under CSR activities in the sectors of education, health, Swachh Bharat Abhiyan, etc., which have really impacted the lives of people in the society at large. The above expenditure includes an amount of ₹ 11.37 lakh towards contribution 'Swachh Bharat Kosh' under Swachh Bharat Abhiyan, a national campaign by Government of India.



Hon'ble Minister, CA, F&PD reviewing action taken by DFPD under Swachh Bharat Abhiyan



Swachhta Shapath

Hon'ble MoS during Cleanliness Drive



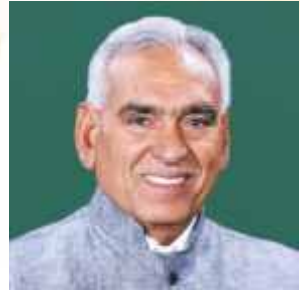
Modern Logistic Facilities



DEPARTMENT OF CONSUMER AFFAIRS



Vision and Mission



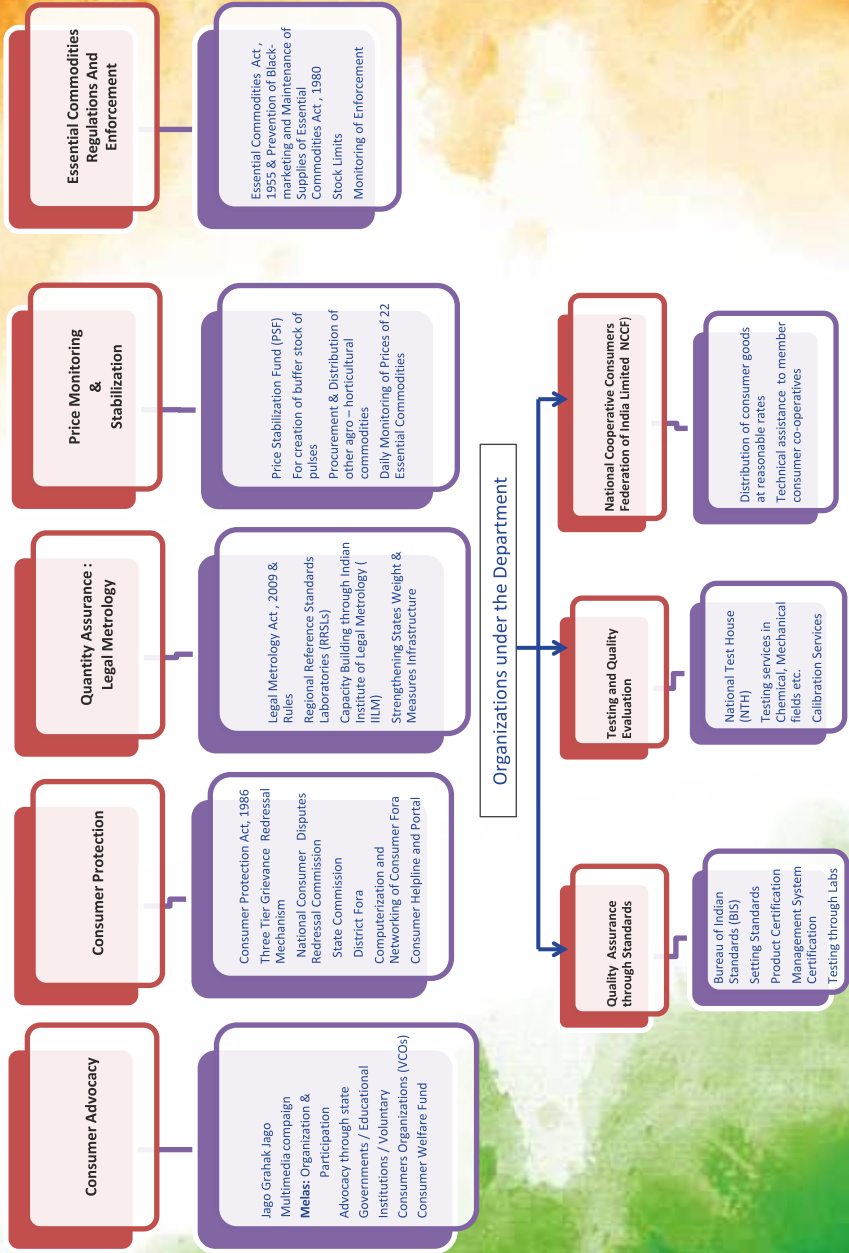
Vision

To enable consumers to make informed choices; ensure fair, equitable and consistent outcomes for consumers; and facilitate timely and effective grievance redressal.

Mission

To empower consumers through awareness and education; enhance consumer protection and safety through progressive legislations and prevention of unfair trade practices; enable quality assurance through standards and their conformance; and ensure access to affordable and effective grievance redressal mechanisms.

Department at a Glance



Price Stabilization Fund

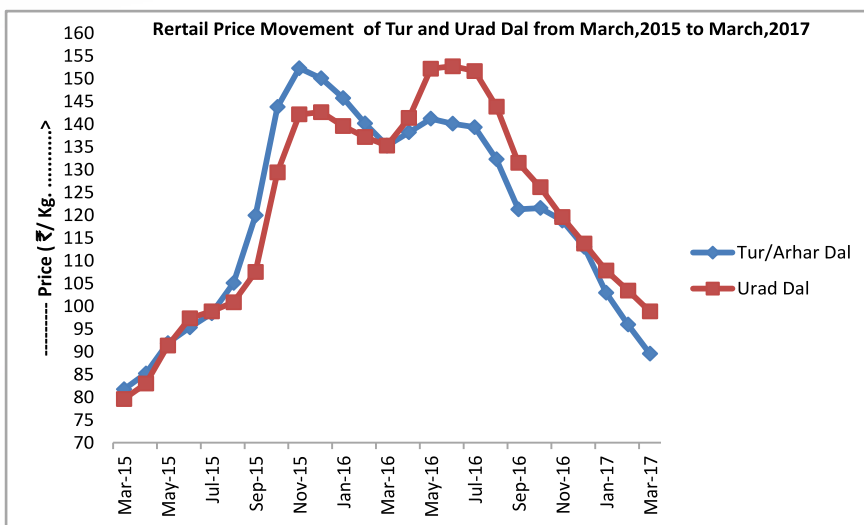
- ◆ Government of India set up the “Price Stabilization Fund” (PSF), for the first time in 2014-15, with the objective of protecting consumers from excessive price volatility in agri-horticultural commodities like onions, potatoes and pulses.
- ◆ The PSF was set up with an initial corpus of ₹ 500 crore. The PSF has been strengthened through enhanced budgetary allocation and the total budget allocation to this corpus fund now stands at ₹11,110 crore.
- ◆ The PSF is for procurement of agri-horticultural commodities to enable supply, at reasonable prices, through calibrated release of stock. In so doing, it also seeks to benefit farmers by promoting direct purchase of these commodities at the farm gate and Mandis.



- ◆ Interest-free advance is provided from the PSF to Central Agencies and State Governments towards working capital for procurement of pulses and perishable agri-horticultural commodities.

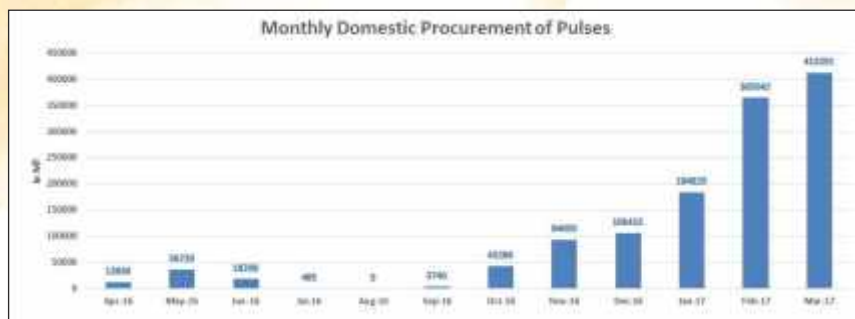
Creation of a Dynamic Buffer Stock of Pulses: A First

- For the first time, a buffer stock of upto 20 lakh MT of pulses is being created through the Price Stabilization Fund (PSF). The primary objective is to manage price volatility of pulses.
- The buffer was utilized to release pulses at subsidized rate, to States as well as Central Agencies for direct retailing to the consumer. In addition, pulses were also auctioned in the open market to improve availability and moderate prices in 2016-17. These interventions, alongwith higher production of pulses, have helped moderate their retail prices, as depicted below.



- As on 17.04.2017, a buffer of 18.91 lakh tonnes of pulses has been created (15.12 lakh tonnes of pulses procured from farmers domestically and 3.79 lakh tonnes imported).

- Of this domestic procurement, purchase of almost 14 lakh MT of pulses was undertaken during Kharif Marketing Season 2016-17, benefitting around 7.6 lakh farmers.
- Government has also entered into G2G contract with Mozambique to ensure assured supply of pulses.



Other activities under PSF

- A buffer stock of around 17,747 MT of Onions was also created in 2016-17
- Import of 5000 tonnes of Tur & 2000 tonnes of Onions took place in 2015-16
- Domestic procurement of 6011 tonnes of Onions was done in 2015-16
- Financial assistance was provided to West Bengal, Andhra Pradesh and Telangana for setting up State Level PSF

Daily Monitoring of Prices of Essential Commodities

- In order to enable taking of timely policy decisions as well as appropriate market interventions, the Department monitors wholesale and retail prices of 22 essential commodities on a daily basis, across 100 centres spread throughout the country.
- Over the last 3 years, the number of centres from which price data of these 22 essential commodities is collected have been increased from 57 to 100, thereby improving its coverage and building a robust system for collection and reporting of prices.

DEPARTMENT OF CONSUMER AFFAIRS

List of Commodities Monitored: Total No. of Commodities : 22

Grains & Pulses		Edible Oils (Packaged)		Vegetables		Others	
Sl. No.	Commodity	Sl. No.	Commodity	Sl. No.	Commodity	Sl. No.	Commodity
1	Rice	1	Mustard Oil (Packaged)	1	Brinjal	1	Sugar
2	Wheat	2	Mustard Oil (Packaged)	2	Cauliflower	2	Salt
3	Atta (Wheat)	3	Mustard Oil (Packaged)	3	Cauliflower	3	Milk @
4	Green Dal	4	Soya Oil (Packaged)	4	Tomato	4	Tea Leaves
5	Tea (Khatra Dal)	5	Soya Oil (Packaged)			5	Salt Pack (boxed)
6	Green Dal	6	Soya Oil (Packaged)				
7	Moong Dal	7	Soya Oil (Packaged)				
8	Moong Dal	8	Soya Oil (Packaged)				

Designed and Developed by: National Informatics Centre (NIC)

- All the prices of essential commodities may be seen at : http://fcainfoweb.nic.in/pmsver2/reports/report_menu_web.aspx

Consumer Protection

The Consumer Protection Bill, 2015

- In order to modernize the legislation on consumer protection to keep pace with the changes in markets; enable consumers to make informed choices; ensure fair, equitable and consistent outcomes for consumers; and enable swift executive intervention in the nature of class action to prevent consumer detriment, a new Consumer Protection Bill was introduced in Parliament on 10th August, 2015.
- The Bill seeks to provide for establishment of an executive agency to be known as the Central Consumer Protection Authority (CCPA) to promote, protect and enforce the rights of consumers and will be vested with powers of investigation, recall, refund and imposing penalties.
- A new chapter with provisions for “Product Liability” action for or on account of personal injury, death, or property damage caused by or resulting from any product has been added. The new chapter provides the basis for product liability action and the liability of a manufacturer to a claimant.
- For easier and quicker resolution of consumer disputes, a new chapter providing for “Mediation” as an Alternate Dispute Resolution (ADR) mechanism has been added.
- Consumers will also be able to file complaints electronically.
- The Bill was referred to the Parliamentary Standing Committee on Food, Consumer Affairs and Public Distribution for further examination and report. The recommendations of the Standing Committee have been considered and a revised Bill will be introduced soon after necessary approvals.



Advisory on Service Charges

Many of the restaurants/hotels had been including service charges in the bill, thus leaving no choice for the consumers but to pay. In public interest, an advisory was issued in December 2016 to the effect that payment of service charges is voluntary and the consumer has the discretion to pay service charge or not. For bringing clarity on the subject, guidelines were issued and communicated to the State Governments on 21.04.2017.

Inter-Governmental Group of Experts (IGE) meeting at Geneva

An Indian delegation headed by Shri C. R. Chaudhary, Hon'ble Minister of State, Consumer Affairs, Food and Public Distribution attended the 1st meeting of the Inter-Governmental Group of Experts (IGE) on United Nations Guidelines on Consumer Protection (UNGCP) held in Geneva in October, 2016. Hon'ble MoS made a statement on behalf of India highlighting the initiatives taken by India on consumer welfare including formation of a Task Force for implementing the revised UNGCP



Digital Initiatives : Consumer Grievance Redressal

National Consumer Helpline

A new Integrated Grievance Redressal Mechanism portal (INGRAM) (<http://consumerhelpline.gov.in>) was launched in August, 2016 to disseminate information to consumers and for lodging grievances online with facility to track status on real-time basis.

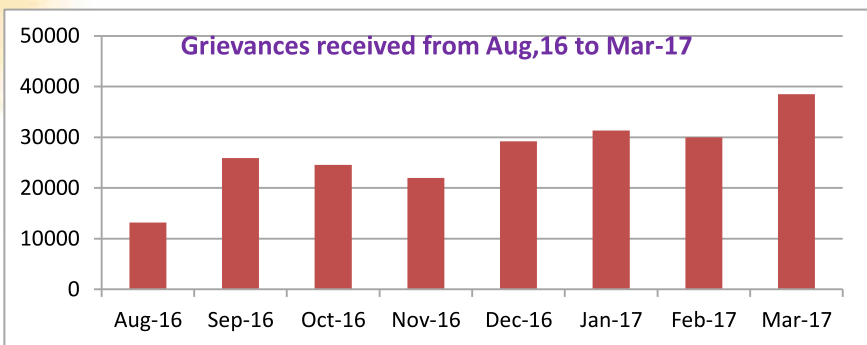
Various stakeholders viz. Consumers, Department of Consumer Affairs, Companies and Regulators have been brought on a single platform to enable effective and speedy redressal.

The portal is available in both Hindi and English. The Portal provides for registering grievances online 24 x 7. Consumers can lodge complaints through two all India Toll-free Numbers, 1800-11-4000 and also through a short code 14404, with the help of call centre agents or register complaints online by accessing the portal. The portal receives around 40000 consumer grievances per month.

The screenshot displays the homepage of the National Consumer Helpline (INGRAM). At the top, the header includes the Government of India emblem, the Department of Consumer Affairs, Ministry of Consumer Affairs, Food & Public Distribution, and the INGRAM logo. Below the header is a navigation menu with links for Home, About Us, Services, Grievance Redressal, Consumer Helpline, Helpline, News, Consumer Helpline, Consumer Helpline, and Contact Us. The main content area features a large green banner with the text "Addresses of Controllers of Legal Metrology For Complaints Pertaining to Weights & Measures and MRP". Below this banner, there are three main sections: "Consumer Helpline" with a toll-free number 1800-11-4000, "Grievance Redressal" with a toll-free number 1800-11-4000, and "Consumer Helpline" with a toll-free number 1800-11-4000. The page also includes a "Consumer Helpline" section with a toll-free number 1800-11-4000 and a "Consumer Helpline" section with a toll-free number 1800-11-4000.

In order to make the consumer helpline efficient and reduce the waiting time, the number of Consumer Helpline agents has been increased from 14 to 60 in 2016 and will be increased to 120 shortly by setting up zonal consumer helplines (ZCH).

To ensure speedy disposal of grievances, the helpline has partnered with around 240 companies including major e-Commerce, product and services companies (as convergence partners) whereby complaints received are forwarded online to them and monitored by the helpline. Efforts are being made to increase the number of convergence partners.



Apart from grievance redressal, information is disseminated to consumers on Products, Services, Company addresses, Ombudsman, Regulators and consumer fora through the portal.

- A mobile app “Consumer” was launched in December, 2016 to access this portal using smart phones.
- A web-chat facility has been launched in March 2017.



Grievances Against Misleading Advertisements (GAMA)

- In order to address the grievances pertaining to misleading advertisements, in March 2015 a portal “Grievances Against Misleading Advertisements (GAMA)” was launched. Consumers can register complaints against false/misleading advertisements on this portal.

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

Portal For Grievances Against Misleading Advertisements (GAMA)

Home About Us Consumer Advertisement Consumer Protection Consumer Awareness BIS & Hallmarks Help Contact Us GAMA

शिकायत दर्ज कराएँ

Register Complaint

Grievances Against Misleading Advertisements (GAMA)

The Department of Consumer Affairs (DCA) (a part of the two Departments under the Ministry of Consumer Affairs, Food & Public Distribution). The members of the Department is consumer advocate. In its endeavour to address the problem of misleading advertisements, the Department of Consumer Affairs has launched this portal for registering online complaints for Grievances Against Misleading Advertisements (GAMA).

Issuing Unfair Trade Practices and Misleading Advertisements imposes mobilisation of all agencies, viz. State Governments, Voluntary Consumer Organizations (VCOs), Odisha Swastha Samitis, Advertisement Standards Council of India (ASCI), India Vigilance of Public Advertisement (IPSA) and various Regulators of the Central Government.

The focus will be on the key sectors viz. Food & Agriculture, Health, Education, Real Estate, Transport and Financial Services. Regulators for each of the will be key partners in the success of the effort to prevent the problem.

- The GAMA portal is operated by the Advertising Standards Council of India (ASCI) under an MoU signed between ASCI and the Department for processing these complaints and advising self-regulation. Till date, a total of 3220 complaints have been registered on the GAMA Portal. Of these, 1683 complaints have been resolved and 750 complaints rejected. Remaining complaints have been escalated to the concerned line Ministry.

Other Digital Initiatives

- An **Online Consumer Mediation Centre (OCMC)** for e-commerce complaints was launched in December, 2016 and is in the process of being operationalized. A mobile app named **“Smart Consumer”** has also been launched in December, 2016. This app helps the consumer to scan the bar code printed on any packaged commodity and thereby know the details of the product, company etc. and also to register a complaint.
- The Department has tied up with a Social Media Network **“Local Circles”** to provide an electronic platform for consumers to discuss consumer related issues to generate awareness, get feedback and enable policy interventions where required. A microsite (<https://goo.gl/8Xcyhu>) was launched in December, 2016 in collaboration with **“Google India”** to educate consumers on internet and digital safety. FAQs on Internet Safety, Safe Financial Transactions and e-commerce are available in the microsite.



Computerization and Computer Networking of Consumer Fora (CONFONET)

Under the Consumer Protection Act, 1986, a three-tier quasi-judicial mechanism has been setup 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, 35 State Consumer Disputes Redressal Commissions (State Commissions) and 658 District Consumer Dispute Redressal Fora (District Forum).

A software portal for computerization of Consumer Fora called Computerization and Computer Networking of Consumer Fora (CONFONET) was launched in year 2011. In the last three years, this software has been upgraded and additional features and App based services have been provided.

The software aims to digitize the functioning of the Consumer Fora at all the three tiers throughout the country to enable access of information and quicker disposal of cases. Through this portal, consumers have easy access to information regarding cause lists, judgements, case status etc.



The Department received a Certificate of Appreciation for effective handling of Public Grievances from the Department of Administrative Reforms & Public Grievances in June, 2016.

Consumer Awareness

- The Department has been carrying out a country wide multi-media awareness campaign, namely “**Jago Grahak Jago**” on various issues related to consumer rights. “**Jago Grahak Jago**” campaign today has become a house hold name.
- The Department promoted video spots on various consumer related issues such as the rights of Consumer, Grievance Redress system, MRP, ISI and Hallmark. These are telecast through Doordarshan and various Satellite channels.
- Regional Consultation Meeting with States / UTs of Eastern Region was held at Kolkata on 12th November, 2014, Northern Region was held at Srinagar on 5th September 2015 and for States / UTs of Southern Region at Bangalore on 16th January 2016. These consultations were held with the aim of discussing progress of implementation of various schemes of the Department.



- An Exhibition-cum-Seminar titled '**Towards Food Security & Consumer Empowerment**' was organized on 17.5.2016 at Patna to showcase the achievements of the Department of Consumer Affairs. The participants of the Exhibition, were National Test House, Bureau of Indian Standards, National Consumer Helpline, Legal Metrology Division and Voluntary Consumer Organizations.
- Consumer melas are being organized and the Department is taking part in local melas as a platform to spread awareness.
- Consumer Mela and Swachhata Pakhwada were organized / observed on 20th October, 2016 in New Delhi to bring consumers, companies, regulators and Department of Consumer Affairs on one platform for consumer awareness, grievance redressal and on the spot registration of grievances. At Consumer Mela, the Minister also launched a Consumer Empowerment week.
- Subsequently, the Department took part in Sonapur Mela and Shravani Mela in Bihar, Nagaur Mela in Rajasthan and Suraj Kund International Crafts Mela in Haryana.





Nagaur Mela



Sonepur Mela

Ease of Doing Business: Guidelines on Direct Selling

- “Direct Selling” means marketing, distribution and sale of goods or providing of services directly to consumers otherwise than through a “permanent retail location”. This may be done at their houses , at their workplaces or through demonstration of such goods and services at a particular place.



- According to a recent joint study by FICCI & KPMG, the size of direct selling industry was ₹ 7,200 crore in 2012-13 and has potential to reach ₹ 64,500 crores by 2025. In 2012-13, the industry employed 5.8 million direct sellers which could grow to 18.1 million in 2025. Out of this, 3.4 million were women and this figure is likely to increase to 10.6 million by 2025.
- Business strategies of Direct Selling were at times confused with pyramid schemes and considered under Chit and Money Circulation Schemes Banning Act.
- After detailed deliberations by an Inter-Ministerial Committee, DoCA issued an Advisory to the State / UT Governments in the form of Model Framework on Guidelines for Direct Selling Entities on 9th September, 2016 and Gazette Notification on 26th October, 2016.
- The Guidelines issued to the State / UT Governments are guiding principles to strengthen the regulatory mechanism on Direct Selling Companies for allowing legitimate business to continue, preventing frauds and protecting the legitimate rights and interests of consumers.

- The guidelines provide transparency and ease to the consumers. Direct Selling entities are mandated to provide detailed information for protection of the interest of the consumers at the time of sale and also for setting up a grievance redressal mechanism for consumers.
- The guidelines mandate every direct selling entity in the country to submit a declaration with the Department of Consumer Affairs in a prescribed proforma along with an undertaking stating that it is in compliance with these guidelines.
- So far around 340 direct selling entities have submitted declarations.



Meeting with Direct Selling Entities

Reforms in Legal Metrology

- A National Consultation meeting of the State Secretaries and Controllers of Legal Metrology for strengthening Legal Metrology was convened by the Department of Consumer Affairs, Ministry of Consumer Affairs, Food and Public Distribution, Government of India at New Delhi on 18th March 2017.



Ease of Doing Business : Relaxation from Legal Metrology (Packaged Commodities) Rules

- In the interest of small weavers, the thread sold in coil to handloom weavers was exempted in December, 2016.
- In respect of mandatory declarations, importers have been allowed to affix a label on imported packages since May, 2015.
- To safeguard the interest of readymade garment industry, an advisory has been issued in December, 2016 that loose garments are not covered under the Rules.

CHECK BEFORE YOU BUY

JAGO GRAHAK JAGO

Packaged products depicting correct information
Are the right choice for consumers

Checklist

- Name and address of manufacturer/ importer/ exporter
- General or common name of the product
- Quantities (weight or volume) unit
- MRP (in rupees)
- Expiry date/ best before date/ use by date
- Month and year of best before date
- MRP (in rupees) (applicable to consumer goods)

Bureau of Indian Standards (BIS)

BIS Act, 2016

- A new **Bureau of Indian Standards (BIS)** Act 2016 was notified on 22nd March, 2016, establishing the Bureau of Indian Standards (BIS) as the National Standards Body of India.
- The Act contains provisions for including goods, services and systems, besides articles and processes for the purpose of standardization.
- It has enabling provisions to bring under compulsory certification regime any article, process or service which is considered necessary from the point of view of health, safety, environment, prevention of deceptive practices, security etc.
- Enabling provisions have also been made for making hallmarking of the precious metal articles mandatory.



The other important features of the Act include:

- It allows multiple type of simplified conformity assessment schemes including Self Declaration of Conformity (SDOC) against any standard. This will give simplified options to manufacturers to adhere to the standards and to get certificate of conformity;
- It enables the Central Government to appoint any authority, in addition to the BIS, to verify the conformity of products and services to a standard and issue certificate of conformity;
- Provision for repair or recall of the products bearing Standard Mark but not conforming to the relevant Indian Standards has been made.
- The Rules and Regulations under the Act are being framed after which it will be made effective.

Highlights of major activities of BIS during last 3 years

Item/Activities (Number)	2014-15	2015-16	2016-17
Standards Formulated	746	606	732
Product Certification Licenses Granted	3202	3555	4079
Hallmarking Licenses Granted	2171	2883	4692
Assaying and Hallmarking Centres recognized	60	63	156

- Special mention may be made of standard number IS 16557 on Solid Waste Management- Segregation, Collection and utilization at household and community levels brought out in April 2016 and IS 16066 on Street Food Vendors brought out in March 2017.

National Building Code of India 2016 : Addressing new challenges

- After an extensive and laborious exercise for 2 years involving around 1000 experts under 22 Expert Panels, the Bureau of Indian Standards brought out modern state-of-the-art new version of the Building Code, namely, **National Building Code (NBC) of India 2016**, which revises the earlier version of 2005.
- The document covers all aspects relating to building planning, design, construction, operation and maintenance. Substantial improvements have been incorporated for ensuring structurally safe and disaster resistant buildings.
- Due importance has been given to accessibility of buildings and built environment for persons with disabilities and the elderly, fire safety of modern complex and high-rise buildings, use of new/innovative building materials and speedier construction through prefab technology, modern plumbing and building services.
- New features such as ICT enabled buildings and management of constructed building assets and facilities have also been introduced.

- The NBC 2016, with its vast coverage on accessibility, low income housing, rural and hill area habitat planning, structural safety of buildings in regions prone to natural disasters like earthquake, environmental sustainability, etc. can prove to be of great socio-economic relevance including for Accessible India Campaign of the Government of India.
- The provisions on use of new/innovative materials and technologies and on prefabricated construction techniques can give fillip to speedier construction to meet the objectives of Housing for All by 2022 as envisaged by the Government of India.
- The provisions on information and communication enabled buildings will facilitate implementation of the vision areas of Digital India Campaign.
- The Code also contains administrative aspects prescribing norms for time bound building approval based on integrated approval process from all concerned agencies through single window clearance approach and adopting online process, thereby promoting Ease of Doing Business.



National Test House (NTH)

- The National Test House (NTH) carries out Testing, Evaluation, Scientific Research and Quality Control of various Engineering / Non- Engineering material and finished products, calibration of measuring instruments and devices. NTH has its headquarters in Kolkata with five Regional centres situated at Chennai, Mumbai, Jaipur, Ghaziabad and Guwahati.
- NTH plans to start testing of Packaged Drinking Water inclusive of Micro-Biological Testing in all Six Regional Centers. Out of these, Jaipur and Kolkata have already achieved the required accreditation and started functioning from August 2015 and February 2017 respectively. NTH has started Testing of “IT Hardware Products” at Ghaziabad, Chennai and Kolkata. NTH also plans to start Testing of LED Based Luminaires at Kolkata.
- NTH, Jaipur has been recognised as a food testing laboratory by Food Safety and Standards Authority of India in August 2016.
- Food Safety and Standards Authority of India has awarded an R&D Project to NTH for an amount of ` 1.5 crore in January 2017.
- NTH has completed installation of 100 KWp Roof Top Solar PV Module on the roof top of NTH Salt Lake Kolkata in sync with the Government's policy of generation of electricity through alternate and renewable energy sources



- The following new facilities have been created at Rubber Plastic Paper and Textile Laboratory at Kolkata, Ghaziabad, Chennai and Mumbai



- a) Projection Microscope For Identification Of Yarns Both In Episcopic And Diascopic Mode



- b) FT-IR Spectrometer Used for evaluation & characterization of Organic polymeric Compound, and also in determination of mineral oil in packaged drinking water etc.

Swachh Bharat



- Under the “Swachh Bharat Abhiyan” launched by the Prime Minister of India as a mass movement to realize Gandhiji's dream of a clean India by the 150th birth anniversary of Mahatma Gandhi in 2019, the Department has taken a number of steps in a planned manner.
- For the first time video and audio spots were developed in the year 2014 to educate consumers about their responsibilities to keep the country clean. These creatives are being telecast /broadcast via Doordarshan, All India Radio, Lok Sabha TV, Digital Cinema, Private TV Channels and Private FM throughout the year along with the regular creatives regarding consumer rights.
- During 16th to 30th April, 2016 this Department along with Archaeological Survey of India (ASI) observed Swachhta Pakhwada by playing the Swachhta related 30 seconds video and audio spots of this Department in ASI protected monuments wherever there were facilities for screening the

video/audio spots.

- A Consumer Mela was organized in the Central Park on 20th October, 2016 which coincided with the Swachhta Pakhwada of this Department and the opportunity was utilized for administering Swachhta Pledge by the Hon'ble Minister(CA, F&PD) to the participants and the visitors of the Mela.
- The National Test House has identified 2 villages around each of their six regional centres for carrying out Swachh Bharat Abhiyan.
- This Department has conceived a sub scheme under the strengthening of Consumer Fora Scheme to provide financial assistance to all the Consumer Fora for construction/ upgradation of at least three toilets one for men, one for women and one for Divyangjan visiting the Consumer Fora.
- It has also conceptualized a plan of action whereby, on a pilot basis, this Department will fund voluntary consumer organizations for adopting a market place where they can, in collaboration with market associations / local authorities carry out awareness activities on Swachhta and actual cleanliness of the market place.



Hon'ble Minister Sh. Ram Vilas Paswan releasing Calender on Consumer Awareness



Hon'ble Minister Sh. Ram Vilas Paswan giving away prize to a winner of painting competition



DOWNLOAD
GraHAQ APP from
Google Play Store



SCAN
this image with the
app to watch
Consumer Rights
Video





Narendra Modi, Prime Minister

Consumers... assert your Rights



Consumer
Mobile App
for Consumers



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

Online Complaints :
www.consumerhelpline.gov.in



@consaff
@jagograhakjago