

MOST IMMEDIATE

No. N-22/2/2021-P&C
Government of India
Ministry of Consumer Affairs, Food & Public Distribution
(Department of Consumer Affairs)

Krishi Bhawan, New Delhi
Dated 14th December, 2021

Subject: - Monthly Summary for the Cabinet for the month of November, 2021
in respect of Department of Consumer Affairs – regarding.

The undersigned is directed to Annex the unclassified portion of the Monthly Summary for the Cabinet for the month of November, 2021 in respect of Department of Consumer Affairs for kind information.

(Surendra Singh)
Director to the Government of India

Ph. No. 2338 4390

To

Copy with enclosures, forwarded to through email

1. All Members of Council of Ministers.
2. PIB/Ministry of Information & Broadcasting.
3. Secretary to Vice- President.
4. Cabinet Secretary, Cabinet Secretariat Rashtrapati Bhawan, New Delhi.
5. Secretaries to the Government of India. (As per the list)
6. Chairmen, Union Public Service Commission, Dholpur House, New Delhi.
7. Deputy Chairman, NITI Aayog, Yojana Bhavan, New Delhi.
8. Director (NIC) for uploading on the website of the Department.
9. Assistant Director Official Language of the Department.

Annexure

Department of Consumer Affairs Monthly Summary for the month of November, 2021

Important activities/decisions of the Department of Consumer Affairs during the month of November 2021:

1. Cleanliness drive:

As part of the Special Drive on Cleanliness, all Sections and common areas of the Department were decongested and cleaned up. Old obsolete and unserviceable articles, office furniture and electronic waste were disposed of through auction. A Consumer Awareness programme was organized for all the officials and staff of the Department on November 13, 2021 at Constitution Club of India. During the event, the Sections, whose performance was exemplary during the cleanliness campaign, were given awards. Nukkad Nataks by the departmental staff on the themes of 'Cleanliness' and 'Consumer Awareness' were staged. Two such Nukkad Natak programmes were also performed at India Trade Fair Exhibition venue and Dilli Haat, INA on November 26 and November 29, 2021 respectively, by the departmental team. This has enhanced their sense of ownership and involvement with regard to Consumer Protection.

2. Legal Metrology:

2.1 A Conference on "New Initiatives on Legal Metrology" under the aegis of 'Bharat Ka Amrut Mahotsav' was held on November 24-25, 2021 at NITS NOIDA. The last such conference had been held in 2018.

2.2 The workshop was attended by 58 participants including Controllers of Weights & Measures and Senior Officers dealing with the Department of Legal Metrology from 21 States/UTs. The Sessions' topics included "Resolution of Complaints filed on National Consumer Helpline (NCH) Portal involving charging over and above MRP"; "Implementation of Laboratory Quality Management System"; "Hall Marking Scheme"; and "Recent changes in Legal Metrology (Packaged Commodities) Rules, 2011". Representatives from various Industries Associations such as ASSOCHAM, FICCI, MAIT, CII and ICEA also expressed their viewpoint and perspective. On the first day of the workshop, the participants were divided into 5 cross-sectoral groups and each group was given a specific topic for deliberation. At the end of the workshop, each group made a presentation and the best two groups were given awards. In order to facilitate cross-learning, one session was devoted to sharing of best practices, wherein Controllers of Legal Metrology from Jharkhand, Andhra Pradesh, Maharashtra and Karnataka highlighted the processes adopted in their respective States.

3. Bureau of Indian Standards: Hallmarking Scheme:

Hallmarking has been made mandatory with effect from June 23, 2021 for 14, 18, & 22 carat of gold jewellery/artefacts in 256 districts of the country, where there is at least one Assaying and Hallmarking Centre (AHC). With facilitative measures taken by BIS such as online registration, zero registration fee for jewellers, life time validity of registration etc., the number of jewellers registered with BIS have almost quadrupled since the launch of Mandatory hallmarking. As on date, 1.27 lakh Jewellers have taken registration from BIS for selling hallmarked jewellery and 976 BIS recognized AHCs are operative in the country. After the launch of automation software, in a period of 5 months, almost 4.5 crore jewellery pieces have been hallmarked in the country. Further, a Hallmarking Unique ID (HUID) based system has been introduced to ensure greater transparency in the functioning of the gold jewellery industry and for providing credibility of hallmark to the consumers. Through continuous and detailed interaction with stakeholders, BIS has attempted to address their concerns. Overall, the rollout of mandatory Hallmarking has been smooth, and the process for expanding it to all districts of the country, is now underway.