

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 22nd August, 2022.

OFFICE MEMORANDUM

**Subject: - Monthly Summary for the Cabinet for the month July, 2022
in respect of Department of Consumer Affairs – regarding.**

The undersigned is directed to enclose herewith an unclassified portion of the Monthly Summary for the month of July, 2022 (**Annexure**), for use of the Cabinet, in respect of Department of Consumer Affairs.

Encl: As above.


(Jayashree Narayanan)

Under Secretary to the Government of India
Ph. No. 2338 4627

Copy with enclosures, through email to:

1. All Members of Council of Ministers.
2. PIB/Ministry of Information & Broadcasting.
3. Secretary to Vice- President.
4. Cabinet Secretary, Cabinet Secretariat Rashtrapati Bhavan, 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, NITI Bhavan, New Delhi.
8. Director (NIC) for uploading on the website of the Department.
9. Assistant Director Official Language of the Department.

DEPARTMENT OF CONSUMER AFFAIRS
Monthly Summary for the month of July, 2022

The following are the important activities of the Department of Consumer Affairs carried out during the month of July, 2022:

1. Consumer Protection:

- 1.1 A number of complaints had been registered in the National Consumer Helpline (NCH) by consumers with regard to levying of service charge by hotels and restaurants. The issues raised by consumers include restaurants making service charge compulsory and adding it in the bill by default, suppressing that paying such charge is optional and voluntary and embarrassing consumers in case they resist paying service charge. CCPA issued guidelines for preventing unfair trade practices and violation of consumer rights with regard to levying of service charge in hotels and restaurants. If any consumer finds that a hotel or restaurant is levying service charge in violation to the guidelines, a consumer may make a request to the concerned hotel or restaurant to remove service charge from the bill amount. Also, the consumer may lodge a complaint on the National Consumer Helpline (NCH), which works as an alternate dispute redressal mechanism at the pre-litigation level by calling 1915 or through the NCH mobile app. However, Para 7 of the guidelines has subsequently been stayed by the Hon'ble High Court of Delhi and CCPA.
- 1.2 The Department of Consumer Affairs has taken a significant step for developing an overall framework for the Right to Repair. The aim of developing a framework on right to repair in India is to empower consumers and product buyers in the local market, harmonize trade between the original equipment manufacturers and the third-party buyers and sellers, emphasize on developing sustainable consumption of products and reduction in e-waste. Once it is rolled out in India, it will become a game-changer both for the sustainability of the products and as well as serve as a catalyst for employment generation through Aatmanirbhar Bharat by allowing third-party repairs. The Department in this regard, has set up a committee which shall be chaired by Smt. Nidhi Khare, Additional Secretary, Department of Consumer Affairs, Government of India. The committee held its first meeting on 13th July, 2022 wherein important sectors for right to repair were identified. The sectors identified include Farming Equipment, Mobile Phones/ Tablets, Consumer Durables and Automobiles/Automobile Equipment
- 1.3 CCPA completed its two years of establishment on July 24, 2022. CCPA, as on 24th July, 2022, has issued 129 notices, 71 for misleading, 49 for unfair trade practice, and 9 for violation of consumer rights. The first Safety Notice was issued with regard to Helmets, Pressure Cookers and Cooking gas cylinders and the second Safety Notice was issued with regard to household goods including electric immersion water heaters, sewing machines, microwave ovens, domestic gas stoves with LPG etc. CCPA has taken stringent action against various companies for misleading advertisements whereby 15 companies withdrew their advertisements and 3 companies made corrective advertisements. Further, Guidelines on Prevention of Misleading Advertisements and Endorsements for Misleading Advertisements, 2022 were also issued. The guidelines seek to ensure that consumers are not being cheated with unsubstantiated claims, exaggerated promises, misinformation, and false claims.

2. Price Monitoring:

- 2.1 Meeting of Committee of Secretaries to review prices of essential food commodities was held under the chairmanship of Cabinet Secretary on 25.07.2022 and meeting of Committee of Ministers to review prices of essential food commodities was held under the chairmanship of Hon. Home Minister on 27.07.2022.
- 2.2 Agriwatch's weekly presentation to Secy (DoCA) covers the prices, production, yield and import & export scenario of five pulses (gram, tur, urad, moong and chana), and three vegetables (onion, potato and tomato)
- 2.3 Price trends for the month of July, 2022 over June, 2022 for all India monthly average retail prices as reported by the respective Civil Supplies Departments of States/UTs are attached.

3. Price Stabilization Fund:

- 3.1 Released Rs. 50 crore & Rs. 123.72 crore to NAFED as 4th & 5th installment for procurement of Onion R-22 by NAFED FY 2021-22 under PSF.
- 3.2 Regarding financial assistance under the scheme for Strengthening of PMC, Rs.15.70 Lakh and 6.08 Lakh were sanctioned to the Govt. of Meghalaya & Nagaland respectively in July 2022 under the scheme.
- 3.3 Up-to 30th July 2022, NAFED has reportedly achieved the target of procurement of Onion quantity of 2.50 LMT and for pulses a quantity of 14017.99 MT of Tur has been procured under PSF against the proposed 42,500MT of Tur.

4. Onion Buffer stock :

A buffer stock of 2.50 LMT of onion has been built in 2022-23 by procuring rabi-2022 harvest. The procurement target of 2.50 LMT has been achieved on 13.07.2022. The stocks from the buffer will be released in a targeted and calibrated manner during lean season (Aug - Dec) to contain price rise.

5. Bureau of Indian Standards:

- 5.1 During the month 18 new standards have been formulated and 30 standards revised. Besides, 49 proposals were taken up for formulation of new Standards and 93 proposals for revision of existing Standards.
- 5.2 403 new licences were granted to domestic manufacturers and 15 licences were granted to foreign manufacturers. In addition, 2356 licences granted to domestic manufacturers and 41 to foreign manufacturers were renewed. Under the Compulsory Registration Scheme, 478 new licences were issued, 881 inclusions and 414 renewals were done in the month of June 2022. The number of operative licences was 19,408 in this month. 15 new standards were covered under certification as 15 All India First Licences were granted.
- 5.3 To process applications for grant of licence and to monitor the operation of licensees, 414 preliminary inspections, 3782 surveillance inspections by BIS and OSAs, 507 LOT inspections and 390 other inspections were carried out across the country.

- 5.4 BIS has started sharing of incident of sample failure for the products involving public health & safety to Central Consumer Protection Authority Cell (CCPAC) for initiation of appropriate action under Consumer Protection Act, 2019 in addition to action under the BIS Act, 2016. In this regard, a policy guidelines have also been issued on 21 July 2022.
- 5.5 Hon'ble Minister of Commerce & Industry, CA, F&PD and Textiles inaugurated new test facility for Toy, Food Lab, Footwear Lab & Appliance at Central Laboratory (CL) on 27 June 2022.
- 5.6 22 Capsule Courses on Electrical cables, Packaged Drinking Water, Skimmed Milk Powder, PVC induction cable, Submersible Pump-sets, Irrigation Pipes, Concrete Paving Blocks, Pumps and Motors, Textiles products, HSDS bars and Carbone steel cast billet ingots, billets, blooms and slabs, safety of Toys, UPVC pipes for Potable water supply, Domestic Electric food mixers, Steel Products, were organized.
- 5.7 Three new private laboratories have been recognized by BIS as per Microbiology and Electrical ISS. Besides, 09 Regular Audit have been carried out by BIS laboratories.
- 5.8 1531 new jewellers have been registered, and 52 new A&H centres have been recognized.
- 5.9 17 raids/ search and seizure operations were carried out, 156 complaints were received and 137 complaints were disposed-off during this month.
- 5.10 To commemorate Azadi ka Amrut Mahotsav, Exposure Visit for Students to Laboratories for Quality Testing were organized

6. Ease of doing business:

An advisory was issued on 15.07.2022 to the controllers of Legal metrology of all States/ UTs for creating awareness among the manufacturers/ packets/importers of edible oil etc. to pack the commodity without mentioning temperature and to advise them to ensure that the quantity declared on the package in volume or mass should be correct.

7. Time Dissemination:

A meeting under Chairpersonship of Secretary (CA) to review the progress of Time dissemination Project with all stakeholders was held on 08.07.2022.

8. Essential Commodities:

5 entities like Dealer, Importer, Miller and Stockist from across the country have registered themselves on the DoCA portal in July, 2022 for declaration of stocks of pulses and stocks of pulses declared by the States/UTs is 61936.19 MT.

9. ACC directions:

The post of Senior Economic Adviser is vacant since 17.7.2021 after relieving of Ms. Rupa Dutta. The same has to be filled by D/o Economic Affairs being a cadre controlling authority for the post. Hence, no ACC direction is pending with Department.

Prices of Essential Commodities – Trend over the past month:

The All India monthly average Retail prices of 22 essential commodities from 181 centres across the country as reported by the respective Civil Supplies Departments of State Government/UTs are compiled and average retail prices for the month of July, 2022 over June, 2022 are given below:-

All India Monthly Average Retail Prices of Essential Commodities (₹/kg)

S.No	Commodity	July, 2022	June, 2022	Difference (In ₹)
(1)	(2)	(3)	(4)	(5)
1	Rice	37	36	1
2	Wheat	30	30	0
3	Atta	34	34	0
4	Gram Dal	73	74	-1
5	Tur Dal	104	103	1
6	Urad Dal	104	104	0
7	Moong Dal	102	102	0
8	Masoor Dal	96	96	0
9	Sugar	42	42	0
10	Milk(per ltr)	52	52	0
11	Groundnut Oil	191	192	-1
12	Mustard Oil	183	186	-3
13	Vanaspati	159	165	-6
14	Soya oil	164	170	-6
15	Sunflower Oil	185	189	-4
16	Palm Oil	142	152	-10
17	Gur	49	48	1
18	Tea loose	282	284	-2
19	Salt Pack	20	20	0
20	Potato	26	25	1
21	Onion	25	24	1
22	Tomato	39	52	-13

Source: State Civil Supplies Departments.