

IMMEDIATE

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

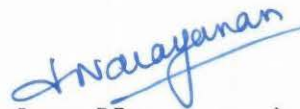
Krishi Bhawan, New Delhi
Dated 22nd August, 2022.

OFFICE MEMORANDUM

**Subject: - Monthly Summary for the Cabinet for the month June, 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 June, 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 June, 2022

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

1. Consumer Protection:

During the month, E-daakhil portal started in Mizoram. With this, the total number of the States/UTs with e-filing portal is 32 + NCDRC.

1.1 A Committee under the chairpersonship of Additional Secretary, Consumer Affairs has been constituted by the Department for preparation of a framework to protect consumers from fake and deceptive reviews. The Committee has representatives from e-commerce companies, Industry Associations, Voluntary Consumer Organisations, Law Chairs and Open Network of Digital Commerce.

1.2 A meeting under the chairpersonship of Secretary (CA) was held on 02 June 2022 with representatives from restaurant associations and consumer organizations to discuss issues related with involuntarily levy of service charge in hotels and restaurants. Another meeting dated 13 June 2022 was held under the chairpersonship of Secretary (CA) with representatives from Food Business operators for improving consumer grievance redressal mechanism in the e-commerce food business sector.

1.3 The Department of Consumer Affairs held a National Conference on 20 June 2022 with participation from President and Members of National Commission, President and Members of State Commissions and Presidents of selected District Commissions along with Principal Secretaries and Government officers of the State/UT. The objective of the Workshop was to discuss and deliberate vision for effective, speedier and hassle free consumer dispute redressal mechanism through 4 technical sessions on:

(i) Present Status of vacancies & pending cases in the State and District Commissions and prescribing a framework for effective and speedier redressal consumer grievances.

(ii) Present Status of e-filing in State and District Commissions and suggestions for making e-filing preferred option for the consumers for grievance redressal.

(iii) Present Status of Mediation in State and District Commissions and suggestions for putting in place an effective mechanism for mediation as prescribed in Consumer Protection Act 2019.

(iv) Present Status of Infrastructure in State and District Commissions and suggestions for improving the same.

1.4 Secretary (Department of Consumer Affairs) vide D.O letter dated 23 June 2022 requested the Hon'ble Presidents and Members of all State Commissions to refrain from the practice of observing vacations in the interest of timely disposal of consumer cases.

1.5 Secretary (CA) vide DO letter dated 24 June 2022 requested Presidents of State Commissions of Gujarat, Karnataka and Uttar Pradesh for preparing framework on "monitoring and supervision of working of State and District Commissions", and manuals on "E-filing and disposal of cases at State Commissions" & "disposal of cases at State Commissions" respectively as these States Commission have done pioneering work on these areas.

1.6 In exercise of the power conferred by Consumer Protection Act, 2019, Department of Consumer Affairs notified NCDRC (Group 'C' posts) Recruitment Rules, 2022 on 30 June 2022.

2. Price Monitoring:

Agriwatch's weekly presentations to Secretary (DoCA) were made that covers the prices, production, yield, import & export scenario of five pulses (Gram, Tur, Urad, Moong and Masur), and three vegetables (Onion, Potato and Tomato).

3. Price Stabilization Fund:

3.1 Released Rs. 39.37 crore to NAFED as 1st installment for procurement of Tur (KMS 2021-22) under PSF in Maharashtra & Gujarat (Target 25,000 MT).

3.2 Released Rs. 95.20 crore to NAFED as MSP value for 15,106.57 MT of Urad procured during FY 2021-22 under PSF.

3.3 Released Rs. 50 crore to NAFED as 3rd installment for procurement of Onion R-22 by NAFED (FY 2021-22) under PSF (Target 2.5 LMT).

3.4 Up-to 30 June 2022, NAFED has reportedly procured Onion quantity of 1.38 LMT against the Target quantity of 2.5 LMT to be achieved till July 2022 and a quantity of 13262.43 MT of Tur has been procured under PSF against the proposed 42500 MT of Tur.

4. Bureau of Indian Standards:

4.1 A Seminar on 'Educational Organizations Management Systems' was held on 03 June 2022 at BIS HQs, New Delhi to create awareness on IS/ISO 21001:2018- Educational organizations — Management systems for educational organizations — Requirements with guidance for use.

4.2 BIS organized the 5th National Conclave on Standards for Technical Textiles jointly with FICCI and Ministry of Textiles, on Friday, 10 June 2022 at FICCI, New Delhi. Around 300 delegates attended the conclave through hybrid mode. Various queries of stakeholders pertaining to standardization and other related activities of BIS were responded appropriately and issues raised were resolved.

4.3 BIS organized Guest Lecture at IIT- Roorkee on Standards related to Safety and Hazards in the Process industry on 24 June 2022 to enlighten students about various types of hazards, that occur at workplace, and their detrimental impact on human health, overview about international standardization in the field of safety at workplace.

4.4 434 new licences were granted to domestic manufacturers and 14 licences were granted to foreign manufacturers. In addition, 2,346 licences of domestic manufacturers and 54 of foreign manufacturers were renewed.

4.5 DPIIT has rescinded the Footwear made from all-Rubber & all Polymeric material and its components QCO-2020 and notified a new QCO-Footwear made from all-Rubber & all Polymeric material and its components QCO-2022 covering 13 products and rescinded the Footwear made from Leather and other material QCO-2020 and notified a new QCO-Footwear made from Leather and other material QCO-2022 covering 10 products as per Scheme-I of BIS (Conformity Assessment) Regulation, 2018.

4.6 Ministry of Textiles vide its order S.O. 2601(E), dated 06 June, 2022 has notified Jute Bags (Quality Control) Order, 2022 covering 06 products as per Scheme-I of BIS (Conformity Assessment) Regulation, 2018.

4.7 Under the Compulsory Registration Scheme, 385 new licences were issued, 739 inclusions and 402 renewals were done in the month of June 2022. The number of operative licences in June 2022 was 19,024.

4.8 Hon'ble Minister CA, F&PD inaugurated the renovated test facilities for Toy, Footwear, Food, Electrical appliances and Helmet Laboratories at CL on 27 June 2022.

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4.9 Under the Hallmarking Scheme, 1928 new jewellers have been registered, and 29 new A&H centres have been recognized during the month.

4.10 Implementation of mandatory hallmarking has been increased from 256 districts to 288 districts from 01 June 2022. Three new grades viz, 20k, 23k and 24k have also been brought under mandatory hallmarking.

4.11 To commemorate Azadi Ka Amrut Mahotsav, Exposure Visits for Students to Laboratories for Quality Testing, were organized by EROL, NROL, WROL, BNBOL and GBOL.

5. Ease of doing business:

To reduce the hardship of petroleum dealers, an advisory was issued to Ministry of Petroleum and Natural Gas with copy to all stake holders regarding verification of dispensing units etc.

6. Time Dissemination/Legal Metrology:

A meeting under Chairpersonship of Additional Secretary (CA) to review the progress of the Time dissemination Project with all stakeholders was held on 23 June 2022.

7. 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 June, 2022 over May, 2022 are given below: -

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

S.No	Commodity	June, 2022	May, 2022	Difference (In ₹)
(1)	(2)	(3)	(4)	(5)
1	Rice	36	36	0
2	Wheat	30	29	1
3	Atta	34	33	1
4	Gram Dal	74	74	0
5	Tur Dal	103	103	0
6	Urad Dal	104	105	-1
7	Moong Dal	102	103	-1
8	Masoor Dal	96	97	-1
9	Sugar	42	41	1
10	Milk(per ltr)	52	51	1
11	Groundnut Oil	192	192	0
12	Mustard Oil	186	189	-3
13	Vanaspati	165	164	1
14	Soya oil	170	171	-1
15	Sunflower Oil	189	189	0
16	Palm Oil	152	155	-3
17	Gur	48	48	0
18	Tea loose	284	285	-1
19	Salt Pack	20	19	1
20	Potato	25	23	2
21	Onion	24	23	1
22	Tomato	52	43	9

Source: State Civil Supplies Departments