

# Annual Report

## 2008-09

# JAGO GRAHAK JAGO

NATIONAL CONSUMER DAY 2008

CONSUMER: BE ALERT, STAY SAFE

Department of Consumer Affairs

Ministry of Consumer Affairs, Food & Public Distribution

Government of India

24<sup>TH</sup> MEETING OF THE  
CONSUMER PROTECTION COUNCIL

30<sup>th</sup> July 2008, New Delhi

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

SHARAD PAWAR  
HON'BLE MINISTER OF CONSUMER AFFAIRS

TASLIMUDDIN  
HON'BLE MEMBER OF THE COUNCIL

SHARAD JOSHI  
HON'BLE M.P.

B. V. SHARMA  
REGISTRAR, COERC

K. VENKATA KRISHNA REDDY  
HON'BLE MEMBER, INDIA PROTECTOR

SHARAD JOSHI  
HON'BLE M.P.



सत्यमेव जयते

Government of India

MINISTRY OF CONSUMER AFFAIRS, FOOD AND PUBLIC DISTRIBUTION

Department of Consumer Affairs, Krishi Bhawan, New Delhi-110114

Websites: [www.fcamin.nic.in](http://www.fcamin.nic.in), [www.core.nic.in](http://www.core.nic.in)

National Consumer Helpline Number: 1800-11-4000

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सत्यमेव जयते



Government of India

Ministry of Consumer Affairs, Food and Public Distribution,  
Department of Consumer Affairs, New Delhi - 110114

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# CHAPTER - I

## FUNCTIONAL AND ORGANISATIONAL SET UP

1.1 Shri Sharad Pawar continued as the Cabinet Minister for Consumer Affairs, Food & Public Distribution w. e. f. 22.05.2004. Shri Taslimuddin continued as Minister of State for Consumer Affairs w.e.f. 25.05.2004 and relinquished his office w.e.f. 22nd May, 2009. Prof. K.V. Thomas took charge as Minister of State in the Ministry of Consumer Affairs, Food & Public Distribution w.e.f. 1st June, 2009.

1.2 Shri Y. S. Bhavé continued as the Secretary, Department of Consumer Affairs from 01.11.2006. There is one Additional Secretary and one Senior Economic Adviser in the Department.

1.3 The Department has been entrusted with the following works:

- i) Internal Trade
- ii) Control of Futures Trading: The Forward Contracts (Regulation) Act, 1952 (74 of 1952).
- iii) The Essential Commodities Act, 1955 (10 of 1955) (Supply, Prices and Distribution of Essential Commodities not dealt with specifically by any other Department).
- iv) Prevention of Black Marketing and Maintenance of Supply of

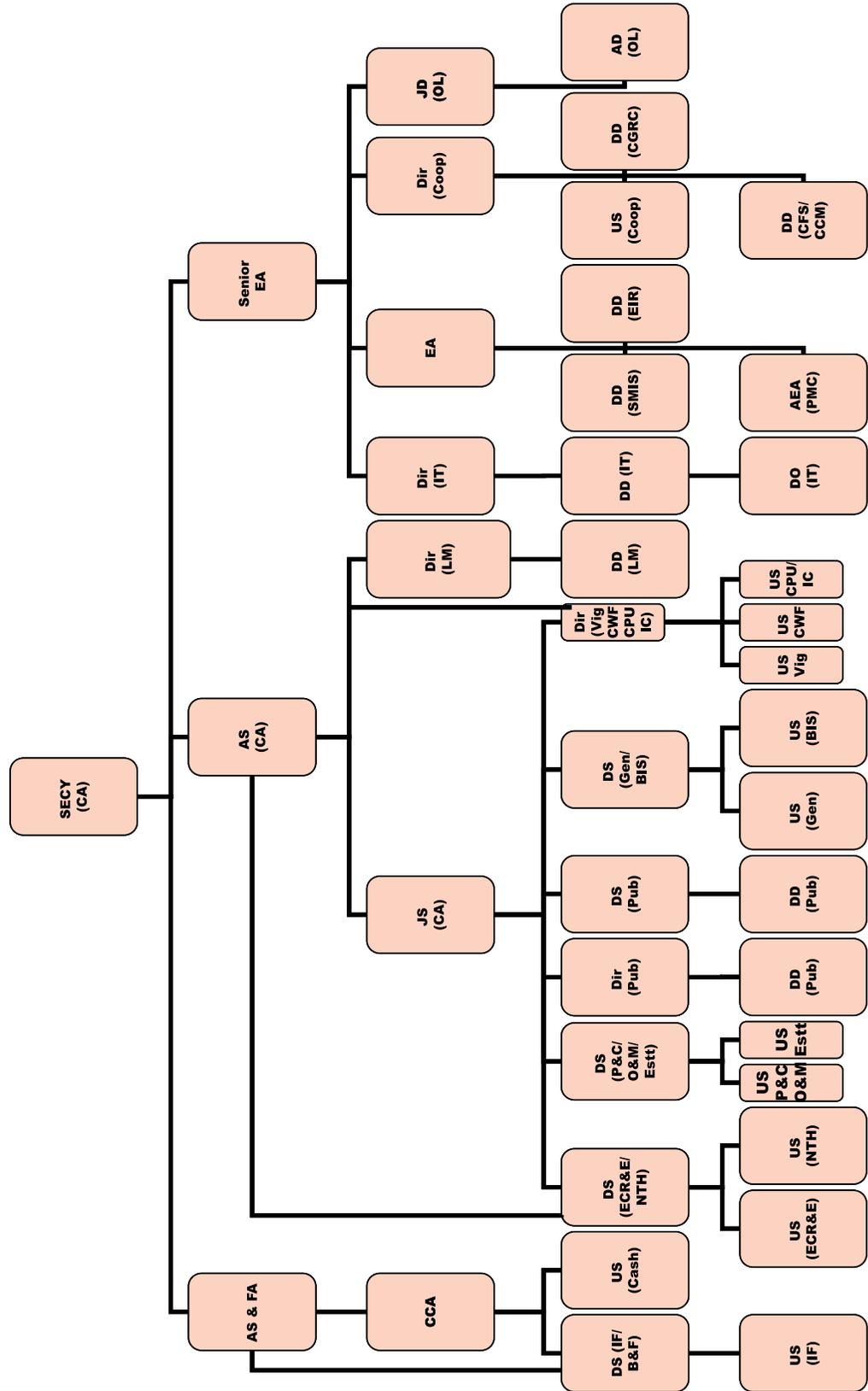
Essential Commodities Act, 1980(7 of 1980). Persons subjected to detention thereunder.

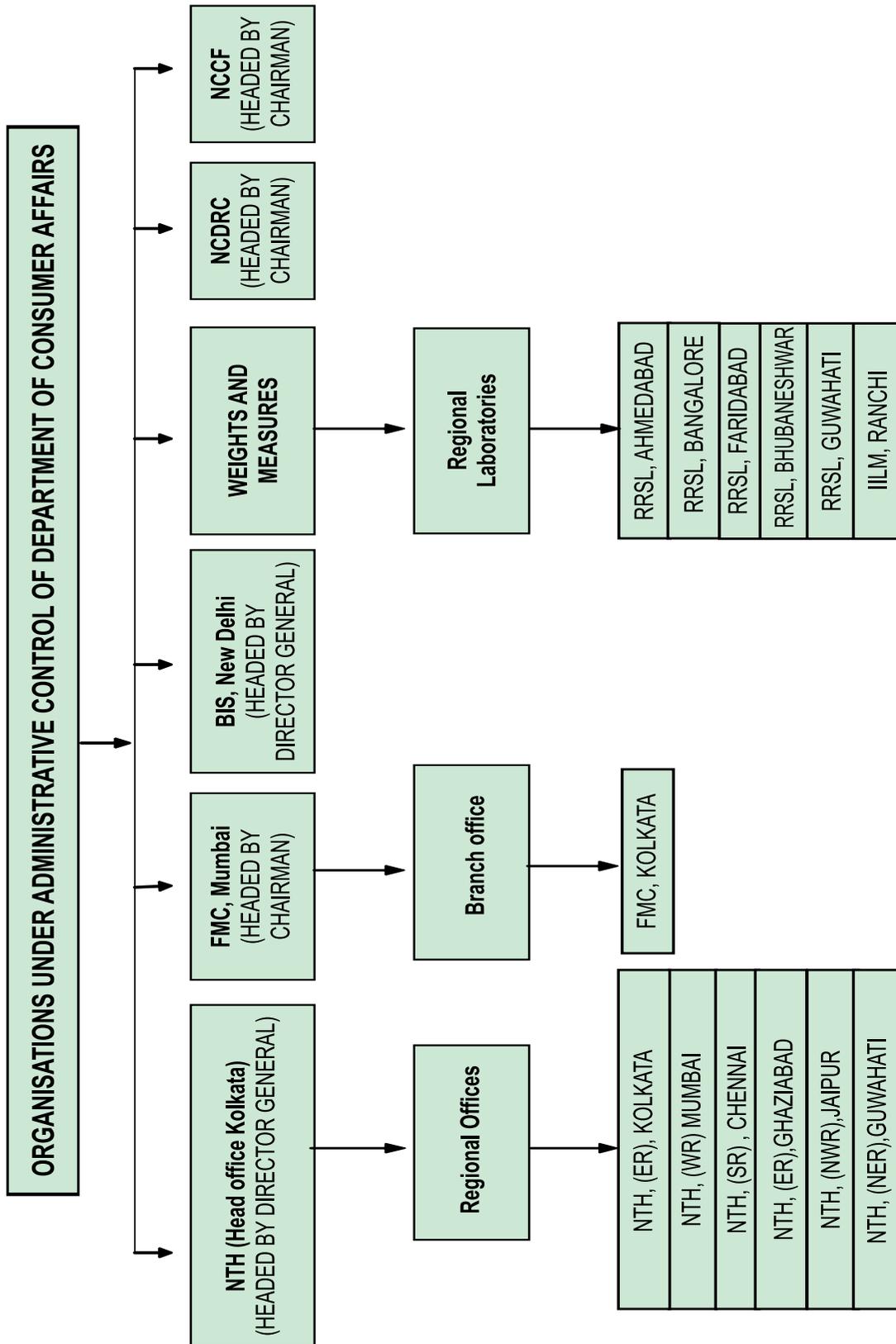
- v) Regulation of Packaged Commodities.
- vi) Training in legal Metrology.
- vii) The Emblems and Names (Prevention of Improper Use) Act, 1952 (12 of 1952).
- viii) Standards of Weights and Measures. The Standards of Weights and Measures Act, 1976 (60 of 1976) and Standards of Weights and Measures (Enforcement) Act, 1985.
- ix) Bureau of Indian Standards Act, 1986 (63 of 1986).
- x) Laying down specifications, standards and codes and ensuring quality control of bio-fuels for end uses.
- xi) Forward Markets Commission
- xii) Consumer Cooperatives.
- xiii) Monitoring of prices and availability of essential commodities.
- xiv) National Test House
- xv) Consumer Protection Act, 1986 (68 of 1986).





# ORGANIZATION CHART Department of Consumer Affairs







### **Citizens' Charter**

1.4 Citizens' Charter of the Department of Consumer Affairs, which is the declaration of commitment of 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 [www.fcamin.nic.in](http://www.fcamin.nic.in).

### **Right to Information Act, 2005**

1.5 The information required to be made available to the citizens under Section 4 of the Right to Information Act 2005 has been posted on the Departmental website [www.fcamin.nic.in](http://www.fcamin.nic.in). The list of Public Information Officers for various Organisations/Divisions for providing information to the public under the Act is also available on the Departmental website. All tender notices and other decisions of public importance are being posted on this website.

### **Vigilance**

1.6 In the Department, Additional Secretary has been designated as the Chief Vigilance Officer in addition to his other responsibilities.

1.7 This Department also monitors the vigilance work of the Bureau of Indian Standards, National Consumer

Cooperative Federation of India Ltd., Super Bazar, Indian Institute of Legal Metrology, National Consumer Disputes Redressal Commission, Forward Markets Commission, Mumbai and National Test House and its Regional Laboratories at Kolkata, Mumbai, Chennai, Ghaziabad, Jaipur and Guwahati.

1.8 With a view to prevent corruption and ensure transparency and accountability, emphasis is placed on the following aspects:-

- a) vigorous conduct of surprise vigilance inspections, especially in areas which are corruption-prone;
- b) closer monitoring of disposal of vigilance cases in all organizations under the Department; and
- c) rotation of staff in sensitive areas.

1.9 Periodic returns pertaining to Vigilance and Anti-Corruption Measures are being sent regularly to Central Vigilance Commission, Prime Minister's Office & Department of Personnel & Training.

1.10 The Department observed Vigilance Awareness Week between 3rd November to 7th November, 2008 as per the directions of the CVC. A seminar was held on 7th November, 2008 with active participation from officers of the Department on the theme "Prevention of Corruption by Public Interest Disclosure".

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# CHAPTER - II

## EXECUTIVE SUMMARY

### PRICE TREND AND AVAILABILITY OF ESSENTIAL COMMODITIES

1.1 The year 2008-09 has been a watershed year in terms of the volatility in prices that was witnessed. During the first half of the year, with prices spiraling in commodity markets, crude oil prices breached the \$100 per barrel mark reaching close to \$150 per barrel; this in turn led to record high prices in agricultural commodities. India was also impacted by these events. Due to many pro-active steps taken by the Government, India has been able to soften the impact of international price rise on domestic prices, with only prices of edible oil showing a decline. In the second half, sharp declines were recorded in prices of commodities especially edible oils.

1.2. During the year 2008-09, the prices of essential commodities were closely monitored and various measures were taken to augment supplies and stabilize prices of certain essential commodities. Rise in domestic prices was owing to the combined effect of factors such as growing demand on account of increase in population and income, hardening

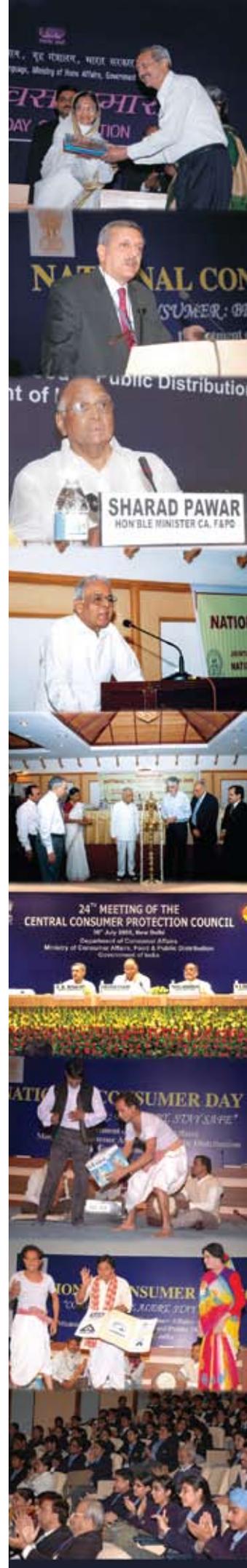
of international prices, changes in consumption pattern, diversion of food grains for fuel, adverse weather and climate change, increase in crude oil prices and increase in freight rates.

1.3 The Price Monitoring Cell (PMC) monitors the prices of 17 essential commodities viz. rice, wheat, gram dal, arhar dal, moong dal, urad dal, masoor dal, tea, sugar, salt, potato, onion, vanaspati, groundnut oil, mustard oil, milk and atta. The retail prices on daily basis and wholesale prices on weekly basis are collected from 27 centres and 37 centres respectively across the country.

1.4 The Wholesale Price Index (WPI) based annual rate of inflation for the financial year 2008-09 for all commodities stood at a lower rate of 0.26% as compared to 7.75% during 2007-08.

1.5.1 Prices of rice have witnessed a slight increase during the year whereas prices of wheat largely remained stable.

1.5.2 Prices of pulses (except tur dal and masoor dal) registered a declining or steady trend as compared to last year. The reasons for rise in the prices of tur dal and masoor dal was largely due to





shortfall in production, low carry over stocks from previous year and hardening of international prices.

1.5.3 Prices of edible oils after a sharp rise in the first half of the year declined sharply in the second half.

1.6 Vegetable prices tend to fluctuate depending on the availability and seasonal factors. Government kept a close watch on the prices and availability of vegetables especially onion and potato. Retail prices of onion during financial year 2008-09 remained lower as compared to the last year. NAFED increased the MEP by \$ 20 PMT to \$250 for the month of August 2008 over July 2008. The MEP of onion was US \$ 220 PMT for March 2009.

#### **STEPS TAKEN BY GOVERNMENT:-**

1.7 The various measures taken by Government during the year 2008-09 to augment availability and moderate prices of essential commodities are enumerated below:-

##### **A. Wheat:**

- (i) Export of wheat was banned.
- (ii) Import of wheat at zero duty was allowed.
- (iii) Government has taken adequate care to insulate the most vulnerable sections of society from price rise by distribution of these commodities

through PDS. It has protected the Below Poverty Line (BPL) and Antodaya Anna Yojna (AAY) beneficiaries.

(iv) The Minimum Support Price of wheat raised from Rs.1000/- per quintal last year, to Rs. 1080 per quintal for the crop year 2009-10.

(v) Government has maintained the issue price of wheat to the public distribution system at Rs. 4.15 per Kg for BPL and Rs.2 per Kg for AAY since July 2002, taking upon itself additional burden of subsidy in this operation.

##### **B. Rice**

(i) Export of non-basmati rice is banned.

(ii) The duty on import of rice is reduced to zero.

(iii) MEP on basmati rice was raised to \$ 1200 per tonne from 1.4.2008. An export duty of Rs. 8000/- per tonne on basmati rice was imposed w.e.f. 10.5.2008. MEP on basmati rice was reduced to \$ 1100 per tonne w.e.f 20.01.2009.

(iv) The Minimum Support Price (MSP) of 'Common' and 'Grade A' Varieties of Paddy have been increased by Rs 205 per quintal to Rs 850 per Quintal and Rs 880 a quintal respectively during Kharif Marketing Season 2008-09.

(v) The Central Issue Price for rice has not been revised since 1.7.2002. It is Rs.5.65 per kg for BPL and Rs.3 per kg for AAY.



**C Pulses:**

- (i) Import of pulses is allowed at zero duty .
- (ii) Export of pulses is banned (except export of Kabuli chana w.e.f. 7.3.07) .
- (iii) Government approved the Scheme for distribution of imported pulses at a subsidy of Rs.10/kg by the State Governments through the Public Distribution System (PDS).

**D. Edible Oils:**

- (i) (a) Import duty on crude edible oils cut to zero;
- (b) Import duty on refined and hydrogenated oils reduced to 7.5%;
- (c) Import duty on hydrogenated vegetable oils also reduced to 7.5%.
- (d) Customs duty on butter and ghee was reduced to 30%.
- (e) The Tariff Rate Quota was removed on sunflower oil
- (f) The 'deemed export' of edible oils to 100% export oriented units was allowed with the condition that the final product be non-edible.
- (ii) A 20% import duty was imposed on crude degummed soyabean oil w.e.f 18.11.2008, which has now been reduced to Nil w.e.f 24.03.2009.
- (iii) The ban on export of edible oils was imposed .
- (iv) Government launched a scheme to distribute one million tons of edible

oils to State Governments at the subsidy @ Rs.15/kg.

**E. Sugar:**

- (i) For the quarter January - March, 2009, 50 lakh tonnes was released as compared to 44 lakh tonnes during the corresponding quarter last year.
- (ii) Government allowed import of raw sugar under advance authorization Scheme and permitted sugar factories to sell processed raw sugar in the domestic market and fulfill export obligation on ton to ton basis.

**F. Stock limits/ Control order:-**

- (i) Keeping in view the prevailing price situation, the Central Government had issued a Central Order dated 29.08.2006 under the Essential Commodities Act, 1955 to enable the State Governments to invoke Stock Limits in respect of wheat and pulses for a period of 6 months. By virtue of this Order, the State Governments /UT Administrations have been empowered to take effective action to bring out the hoarded stock of these items to ensure their availability to the common people at reasonable prices.
- (ii) Government has, subsequently extended the validity of the Central Order by another six months from 1.3.2008 till 31.8.2008 and further to 30.4.2009. Rice, paddy, oilseeds and edible oils have now also been included within the ambit of above central order.



## **2. CONSUMER PROTECTION PROGRAMME**

2.1 Consumer movement is a socio economic movement to protect the rights of consumers in relation to the goods purchased and services availed.

2.2 The Consumer Protection Act, 1986 (68 of 1986) was enacted for better protecting the interest of consumers by establishing a three-tier quasi-judicial consumer dispute redressal machinery at the National, State and District levels for settlement of consumer disputes. The State of Jammu & Kashmir has enacted its own legislation in this field.

2.3 The National Consumer Disputes Redressal Commission is headed by a President, who is a retired judge of Supreme Court and has 9 other Members.

2.4 The 24th meeting of the Central Consumer Protection Council (CCPC), which is the National level body to protect and promote the rights of consumers, was held in New Delhi on 30th July, 2008.

2.5 Computerization and Computer Networking of Consumer Fora 'CONFONET' is a plan project which is being implemented by the National informatics Centre (NIC) on a turnkey basis, which would enable access to information on various cases filed/pending before these Fora and their judgments delivered. So far, computer hardware and software have been supplied to National Consumer Disputes Redressal Commission (NCDRC), 34 State Commissions and 593 District Fora. Computer Hardware/Software installation has been completed at 565 Consumer Fora.

2.6 Financial assistance is being extended to States/Union Territories since 1995 to supplement their efforts to strengthen the infrastructure of Consumer Fora so that each consumer forum in the country is provided with the minimum level of facilities (infrastructure) required for their effective functioning.

## **3. Consumer Welfare Fund**

3.1 In 1991, the Central Government amended the Central Excise and Salt Act, 1944 to create a Consumer Welfare Fund. The Fund has been set up by the Department of Revenue and is being operated by the Department of Consumer Affairs. The money, which is not refundable to manufacturers, is credited to the Fund. The main objectives of the fund is to provide financial assistance to promote and protect the welfare of the consumers, generate consumer awareness and strengthen consumer movement in the country, particularly in rural areas. So far, a sum of about Rs.175.39 crores has accrued to the fund and an expenditure of Rs.53.33 crores has been incurred. During 2008-09 an amount of Rs. 117,07,74,000 accrued to the fund and Rs. 4,99,75,000 was spent during this period.

### **Schemes Funded From Consumer Welfare Fund**

#### **CONSUMER CLUB**

3.2 Setting up of Consumer Clubs in Schools / Colleges - The scheme was launched in 2002, according to which



consumer clubs would be set up in Middle/Higher/Higher Secondary Schools/Colleges affiliated to a government recognized Board/University. A grant of Rs.10, 000/- per consumer club per year for two years is admissible under this scheme. This scheme has been decentralized and transferred to the State/UT Governments with effect from 1st April'2004. The scheme for Consumer Clubs has been introduced in the States/UTs of Andhra Pradesh, Chattisgarh, Haryana, Karnataka, Maharashtra, Orissa, Punjab, Tamilnadu, West Bengal, J&K, Mizoram, Sikkim, Tripura, Lakshadweep, Himachal Pradesh, Kerala, Uttrakhand, Puducherry, Rajasthan, Gujarat and Arunachal Pradesh. As on 31.3.2009 an amount of Rs.9,24,90,000/- has been sanctioned to 21 States/ UTs for setting up 6599 Consumer Clubs in the country.

#### **4. FORWARD MARKETS COMMISSION (FMC)**

The important developments during the 2008-09 are briefly enumerated below :

##### **Futures Market Operations**

##### **4.1 Regulation of the market**

The total value of trade for the entire financial year 2008-09 was Rs. 52.49 lakh crore as against Rs.40.66 lakh crore in the last financial year, registering a growth of 29.09 %. During the period, futures trading in new commodities viz: Aviation Turbine Fuel, Carbon Credit,

Red Areca nut, Coriander Seeds, Garlic, Steel Long, Thermal Coal, Electricity, Heating Oil and Gasoline contracts were introduced. The Forward Markets Commission, as a regulator of the commodity market, has taken various regulatory and developmental initiatives which are as under.

##### **4.2 Regulatory Initiatives taken by FMC:**

- Issued guidelines for the constitution of Board of Directors and appointment of Chief Executive and Chief Compliance officer in the Commodity Exchanges.
- Issued guidelines for grant of recognition to new Commodity Exchanges under the provisions of the Forward Contracts (Regulation) Act, 1952.
- In-principle approval granted to the MMTC & India Bulls Financial Services Ltd., for setting up a nationwide Multi Commodity Exchanges at Gurgaon, NCR.
- The members of the National Commodity Exchanges were allowed to take membership of Currency Derivatives Segments of the Stock Exchange(s) or Currency Derivative Subsidiary Exchange of the Commodity Exchanges, provided such members set up a separate entity and comply with the regulatory requirements prescribed by the RBI & SEBI from time to time.
- The Commission permitted the NCDEX to accredit the warehouses



of producers/processors and similar participants to enable such participants to deliver the goods on the exchange platform. Such warehouses ought to be located within a radius of 150 kms of the municipal limits. The goods will need to be transferred to the accredited warehouses situated at the delivery centre only if they are marked for delivery. The step was taken to encourage the producers and processors to hedge their price risk in the futures market and increase the scope of delivery thereon.

➤ In order to provide competitive level playing field to the trading members, the Commission has directed the three National Exchanges to fix the transaction charges in such a way that the ratio of the highest and lowest slabs is not more than 4:1 and that overall there are not more than 4 slabs.

➤ To ward off the possibility of unhealthy competition amongst the National Commodity Exchanges at this stage of development of the market, the Commission directed the Exchanges not to charge any differential transaction charges based on commodities or trade timings. The step was taken considering the long term interest of the consumers in terms of risk free trading and sustainable growth of the market.

➤ The penalty structure of the NCDEX, Mumbai on delivery default payable by a seller was revised to discourage delivery defaults.

➤ In order to restrict the misuse of multiple client code system for trading, the national Exchanges were directed on 23rd July 2008 not to allow multiple client codes to a single client.

➤ The Commission, after taking a review of daily price limits in all the commodities, rationalized the limits in all the agricultural commodities and internationally reference-able commodities taking into consideration the volatility in the spot markets and made them applicable across the exchanges, for the sake of uniformity.

➤ Enforcement action against five erring members who were allegedly involved in dabba (illegal) trading was taken by the Enforcement wing of the Commission. In another case of dabba trading the Member admitted to be involved in such activity using the price bench marks of international Commodity Exchanges. The member was suspended for three years by the Commission.

#### **4.3 Suspension of futures trading in a few commodities**

Considering, the concerns of the Govt., about the inflationary expectations in the economy, the FMC, as a measure of abundant caution, suspended futures trading in Chana, Soy oil, Rubber and Potato w.e.f. 7th May 2008. The suspension has, however lapsed on 30th November 2008. Trading in these commodities has resumed w.e.f. 4th December 2008.



#### 4.4 Developmental Activities

Developmental initiatives include conducting awareness programmes, regular interactive meetings with the stakeholders, conducting training programmes, tie-ups with educational institutions, conducting studies and collaborating with international regulators.

➤ During the year upto 2008-09, 197 awareness programmes were held, including 107 for farmers. Apart from these awareness programmes, the officers of the Commission participated in discussions on commodity markets on various fora and delivered lectures in the programs on commodity markets organized by various B-schools and CWC. The Commission this year focused on increasing the awareness of farmers.

➤ Seven meetings of the Commission with different stakeholder groups, such as members and Trade Bodies were held in different parts of the country. 18 capacity building programmes through reputed institutions like Indira Gandhi Institute of Development Research (IGIDR), IIM, Bangalore etc. were organized upto March 2009.

➤ The Department of Food & Public Distribution, Ministry of Consumer Affairs, Food and Public Distribution, Central Warehousing Corporation and Food Corporation of India in partnership with FICCI organized a conference “Warehousing 2008: The Warehousing

(Development & Regulation) Act- Issues and Challenges” on 18th November 2008 at Mumbai.

➤ The Seventh National Conference of the Commodity Exchanges was organized by the Forward Markets Commission at Mumbai on 23rd November 2008 to provide all stakeholders an opportunity to express their views on the commodity futures market.

A Mega Expo was organized by the Indian Science Congress at the North Eastern Hill University, Shillong from 3rd to 7th January 2009. The Forward Markets Commission and the National Exchanges participated in the Expo, with the objective of showcasing the benefits of Commodity Futures Market to the farmers by means of exhibits and audio-visual presentations

#### 5. ESSENTIAL COMMODITIES REGULATIONS AND ENFORCEMENT

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

(a) Essential Commodities Act, 1955 (E C Act, 1955)

(b) Prevention of Blackmarketing and Maintenance of Supplies of Essential Commodities Act, 1980 (PBM Act, 1980)

5.1 The Essential Commodities Act, 1955 provides for the control of production, supply, distribution etc. of essential commodities for maintaining or



increasing 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. 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 and other aspects of trading in respect of the commodities declared as essential. To implement the provisions of the Act, States/UTs have been taking action against the violators and sending the action taken reports regularly to the Central Government. As per the reports received from the State Governments/UT Administrations, 268775 raids were conducted, 8001 persons arrested, 6425 persons prosecuted and 790 persons convicted during the year 2008 as updated upto 31.03.2009.

5.2 In the context of unprecedented rise in prices of some essential commodities during last year, the Central Govt. through Central Order dated 29.08.2006, by virtue of which the words or expressions made in respect of purchase, movement, sale, supply, distribution or storage for sale in the “Removal of (Licensing requirements, Stock limits and Movement restrictions) on specified foodstuffs Order, 2002” notified on 15.02.2002 have been kept in abeyance for commodities namely wheat and pulses for a period of 6 months, so as to tackle the price rise

and availability of these commodities. The Order of 29.08.2006 was initially in force for a period of 6 months, which was extended thrice for a period of 6 months each by Central Notification dated 27.02.2007, 31.8.2007, 28.02.2008. The same was again extended upto 30.04.2009 vide Central Notification dated 27.08.2008. To enable the State Governments/UT Administrations to continue to take effective action for undertaking de-hoarding operations under the Essential Commodities Act, 1955, the price situation was further reviewed by the Government and it was decided with the approval of the Cabinet to further impose similar restrictions by keeping in abeyance some provisions of the Central Order dated 15.02.2002 for a period of one year with respect to edible oils edible oilseeds and rice, so as to tackle the rising trend of prices as well as availability of these commodities to the common people. However, it was also decided that there shall not be any restriction on the inter-state movement of these items, and that imports of these items would also be kept out of the purview of any controls by the State Governments. An Order dated 7th April, 2008 was published in Gazette of India to this effect. Further it was decided by the Cabinet in its meeting on 21.08.2008 that similar restriction may be imposed by keeping in abeyance some provisions of the Central Order dated 15.02.2002 for a period upto 30.04.2009 with respect to Paddy, so as to tackle the rising trend of prices as well



as availability of these commodities to the common people. An Order dated 27.08.2008 was published in Gazette of India to this effect. The Cabinet has further taken following decision in its meeting held on 30.03.2009 (i)- Removal of Wheat from the list of commodities on which orders relating to fixation of stock holding limits have been imposed by keeping in abeyance provisions of Central Order dated 15.02.2002 , (ii)- Extension of validity of Central Notification dated 29.08.2006 in respect of Pulses and Paddy beyond 30.04.2009 (upto 30.09.2009) and (iii) in respect of Edible Oils, Edible Oilseeds and Rice beyond 06.04.2009 (upto 30.09.2009). These Notifications have been notified in the Gazette of India vide S.O.880(E) dated 30.03.2009, S.O.905 (E) dated 02.04.2009 and S.O.906 (E) dated 02.04.2009. These Orders have permitted State/UT Governments to fix stock limits in respect of sugar, pulses, paddy, edible oils, edible oilseeds and rice. This would enable the State Governments /UTs to take appropriate actions against the hoarding of these commodities.

5.3 So far as implementation of these orders is concerned it is mentioned that only 18 State Governments/UTs have either issued stock limits for all the five items or wheat and pulses only or have issued only licensing requirements/ stock declaration (of these 18, 13 States/UTs have actually issued stock limit Orders/ in the process of issuing. 5 States/UTs have issued licensing requirements/stock declarations).

5.4 The Prevention of Black-marketing and Maintenance of Supplies of Essential Commodities Act, 1980 empowers the Central Government or a State Government to detain persons whose activities are found to be prejudicial to the maintenance of supplies of commodities essential to the community. As per reports received from the State Governments, detention orders were issued in respect of 162 persons under the Act during the period from 01.01.2008 to 31.12.2008. The Central Government and the State Governments also have the power to modify or revoke the detention orders. The representations made by or on behalf of the persons ordered for detention are considered and decided by the Central Government. 57 such representations were considered and decided by the Central Government during the period from 01.01.2008 to 31.12.2008. Writ petitions are filed by the detenus in the High Courts and Supreme Court against their detention. Counter Affidavits to the same are required to be filed by the Union of India being pleaded as a party in these petitions. 56 such affidavits were filed in the High Court during the same period.

## **6. BUREAU OF INDIAN STANDARDS (BIS)**

6.1 With the changed socio-economic environment, higher pace of industrialization, technological advancement and rising expectations



of the consumers, the Bureau of Indian Standards was set up as a statutory organization under the Bureau of Indian Standards Act, 1986 taking over the assets and liabilities of the Indian Standards Institution (ISI), which had started functioning in the year 1947 with Headquarters at New Delhi. It has a network of five regional offices, 33 branch offices, 5 inspection offices and 8 laboratories which act as effective link between BIS, government, industry and consumers.

6.2 Bureau has made a steady progress in various fields of its key activities, namely Standards formulation, product and system certification schemes.

### **IMPORTANT ISSUES PERTAINING TO BIS**

#### **(A) STANDARD FORMULATION**

6.3 BIS is formulating need-based Indian standards in line with national priorities in time-bound manner, BIS has taken a decision to harmonize national standards with international standards in order to facilitate adoption of international standards by all segments of industry and business. During the period Apr 2008- Mar 2009 BIS formulated 310 standards and harmonized 66 standards with international standards.

**Seminars/Workshops:** BIS has organized 35 Seminars/Workshops, participated in Conferences with a view to disseminate information about the availability of standards and to get

feedback for further improvement / updation as well as to find out fields where standardization is needed by the industry. Some of the Important Seminars/Workshops organized during the period are as follows:

1. National Seminar on Synergizing Defence, Industries and Technologies through Standardization: Perspective, Concerns and Spin Off.
2. Seminar on Grading of Polished Diamonds.
3. National Workshops on National Building Code of India 2005 were held at Jaipur and Mumbai.
4. A seminar on 'Fire Safety in Public Places/Buildings- Importance of Fire Retardant Textiles'.
5. A two day Workshop on IS 800:2007 was organized jointly by BIS & INSDAG, Kolkata for faculties of civil engineering/structural engineering of various engineering colleges/institutes.
6. A Workshop on 'Advancement In Bitumen Technologies'.
7. Seminar on Rotating Electrical Machines held at Coimbatore.
8. Seminar on "Aqua Congress" was held at New Delhi.
9. Workshop on IS 800:2007 was held at Mumbai.
10. Seminar on Standardization Activities in the field of Engineering Metrology.



11. Seminar on Low Voltage Switchgear at Mumbai
12. Seminar on Food Safety at Cochin.
13. Seminar on Electronic Components – National and International
14. Seminar on Standardization at Bangalore
15. Seminar on Safe Storage of Valuables in Banking & Jewellery Establishments at Mumbai.
16. Seminars on Pump Sets at Coimbatore
17. Standardization in Health Care Facilities and Hospital Planning held at Bangalore
18. General requirements for competence of Assaying and Hallmarking Centres held at Mumbai
19. Indo-Japan Conference on Fuel Quality and Vehicular Emissions held at New Delhi
20. Seminar on Hand Tools at Gandhi Nagar (Gujarat)
21. Achieving Excellence in Quality- Rajiv Gandhi National Quality Awards”- Lectures/Workshops
22. Seminar on CNG & LPG Fuel System Components – Conformity of Production at Pune
23. Seminar on “Growth and Development of Handloom/Khadi – Role of Standards” at New Delhi

24. Seminar on Integrated Water Resources Management (IWRM): Demand Assessment and Management with a special session on environmental management of water resources projects at New Delhi

## **(B) CERTIFICATION**

**(i) Certification of Imported Products-** BIS is operating two schemes from 1999 for certification of imported goods - one for foreign manufacturers and the other for Indian importers. Under these schemes, foreign manufacturers can seek certification from BIS for marking their products with BIS Standard Mark and Indian importers can seek BIS certification for applying BIS Standard Mark on the products being imported into the country. During the period 27 licences were granted, under foreign manufacturers schemes taking the number of total licences in operation to 121, covering products such as Cement, Cables and conductors, Tyres, Plastic Feeding Bottles, Infant Milk Powder etc. in 21 countries

**(ii) Certification of Govt. Organization(s) for Service Delivery** - The Quality Management Systems Standard IS/ISO 9001 provides a generic framework for organizations to ensure quality of service/products. In order to develop a new mechanism for certifying government organizations, as desired by Deptt. of Administrative Reforms and Public Grievance (DARPG) ,



a new standard has been developed namely 'Quality Management Systems – Requirements for services delivery by public service organization' (IS 15700:2005 ). This standard has been specifically designed for public service organizations and prescribes a system that service organizations should install with focus on Citizen's Charter, Public Grievance Redressal and Service Quality to deliver quality of service. This standard focuses on delivery of quality service across the counter. The organizations implementing this standard can be certified by Bureau of Indian Standards and one such licence has already been granted to the New Delhi G.P.O. under Department of Posts.

Additionally, three more applications are in different stages of processing.

### **(C) PROGRESS OF HALLMARKING SCHEME**

6.4 The Hallmarking Scheme continued to grow during the period April 2008 to March 2009. The number of licences for Hallmarking of gold jewellery has grown from 5403 to 6588 and 199.33 lakh articles of gold jewellery/artifacts have been hallmarked during the period. The number of BIS recognized assaying and hallmarking centres have increased from 91 to 137 during the period. The number of silver licences for Hallmarking of silver jewellery/ artifacts has also grown from 405 on 31 March 2008 to 463 as on 31 March 2009.

#### **(i) Implementation of the Scheme for setting up of gold assaying hallmarking centres in India with central assistance:**

The Scheme for setting up of gold assaying / hallmarking Centres in India with central assistance has been approved for continuation during the 11th Five Year Plan with an outlay of Rs. 10.50 crores.

Seven such Centres - one each at Kollam, Bhubaneswar, Kanpur, Hubli, Panipat, Bhopal and Anjar (Gujarat) have been set up and recognized by BIS during this period.

#### **(ii) Training for Artisans:**

Seven training programmes for artisans were organized at Ahmedabad, Jaipur, Vadodara, Mumbai, Hyderabad, Madurai and Trivandrum to make artisans aware of the concept of hallmarking, use of correct solders and good manufacturing practices in Jewellery making.

#### **(iii) Publicity about Hallmarking:**

To promote the concept of hallmarking for effective consumer protection in gold Jewellery trade, 37 awareness programmes for jewelers were organized by various Regional and Branch offices across the country during the period, apart from 148 advertisements released in various newspapers across the country for spreading awareness among the consumers/jewellers about the benefits of hallmarking.



**iv) Training for personnel of Assaying & Hallmarking Centres:**

Two training programmes were organized for training of personnel of Assaying & Hallmarking Centres at Cochin & Chennai during the period.

**(D) INTERNATIONAL ACTIVITIES**

6.5 Since its inception in 1947, the then ISI and now BIS has been an active member of International Organizations namely: International Organization for Standardization (ISO) and International Electro-technical Commission (IEC). It participates in various policy-making committees of these international standards bodies. BIS also holds secretariat of some of the important ISO/IEC Committees which are of interest to India. As member of ISO, BIS also takes active part in the development of International Standards when interests of Indian trade & industry are kept in view. The Bureau also continued its activities in the field of regional and bilateral cooperation with other countries. The details of some of the activities in the international arena during this year are highlighted below:

**(i) International Organization for Standardization (ISO):**

(a) BIS participated actively in ISO Policy meetings and ISO Committee meetings on Developing Country matters. Participation in ISO Committees /

Subcommittees where India is a 'P' member and where India holds secretariat responsibilities was continued.

(b) BIS is a 'P' member of PASC (Pacific Area Standards Congress), one of the 7 regional Standards Bodies with which ISO has cooperative relationship, and participated in its meetings held in Hobart, Australia during 30th March - 2nd April 2009.

(c) A three member delegation led by DG BIS participated in the General Assembly meetings held in Dubai during 13 to 17 Oct 2008.

(d) BIS has been elected to Technical Management Board (TMB) a governing body of ISO, for the term 2009-2011.

(e) BIS has been successfully utilizing the Global Directory for managing the database with regard to participation in ISO/TC/SC work.

**(ii) International Electro technical Commission (IEC):**

(a) BIS participated actively in the various IEC committees. It is also member of IECEE, IECQ and IEC EX related to certification of electrical and electronic products/components. Active participation in the IEC Committee/Sub Committees where India is P member was continued.

(b) A four member delegation led by DG BIS attended IEC General meetings



held at Sao Paulo, Brazil from 17-21 Nov 2008. The delegation also attended Policy Making meetings along with a few technical committee meetings.

(c) IEC President Mr. Jacques Regis visited BIS on 3rd Feb 2009 and interacted with top Management of BIS regarding active participation of BIS in IEC activities.

**(iii) Bilateral Co-operation Programmes:**

BIS continued to work towards closer bilateral cooperation with countries such as Mauritius, Greece, Singapore, Oman, USA, Israel, Thailand and Saudi Arabia in close association with Ministry of Commerce and Ministry of External Affairs.

(a) An MoU was signed between BIS and Mauritius Standards Body (MSB). Technical support was provided to MSB for strengthening their Electrical Laboratory.

(b) An MOU was signed between BIS & SQCA, Bhutan on 19 Dec 2008 to promote cooperation in the field of Standards and Conformity Assessment.

(c) An MOU between BIS and UTE, France was signed on 20 Nov 2008 at Brazil to enhance cooperation in the field of Standardization and research activities in the area of electro technology.

**(iv) Regional Co-operation Programmes:**

(a) BIS continued to take follow up actions on Regional Cooperation Programmes such as South Asia Association for Regional Co-operation (SAARC) in the areas related to Standards and Conformity Assessment. Coordination work with EU and PASC (Pacific Asia Standards Congress) was continued.

(b) BIS participated in the SAARC meeting of the SAARC Standards Coordination Board. Coordination work with EU and PASC (Pacific Asia Standards Congress) was continued.

**(v) WTO/TBT Enquiry point:**

BIS continued to perform its activities as the WTO / TBT Enquiry Point, as designated by the Ministry of Commerce. The information with regard to the Notifications issued by various countries were downloaded, prioritized, segregated and disseminated to a large number of stakeholders within the country. Arrangements were made for providing the full text of the Notifications from the National Enquiry Point of the countries to the stakeholders/technical departments of BIS. The notifications issued by various countries are also being uploaded on the BIS website to assist the stake holders.

Efforts were made to increase the database of stakeholders in WTO-TBT Enquiry Point.



To sensitize the stakeholders, series of seminars were organized by BIS & Min. of Commerce in which officers from IR&TISD gave presentations.

**(vi) Visits by Foreign Delegates :**

During the year, various officials from International Standards Bodies, other National Standards Bodies and related organizations as highlighted below visited BIS :

- Seven member delegation from DKE and industry of Germany, for bilateral discussions.
- Mr. Shuji Hirakawa, Secretary IEC/TC 100 for interaction with the officers & members of the NMC of IEC/TC 100.
- Delegates from NSF International USA, for discussions with DG, BIS.
- Mr. Phuntsho Wangdi Director, Standards and Quality control Authority (SQCA), Royal Govt. of Bhutan, to sign a Memorandum of Understanding between BIS and SQCA in the field of Standardization and conformity Assessment.
- A Thai delegation, comprising of official from Thai Industrial Standards institute, to discuss issues pertaining to trade in electrical and electronics sector.
- An Israeli delegation for discussions oncooperation in the water technology and signing of MOU between SII & BIS.

- HDMI-LLC & Silicon Image Departments for US visited BIS on 19 Feb 2009.
- An official from US Department of Commerce visited BIS on 20 Feb 2009.
- A Delegation from ANSI visited BIS on 19 Feb 2009.
- IEC President Mr. Jacques Regis visited BIS on 3rd Feb 2009.
- An official from Embassy of Japan visited BIS in Feb 2009.
- A delegation from Saudi Arabia Standards Organization (SASO) visited BIS on 19th Feb 2009.

**(E) ENFORCEMENT**

6.6 The BIS Standard Mark (ISI Mark) is a quality mark has established its brand image for quality for more than five decades. With the growing demand for ISI marked products, the instance of misuse of ISI Mark is also on the rise as unscrupulous manufacturers try to cheat the consumers by producing sub-standard products with ISI Mark without obtaining licence from BIS.

6.7 During the period 01 April 2008 to 31 March 2009, BIS has carried out 156 enforcement raids all over the country on firms misusing ISI Mark and seized various spurious products such as Packaged Drinking Water, GLS Lamps, Diesel Engine, Block Board and Plywood products, PVC Cables, Switches, Socket & Cables, Electrical Appliances, Submersible Pumps &



Cement etc. Efforts are also being made for timely processing of the enforcement cases and consequent launching of prosecution against the offenders.

6.8 In the year 2006-07, two outsourced agencies were appointed as a pilot project in eight locations namely National Capital Region (NCR), Mumbai, Chennai, Kolkata, Hyderabad, Ahmedabad, Bangalore & Jaipur to provide information about manufacturers who are misusing the ISI Mark products without having valid licences. Based on their performance it was decided to appoint outsourced agencies in all the states/UTs to assist BIS in its enforcement activities. Outsourced agencies have been appointed on 13 locations falling under the jurisdiction of various Regional Offices/Branch Offices of BIS up to 31 March 2009. These locations are Delhi, Bhubaneshwar, Chandigarh, Coimbatore, Thiruvananthapuram, Nagpur, Pune and Rajkot Branch Offices of BIS, in addition to those appointed under the pilot project.

6.9 One day training programme was organized by Enforcement Department BIS for Enforcement/Nodal Officers of its Branch Offices on 4th Feb 2009 to enlighten the participants about requirements of Search & Seizure operations vis-à-vis BIS Act, Rules and Regulations, manner of collection of evidences admissible under Evidence Act, legal aspects of enforcement activity and shortcomings in the raid/collection of evidences to plug the loop holes.

6.10 Training programmes have also been conducted for representatives of the outsourced agencies to make them aware of the various aspects of enforcement activities.

6.11 Number of press releases were issued to create awareness among the consumers about the unscrupulous manufacturers who are misusing ISI Mark. All the Branch Offices of BIS have been advised to give wide publicity on pronouncement of judgements against the offenders to create awareness amongst the consumer.

#### **(F) BIS LABORATORIES MODERNIZATION PROGRAMME**

6.12 The Standing Committee for modernization of BIS Labs was constituted with following terms of reference

- Completion of partial testing facilities
- Up-gradation of existing testing facilities
- Creation of new testing facilities
- Infrastructure

6.13 A total of 403 test equipments were recommended by the Standing Committee. Equipment worth around Rs. 2.75 crore have already been procured by various BIS labs and infrastructure has been developed for their installation. Further orders for additional equipment worth more than Rs. 3 crores are being processed. Wherever possible, it was



also proposed that some of the services may be outsourced.

### **(G) COMPUTERIZATION OF BIS ACTIVITIES**

6.14 Under the project on “Integrated Computerization of BIS Activities”, software for certification marks has been updated to accommodate features envisaged under new scheme. The software for library information management has been installed and the retro-conversion and bar coding of standards and other publications is under process. Software for standards formulation (SFSM) has been fine tuned and is in final stages of testing for deployment. WTO-TBT Enquiry point is being modified as per user department requirements.

6.15 Most of the work was around maintaining the huge hardware and software infrastructure commissioned under this project which includes servers, computers, printers, networks, VPN connectivity etc. In addition to this, software development, web-site management, anti virus management, email accounts management has also been done. The content of web-site has been enriched and redesigned by addition/ updating of information. Revised proforma of enforcement have been uploaded and list of hallmarking centers is being updated regularly. The consultant for preparation of tender document etc for e-sale of standards has been appointed. Wi-Fi has been provided at conference

Hall and Auditorium. The global tender for e-sale of Indian Standards and priced publication is finalized.

## **7. WEIGHTS AND MEASURES**

7.1 Weights and Measures Laws form the basis of commercial transaction in any civilized society. To ensure accuracy of measurement in such transaction, the Government has enacted two legislations namely, the Standards of Weights and Measures Act, 1976 and the Standards of Weights and Measures (Enforcement) Act, 1985. The bills for amending the above two Acts had been introduced in Rajya Sabha on 10th March 2005.

7.2 The Standards of Weights and Measures (Packaged Commodities) Rules, 1977 regulate pre-packed commodities sold in the course of inter-State trade or commerce. The Rules require the manufacturers/ packers to indicate certain declarations on the packaged commodities in the interest of the consumers and ensure availability of the declared quantity of the product in the package. The Rules also require importers to indicate certain declarations on imported packages in the interest of the consumers. The entire Rules are being reviewed to make them simpler and transparent.

7.3 The Department has already set in motion the process of adopting new specifications in the Standards of Weights



and Measures (General) Rules, 1987 in accordance with the recommendations made by the International Organization of Legal Metrology (OIML). Towards this end, the Rules have been amended to incorporate new specification of automatic rail weighbridges, digital type clinical thermometers, automatic gravimetric filling instruments, Standard Weights for testing higher capacity weighing machines, discontinuous totalizing automatic weighing instruments Sphygmomanometer (Blood Pressure measuring instruments) and CNG gas dispensers based on OIML recommendation.

7.4 The Legal Metrology Bill, 2008 has been introduced in the Rajya Sabha on 24th October, 2008 to replace the provision of the Standards of Weights and Measures Act, 1976 the Standards of Weight and Measures Enforcement) Act, 1985.

7.5 Thirty Seven Mobile Kit for testing weigh has been supplied by Central Govt. to various States/UTs for proper enforcement.

7.6 The Department has set up an Inter Ministerial Group (IMG) to rationalize the labeling requirements on packages under different laws. The IMG has since submitted its recommendation.

7.7 The construction of the building of the Regional Reference Standards Laboratory at Guwahati has been completed in December, 2008.

7.8 The Legal Metrology Division of the department has issued 550 number of model approval certificates of weighing and measuring instruments for industries.

7.9 The Indian Institute of Legal Metrology has trained approximately 200 officers of the State Govt. in the field of Legal Metrology.

## **8 NATIONAL TEST HOUSE (NTH)**

8.1 Excise Department of Govt. of West Bengal declared National Test House as a notified Laboratory for testing of Excise related products( vide notification no. 41-Ex dated-11.01.08 and 204-Ex/O/IM-73/2005 dated 03.03.2008 published in Kolkata Gazette).

8.2 The Director, NTH(ER), Kolkata, was intimated by the Excise Commissioner, Department of Excise, Govt. of West Bengal, about the Notification published in the Kolkata Gazette vide notification No. 634-X/O/IE-10/08 dated 4th July, 2008. The scientific experts from the Chemical Lab of NTH(ER), Kolkata have been appointed as State Chemical Examiner and State Assistant Chemical Examiner by order of the Governor of West Bengal.

8.3 NTH(ER), Kolkata, participated in the “Second Green Revolution Summit & Agro-Products Fair, 2008”, held from 24th September to 26th September,



*Photographs of participation of NTH in the 96th Science Congress, held from 3rd to 7th January, 2009 at North Eastern Hill University at Shillong.*

2008 at Kolkata. The pavilion was well attended by the visitors.

8.4 NTH(NER), Guwahati, participated in the 96th Science Congress held from 3rd to 7th January, 2009 at North Eastern Hill University at Shillong.

8.5 The Director General in Charge,

National Test House, along with three other scientists NTH(ER), Salt Lake, Kolkata, NTH(NR), Ghaziabad and NTH(NER), Guwahati, attended the I.C.C. Summit from 12th February, 2009 to 14th February, 2009 at Ho-Chi-Minh City, Vietnam, to improve awareness in Quality Assessment of



*I.C.C. Summit from 12th February, 2009 to 14th February, 2009 at Ho-Chi-Minh City, Vietnam*

consumer products in South East Asian Countries.

## 9. CONSUMER COOPERATIVES

Consumer cooperatives have been playing a significant role in the distribution of consumer goods, particularly supply of essential consumer items at fair prices to the rural community, especially in remote, inaccessible and hilly areas. The objective of consumer cooperatives has been to eliminate middleman, to protect the wholesalers and sell to consumers at reasonable prices. The surplus, if any, is distributed among the members as bonus on purchases or used for growth of the cooperatives. Consumer cooperatives have received a good deal of support from the Government, as they help to

check rise in prices of consumer goods. Consumer Cooperatives have a four-tier structure comprising primary store, wholesale/Central store, State Consumer Cooperative Federations and National Consumer Cooperative Federation.

## 10. CONSUMER AWARENESS SCHEME

To make consumers aware about their rights and the grievance redressal mechanism, a multi media publicity campaign under the theme of 'Jago Grahak Jago' has been mounted. For the 11th Five Year Plan Scheme the Consumer Awareness Scheme is for a total amount of Rs. 409 crores. Under the scheme a multi media publicity campaign has been launched



using mediums such as print publicity, electronic publicity and outdoor publicity as well as interactive mediums of publicity such as Song and Drama, Nukkad Natak etc. to reach out to consumers throughout the length and breadth of the country.

10.1 The message being spread through the publicity campaign pertains to Consumer Welfare such as Weights and Measures, Consumer Protection Act, ISI, Gold Hallmarking etc.

10.2 Issues of interest to consumers pertaining to service sector such as

telecom, banking, insurance, medicines, education, travel etc. are also being highlighted through the 'Jago Grahak Jago' campaign.

10.3 To ensure that all the possible issues of interest of consumers are taken up as part of the above publicity campaign, joint campaigns are being worked out with other Departments/ Ministries such as Telecom Regulatory Authority of India (TRAI), Ministry of Tourism, Ministry of Human Resource Development, Bureau of Energy Efficiency (BEE) etc.

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## CHAPTER - III

### GENERAL PRICE SITUATION AND AVAILABILITY OF ESSENTIAL COMMODITIES

3.1 During the year 2008-09, the prices of essential commodities were closely monitored and various measures were taken to augment supplies and stabilize prices of certain essential commodities. Rise in domestic prices was owing to the combined effect of factors such as, growing demand on account of increase in population and income, hardening of international prices, changes in consumption pattern, diversion of food grains for fuel, adverse weather and climate change, increase in crude oil prices and increase in freight rates. Reasons for inflation in some food articles mainly rice and pulses (except gram dal) are listed below:

(i) Prices of rice ruled high as there was a hike in the Minimum Support Price (MSP). Increase in international prices also contributed to rise in domestic prices of rice.

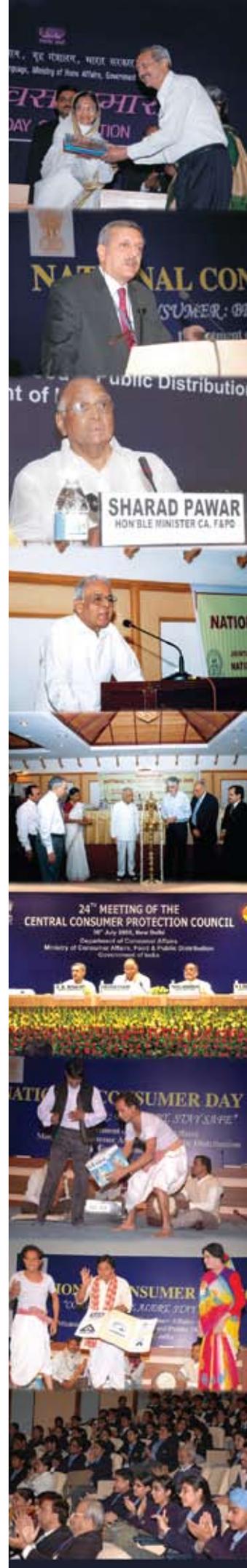
(ii) Production of pulses is estimated to be lower at 14.25 million tonnes during 2008-09 as against 14.76 million tonnes during 2007-08 as per Second advance estimates released by Department of Agriculture & Cooperation on 12.02.2009. Domestic prices of pulses have risen mainly on account of the

supply-demand mismatch. The gap between demand and supply is met through imports, which also slackened owing to increase in international prices of pulses.

#### PRICE MONITORING CELL

3.2 The Department of Consumer Affairs is entrusted with the task of monitoring prices and availability of essential commodities in the country. The Price Monitoring Cell (PMC) of the Department of Consumer Affairs continued to monitor regularly the wholesale and retail prices of 17 essential commodities, viz., rice, wheat, atta, gram dal, tur/arhar dal, moong dal, urad dal, masoor dal, tea, milk, sugar, vanaspati, mustard oil, groundnut oil, potato, onion and salt.

3.3 Meetings of the Committee of Secretaries (CoS), High Powered Price Monitoring Board (HPPMB) and of the Cabinet Committee on Prices (CCP) of essential commodities were held regularly to review the prices of essential commodities. Analytical notes on latest price situation and availability of essential commodities were prepared based on the WPI numbers, wholesale/retail prices, production, procurement and exports/



imports of select essential commodities for consideration of the meetings of other high level meetings. Notes on the measures taken by the Government for ensuring adequate supplies and containing the rise in prices of essential commodities were also prepared and given to Press

Information Bureau (PIB) on a weekly basis for giving publicity.

### RETAIL PRICES

3.4 A summary of zone-wise movement of average prices during April – March, 2009 is given below:

(Rs per kg)

Item	North Zone		West Zone		East Zone		North - East Zone		South Zone	
	1.4.08	31.3.09	1.4.08	31.3.09	1.4.08	31.3.09	1.4.08	31.3.09	1.4.08	31.3.09
Rice	15.89	17.83	14.3	18.00	12.75	14.00	15.63	15.68	14.75	17.75
Wheat	12.00	12.31	13.3	14.00	13.17	12.00	13.0	13.50	16.0	17.75
Atta	13.78	14.19	14.9	15.40	14.38	14.50	16.0	16.20	17.75	19.50
Gram dal	37.44	34.78	35.6	30.60	36.75	31.25	33.67	36.00	37.5	34.63
Tur dal	42.56	49.44	37.7	49.80	37.75	45.75	40.63	44.10	40.25	51.00
Urad dal	42.8	43.86	34.0	41.60	NA	38.00	NA	44.70	NA	45.00
Moong dal	40.2	45.43	35.0	45.00	NA	46.67	NA	47.40	NA	47.00
Masoor dal	41.33	53.60	32.0	50.80	NA	54.00	NA	57.50	NA	49.50
Sugar	17.78	23.78	16.5	24.00	17.63	22.25	18.75	23.00	16.63	21.00
Milk@	19.78	21.78	18.6	20.60	20.38	19.50	26.33	27.00	17.75	18.75
Groundnut oil(refined/unrefined)	96.63	93.75	86.7	75.60	90.67	82.50	NA	82.50	76.5	65.00
Mustard Oil(refined/unrefined)	76.25	75.56	70.30	71.00	73.5	65.75	69.25	73.70	92.00	89.00
Vanaspatti	70.56	54.11	66.9	46.80	65.5	49.00	68.75	61.00	69.0	50.75
Tea Loose	159.22	176.11	128.8	139.20	125.0	116.25	123.75	141.60	182.0	205.00
Salt Pack	9.11	10.56	7.8	9.40	8.0	8.13	9.5	8.40	7.88	9.00
Onion	9.78	14.89	6.9	14.60	7.75	13.00	11.63	19.40	7.5	11.13
Potato	8.89	8.33	7.10	7.30	5.38	8.00	10.25	10.50	10.0	10.75

@ Per litre, NA=Not Available

3.5 The retail prices of edible oils recorded a sharp decline since mid of 2008-09, continued upto end of December after which prices of all the edible oils except mustard oil started increasing. The retail prices of gram dal and masoor dal has reduced while

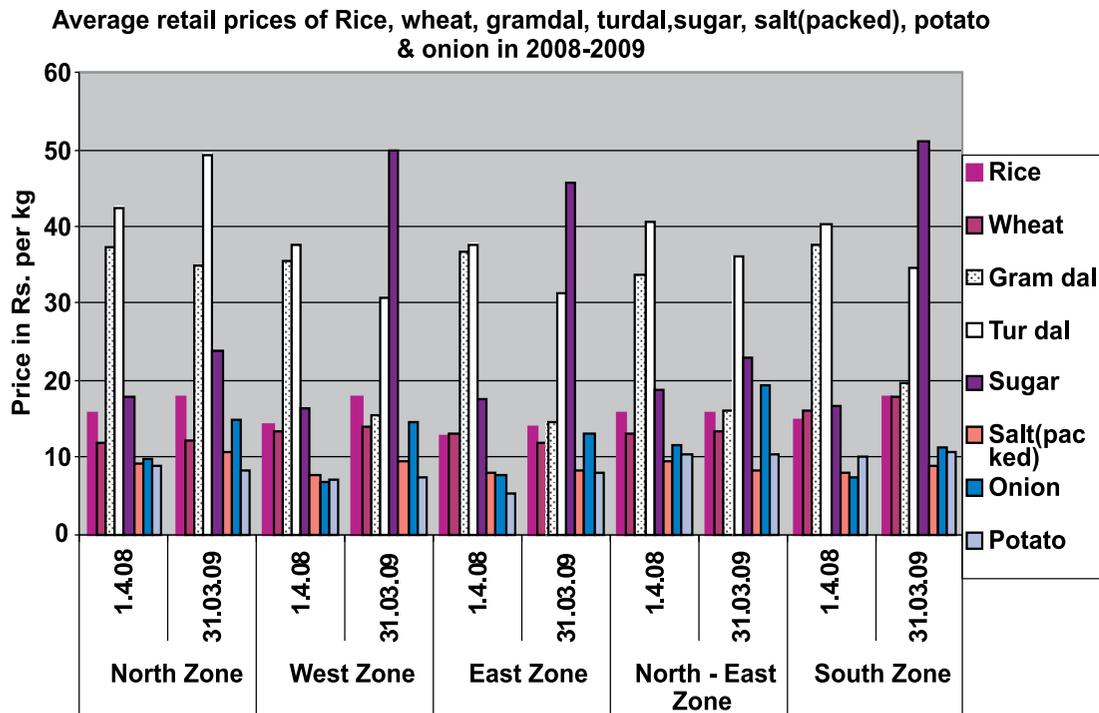
moong dal , urad dal and tur dal has increased. Retail prices of rice have shown upward trend whereas retail prices of wheat remained steady. Retail prices of onion at Delhi declined to Rs.15 per kg by end of March, 2009 from the peak level of Rs.21 per kg



(during January, 2009). Retail prices of potato reached a peak level of Rs.13 per kg during October, 2008 and then declined to Rs.9 per kg. Retail prices of sugar that reached a peak level of Rs.25 per kg during February, 2009 and

hovered around that level, it was Rs.24 per kg during the end March, 2009.

3.6 The price trend during the period April- March 2009 over the 5 zones is graphically depicted below:



NA : Not Available. \*Includes refined oil Source:-State Food & Civil Supplies Depts.

**TREND IN INFLATION IN TERMS OF WHOLESALE PRICE INDEX (WPI) NUMBERS:**

3.7 During 2008-09, the all commodities' Wholesale Price Index (WPI) stood at 227.3 as compared to 226.7 in the corresponding period a year ago. The annual rate of inflation for the financial year 2008-09 for `all commodities' stood at a lower rate of 0.26% as compared to 7.75% during

2007-08. The lower rate of inflation in the current year was mainly due to decline in Fuel, Power, Light & Lubricants group which registered a decline of (-) 6.11% and lower inflation rate of primary article group and manufactured products which stood at 3.46% and 1.42% respectively.

3.8 Out of the total 435 commodities included in the Wholesale Prices Index basket (Base 1993-94=100) compiled by the Department of Industrial Policy and

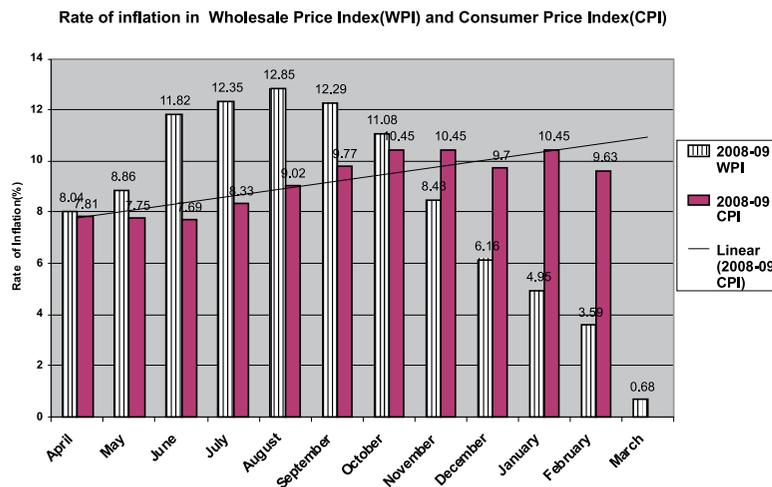


Promotion (DIPP), 27 commodities are considered as essential, which account for 17.80% of the total weight in the WPI. The annual percentage variation in the wholesale price indices of these 27 selected essential commodities along with their groups/sub-groups during 2008-09 and for the corresponding period in 2007-08 are given in Annexure-I. During 2008-09, the annual rate of inflation was in the range of 8.04% (recorded in April 2008) and 0.68% (recorded in March 2009), while in the corresponding period in 2007-08; it was in the range of 6.27 % ( April 2007) and 7.52% (March 2008). WPI inflation rate at 12.85% in August 2008 was the highest inflation rate recorded in the current financial year.

**Inflation Based On Consumer Price Index Numbers (CPI)**

3.9 During 2008-09, the Consumer Price Index for Industrial Workers (CPI-IW) rose by an average of 9.19% while the WPI increased on an average by 8.43%.

3.10 The current financial year started with an annual CPI inflation rate of 7.81 per cent in April 2008, which was lower than WPI inflation rate 8.04 per cent in April 2008. CPI inflation rate at 10.45 percent in October 2008, November 2008 and January 2009 was the highest recorded in the current financial year. The CPI-based inflation remained lower than WPI-based inflation from April 2008 to October 2008 and became higher than WPI inflation from November 2008 to February 2009. This is because the prices of fuel group which first rose sharply declined equally sharply during the second half of the year. The food prices which remained firm throughout the year were responsible for persistently higher CPI inflation. With the food group having a higher weight in the CPI-IW basket than in the WPI basket. The trend of CPI and WPI annual rates of inflation from April 2008 till March 2009 is graphically depicted below:



### COMMODITY-WISE TREND IN AVAILABILITY & PRICE OF ESSENTIAL COMMODITIES

3.11 The availability of essential commodities other than rice and some pulses remained comfortable and the retail prices indicated largely a steady trend for most of the commodities. The increase in the prices of foodgrains, including pulses and rice, has been due to mismatch in demand and supply and hardening of international prices. Month-end retail prices of 17 essential commodities at major metropolitan cities from April, 2008 to March 2009 are shown in Annexure II. Commodity-wise position in the prices, production and availability of essential commodities are briefly analyzed in the following paragraphs.

#### RICE

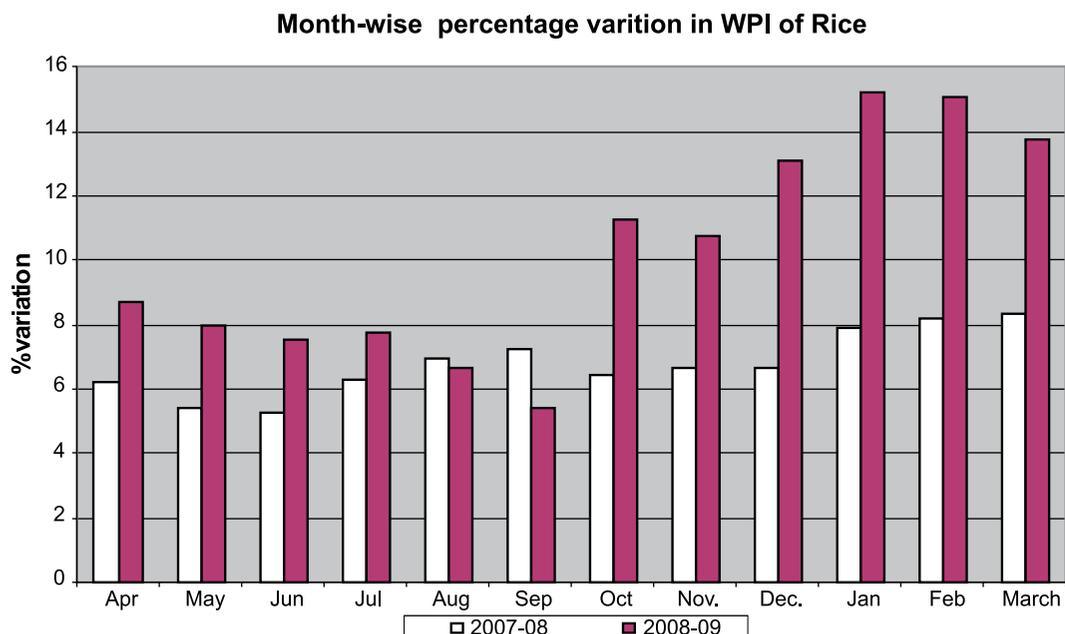
3.12 During the current financial year,

the retail prices of rice have shown an upward trend at most of the reporting centers. Prices of rice were ruling in the range of Rs 12.00 per kg (Patna) to Rs 23.00 per kg (Shimla) as on 31.3.2009.

3.13 Production of rice during 2008-09 (2nd Advance Estimates) is estimated to be higher at 98.89 million tonnes from the 96.69 million tonnes a year ago.

3.14 The stock of rice in the Central Pool available with Food Corporation of India and State agencies as on 1st March 2009 was 21.26 million tonnes as compared to 14.73 million tonnes as on 1st March 2008. The procurement of rice during 2008-09 (Oct.2008-31.3.2009) was 26.14 million tonnes as compared to 21.71 million tonnes in the corresponding period previous year.

3.15 The trends in monthly percentage variation in Wholesale Price Index (WPI) of rice for FY 2008-09 and FY 2007-08 is graphically depicted below:-





### WHEAT

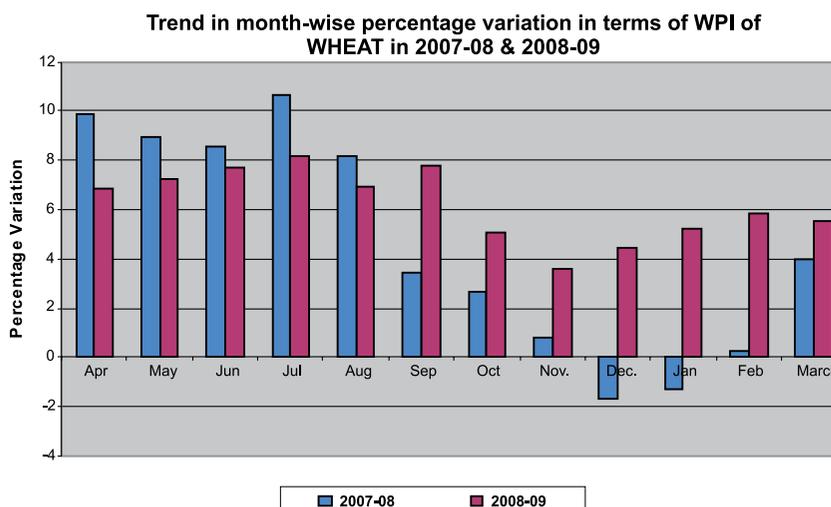
3.16 The retail prices of wheat have shown a steady trend during current financial 2008-09 which were ruling in the range of Rs 11.00 per kg (Amritsar and Patna) to Rs 22.00 per kg (Thiruvananthapuram) as on 31.3.2009.

3.17 The production of wheat during the year 2008-09 is estimated to be 77.78 million tonnes (Second Advance Estimates of Department of Agriculture and Cooperation) as against 78.40 million tonnes during the year 2007-08 and the target of 78.5 million tonnes. The opening stock of wheat in the Central Pool as on 1st March 2009 was 152.76 lakh tonnes of wheat (against buffer norm of 82 lakh tones as on 1.1.2009). Procurement of wheat during marketing season 2008-09 (April-March) was 22.57 million tonnes as compared to 11.01 million tonnes in 2007-08.

3.18 The monthly percentage variation Wholesale Price Index (WPI) of wheat for FY 2008-09 and FY 2007-08 is graphically depicted below:

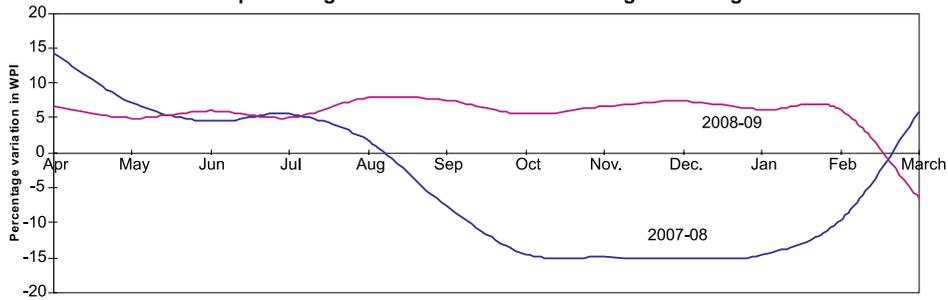
### PULSES

3.19 The retail prices of pulses (except for tur dal, moong dal & masoor dal) viz., gram dal and Urad dal have indicated a steady or declining trend at the various centers during the current year. Prices of gram dal were in the range of Rs. 27.00 per kg (Bhopal and Jaipur) to Rs.45.00 per kg (Srinagar) at the end of March 2009 as compared to Rs.30.00 per kg (Chandigarh) to Rs.45 per kg (Thiruvananthapuram) during the corresponding period last year, tur dal was in the range of Rs. 34.00 per kg (Agartala) to Rs.58.00 per kg (Thiruvananthapuram) at the end of March 2009 as compared to Rs.31.00 per kg (Raipur) to Rs.46.00 (Dehradun) at the end of March 2008, retail prices of Urad dal was in the range of Rs.34.00 per kg (Bhopal) to Rs.47.50 (Kohima) at the end of March 2009 as compared to Rs.34.00 per kg (Raipur) to Rs. 53.00 per kg (Chandigarh) at the end of March 2008, moong dal Rs.39.00 per kg at Ahmedabad to Rs. 53.00 per kg (Shillong) at the end

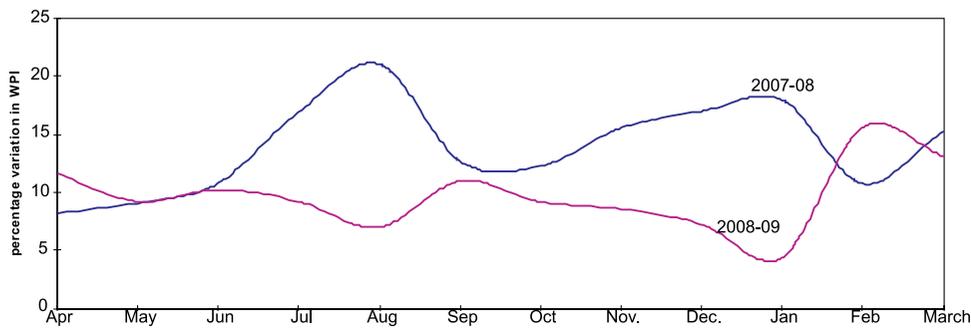




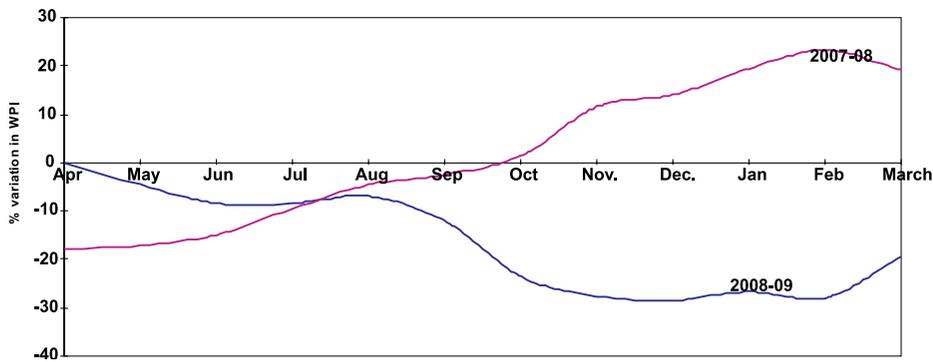
Trend in month-wise percentage variation in terms of WPI of gram during 2008-09 and 2007-08



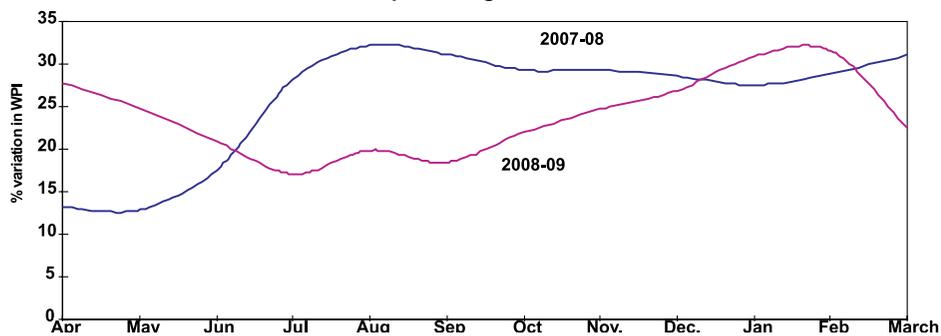
Trend in month-wise percentage variation in terms of WPI of Tur/Arhar

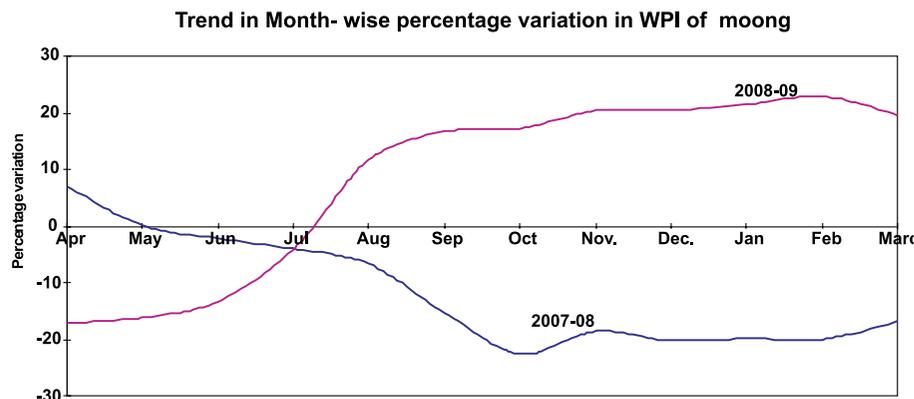


Trend in Month-wise percentage variation in WPI of urad



Trend in Month-wise percentage variation in WPI of masoor





of March 2009 as compared to Rs.35.00 per kg (Raipur) to Rs.44.00 (Chandigarh) at the end of March, 2008 and masoor dal prices was in the range of Rs. 45.00 per kg (Thiruvananthapuram) to Rs. 65.00 per kg (Guwahati) in end March, 2009 as compared to Rs.38 per kg (Ludhiana) to Rs.46 per kg (Delhi) at the end of March, 2008.

3.20 Pulses have a weight of 0.60 in WPI. In terms of WPI numbers, the subgroup of pulses registered an increase of 10% during April, 2008-March, 2009 as against the decline of 2.2% during the same period last year. Among individual pulses, WPI in case of masoor increased by 19.53%, moong by 18.33%, Urad by 15.46%, arhar by 12.6%. However, WPI of gram declined by 7.91%. The trend in monthly percentage variation in terms of Wholesale Price Index (WPI) of gram, tur /arhar, masoor, Urad and moong in 2008-09 and 2007-08 are graphically depicted on prepage.

3.21 According to 2nd Advance Estimates released by Department of Agriculture and Cooperation, production

of pulses is estimated at 14.25 million tonnes in 2008-09 as compared to 14.76 million tonnes in 2007-08.

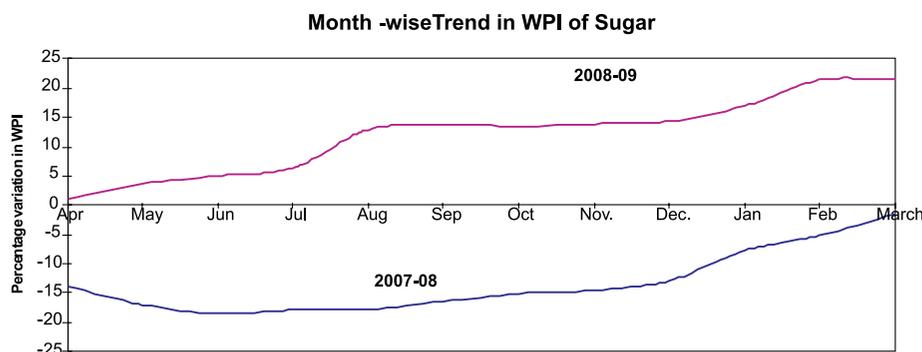
3.22 Demand for pulses has been increasing steadily mainly due to increase in population and per capita consumption of pulses and enhanced protein requirements in food. In view of the near stagnancy in production, the gap between demand and supply is met through imports. The import of pulses during 2008-09 (April-December) was 16.92 lakh tonnes as against 20.64 lakh tonnes in the same period of last year (Source: DGCI&S).

### SUGAR

3.23 Retail prices of sugar had shown upward trend during the current financial year. Retail prices of sugar reached to peak level of Rs.25 per kg during February,2009 and now stands at Rs.24 per kg. Prices of sugar were in the range of Rs.18 per kg to Rs. 26.00 per kg as on 31st March 2009 as compared to prices in the range of Rs.15.00 per kg to Rs.20.00 per kg as on 31st March 2008.



3.24 In terms of WPI, the prices of sugar increased by 17.6% during 2008-09 (April 2008-March 2009) as against the decline of 1.14% during the corresponding period in 2007-2008 (April-March). Prices of sugar have increased mainly due to decline in area and productivity of sugar can shift in acreage from sugarcane to other foodgrain crops such as wheat, a drop in sugar recovery to 9%, fall in crushing duration from 210 to 150 days and lower capacity utilization. The trend in monthly percentage variation in terms of Wholesale Price Index (WPI) of sugar in 2008-09 and 2007-08 are graphically depicted below:-



3.25 During 2008-09 (Oct.-Sept.) sugar year, production estimated at 161 lakh tonnes during March, 2009.

3.26 Production of sugarcane, as per the Second Advance Estimates of production for 2008-09 is estimated to be lower at 290.45 million tonnes as compared to 348.19 million tonnes in 2007-08.

3.27 During 2008-09 (April –Dec) 32.85 lakh tonnes of sugar was exported

as against 29.46 lakh tonnes in the same period last year. (source: DGCI&S)

### EDIBLE OILS

3.28 The domestic consumption of edible oil is estimated to be over 10 million tonnes per annum. Production of edible oil in the country is significantly lower than the domestic consumption requirement and has been hovering around 6 million tonnes. As per the Second Advance Estimates, total production of oilseeds during 2008-09 was estimated at 25.96 million tonnes as compared to 29.76 million tonnes in 2007-08. For the year 2008-09, the target of oilseeds production has been fixed at 31.75 million tonnes.

3.29 The retail prices of edible oils recorded a sharp decline since mid of 2008-09, continued upto end of

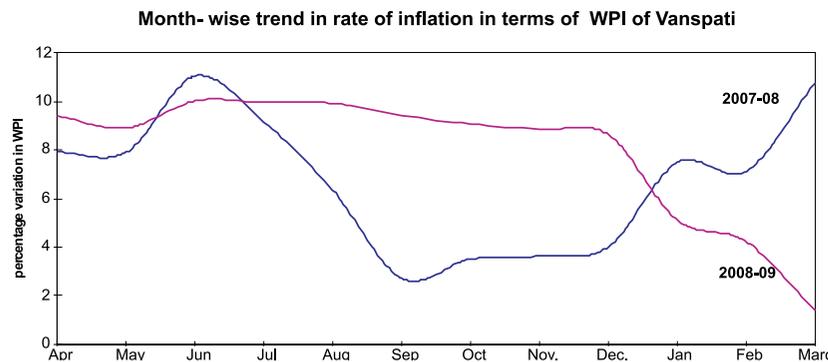
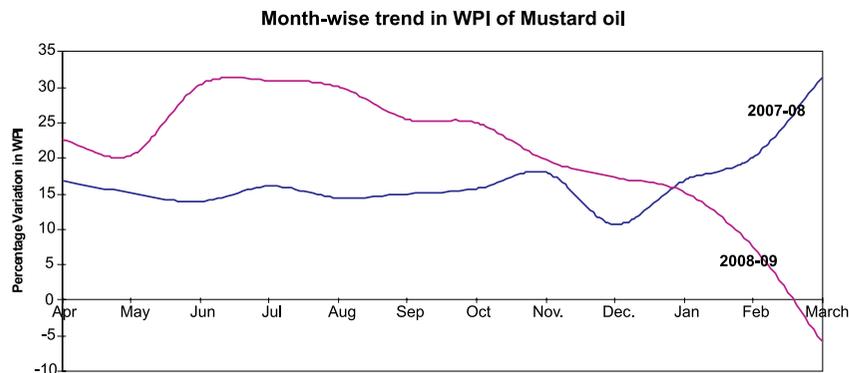
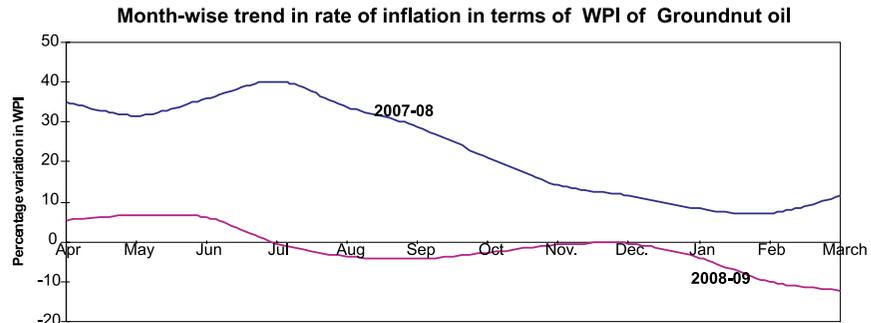
December after which prices of all the edible oils except mustard oil started increasing. Retail prices of groundnut oil were quoted in the range of Rs. 56.00-103.00 per kg as on 31st March 2009 as compared to prices in the range of Rs.72.00 per kg to Rs.121.00 per kg as on 31st March 2008. Mustard oil prices were in the range of Rs. 65.00 to Rs.105.00 per kg as compared to prices in the range of Rs.61.00 per kg



to Rs.100.00 per kg as on 31st March 2008 and Vanaspati was available in the range of Rs.41.00-72.00 per kg (as on 31.3.2009) as compared to prices in the range of Rs.59.00 per kg to Rs.80.00 per kg as on 31st March 2008.

3.30 Edible oils have a weight of 2.76% in WPI. In terms of WPI numbers, the sub-group of edible oils recorded a decline of 10% during April – March 2009 as compared to the rise of 19.9%

during the same period last year. Among individual edible oils, increase of 0.82% was noted in Vanaspati. However, WPI of groundnut oil and mustard oil declined by 11.32% and 6.34% respectively. The trend in month-wise percentage variation in terms of Wholesale Price Index (WPI) of groundnut oil, mustard oil and vanaspati in 2007-08 and 2008-09 is graphically depicted below:





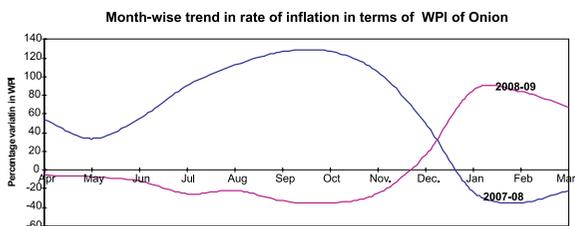
3.31 The gap in the demand and supply of edible oil to the extent of around 40% is met by imports of mainly soyabean and palm oils. During 2008-09 (April –Dec) 48.28 lakh tonnes of edible oils were imported as against 37.68 lakh tonnes in the corresponding period last year. (source: DGCI&S).

**VEGETABLES**

**(i) ONION**

3.32 Vegetable prices fluctuate depending on the availability and seasonal factors. Government has kept a close watch on the prices and availability of vegetables especially onion and potato. Retail prices of onion during the current financial year remained lower as compared to last year. However, during the month of December 2008 to March, 2009, prices have shown upward trend. Retail prices of onion were in the range of Rs.7.50 per kg (Hyderabad) to Rs.25.00 per kg (Aizwal) as on 31st March 2009 as compared to Rs.6.00 per kg (Patna) Rs.20.00 per kg (Aizwal) as on 31st March 2008.

3.33 The trend in monthly rate of inflation in terms of Wholesale Price Index (WPI) of onion in 2007-08 and 2008-09 is graphically depicted below:



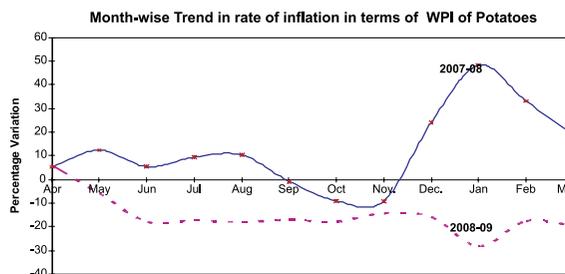
3.34 NAFED enhanced the Minimum Export Price (MEP) by USD 20 PMT to \$250 for the month of August 2008 over July 2008. It is averaging at \$220 per tonne for March 2009.

3.35 Export of onion during 2008-09 was 16.75 lakh tonnes as compared to 11.01 lakh tonnes in the same period of last year. Production of onion during 2008-09 is estimated to be 7.63 million tonnes against 7.45 million tonnes in last year.

**(ii) POTATO**

3.36 Total production of potato during 2008-09 is estimated to be 314.63 lakh MT, which is about 3.35% more than last year’s production of 304.42 lakh MT. (Source: National Horticultural Research And Development Foundation, Nasik).

3.37 The trend in monthly rate of inflation in terms of Wholesale Price Index (WPI) 2008-09 and 2007-08 is graphically depicted below:



3.38 Retail prices of potatoes during current financial year reached the peak level of Rs.13 per kg during October, 2008 and then declined to Rs.9 per kg. Retail prices of potatoes were in the range of Rs. 4.00 per kg (Amritsar, Lucknow,



Jaipur and Kolkata) to Rs.13.00 per kg (Srinagar) as on 31st March 2009 as compared to Rs.4.50 per kg (Patna) to Rs.18.00 per kg (Aizawal) as on 31st March 2008.

**Tea**

3.39 The retail prices of tea indicated an upward trend as compared to last year. Retail prices of tea were in the range of Rs.90 per kg (Guwahati) to Rs.280 per kg (Chennai) as on 31st March 2009 as compared to Rs.75.00 per kg (Guwahati) to Rs.230.00 (Chennai) as on 31st March 2008.

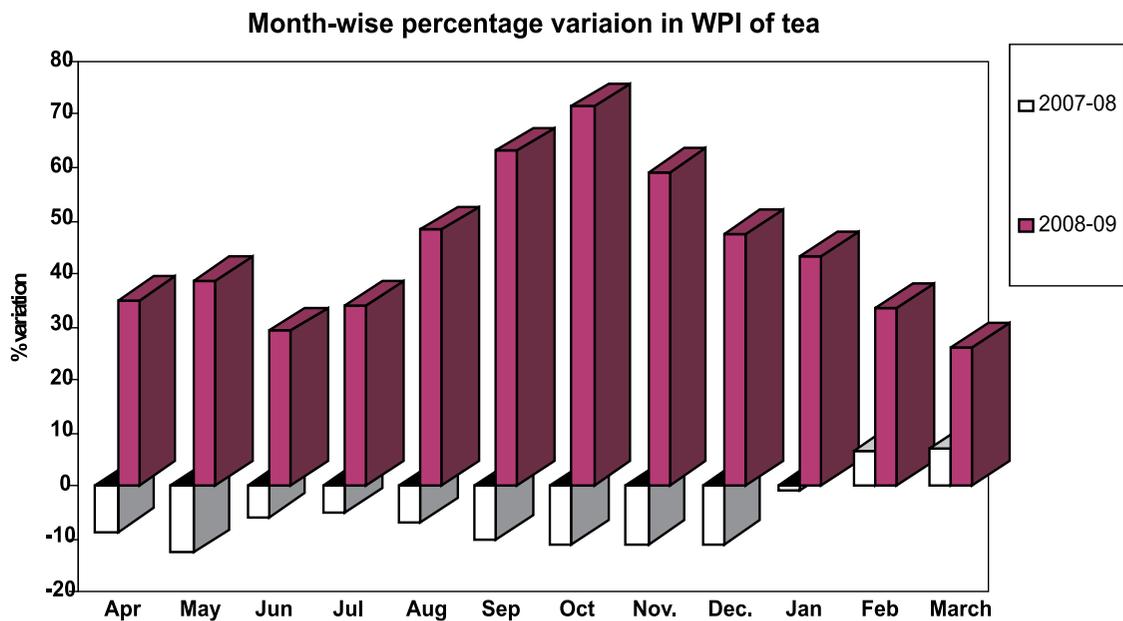
3.40 The trend in monthly rate of inflation in terms of Wholesale Price Index (WPI) 2008-09 and 2007-08 is graphically depicted below:-

3.41 Production of tea during 2007-08 is estimated to be 945.27 million kg. against 973.07 million kg in last year.

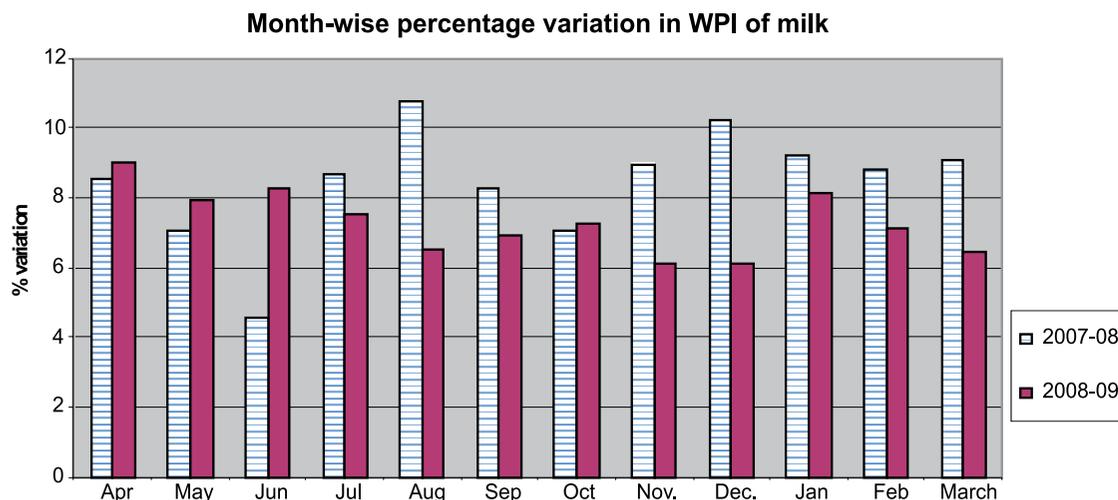
3.42. During 2008-09 (April- Dec) exports of tea was 157.71 million kg as against 150.81 million kg in the corresponding months of April-December (source: DGCI&S).

**Milk**

3.43 Retail prices of milk indicated steady to declining trend as compared to last year. Retail prices of milk were in the range of Rs.14 per litre (Jaipur) to Rs.31 per litre (Shillong) as on 31st March 2009 as compared to Rs.14 per litre (Jaipur) to Rs.31 per litre (Shillong) as on 31st March 2008.



3.44 The trend in monthly rate of inflation in terms of Wholesale Price Index (WPI) 2008-09 and 2007-08 is graphically depicted below:-



3.45 To augment availability and prices of milk, the import duty on Skimmed Milk Powder (SMP) was reduced from 15% to 5% on 29 April 2008.

## SALT

3.46 The availability and prices of salt remained satisfactory all over the country. The retail price of salt (packed) as reported by the State Civil Supplies Departments, was in the range of Rs.5.00 to Rs.11.00 per kg in different centers of the country.

## ANNEXURE-I

Movement of Essential commodities-(WPI) and their contribution													
(Base: 1993-94=100)												(Per Cent)	
Commodities	Weight	28/03/2009 Index	Whole year Change 07-08	Change Over march end during		Per cent share over march end during		Annual rate of inflation		Per cent share in inflation		52 week average based	
				First 52 week		First 52 week		Point-to-point		Point-to-point		Inflation rate	
				08-09	07-08	08-09	07-08	08-09	07-08	08-09	07-08	08-09	07-08
1	2	3	4	5	6	7	8	9	10	11	12	13	14
<b>ALL COMMODITIES</b>	<b>100.00</b>	<b>227.3</b>	<b>7.75</b>	<b>0.26</b>	<b>7.75</b>	<b>100.00</b>	<b>100.00</b>	<b>0.26</b>	<b>7.75</b>	<b>100.0</b>	<b>100.0</b>	<b>8.32</b>	<b>4.67</b>
<b>ESSENTIAL COMM.</b>	<b>17.63</b>	<b>229.6</b>	<b>5.80</b>	<b>7.70</b>	<b>5.80</b>	<b>482.59</b>	<b>12.64</b>	<b>7.70</b>	<b>5.80</b>	<b>482.6</b>	<b>12.6</b>	<b>7.94</b>	<b>2.23</b>
Rice	2.45	226.5	9.07	12.80	9.07	104.90	2.51	12.80	9.07	104.9	2.5	10.58	6.79
Wheat	1.38	246.0	5.08	5.22	5.08	28.14	0.96	5.22	5.08	28.1	1.0	6.19	4.25
Gram	0.22	198.0	5.81	-7.91	5.81	-6.35	0.16	-7.91	5.81	-6.3	0.2	4.56	-4.20
Arhar	0.14	247.6	15.19	12.60	15.19	6.23	0.24	12.60	15.19	6.2	0.2	9.51	13.97
Potatoes	0.26	181.6	10.32	-19.86	10.32	-19.20	0.33	-19.86	10.32	-19.2	0.3	-16.57	9.19
Onions	0.09	277.8	-17.75	61.98	-17.75	16.65	-0.21	61.98	-17.75	16.7	-0.2	-0.93	45.50
Tea	0.16	165.9	6.75	24.92	6.75	8.66	0.08	24.92	6.75	8.7	0.1	43.05	-6.25
Sugar	3.62	177.1	1.14	17.60	1.14	159.84	0.38	17.60	1.14	159.8	0.4	12.00	-13.40
Rape & Mustard Oil	0.49	215.8	29.88	-6.34	29.88	-11.83	1.58	-6.34	29.88	-11.8	1.6	19.37	17.19
Groundnut Oil	0.17	212.4	11.66	-11.32	11.66	-7.86	0.27	-11.32	11.66	-7.9	0.3	-1.83	21.98
Salt	0.02	259.4	6.68	10.52	6.68	0.86	0.02	10.52	6.68	0.9	0.0	13.87	-0.10
Vanaspati	0.80	160.0	11.45	0.82	11.45	1.73	0.80	0.82	11.45	1.7	0.8	7.74	6.74
Jowar	0.22	335.3	15.33	4.62	15.33	5.48	0.58	4.62	15.33	5.5	0.6	7.12	13.74
Bajra	0.11	285.7	-1.55	21.47	-1.55	9.26	-0.02	21.47	-1.55	9.3	0.0	5.89	3.45
Moong	0.11	305.4	-16.47	18.33	-16.47	8.83	-0.35	18.33	-16.47	8.8	-0.3	7.44	-12.02
Masur	0.04	425.9	30.13	19.53	30.13	4.18	0.18	19.53	30.13	4.2	0.2	23.85	25.90
Urad	0.10	362.9	-18.13	15.46	-18.13	7.78	-0.41	15.46	-18.13	7.8	-0.4	0.63	-16.72
Milk	4.37	233.7	8.68	6.08	8.68	97.53	4.72	6.08	8.68	97.5	4.7	7.37	8.46
Fish-Inland	0.50	292.0	-6.55	1.28	-6.55	3.06	-0.62	1.28	-6.55	3.1	-0.6	-1.41	-8.22
Mutton	0.45	300.3	9.68	6.49	9.68	13.57	0.68	6.49	9.68	13.6	0.7	13.43	6.45
Chillies(Dry)	0.19	425.5	4.17	22.55	4.17	24.66	0.16	22.55	4.17	24.7	0.2	20.27	0.55
Atta	0.21	257.1	2.67	1.22	2.67	1.06	0.08	1.22	2.67	1.1	0.1	3.98	3.26
Gur	0.06	232.7	2.92	32.14	2.92	5.66	0.02	32.14	2.92	5.7	0.0	19.28	-8.12
Coconut Oil	0.17	161.0	6.33	8.93	6.33	3.78	0.09	8.93	6.33	3.8	0.1	20.00	-1.63
Coking coal	0.24	263.7	10.33	0.00	10.33	0.00	0.37	0.00	10.33	0.0	0.4	6.93	3.18
Kerosene	0.69	357.6	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.0	0.0	0.00	0.00
Long cloth/sheeting	0.06	184.5	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.0	0.0	0.00	0.00
Dhories,sarees & voils	0.04	160.0	0.00	-5.60	0.00	-0.66	0.00	-5.60	0.00	-0.7	0.0	-0.46	0.00
Laundry soap	0.17	261.0	0.00	9.07	0.00	6.15	0.00	9.07	0.00	6.1	0.0	8.72	13.98
Safety Matches	0.12	197.5	4.75	37.92	4.75	10.41	0.05	37.92	4.75	10.4	0.0	24.04	3.29



## General Price Situation and Availability of Essential Commodities

### ANNEXURE-II

Month-end Retail Prices of Essential Commodities at Selected Centres (Rs per kg.)												
	Apr,08	May,08	Jun,08	Jul,08	Aug,08	Sept,08	Oct,08	Nov,08	Dec,08	Jan,09	Feb,09	Mar,09
<b>Rice</b>												
DELHI	18.00	18.00	20.00	20.00	20.00	22.00	22.00	22.00	22.00	22.00	22.00	22.00
MUMBAI	16.00	16.00	17.50	17.00	17.00	17.00	17.50	17.50	17.50	18.00	18.00	18.00
KOLKATA	14.00	14.00	14.00	14.00	14.00	14.00	14.00	14.00	14.00	14.00	14.00	14.00
CHENNAI	16.00	15.00	16.00	18.00	18.00	17.00	17.00	18.00	18.00	18.00	18.00	18.00
<b>Wheat</b>												
DELHI	12.50	13.00	13.00	13.00	13.00	13.00	13.00	13.00	13.00	13.00	13.00	13.50
MUMBAI	15.50	15.50	15.50	15.50	15.00	15.00	15.00	15.00	16.00	16.00	15.00	16.00
KOLKATA	NT	NT	NT	NT	NT	NT	NT	NT	NT	NT	NT	NT
CHENNAI	17.00	17.00	17.00	17.00	17.00	17.00	17.00	17.00	18.00	18.00	18.00	18.00
<b>Gram dal</b>												
DELHI	37.00	35.00	34.50	36.00	36.00	37.00	37.00	38.00	35.00	35.00	35.00	34.00
MUMBAI	38.00	38.00	39.00	39.00	38.00	40.00	41.00	36.00	33.00	34.00	33.00	34.00
KOLKATA	36.00	36.00	36.00	36.00	36.00	36.00	38.00	35.00	35.00	35.00	35.00	32.00
CHENNAI	35.00	34.00	34.00	36.00	37.00	38.00	38.00	34.00	34.00	35.00	34.00	34.00
<b>Tur dal</b>												
DELHI	42.00	42.00	43.00	43.50	45.50	50.00	50.00	50.00	50.00	49.00	56.00	52.00
MUMBAI	39.00	39.00	40.00	46.00	47.00	46.00	52.00	46.00	50.00	49.00	52.00	53.00
KOLKATA	36.00	42.00	42.00	42.00	42.00	46.00	45.00	45.00	42.00	45.00	48.00	45.00
CHENNAI	44.00	44.00	44.00	48.00	48.00	48.00	50.00	52.00	48.00	54.00	58.00	58.00
<b>Urad Dal</b>												
DELHI	38.00	38.00	37.00	38.00	38.00	41.00	44.00	47.00	47.00	46.00	46.00	46.00
MUMBAI	NR	NR	NR	NR	NR	NR	48.00	47.00	47.00	49.00	49.00	46.00
KOLKATA	NR	NR	NR	NR	NR	NR	39.00	38.00	36.00	36.00	36.00	38.00
CHENNAI	NR	NR	NR	NR	NR	NR	46.00	48.00	48.00	46.00	50.00	48.00
<b>Moong dal</b>												
DELHI	38.00	37.00	36.00	38.00	40.00	41.00	44.50	45.00	46.00	45.00	46.00	46.00
MUMBAI	NR	NR	NR	NR	NR	NR	49.00	47.00	45.00	47.00	48.00	50.00
KOLKATA	NR	NR	NR	NR	NR	NR	44.00	46.00	48.00	44.00	52.00	48.00
CHENNAI	NR	NR	NR	NR	NR	NR	46.00	46.00	45.00	45.00	48.00	50.00
<b>Masoor dal</b>												
DELHI	46.00	47.00	47.00	48.00	49.50	54.00	54.00	60.00	59.00	61.00	62.00	60.00
MUMBAI	NR	NR	NR	NR	NR	NR	NR	58.00	58.00	57.00	60.00	57.00
KOLKATA	NR	NR	NR	NR	NR	NR	NR	48.00	55.00	54.00	55.00	57.00
CHENNAI	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR
<b>Sugar</b>												
DELHI	18.00	17.00	17.00	19.00	22.00	20.00	20.00	20.00	21.00	24.50	25.00	24.00
MUMBAI	17.50	17.50	18.00	18.50	21.50	20.50	19.50	20.50	21.50	22.00	24.00	24.00
KOLKATA	17.00	17.00	17.00	17.00	17.00	21.00	21.00	21.00	21.00	22.00	25.00	23.00
CHENNAI	16.00	16.00	16.00	17.00	21.00	19.00	20.00	20.00	21.00	21.00	22.00	21.00
<b>Groundnut oil</b>												
DELHI*	120.00	121.00	121.00	121.00	121.00	118.00	114.00	111.00	111.00	109.00	103.00	101.00
MUMBAI*	91.00	91.00	100.00	100.00	100.00	95.00	95.00	84.00	85.00	90.00	94.00	92.00
KOLKATA*	92.00	92.00	92.00	92.00	92.00	90.00	93.00	82.00	86.00	86.00	98.00	93.00
CHENNAI	70.00	78.00	77.00	76.00	72.00	70.00	70.00	68.00	66.00	65.00	62.00	60.00

	Apr,08	May,08	Jun,08	Jul,08	Aug,08	Sept,08	Oct,08	Nov,08	Dec,08	Jan,09	Feb,09	Mar,09
<b>Mustard oil*</b>												
DELHI	71.00	74.00	83.00	85.00	82.00	78.00	78.00	77.00	77.00	77.00	74.00	63.00
MUMBAI	70.00	75.00	83.50	75.00	80.00	80.00	82.00	82.00	86.00	84.00	78.00	78.00
KOLKATA	78.00	75.00	75.00	75.00	75.00	81.00	78.00	76.00	78.00	78.00	72.00	62.00
CHENNAI	NT	NT	NT	NT	NT	88.00	82.00	82.00	81.00	82.00	83.00	80.00
<b>Vanaspati</b>												
DELHI	71.00	69.00	74.00	74.00	71.00	62.00	59.00	60.00	56.00	54.00	52.00	51.00
MUMBAI	62.00	62.00	63.00	66.00	60.00	60.00	60.00	58.00	58.00	55.00	55.00	55.00
KOLKATA	65.00	63.00	63.00	63.00	63.00	60.00	50.00	47.00	42.00	45.00	45.00	46.00
CHENNAI	68.00	74.00	75.00	75.00	72.00	70.00	65.00	62.00	58.00	55.00	56.00	55.00
<b>Tea(loose)</b>												
DELHI	108.00	107.00	117.00	121.00	128.00	133.00	137.00	141.00	143.00	144.00	143.00	138.00
MUMBAI	144.00	144.00	144.00	144.00	144.00	144.00	144.00	144.00	144.00	144.00	144.00	144.00
KOLKATA	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00
CHENNAI	240.00	240.00	240.00	250.00	250.00	250.00	260.00	270.00	270.00	280.00	280.00	280.00
<b>Atta</b>												
DELHI	14.00	14.00	14.00	14.00	14.00	14.00	14.00	14.00	14.00	15.00	15.00	15.00
MUMBAI	17.00	17.00	17.00	17.00	17.00	17.00	17.00	17.00	17.00	17.00	17.00	17.00
KOLKATA	14.50	15.00	15.00	15.00	15.00	14.00	14.00	14.00	15.00	15.00	15.00	15.00
CHENNAI	19.00	22.00	20.00	19.00	19.00	20.00	20.00	20.00	20.00	20.00	20.00	20.00
<b>Milk@</b>												
DELHI	20.00	20.00	20.00	20.00	20.00	21.00	21.00	21.00	21.00	21.00	21.00	21.00
MUMBAI	20.00	20.00	20.00	20.00	20.00	20.00	20.00	20.00	20.00	20.00	20.00	20.00
KOLKATA	30.00	28.00	28.00	28.00	28.00	21.00	21.00	20.00	20.00	20.00	20.00	20.00
CHENNAI	18.00	18.00	18.00	18.00	18.00	18.00	18.00	18.00	18.00	18.00	18.00	18.00
<b>Potato</b>												
DELHI	7.00	8.00	9.00	11.50	13.00	13.00	13.00	10.00	8.00	7.00	6.00	9.00
MUMBAI	10.00	9.00	9.50	11.00	9.00	9.00	9.00	9.00	9.00	9.00	9.00	10.00
KOLKATA	5.00	5.00	5.00	5.00	5.00	5.00	5.00	5.00	5.00	5.00	4.00	9.00
CHENNAI	10.00	10.00	10.00	10.00	10.00	12.00	12.00	10.00	12.00	10.00	10.00	12.00
<b>Onion</b>												
DELHI	8.00	8.00	10.00	13.00	15.50	15.00	16.00	19.00	21.00	21.00	19.00	15.00
MUMBAI	7.00	7.00	8.50	13.00	13.00	13.00	11.00	17.00	15.00	19.00	15.00	14.00
KOLKATA	8.00	7.00	7.00	7.00	7.00	12.00	14.00	18.00	18.00	18.00	14.00	14.00
CHENNAI	8.00	8.00	8.00	10.00	13.00	10.00	10.00	18.00	16.00	18.00	16.00	12.00
<b>Salt (pack)</b>												
DELHI	10.00	10.00	10.00	10.00	11.00	11.00	11.00	11.00	11.00	11.00	11.00	11.00
MUMBAI	10.00	10.00	10.00	10.00	11.00	11.00	11.00	11.00	11.00	11.00	11.00	11.00
KOLKATA	6.50	6.50	6.50	6.50	6.50	7.00	8.00	7.00	7.00	7.00	8.00	8.00
CHENNAI	10.00	10.00	10.00	10.00	11.00	11.00	11.00	11.00	11.00	11.00	11.00	11.00

NT - Not Traded, \* refined @ Rs/litre, Source:- State Civil Supply Department

# CHAPTER - IV

## ESSENTIAL COMMODITIES ACT, 1955

4.1 The Essential Commodities Act, 1955 was enacted to ensure the easy availability of essential commodities to consumers and to protect them from exploitation by unscrupulous traders. The Act provides for the regulation and control of production, distribution and pricing of commodities which are declared as essential for maintaining or increasing supplies or for securing their equitable distribution and availability at fair prices. Exercising powers under the Act, various Ministries/Departments of the Central Government and under the delegated powers, the State Governments/UT Administrations have issued Control Orders for regulating production, distribution, pricing and other aspects of trading in respect of the commodities declared as essential. The enforcement/implementation of the provisions of the Essential Commodities Act, 1955 lies with the State Governments and UT Administrations.

4.2 The commodities declared as ‘essential’ under the Essential Commodities Act, 1955 are reviewed from time to time in the light of changes in the economic situation and particularly with regard to their

production and supply in consultation with the concerned Ministries/ Departments administering these commodities as well as State Governments/ UT Administrations . Number of such commodities has been brought down to 7 at present through such periodic reviews to facilitate free trade and commerce.

4.3 The State Governments and UT Administrations being the enforcement agencies under the Act, are regularly taking recourse to the Act for implementation of the provisions of the Act by taking action against the violators. The results of enforcement of the Essential Commodities Act, 1955 in the States/UTs during the year 2008 as updated up to 31.03.2009 are as under: –

i)	No. of raids conducted	-	268775
ii)	No. of persons arrested	-	8001
iii)	No. of persons prosecuted	-	6425
iv)	No. of persons convicted	-	790
v)	Value of goods confiscated	-	Rs. 6095.22 lakhs





### **ACTION TAKEN TO CHECK RISE IN PRICE OF ESSENTIAL COMMODITIES**

4.4 In the context of unprecedented rise in prices of some essential commodities, there had been wide spread concern from various corners for taking immediate steps to mitigate the rising trend of prices of essential commodities. Representations from the Chief Ministers of Punjab and Delhi and also from the Govt. of Andhra Pradesh, Rajasthan and Maharashtra were received for restoration of powers under the Essential Commodities Act, 1955 for undertaking dehoarding operations in view of the assumption that there is speculative holding back of stocks particularly of wheat and pulses in anticipation of further rise in prices. Central Govt. has already taken a number of steps to control the price rise in essential commodities.

4.5 The situation was further reviewed by the Govt. and it was decided with the approval of the Cabinet to keep in abeyance some provisions in the central order dated 15.02.2002 for a period of six months with respect to wheat and pulses (whole and split), so as to tackle the crisis on availability and prices of these commodities. Accordingly, the Central Govt. issued a Central Order No. 1373(E) dated 29.08.2006 by virtue of which the words or expressions made in respect of purchase, movement, sale, supply, distribution or storage for sale in the “Removal of (Licensing requirements,

Stock limits and Movement Restrictions) on Specified Foodstuffs Order, 2002” notified on 15.02.2002 have been kept in abeyance for commodities namely wheat and pulses for a period of six months from the date of issue of the order or further order, which ever is earlier. This order however would not affect the transport, distribution or disposal of wheat and pulses (whole or split) to places outside the State, nor shall it be applicable to import of these commodities. The Order of 29.08.2006 was initially in force for a period of 6 months, which was extended thrice for a period of 6 months each by Central Notification dated 27.02.2007, 31.8.2007, 28.02.2008. The same was again extended upto 30.04.2009 vide Central Notification dated 27.08.2008. To enable the State Governments/UT Administrations to continue to take effective action for undertaking de-hoarding operations under the Essential Commodities Act, 1955, the price situation was further reviewed by the Government and it was decided with the approval of the Cabinet to further impose similar restrictions by keeping in abeyance some provisions of the Central Order dated 15.02.2002 for a period of one year with respect to edible oils edible oilseeds and rice, so as to tackle the rising trend of prices as well as availability of these commodities to the common people. However, it was also decided that there shall not be any restriction on the inter-state movement of these items, and that imports of these



items would also be kept out of the purview of any controls by the State Governments. An Order dated 7th April, 2008 was published in Gazette of India to this effect. Further it was decided by the Cabinet in its meeting on 21.08.2008 that similar restriction may be imposed by keeping in abeyance some provisions of the Central Order dated 15.02.2002 for a period upto 30.04.2009 with respect to Paddy, so as to tackle the rising trend of prices as well as availability of these commodities to the common people. An Order dated 27.08.2008 was published in Gazette of India to this effect.

4.6 The price situation was again reviewed by the Government and it has been decided with the approval of the Cabinet to further relax restrictions and to keep in abeyance some provisions of the Central Order dated 15.02.2002 for period of four months from the date of publication of Order with respect to Sugar so as to tackle the availability and prices of this commodity. Accordingly, an Order No.S.O.649 (E) dated 09.03.2009 has been published in Gazette of India to this effect.

4.7 The Cabinet has further taken following decision in its meeting held on 30.03.2009 (i)- Removal of Wheat from the list of commodities on which orders relating to fixation of stock holding limits have been imposed by keeping in abeyance provisions of Central Order dated 15.02.2002 ,

(ii)- Extension of validity of Central Notification dated 29.08.2006 in respect of Pulses and Paddy beyond 30.04.2009 (upto 30.09.2009) and (iii) in respect of Edible Oils, Edible Oilseeds and Rice beyond 06.04.2009 (upto 30.09.2009). These Notifications have been notified in the Gazette of India vide S.O.880(E) dated 30.03.2009, S.O.905 (E) dated 02.04.2009 and S.O.906 (E) dated 02.04.2009. These Orders have permitted State/UT Governments to fix stock limits in respect of sugar, pulses, paddy, edible oils, edible oilseeds and rice.

4.8 So far as implementation of these orders is concerned it is mentioned that only 18 State Governments/UTs have either issued stock limits for all the five items or wheat and pulses only or have issued only licensing requirements/ stock declaration (of these 18, 13 States/UTs have actually issued stock limit Orders/ in the process of issuing. 5 States/UTs have issued licensing requirements/stock declarations).

4.9 In pursuance to the above Orders all State Governments/UTs were requested to implement this order by issuing either a fresh control order or reviving the old control order for fixing stock limits for various categories of dealers such as millers/producers, wholesalers and retailers in respect of wheat and pulses. States/UTs have also been empowered to take effective action exercising the powers vested with / delegated to them under the Essential Commodities Act,



1955 to bring out hoarded stock of these items in the open market to ensure their availability to the common people at reasonable prices.

**THE PREVENTION OF  
BLACKMARKETING AND  
MAINTENANCE OF SUPPLIES  
OF ESSENTIAL COMMODITIES  
ACT, 1980**

4.10 The Prevention of Blackmarketing and Maintenance of Supplies of Essential Commodities Act, 1980 is being implemented by the State Governments/UT Administrations for the prevention of unethical trade practices like hoarding and blackmarketing etc. 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. Detentions are made by the States/UTs in selective cases to prevent hoarding and blackmarketing of the essential commodities. Detention orders were made in 162 cases by the State Governments during the period from 01.01.2008 to 31.12.2008.

4.11 The Central Government and the State Governments also have the power to modify or revoke the detention orders. The representations made by or on behalf of the persons ordered for detention are considered and decided by the Central Government. 57 such representations were considered and decided by the Central Government during the period from 01.01.2008 to 31.12.2008.

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# CHAPTER - V

## CONSUMER PROTECTION

5.1 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 a high priority to the programmes of consumer protection. The Department of Consumer Affairs being a nodal Department in the field of consumer protection 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 for promoting consumer awareness and encouraging consumers' involvement through efforts of Government and Non-Governmental Organizations and others.

5.2 The main objectives of the consumer protection programme are:-

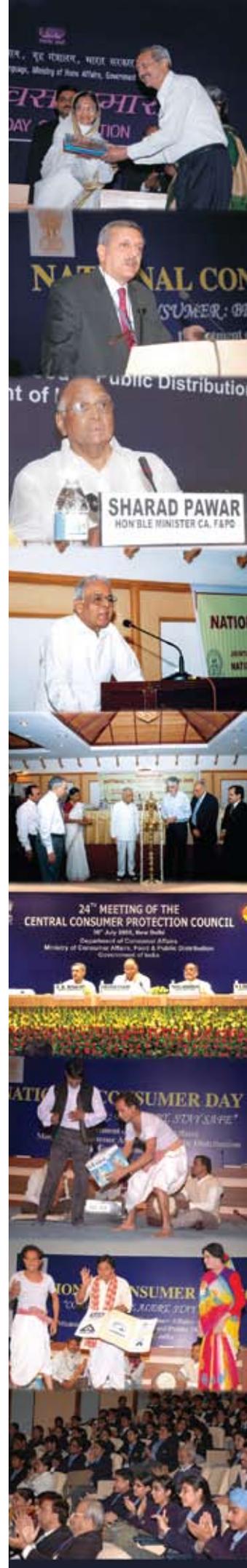
- (i) To create suitable administrative and legal mechanisms which would be within the easy reach of consumers and to interact with both Govt. and Non-Governmental Organizations to promote and protect the welfare of the consumers.
- (ii) To involve and motivate various sections of society including consumer 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 and not to compromise on quality and standards of goods and services and seek redressal in consumer courts, wherever required.

### THE CONSUMER PROTECTION ACT, 1986

5.3 The Consumer Protection Act, 1986 (68 of 1986) is a milestone in the history of socio-economic legislation in the country. It is one of the most progressive, comprehensive and unique piece of legislation enacted to better protect the interests of consumers by establishing Fora for settlement of consumer disputes. All the provisions of the Consumer Protection Act, 1986 came into force with effect from 1.7.1987 throughout the country except in the State of Jammu & Kashmir. The State of Jammu & Kashmir has enacted its own legislation in this field.

5.4 Under the Act, a three-tier quasi-judicial consumer dispute redressal machinery was established at the National, State and District levels. These agencies are popularly known as Consumer Fora. These Fora are





mandated to provide simple, speedy and inexpensive redressal of the consumers' grievances.

District Fora, since inception, are given in Table 1 below and the State wise details are given in Annexure-I & II.

**Table 1**

Sl. No	Name of Agency	Cases filed Since inception	Cases Disposed of since inception	Cases Pending	% of total Disposal
1	National Commission	56921	47304	9617	83.10%
2	State Commissions	466043	354683	111360	76.11%
3	District Forums	2630580	2393708	236872	91.00%
	<b>TOTAL</b>	<b>3153544</b>	<b>2795695</b>	<b>357849</b>	<b>88.65%</b>

### **National Consumer Disputes Redressal Commission (NCDRC)**

5.5 National Consumer Disputes Redressal Commission popularly known as the National Commission is the apex Consumers Forum in the three-tier quasi-judicial consumer disputes redressal machinery, and has been set up by the Central Government as per the mandate of the Consumers Protection Act, 1986. It is headed by a sitting or retired Judge of the Supreme Court of India. National Commission is presently headed by Hon'ble Mr. Justice Ashok Bhan, former Judge of the Supreme Court of India as President and having nine Members.

5.6 As per the reports made available by the National Commission, as on 27.2.2009, the total number of cases filed and disposed of in the National Commission, State Commissions and

### **'CONFONET' Project on Computerization And Computer Networking of Consumer Fora.**

5.7 A scheme for "Computerization and Computer Networking of Consumer Fora in the country" (CONFONET) with an outlay of 48.64 crores, has been launched through National Informatics Centre (NIC) as a turnkey project, to be implemented in three years from 2004-05. Under this project, the Consumer Fora in the country are being computerized and connected through network for exchange of information.

As on 28.02.2008 a total 628 number of Locations. (NCDRC, 34 state commissions and 593 District Fora) have been supplied the required computer systems with peripherals and software.

Out of these locations computer systems have been installed in 534 District Fora and 33 State Commissions. Laptop computers have also been supplied to the



State Secretaries & State Commission Presidents of all States/UTs Confonet Case Monitoring Software is deployed and is in operation at 517 locations. NIC's central team is organizing e-learning session regularly in coordination with State coordinator and DIOs to facilitate software deployment at other locations as well. State-wise job orders have been placed by NIC to post TSPs at all the 628 locations and around 550 TSPs have joined at field locations after due screening and training by NIC.

5.8 This scheme would enable consumers to see the status of their cases on the website. Under the scheme, all consumer related websites i.e. those of National Commission, State Commissions and District Fora, the Department of Consumer Affairs at the Centre as well those of States/UTs, CORE Centre, National Consumer Help-Line etc. will be interlinked so that consumers can access any consumer related information from any of these websites. All the States/UTs have signed an MOU with Central Government and NIC to undertake all necessary steps for successful implementation of the project.

**Strengthening of the Infrastructure of Consumer Fora:**

5.9 An amount of Rs. 61.80 crores was released to 25 States and 7 UTs for strengthening the infrastructure of 458 District Fora and 32 State Commissions during 1995-99 under the scheme of One-Time-Grant of 1995. Further financial assistance of Rs. 10.20 crore was

released to 13 States for strengthening the infrastructure of 53 District Fora and 3 State Commissions, which were established after 1995 (i.e. after formulation of the One-Time-Grant of 1995) during 2004-05 under the scheme of One-Time-Grant of 2004-05. These schemes were meant to supplement the efforts of the States/UTs in strengthening the infrastructure of Consumer Fora.

5.10 The scheme of 'Integrated Project on Consumer Protection' was implemented during 2006-07 and 2007-08 wherein financial assistance to the tune of Rs. 73.82 crores was extended to 21 States for meeting the critical gaps in the infrastructure of 506 Consumer Fora so that each Consumer Forum is provided with the minimum facilities required for their effective functioning.

5.11 In continuation of 'Integrated Project on Consumer Protection' scheme, a new scheme titled 'Strengthening Consumer Fora' is being implemented during the remaining period of Eleventh Plan. As per exemption granted by Ministry of Finance assistance to the tune of Rs. 13.37 crores was extended to 6 States as second installment for Consumer Fora buildings during 2008-09 pending formulation of the new scheme for appraisal and approval by the competent authority.

5.12 A Conference was organized by the National Commission with Presidents of State Commissions and the Secretaries in-charge of Consumer Affairs in the States/UTs on 16th & 17th August, 2008 and also on 14th & 15th March, 2009 on the occasion of "World Consumer



Rights Day” in New Delhi to deliberate on various issues/ways for improvement in the functioning of the Consumer Fora. The Resolutions emerging from the said Conferences were taken up with the concerned agencies for consideration.

5.13 A Seminar, ‘Competition for Consumer Protection’ was organized by this Department at Vigyan Bhawan, New Delhi on 27th & 28th March, 2009 in collaboration with United States Federal Trade Commission (USFTC). The experts from USFTC gave valuable insights into the functioning of the USFTC and how the USFTC can function as a role model for similar legislative/administrative initiatives in India. A cross-section of experts representing various stake-holders in the consumer protection regime in India attended the Seminar such as Members, National Commission/ Presiding Officers from State Commissions, State Govt. Officials dealing with consumer affairs/ Legal Metrology, VCOs, Corporate Sector handling consumer complaints, Officers from the Department of Consumer Affairs, representatives from autonomies bodies and regulatory bodies such as BIS, QCI, TRAI, CCI, MRTPC, IIPA, FSSAI, IRDA, etc

5.14 The 24th meeting of revamped Central Consumer Protection Council (CCPC), constituted vide Notification S.O. No.1546(E) dated 14th September, 2007, was held in New Delhi on 30th July, 2008.

5.15 Working of Consumer Fora is also reviewed by the Senior Officers during their visits to States/UTs. Similarly, the President, National Commission also visits a number of States/UTs to monitor

and discuss functioning of Consumer Fora in States/UTs.

5.16 Direct interaction was further strengthened with the State Secretaries and Presidents of State Commissions enabling this Department to take consumer movement forward. The progress is followed up with periodical progress reports and further discussions either in Delhi or in the concerned State.

5.17 To dispose of the cases within stipulated time norms, the States/UTs have been requested to set up additional Benches of their State Commissions, where the pendency of cases is heavy. (National Commission has earlier recommended 46 additional Benches for 15 State Commissions). Presently, 5 additional Benches of 4 State Commissions have been set up.

5.18 Thirteen cities now stand notified as places other than New Delhi where National Commission can hold its Circuit Benches. The Circuit Bench of NCDRC is being held at Kochi during the months of March-April 2009.

5.19 Four more Members have joined in NCDRC. This would enable NCDRC to operate two more Benches and thus expedite the disposal of cases.

5.20 The process of construction of NCDRC building has started at INA, New Delhi for which an amount of Rs. 10.00 crore has already been released to CPWD, an amount of Rs. 9.90 crore is proposed to be released to CPWD in the first quarter of 2009-10.



*Hon'ble Minister for Consumer Affairs, Food and Public Distribution, Shri Sharad Pawar addressing the 24th meeting of revamped Central Consumer Protection Council (CCPC), held in New Delhi on 30th July, 2008.*



*Hon'ble Minister for Consumer Affairs, Food and Public Distribution, Shri Sharad Pawar and Hon'ble Minister of State of the Department of Consumer Affairs, Shri Taslimuddin and Shri Y.S. Bhawe, Secretary, Deptt. of Consumer Affairs attending the 24th meeting of revamped Central Consumer Protection Council (CCPC), held in New Delhi on 30th July, 2008.*



*Hon'ble Minister for Consumer Affairs, Food and Public Distribution, Shri Sharad Pawar and Hon'ble Justice Shri K.G. Balakrishnan releasing a poster on consumer rights on 24th meeting of revamped Central Consumer Protection Council (CCPC), held in New Delhi on 30th July, 2008.*



*Hon'ble Minister for Consumer Affairs, Food and Public Distribution, Shri Sharad Pawar addressing the Press Conference on 24th meeting of revamped Central Consumer Protection Council (CCPC), held in New Delhi on 30th July, 2008.*



ANNEXURE-I

Statement of Cases Filed / Disposed of / Pending in the  
National Commission and State Commissions

(Update on 27.02.2009)

Sl. No.	Name of State	Cases filed since inception	Cases disposed of since inception	Cases Pending	% of Disposal	As On
	National Commission	56921	47304	9617	83.10	31.12.2008
1	Andhra Pradesh	23459	19814	3645	84.46	31.12.2008
2	A & N Islands	42	38	4	90.48	31.01.2008
3	Arunachal Pradesh	49	38	11	77.55	31.12.2008
4	Assam	2192	1137	1055	51.87	30.09.2008
5	Bihar	12787	9001	3786	70.39	30.11.2008
6	Chandigarh	9650	8478	1172	87.85	31.01.2009
7	Chattisgarh	5080	4114	966	80.98	31.12.2008
8	Daman & Diu and DNH	29	29	0	100.00	30.09.2008
9	Delhi	28824	27915	909	96.85	31.12.2008
10	Goa	2028	1888	140	93.10	31.12.2008
11	Gujarat	29963	24539	5424	81.90	31.12.2008
12	Haryana	36491	21390	15101	58.62	31.12.2008
13	Himachal Pradesh	5964	5244	720	87.93	30.11.2008
14	Jammu & Kashmir	5497	4726	771	85.97	30.06.2008
15	Jharkhand	3846	2929	917	76.16	31.12.2008
16	Karnataka	27337	26821	516	98.11	31.12.2008
17	Kerala	21748	18832	2916	86.59	31.12.2008
18	Lakshadweep	14	13	1	92.86	30.11.2008
19	Madhya Pradesh	31241	28498	2743	91.22	30.11.2008
20	Maharashtra	45304	27549	17755	60.81	31.12.2008
21	Manipur	139	96	43	69.06	30.09.2008
22	Meghalaya	115	109	6	94.78	31.05.2007
23	Mizoram	153	143	10	93.46	31.12.2008
24	Nagaland	94	64	30	68.09	31.12.2006
25	Orissa	17930	10770	7160	60.07	31.12.2008
26	Puducherry	869	814	55	93.67	31.12.2008
27	Punjab	21259	16089	5170	75.68	31.12.2008
28	Rajasthan	39936	35717	4219	89.44	31.12.2008
29	Sikkim	31	31	0	100.00	31.12.2008
30	Tamil Nadu	20396	17791	2605	87.23	31.12.2008
31	Tripura	1115	1103	12	98.92	31.12.2008
32	Uttar Pradesh	54431	21826	32605	40.10	31.12.2008
33	Uttarakhand	3420	2595	825	75.88	31.12.2008
34	West Bengal	12769	12164	605	95.26	31.12.2008
	<b>TOTAL</b>	<b>464202</b>	<b>352305</b>	<b>111897</b>	<b>75.89</b>	



## ANNEXURE-II

## Statement of Cases filed/disposed of/pending in District Fora

(Update on 27.02.2009)

Sl. No.	Name of State	Cases filed since inception	Cases disposed of since inception	Cases Pending	% of Disposal	As On
1	Andhra Pradesh	172374	167700	4674	97.29	31.12.2008
2	A & N Islands	330	301	29	91.21	31.03.2006
3	Arunachal Pradesh	291	258	33	88.66	31.12.2008
4	Assam	12698	11515	1183	90.68	31.12.2008
5	Bihar	72853	62061	10792	85.19	30.11.2008
6	Chandigarh	35613	34669	944	97.35	31.01.2009
7	Chattisgarh	28019	25382	2637	90.59	31.01.2009
8	Daman & Diu and DNH	129	103	26	79.84	30.09.2008
9	Delhi	189822	177851	11971	93.69	30.06.2008
10	Goa	5698	5076	622	89.08	31.01.2009
11	Gujarat	139392	117460	21932	84.27	31.12.2008
12	Haryana	177299	158463	18836	89.38	31.01.2009
13	Himachal Pradesh	48207	45406	2801	94.19	31.01.2009
14	Jammu & Kashmir	20792	18855	1937	90.68	31.12.2007
15	Jharkhand	29544	27283	2261	92.35	31.01.2009
16	Karnataka	117743	113708	4035	96.57	31.01.2009
17	Kerala	158467	149720	8747	94.48	31.01.2009
18	Lakshadweep	55	55	0	100.00	30.11.2008
19	Madhya Pradesh	132355	122588	9767	92.62	30.11.2008
20	Maharashtra	210030	194142	15888	92.44	31.01.2009
21	Manipur	1037	1012	25	97.59	30.09.2008
22	Meghalaya	322	308	14	95.65	31.03.2007
23	Mizoram	2065	2011	54	97.38	31.12.2006
24	Nagaland	246	205	41	83.33	30.6.2006
25	Orissa	76267	71617	4650	93.90	31.01.2009
26	Puducherry	2547	2464	83	96.74	31.01.2009
27	Punjab	115102	110142	4960	95.69	31.12.2008
28	Rajasthan	228715	213063	15652	93.16	31.01.2009
29	Sikkim	229	212	17	92.58	31.01.2009
30	Tamil Nadu	88434	81294	7140	91.93	31.12.2008
31	Tripura	2015	1807	208	89.68	30.09.2008
32	Uttar Pradesh	465731	386876	78855	83.07	31.01.2009
33	Uttarakhand	30004	28196	1808	93.97	31.12.2008
34	West Bengal	66155[1]	61905	4250	93.58	30.11.2008
	<b>TOTAL</b>	<b>2630580</b>	<b>2393708</b>	<b>236872</b>	<b>91.00</b>	



## Consumer Welfare Fund

### Scheme for promoting involvement of Research Institutions/Universities/Colleges etc. in Consumer Protection and Consumer Welfare

5.21 This scheme has been launched in 2004 with a view to sponsor research and evaluation studies in the field of consumer welfare to provide solution to the practical problems being faced by the consumers, to sponsor seminars/workshops/conferences on the consumer related topics, and to have necessary inputs for the formulation of policy/programme /scheme for protection and welfare of the consumers. The Indian Institute of Public Administration, New Delhi, has been identified as the nodal organization to administer the scheme. A total grant of Rs.381 lakhs has been sanctioned to Indian Institute of Public Administration (IIPA) out of which Rs. 294.64 lakhs has been released for disbursement to 228 applicant organizations and institutions so far for undertaking such projects.

### CORE Centre Project

5.22 The Department has sanctioned Consumer Online Research and Empowerment (CORE) Centre to Consumer Coordination Council (CCC).The CORE Centre is intended to provide the most scientific and effective system of collection and dissemination of consumer related information to generate consumer

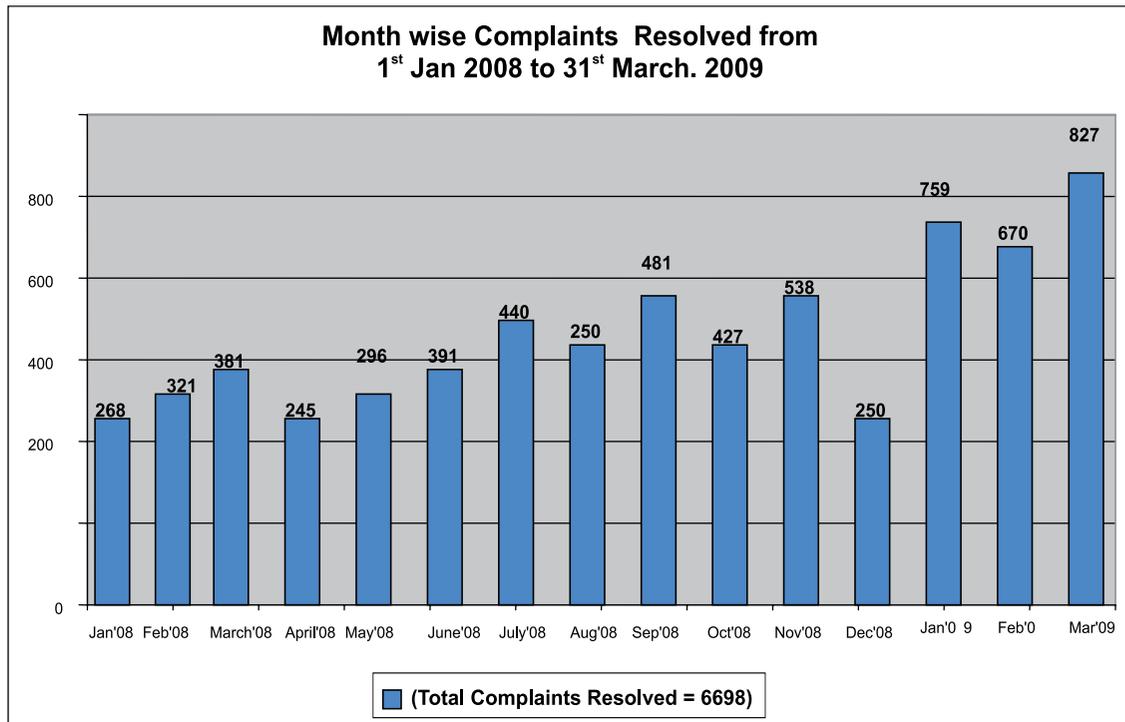
awareness and empowerment of all sections of the society. An amount of Rs.1, 96, 43,000/- have been released so far. Given below are the details of progress under various categories for the period from 1 January 2008 to 31 March 2009:-

#### Highlights : ( 1st January 2008 to 31st March 2009.)

- (i) Over 53 Lakhs hits received from 50 countries across the globe on www.core.nic.in from 1st January 2008 to 31st march 2009.
- (ii) Over 2 Lakh Visits
- (iii) Over 14 Lakhs page Viewer.
- (iv) 1000 Subscribers of CORE Centre E-Newsletter
- (v) More than 22 Thousand Complaints received from 1st January 2008 to 31st March 2009. from all parts of India and also from abroad
- (vi) Total 6698 complaints (30 % of all complaints handled) were resolved by CORE Centre from 1st January 2008 to 31st March 2009.
- (vii) Hindi version of CORE Centre website has been launched with selected links. More than 25 thousands hits are being registered per month in the Hindi section of CORE website.
- (viii) Arrangements made for more regional languages such as Gujarati, Punjabi and Oryia being added.



**Month wise Complaints Resolved:**



Months	Complaints Resolved
Jan'08	268
Feb'08	321
March'08	381
April'08	245
May'08	296
June'08	391
July'08	440
Aug'08	404
Sep'08	481
Oct'08	427
Nov'08	538
Dec'08	250
Jan'09	759
Feb'09	670
Mar'09	827
<b>Total</b>	<b>6698</b>

**National Consumer Helpline (NCH)**

5.23 The Department has launched National Consumer Helpline in coordination with Delhi University, Department of Commerce. Consumers

from all over the country can access the toll-free number 1800-11-4000 and seek telephonic counseling for problems that they face as consumers relating to various sectors such as telecom, courier, banking, insurance, financial services etc.



*(clockwise) Prof. S.R. Khanna, P.I., NCH; Prof. A.K. Seth and Mr. S.K Virmani, Manager NCH and Members of CWP who visited NCH on 29th April 08*



*(clockwise) Prof. S.R. Khanna, P.I., NCH; Mr. Bernd Krieger, Member- GTZ Project, Germany; Dr. Savita Hanspal, Member - Advisory and Purchase Committee and Mr. S.K. Virmani, Manager, NCH.*



*(clockwise) Mr. S.K. Virmani, Manager, NCH; Prof. S.R. Khanna, P.I., NCH; Dr. Savita Hanspal and Members of GTZ Project, Germany*

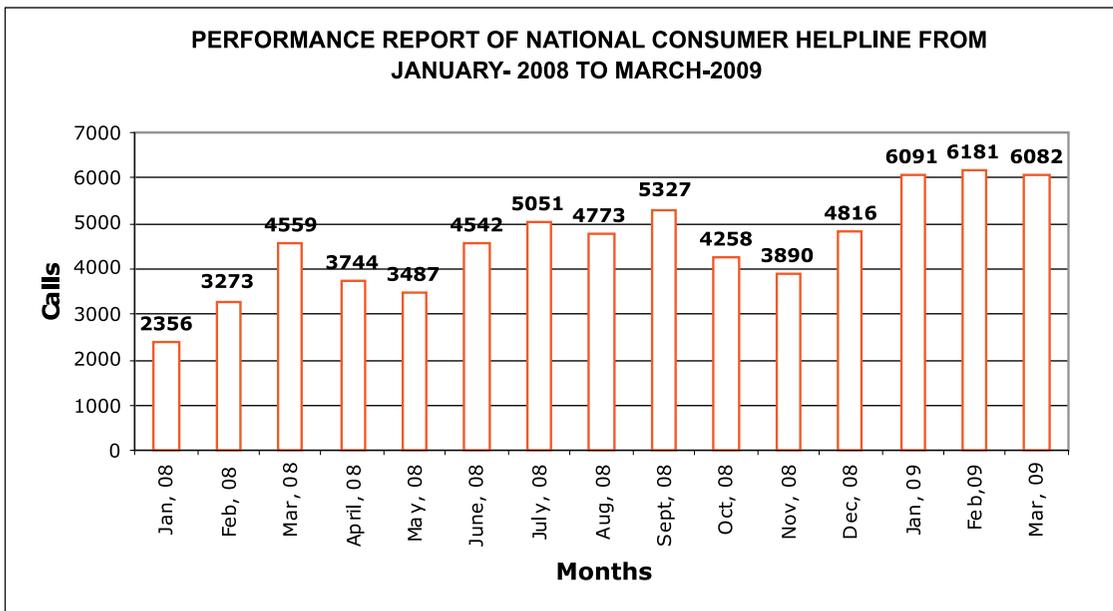


*Mr. S.K. Virmani, Manager, NCH and Prof. S.R. Khanna, P.I., NCH at Telecom Survey Press Conference held on 9th April 08.*



The Helpline has been formally launched on 15th March 2005, on, World Consumer Rights Day. Given below are the details of Performance from 1st January, 08 to 31st March-2009:-

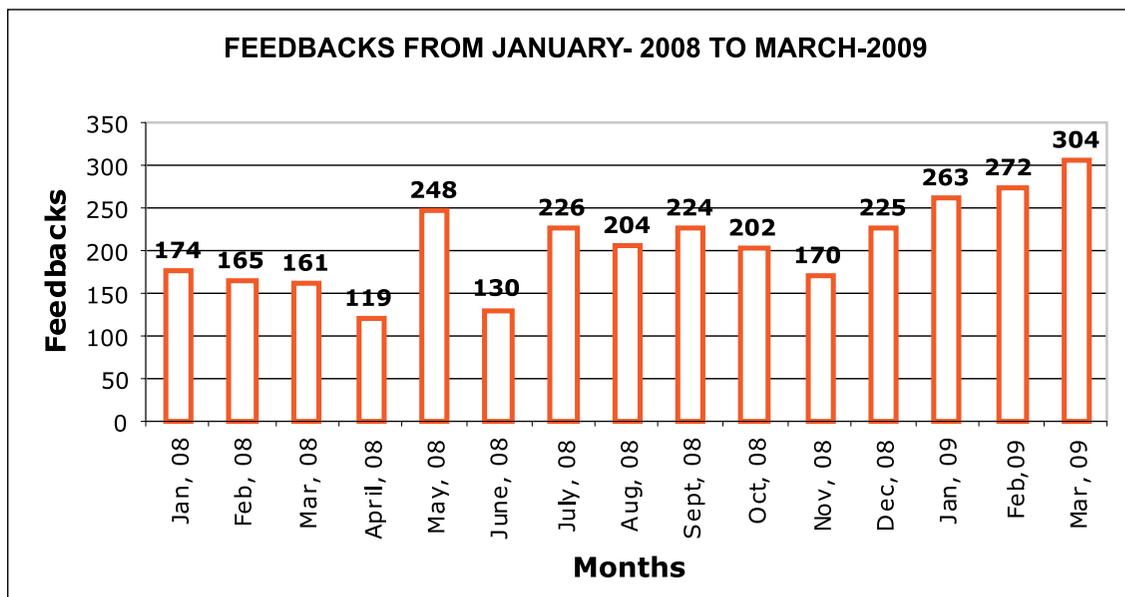
Months	Number of Calls Received
Jan, 08	2356
Feb, 08	3273
Mar, 08	4559
April, 08	3744
May, 08	3487
June, 08	4542
July, 08	5051
Aug, 08	4773
Sept, 08	5327
Oct, 08	4258
Nov, 08	3890
Dec, 08	4816
Jan, 09	6091
Feb,09	6181
Mar, 09	6082





**FEEDBACKS RECEIVED FROM CONSUMERS**

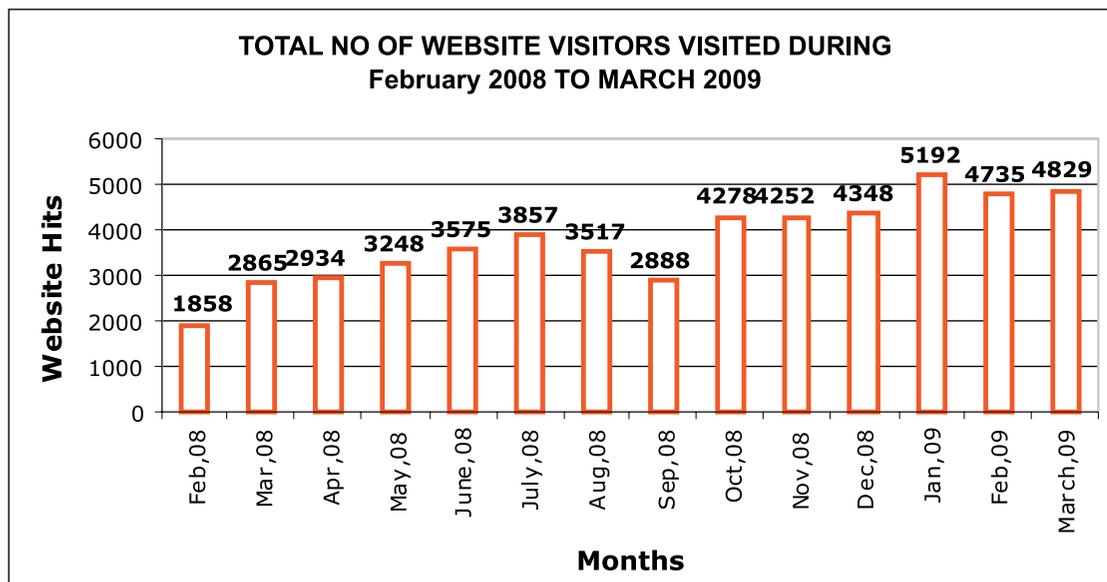
Months	Calls
Jan, 08	174
Feb, 08	165
Mar, 08	161
April, 08	119
May, 08	248
June, 08	130
July, 08	226
Aug, 08	204
Sept, 08	224
Oct, 08	202
Nov, 08	170
Dec, 08	225
Jan, 09	263
Feb, 09	272
Mar, 09	304





**TOTAL WEBSITE HITS**

Months	Hits
Jan,08	2501
Feb,08	1858
Mar,08	2865
Apr,08	2934
May,08	3248
June,08	3575
July,08	3857
Aug,08	3517
Sep,08	2888
Oct,08	4278
Nov,08	4252
Dec,08	4348
Jan,09	5192
Feb,09	4735
March,09	4829





### **Comparative Products Testing**

5.24 VOICE Society, New Delhi a voluntary organization working for consumer welfare has been sanctioned a project for Comparative Testing of Consumer Products and services with the objective of providing consumers with informed choice while making purchase of products and services. The total approved cost of the project is Rs.2.25 cores, for a period of two years. A sum of Rs.175.30 lakhs have been already released in three installments. Under this project 10 products and 2 services are tested during each year and the reports are published. So far test reports on 20 products and 4 services have been published.

### **M/s Federation of Consumer Associations, West Bengal (FCAWB)**

A project for up gradation of Food and Water Testing organizing Laboratory with NABL Accreditation at a cost of Rs. 2.08 Crore, has been sanctioned specifically towards purchase of equipments for upgrading the laboratory.

### **Creation of Consumer Welfare Funds in States and Union Territories**

5.25 In order to promote consumer movement throughout the country, the State Governments and Union Territory Administrations have been impressed upon to create their own Consumer Welfare Fund. For strengthening financial support, seed money is provided to the States/UTs at the ratio of 50:50

(Centre: State). This ratio has been further enhanced to 90:10 in the case of 13 special category States. So far, the State Consumer Welfare Fund have been created in the States of Andhra Pradesh, Chhattisgarh Goa, Gujrat, Haryana, Karnataka, Maharashtra, Orissa, Punjab, Rajasthan, Tamilnadu, Uttar Pradesh, West Bengal, Arunachal Pradesh, Uttarakhand, J&K, Mizoram, Sikkim and Tripura, Kerela .Other States/UTs who have not so far availed the benefit of the scheme are being persuaded for sending their proposal at the earliest.

### **5.26 Involvement of trade /industries**

Federation of Indian Chamber of Commerce and Industry (FICCI), New Delhi has been sanctioned a grant of 3,55,58,190/- for establishment of FICCI Alliance for Consumer Care (FACC) for setting up of a mechanism and providing platform for facilitating prompt redressal of consumer complaint through voluntary self-regulation and consumer education. An amount of Rs. 50 lakh has been released so far. Under the project FICCI will be introducing a voluntary code of conduct for business groups and member companies will be persuaded to adopt the voluntary code of conduct in their activities.

### **5.27 Chair on Consumer Law and Practice in National Law School of India University (NLSUI), Bangalore**

A Chair on Consumer Law and Practice was sanctioned in 2007-08 to National



Law School of India University (NLSUI), Bangalore at a cost of Rs. 90,00,000/- as an endowment grant. Rs. 15,00,000/- was released for first year expenditure. Total amount of grant of Rs. 1,05,00,000/- has already been released.

#### **5.28 Society for Advancement of Villages Empowerment and Rehabilitation of All (SAVERA).**

The project proposal for organizing Information and Education and Communication (IEC) programme in Katihar and Kishangarh District of Bihar has been sanctioned at a cost of Rs. 52.02 lakhs, out of which Rs. 32.09 lakh has already been released.

#### **DEVELOPMENTS DURING THE YEAR**

5.29 As part of new initiatives to enhance the levels and reach of consumer protection and welfare activities, the Department has considered and approved a project by Council for Fair Business Practice, Mumbai, Maharashtra (CFBP). This project is for consumer complaint handling by CFBP and also for upgrading existing Ramakrishana Bajaj testing lab in SNDT Women's University Mumbai. The department is partially financing the upgrading of lab at a cost of Rs 50 lacks and Rs.6 lakhs is sanctioned for complaint handling per year for 5 years.

5.30 A project has been sanctioned to M/S Vinod Kumar Memorial Trust, B-2/4, Model Town-II, New Delhi. to upgrade and maintain the website Midguide.Com. at the cost of Rs. 20 lakh for strengthening consumer information

on drugs and allied sectors. Rs. 10 lakh has been released as 1st instalment.

5.31 A project by M/S I. Land Informatics Limited, 58/114, Prince Anwar Shah Road, Lake Garden, Kolkata - for promoting Consumer awareness in rural areas in West Bengal has been sanctioned. Rs. 27 Lakh has been sanctioned for the project. Rs. 13.50 Lakh has been released as 1st instalment for conducting an IEC programme in six blocks in each of the six Districts of Coochbehar, Malda, Purulia, Jalpaiguri, Bankura and Birbhum of West Bengal for strengthening consumer movement at grassroots.

5.32 A project proposal for organizing Workshop-Cum-training programme for housewives for on the spot test to detect common adulterants in foods in eight districts of Chennai in Tamilnadu at a cost of Rs, 29,74,000/- was sanctioned to CONCERT. On the recommendation of the evaluation report of the pilot project carried out by Tamilnadu Government, a second phase of the project for another 11 districts Viz, Madurai, Vellore, Villipuram, Cuddalore, Tuticorin, Tanjore, Kaurur, Tiruvallu, Salem, Perambalur and Tiruvannamalai in Phase-II Rs. 33,77,664/- has also been sanctioned

5.33 National Consumer Day, 2008 was celebrated on 23rd December, 2008 which was inaugurated by Shri K.V. Kamath, Managing Director and CEO, ICICI Bank.



*National Consumer Day, 2008 was celebrated on 23rd December, 2008 by Department of Consumer Affairs. Staff of the Department making arrangements for distributing the publicity material to participants.*



*Shri K.V. Kamath, Managing Director and CEO, ICICI Bank and Shri Y.S. Bhav, Secretary, Department of Consumer Affairs inaugurating the National Consumer Day at SCOPE Convention Centre.*



*Shri K.V. Kamath, Managing Director and CEO, ICICI Bank addressing the participants and Students on National Consumer Day.*



*Shri Y.S. Bhave, Secretary, Department of Consumer Affairs addressing the participants and students on National Consumer Day.*



*Students attending the National Consumer Day*



*Students playing the Nukkad Natak at the stage on National Consumer Day on the theme "Consumers: Be alert, Stay Safe"*



*Shri K.V. Kamath, Managing Director and CEO, ICICI Bank meeting the student participants on National Consumer Day.*



*Shri Sanjay Singh, Joint Secretary, Department of Consumer Affairs addressing the participants and students on National Consumer Day.*



## CONSUMER COOPERATIVES

5.34 Consumer cooperatives have been playing a significant role in the distribution of consumer goods, particularly supply of essential consumer items at fair prices to the rural community, especially in the remote, inaccessible and hilly areas. The objective of consumer cooperatives has been to eliminate the middleman and to protect the wholesalers and sell to consumers at reasonable prices. The surplus, if any, is distributed among the members as bonus on purchases or used for growth of the cooperatives. Consumer cooperatives have received good deal of support from the Government, as they help to check rise in prices of consumer goods. Consumer Cooperatives have a four-tier structure comprising primary store, wholesale/Central store, State Consumer Cooperative Federations and National Consumer Cooperative Federations.

### **National Cooperative Consumers' Federation of India Ltd. (NCCF)**

5.35 The NCCF is the National level Consumer Cooperative organization in the country. The NCCF was set up on 16th October 1965 and is administered under the Multi State Cooperative Societies Act. The affairs of NCCF are managed by a Board of Directors, comprising both elected and nominated members as per the provisions of the Bye-laws of the NCCF. The commercial

operations of the NCCF are handled at the headquarter level at New Delhi and its 34 Branches/sub-branches located in the State Capitals and other important centers in the country. The NCCF runs one Pulses Processing Unit at Bhiwani (Haryana).

5.36 The total paid up share capital of the NCCF as on 31.03.2008 is Rs. 13.79 crores. This amount has been contributed by the members, out of which the contribution of the Government of India is Rs. 10.74 crores only. The Govt. of India now holds about 78% of the total paid up share capital in the NCCF.

5.37 The NCCF provides linkage between the producers/manufacturers and the wholesalers/retailers and the consumers. It is primarily engaged in the wholesale distributive trade. The NCCF is involved in procurement and marketing of various consumer goods like pulses of different varieties, food grains, textiles, tea and other manufactured items in bulk. It has also made arrangements for supply of items like different varieties of pulses, iodized salt, tea in consumer packs, toilet soap, detergent powder etc. all over the country. The Government has entrusted distribution of coal to tiny and small consumers in the country through the selected Branches of the NCCF.



5.38 The details of the turnover of the NCCF as also the profitability during the last three years are as under:

Category	2005-06 (Audited)	2006-07 (Audited)	2007-08 (Audited)
Sales	638.15	416.74	504.51
Gross Margin	20.27	11.68	10.68
Other Receipts	2.24	6.71	2.89
Net Profit/(Loss)	+4.12	+1.07	-2.39

+ = Profit - = Loss

5.39 The sales turnover achieved by the NCCF during the year 2007-08 was Rs. 504.51 crores as against Rs. 416.74 crores achieved during the year 2006-07. The bulk of the sales related to supply of grocery and general merchandise items. During the year under review, NCCF has exported 9,000 MTs of par boiled rice to Bangladesh under Indian Flood Relief Assistance and 35,353 MTs of onion through associate shippers.

5.40 The NCCF has suffered a net loss of Rs. 2.39 crores during the year under review. With a view to diversify its business operations, the NCCF has been exploring possibilities of adding new lines of business like Development of Housing Projects lifting and distribution of Iron Ore Fines, supply of Sanitary items in the rural areas, supply of agri-inputs, Medical, Tourism and undertaking sale of liquor.

### SUPER BAZAR – DELHI

5.41 The Cooperative Store Ltd., popularly known as Super Bazar, (Rs. In crores)

was registered under the Multi-State Cooperative Societies (MSCS) Act 1984 with its area of operation being the entire country. The Super Bazar had a membership of 40020. The total paid up share capital, as on 31.03.2008 was Rs.159.03 lakhs of which Govt. of India's contribution was Rs.116.49 lakhs i.e. 70%. The Super Bazar had been redeeming the share capital contribution of the GOI and repaying the installments of loan as per the agreed term till 1995-96.

5.42 Super Bazar, started incurring losses from 1996-97 onward and in subsequent years loss continued to mount with reducing turnover. The Central Registrar of Cooperative Societies issued order for the winding up of Super Bazar on 5th July, 2002 and the Liquidator was appointed on 25.7.2002. The Employees Union filed a number of writ petitions in Delhi High Court challenging the winding up of Super Bazar. These petitions were dismissed on 19.03.2004.



5.43 The Super Bazar Dalit Karamchhari Sangh filed Special Leave Petition No.8398/2005 in the Supreme Court. The Supreme Court in its order dated 28.2.2006 had observed that professional management of the Super Bazar is absolutely essential. With a view to explore the possibility of having an arrangement under which the management of the Super Bazar may be entrusted to a body of professionals, the Supreme Court constituted a Committee of Government Officials to consider all aspects of Super Bazar. The said committee submitted its report on 29.3.2006 in the Supreme Court of India. The report of the Committee submitted to the Supreme Court does not involve any financial assistance from the Government for revival of Super Bazar. On 8.09.2008, the two bidders i.e. M/s Writers and Publishers Ltd., M.P. Nagar, Bhopal and M/s N.C.C.F. with M/s Pantaloon Retail India Ltd. had submitted their revised bids. These bids were evaluated by the Committee and submitted its report on 5.11.2008 in the Supreme Court. On 26.02.2009 the Supreme Court disposed off the said SLP and directed the Official Liquidator/Central Registrar to take steps for revival of Super Bazar in terms of the order passed by the court from time to time. The liquidation order will remain under suspension

till the implementation of the revival scheme.

#### **Consumer Grievance Redressal (CGRC) Cell**

5.44 The Department has been receiving a large number of complaints from consumers relating to shortfall in the supplies/expectations, deficiency in services which covers complaints/grievances regarding (i) supply of defective household appliances including automobiles; (ii) T.V. sets, poor construction materials; (iii) Non-refund of fixed deposit amounts; (iv) non-realization of dividend from companies. The Department, therefore, decided on 13.02.2002 to set up Consumer Grievance Redressal Cell (CGRC) for providing services for redressal of the complaints of the Consumers.

5.45 The Cell had received a large number of complaints i.e. 4172 upto 31.03.2009, covering on all such aspects from all over the country. All these complaints were forwarded to the Consumer Coordination Council for redressal. The Cell itself is attending to the complaints of the important nature with the concerned manufacturers/authorities/Departments for their redressal at the earliest. The Cell and Consumer Coordination Council forward the complaints to the concerned authorities to get their redressal.



5.46 The Consumer Grievances Redressal Cell as well as the Consumer Coordination Council (CCC) has no statutory powers to take action on the complaints of the consumers. In order to facilitate the consumers the CGRC and CCC take up the matter with the

concerned companies, institutions, organizations and manufacturers etc. The Consumer also have an option to go to the District Forum, State Commission or the National Consumer Disputes Redressal Commission as the case may be, to get the redressal as per law.

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## CHAPTER - VI

### PUBLICITY CAMPAIGN FOR CREATING CONSUMER AWARENESS

6.1 It is now universally accepted that the consumer has a right to be provided with all relevant information for him to avoid exploitation and to make a considered choice in availing of products and services from the market. The guidelines adopted by the United Nations General Assembly in 1985 for consumer protection (as expanded in 1999) lays down that Government should develop or maintain a strong consumer protection policy taking into account the guidelines laid down by the UN as well as relevant international agreements with the objective of inter alia facilitating access of consumers to adequate information to enable them to make informed choices and consumer education, including education on the environmental, social and economic impacts of consumer choice.

6.2 Though the consumer movement is slowly gaining ground in our country, it is still in its infancy as the success of consumer movement mainly depends upon the level of consumer awareness generated in the country by educating the consumers about their rights and responsibilities. Within India the

level of consumer awareness varies from State to State depending upon the level of literacy and the social awareness of the people. Educating more than 100 crores people of various categories of population particularly those in rural areas where consumers are more susceptible to exploitation, on various subject matters on consumer interests is a herculean task that can not be undertaken only as a sustained national programme without adequate funds being made available for the purpose.

#### 6.3 ELEVENTH PLAN SCHEME ON CONSUMER AWARENESS

11th Five Year Plan has given an increased thrust on consumer awareness activities and the Cabinet Committee on Economic Affairs has approved an allocation of Rs. 409 crores for the 11th Five Year Plan on 31.01.2008. In the first full year of implementation of this plan scheme the Department has managed to mount an intensive multi media campaign using all possible mediums of communication.

The multi media publicity campaign 'Jago Grahak Jago' in a very short span





of time has become a household name and has established a strong brand identity for itself. The 'Jago Grahak Jago' campaign was rated as the leading Government awareness campaign of the year 2008 by one of the leading national newspaper.

Many Ministries/Departments have come forward to join hands with Department of Consumer Affairs to jointly mount publicity campaign on issues that are of importance to the consumers. The Department has already done campaigns with Bureau of Energy Efficiency (BEE) and Telecom Regulatory Authority of India (TRAI), Ministry of Urban Development, Ministry of HRD, Reserve Bank of India, National Pharmaceutical Product Authority (NPPA) and similar tie ups/joint publicity campaign are going to be intensified in the coming days.

#### **6.4 FINDINGS OF IMPACT STUDY ON PUBLICITY CAMPAIGN**

The Department is undertaking evaluation and monitoring studies on the publicity campaign undertaken. Various steps which have been taken are as under :

##### **(a) Monitoring by the Multi-Media Committee –**

'Jago Grahak Jago' publicity campaign is implemented under the guidance and supervision of Multi Media Committee (MMC) which is chaired by Joint Secretary, Consumer Affairs. MMC

has representations from Ministry of Information and Broadcasting, DAVP, Doordarshan, All India Radio, NFDC, NGOs, VCOs and other special invitees from various Ministries which enables the Jago Grahak Jago campaign to get its inputs from a wide variety of sources.

(b) **Feedback from NCH** - Suitable note is kept of the feed-back that is received through National Consumer Helpline and suitable adjustments are made in the publicity plan keeping in view the same.

(c) **Concurrent evaluation of the plan scheme** - Since the Consumer Awareness Scheme has already completed 2 years in the 11th Five Year Plan a concurrent evaluation of the plan scheme by an independent agency has been undertaken to gauge the efficacy of the campaign and to suggest meeting mid term corrections, fee required.

#### **6.5 ONGOING PUBLICITY ACTIVITY**

(i) **PUBLICITY THROUGH PRINT MEDIA USING NEWSPAPER ADVERTISEMENTS:** Advertisements have been released through DAVP in national dailies as well as regional newspapers in local languages in accordance with the new advertisement policy of the DAVP. Each advertisement has been released through a network of more than 400 newspapers throughout the length and breadth of the country.

Apart from the issues that are directly relevant to the role of the Department



such as ISI, Hallmark, labelling, MRP, weights and measures etc. a major initiative has been taken wherein issues that have come into focus on account of new emerging areas such as telecom, real estate, credit cards, financial products, pharmaceuticals, BEE etc. have been taken through the print advertisement either through joint campaigns with these

departments or after joint consultations with these departments.

Around 30 major issues were taken up as part of the print advertisements and more than 12000 insertions were given in the newspapers throughout the length and breadth of the country as per the DAVP advertisement policy.

**Beware: Retailers**  
**Are you a Retailer** of Packaged products sold by weight or volume ?  
**If you are covered under Value Added Tax [VAT] or Turn Over Tax [TOT] !**  
Then you are required to keep an electronic weighing machine with printing facility at a prominent location in the premises and issue printed receipt free of cost to the consumer. The electronic weighing machine should be of Accuracy class III or better with scale interval of maximum 1 gram.

**Please ensure compliance in your own interest and in the interest of consumers**

**Consumers : Be Aware**

**It is your right to check the weight of packaged products purchased from the shop & get printed receipt free of cost.**

Consumers can also call  
National Consumer Helpline No. (1800-11-4000 Toll Free)  
(From BSNL/MTNL lines)  
011-27662955,56,57,58 (Normal Call Charges Apply)

Issued in public interest by  
Ministry of Consumer Affairs, Food and Public Distribution  
Department of Consumer Affairs, Government of India,  
Krishi Bhawan, New Delhi-110 001 Website:www.fcamin.nic.in

The background of the advertisement is a photograph of a beach. A large, thatched umbrella is on the right. In the foreground, a man and a woman are sitting on the sand, looking at something together. A cartoon character of a girl in a red hat and yellow shirt stands to the right. The text is overlaid on the image.

**JAGO GRAHAK JAGO**

## Planning a Dream Holiday for your family!

*Sayani Rani says .....*

**Make sure to check the credentials of Travel Agent and Details of advertising**

**Do's**

- Engage an authorised agent only
- Check the agent's credentials
- Read the terms & conditions of the contract carefully

**Don'ts**

- Beware of touts and fake ticketing agents
- Don't enter into an oral agreement

**FOR DETAILS LOG ON TO**  
[www.tourism.nic.in](http://www.tourism.nic.in)

For guidance on consumer issues call National Consumer Helpline no. 1800-11-4000 (BSNL/MTNL Toll Free) 011-27662955, 56,57,58 (Normal call charges)

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

**(ii) PUBLICITY THROUGH ELECTRONIC MEDIUM BY TELECAST OF VIDEO SPOTS:**

The Department has got produced video spots of 30 seconds duration on various consumer related issues such as Short Measurement of petrol, Grievance Redressal system, MRP, ISI and Hall-Mark etc., which are being telecast through Doordarshan and Cable Satellite channels and regional channels. Special programmes have been telecast on Lok Sabha TV also to highlight the issues relating to consumer awareness. Issues pertaining to rural and remote areas have been given prominence in the various advertisement spots.

**(iii) TELECAST OF VIDEO SPOTS IN NORTH EASTERN STATES:**

The Department has produced video spots in Regional languages of North Eastern States of 30 seconds duration on various consumer related issues such as M.R.P. (Maximum Retail Price), Short Measurement, Expiry date on medicine, adulteration, damaged product, Redressal system, TRAI recommendation, Credit Cards, Real Estate issue and telecast them

through Doordarshan Kendras of North Eastern States to ensure that the message reaches out in the local language, the audio as well as video spots were got produced in the local languages specific to North-Eastern region such as Assamese, Khasi, Garo, Mizo, Manipuri, Naga, etc.

**(iv) MEGHDOOT POSTCARDS:**

The Department in consultation with Department of Post has disseminated consumer awareness messages through Meghdoot Post cards to reach far-flung rural areas including North East States.

The Department in collaboration with Department of Post is implementing a scheme under which posters carrying messages pertaining to consumer



awareness have been displayed in 1.55 lakh Post Offices in the country.



**(v) PRINTED LITERATURE:** The Department has printed publicity material entitled 'Jago Grahak Jago' containing the salient features of Consumer Protection Act 1986. Provisions of Weights and Measures Act, information about standardization such as ISI, Hallmarking etc. for distribution during various events such as IITF, Nukkad Nataks and also through the State Governments at grass root level. The publicity material relating to consumer awareness has also been translated in regional languages and is being disseminated to various State Governments.

**(vi) EXHIBITION IN INDIAN SCIENCE CONGRESS (ISC) AT SHILLONG**

Exhibitions and Trade Fairs provide a platform for reaching out to the people through an interactive media. Keeping this in mind, the Department has participated in several leading exhibitions during the financial year. A stall was put up at 96th India Science Congress at Shillong. Thousands of visitors including the scientists and delegates, who had come to participate in ISC visited the 'Jago Grahak Jago' stall and they were made aware of their rights and responsibilities as consumers through the various banners, hoardings/posters etc. that were displayed during the exhibition. Publicity material containing information on the various

aspects of Consumer Protection Act. Publicity brochures containing information about Consumer Fora, National Consumer Helpline, Grievance Redressal Mechanism and sector specific information such as on real estate, telecom, financial products etc. was distributed free of cost to the visitors during the ISC Fairs. The response to our stall was very encouraging. The video advertisement spot as part of the 'Jago Grahak Jago' campaign was also run continuously to spread awareness on consumer issues among the visitors to the stall.

**(vii) NUKKAD NATAK CONTEST ON CONSUMER ISSUES**

A Nukkad Natak competition for consumer awareness was organized in Delhi, in which colleges under University of Delhi and some colleges from the National Capital Region (NCR) participated. The first phase of the Nukkad Natak Contest was organized during the India-International Trade Fair in Pragati Maidan, New Delhi on 27th November, 2008 and eight teams were shortlisted for the finals. The final was held in India Habitat Centre, New Delhi on 9th December, 2008. The three winning teams were awarded cash prizes, whereas all the participating teams were given gift hampers. The event evoked tremendous students interest



and there was active participation of the students.

The winners of the Nukkad Natak Contest also gave a performance during the official function organized in the capital on 23-12-2008 to commemorate National Consumer Day.

**(viii) NATIONAL CONSUMER HELPLINE :** The Department has launched National Consumers Help Line and the Toll Free Number 1800-11-4000 which is being operated by Delhi University for counselling the Consumers to redress their grievances. The timing of toll free number facility is available to consumers from 9-30 A.M. to 5-30 P.M. on all the working days (Monday—Saturday) and 011-27662955-58 (Normal Call Charges apply). Through the various advertisements pertaining to Department of Consumer Awareness adequate publicity has been given to National Helpline so that the agrieved consumers could seek guidelines/counselling through the national helpline. Wide publicity was given to National Consumer Helpline by running scrollers on DD news channels throughout the year.

**(ix) CORE CENTRE:** The Department has launched on 15-3-2005 “Consumer on Line Resources and Empowerment (CORE) Centre” web site [www.core.nic.in](http://www.core.nic.in) for consumer advocacy and online redressal of consumer grievances. Through the

various advertisements relating to consumer awareness, adequate publicity is being given to the activities of CORE and its website so that interested consumers could take the help of online counselling/guidance being provided through the CORE Centre.

**(x) PARTICIPATION IN INDIA INTERNATIONAL TRADE-FAIR-2008**

Exhibitions, Health Melas and Trade Fairs provide a good opportunity for showcasing the consumer awareness initiatives of the Department. The Department participated in the India-International Trade Fair organized in New Delhi from 14th to 27th November, 2008. A large number of visitors visited the ‘Jago Grahak Jago’ stall during the Trade Fair.

Publicity brochures containing information about Consumer Fora, National Consumer Helpline, Grievance Redressal Mechanism and sector specific information such as on real estate, telecom, financial products etc. was distributed free of cost to the visitors during the Trade Fair.

The response to our stall was very encouraging. The video advertisement spot as part of the ‘Jago Grahak Jago’ campaign was also run continuously to spread awareness on



consumer issues among the visitors to the stall. Representatives of National Consumer Helpline were also deputed to provide on-the-spot guidance to the visitors during the Trade Fair.

**(xi) PARTICIPATION IN MTNL HEALTH MELA:**

The Department participated in MTNL Health Mela from 17th to 26th October, 2008. Through the Health Mela literature pertaining to consumer courts, National Helpline, Core Centre and guidance to consumers regarding grievance redressal mechanism was distributed. The response to our stall was very encouraging. The video spots pertaining to “Jago Grahak Jago” campaign of the Department were also run continuously to spread consumer awareness among visitors to the stall.

**(xii). USE OF SPORTS EVENTS:** In order to reach to maximum number of consumers, the Department has telecast video spots containing consumer related information during the popular sports events particularly the Cricket Series where the audience interest is very high.

**(xiii) OUTDOOR PUBLICITY:**

Publicity was also mounted on various issues of consumer interest such as real

estate, education, medicines, banking sector, telecommunication etc. through the outdoor publicity mediums such as banners, hoardings etc., We undertook publicity through printing of our messages on railway tickets as well as utility bills such as electricity bills and also by printing of messages on railway reservation charts. This publicity was carried out not only in Hindi and English languages but almost in all the regional languages so as to reach out to all consumers in their respective languages.

**(xiv) JOINT PUBLICITY CAMPAIGN:**

In association with other Ministries such as Department of Chemical & Fertilizers, National Pharmaceuticals Product Authority (NPPA), Bureau of Energy Efficiency (BEE), Ministry of Urban Development, Ministry of Human Resources Development, Department of Consumer Affairs has released various advertisements on the specific consumer related issues to educate consumers. Advertisements were released through print media as well as electronic media on the new emerging areas of consumer interest such as telecom, real estate, energy saving (BEE), credit cards, financial products and pharmaceuticals etc.



**(xv) USE OF INTERNET TO  
GENERATE CONSUMER  
AWARENESS**

We are a young country with more than 70% population being under 35 years. The youngsters are using the internet in a big way for various purposes and also happen to be major consumers. Realizing this, a major initiative is being taken to spread consumer awareness through the internet medium. All the print advertisements, Audio Spots and Video Spots of the Department are being uploaded on the website of the Ministry i.e. [www.fcamin.nic.in](http://www.fcamin.nic.in)

**(xvi). 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, it has been decided to associate the State/UT Governments in expanding the area of consumer awareness. For the 11th Plan scheme of consumer awareness also the involvement of the States has been given prominence in spreading the message of consumer awareness. In fact, the effectiveness of the scheme to a great extent relies upon involvement of States/UTs/PRI and hence the provision for grant in-aid/support to States/UTs should be a component of the Consumer awareness scheme.

The Department of Consumer Affairs provided publicity material such as posters, audio, video, folders, calendars, and magazines etc. to the State Governments/UTs for distribution through panchayats in the rural areas.

Grant-in-Aid has been given to the States/UTs for carrying out consumer awareness activities in the local media using the local language and emphasis has been made on involving Panchayati Raj institutions in the consumer awareness campaign.

**6.6 PUBLICITY AROUND  
NATIONAL CONSUMER DAY**

Every year 24th of December is celebrated as National Consumer Day commemorating the coming into effect of the Consumer Protection Act, 1986. Department of Consumer Affairs is the nodal Central Govt. Department for protection of consumer rights and welfare. The theme for this year's National Consumer day was "**Consumers : Be Alert, Stay Safe**". This theme was adopted to spread the message that a consumer will be able to safeguard his interests/rights only if he is aware about the rights and redressal mechanism available to him.

The function to celebrate the National Consumer Day was organized in the capital, in which the CEO of ICICI



Bank Mr. K.V. Kamath delivered the key note address. The Central Government Departments, State Governments, VCOs, NGO and other organizations undertook a large number of programmes during this week to spread the message of consumer awareness.

The media units of the Ministry of Information and Broadcasting actively participated in spreading the message of consumer awareness through various journals brought out by Publication Division as well as programmes conducted by media units. Articles stressing on consumer protection/consumer rights were published in the magazines Yojana, Bal Bharti and the flagship publication of Publication Division, Employment News/Rozgar Samachar. Cultural programmes were organized by Song & Drama Division and Directorate of Field Publicity to commemorate National Consumer Day.

Prasar Bharti also gave valuable contribution in spreading the message of consumer rights. DD-I and many regional Kendras of Doordarshan

mounted special programmes highlighting consumer awareness and consumer protection. All India Radio and private FM channels also broadcast several audio programmes on this theme. Print media carried several news items/messages regarding National Consumer Day. Leading private sector portals also carried out feature items/news stories concerning consumer awareness on the basis of reference material provided by the Department. Press Information Bureau published feature items/ backgrounders on consumer awareness thus carrying the message to the medium and small newspapers as well.

#### **SPECIAL ISSUE ON CONSUMER AWARENESS**

Yojana, the leading Government journal focusing on issues relating to planning and development brought out a special issue on consumer awareness and consumer protection so that the academicians, policy planners, students and administrators can assess valuable information concerning the field of consumer awareness and protection.

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# CHAPTER - VII

## FORWARD MARKETS COMMISSION

7.1 The Forward Markets Commission (FMC) is a statutory body set up under the Forward Contracts (Regulation) Act, 1952. It functions under the administrative control of the Dept. of Consumer Affairs, Ministry of Consumer Affairs, Food & Public Distributions; Govt. of India.

7.2 The Commission at present comprises of Shri. B. C. Khatua, IAS, Chairman, Shri. Rajeev Kumar Agarwal, IRS, Member and Shri. D. S. Kolamkar, IES, Member. It has its headquarters at Mumbai and one regional office at Kolkata. Forward Markets Commission is organized into five divisions to carry out various tasks.

7.3 To carry out the activities of the Commission, the Commission has a sanctioned staff strength of 136, of which 83 are in position, while 53 posts are lying vacant as on 31st March 2009 as given in Annexure I. The sanctioned strength of the office comprises of 73 officers and 63 staff members.

7.4 There is no separate budgetary provision made for the benefit of persons with physical disability. There is also no special scheme for the benefit of such persons in this office. The financial

outlay for 2008-09 plan schemes is given at Annexure II.

### REGULATION OF FORWARD MARKETS

7.5 A Futures Contract is an agreement between two parties to buy or sell an asset at a certain time in the future for a certain price. The price of the contract is determined on the basis of the underlying asset (whether a commodity, stock or foreign exchange), e.g., the price of wheat futures contract would be governed by the factors impacting the price of wheat.

7.6 The Futures Market performs two important economic functions, namely, of price discovery and price risk management with reference to a given commodity. They are useful to all segments of the economy. They provide facility to producers, exporters, traders as well as farmers to protect themselves against the adverse movements in the prices of the commodities they are dealing with.

### System of Regulation of Forward Trading

7.7 In order to ensure that the futures markets performed their assigned





economic functions efficiently and transparently the regulation of forward trading is done by a three tier regulatory structure, viz., the Central Government, Forward Markets Commission and the recognized Commodity Exchanges / Associations. A List of recognized Association/Exchanges conducting futures trading is as per Annexure-III.

7.8 The recognized Exchanges/ Associations provide the framework of rules and regulations for conduct of trading, clearing and settlement. In pursuance of these rules and regulations, futures trading in commodities is to be conducted by the participants in the market. A List of commodities for conducting futures trading notified under Section 15 of the FCR Act, 1952 is as per Annexure-IV.

7.9 The Forward Markets Commission performs the role of a regulator. After assessing the market situation and taking into account the recommendations made by the Board of Directors of the Exchange, the Commission approves the rules and regulations of the Exchange in accordance with which trading is to be conducted. It accords permission for commencement of trading in different contracts, monitors market conditions continuously and takes remedial measures wherever necessary by imposing various regulatory measures as follows:

#### **Regulatory Tools**

7.10 Regulation of futures markets is done by means of the following tools:

- Limit on open position of an individual client/member to prevent over-trading;
- Limit on daily price fluctuation to prevent abrupt upswing or downswing in prices;
- Imposition of Margins like initial margins, special margins, concentration margins, etc.
- Daily clearing (Marking to Market of contracts) based on price movements.
- Penal action against an errant member including suspension for the violation of the regulatory provisions,
- Closing out of the contract in emergent situations.

#### **OVERALL PERFORMANCE OF THE FORWARD MARKETS COMMISSION DURING 2008-09 IN ACHIEVING ITS OBJECTIVES AND SPECIFIED TARGETS AND THE OUTLOOK FOR 2008-09 IN TERMS OF THE BROAD PHYSICAL DIMENSIONS.**

7.11 As referred to in the preceding paragraphs, the regulatory activities of the Commission are concerned with the regulation of futures trading in all commodities in which trading takes place. In enforcement of this Act, the Commission guides and trains the officers of the State Governments and the Union Territories in effectively enforcing the penal provisions of the Act.



During 2008-09, the Commission, as a regulator, focused its activities on the regulation of futures trading in commodities, spreading awareness amongst the various stakeholders, capacity building programmes to enhance the capabilities of the various govt officials, co-operatives, banks officers and implementation of the Price Dissemination Project at various Mandis. During the year, the Commission regulated futures trading in more than 100 commodities at 22 recognized Commodity Exchanges. The total value of commodities traded during the year 2008-09 (April-March) was Rs. 52.49 lakh crore as against Rs. 40.66 lakh crore during 2007-08.

for grant of recognition to new Commodity Exchanges under the provisions of Forward Contracts (Regulation) Act, 1952.

7.12.1 The Commission granted fresh permission to trade in newly introduced futures contracts in Electricity, Heating Oil and Gasoline, ATF, Carbon Credit, Red Aracanut, Corriander seed, Garlic, Steel Long, Thermal Coal.

7.12.2 The particulars of grant/renewal of recognition to recognized associations/ Exchanges during the year are as follows;

S. No.	Name of the Exchange	Commodity for which recognized	Period of recognition
1	Surendranagar Cotton Oil & Oilseeds Association Ltd., Surendranagar	Kapas, Cotton and Cottonseed	1st April 2008 to 31st March 2010.
2	The East India Jute and Hessian Exchange, Ltd.,	Raw Jute (including Mesta)	7th April 2009 to 6th April 2010
		forward contracts (TSD) in Jute goods (Hessian ad Sacking)	1st April 2009 to 31st March 2010
3	National Board of Trade, Indore	Refined soy oil and Soymeal	1st March 2009 to 31st May 2009.

### Regulatory initiatives taken by the Forward Markets Commission

#### Grant of Recognition/Renewal of recognition to the recognized Associations/ Exchanges and grant of permissions to trade in the commodities;

7.12. The Commission issued guidelines

### Regulation of Commodity Markets

#### Suspension of futures contracts in Chana, Soy Oil, Rubber & Potato:

7.13. Considering the concerns of the Govt. about the inflationary expectations in the economy and to address the



perception in certain quarters that futures trading leads to price rise, the FMC, as a measure of abundant caution, suspended futures trading in Chana, soy oil, Rubber and Potato w.e.f. 7th May 2008 for a period of 4 months. This was further extended upto 30th November 2008. The suspension has, however, lapsed on 30th November 2008. Trading in these commodities has resumed w.e.f. 4th December 2008.

### **Revision in the Daily Price limits in selected commodities**

7.13.1 The Commission, after taken a comprehensive review of daily price limits in all the commodities, rationalized the limits in all the agricultural commodities and internationally referenceable commodities taking into consideration the volatility in the spot markets and made them applicable across the exchanges, for the sake of uniformity.

### **Revision in Regulatory measures**

7.13.2 The Commission keeps close watch on the trading activities and takes necessary action by way of revising from time to time regulatory measures such as revision in the daily price limit, Revision in penalty provisions, etc.

(a) The open interest limits for aggregate and near month futures contract of Castor seed were revised on 14th May, 2008. The Commission, on 10th February 2009, revised the position limits in selected illiquid agricultural commodities.

(b) The Commission, on 16th September 2008, revised the penalty structure of the NCDEX, Mumbai on delivery default payable by the seller from 2.5% to 3% plus the difference between the final settlement price (FSP), and the average of the three highest of the last spot prices of the 5 succeeding days (E+1 to E+5 days) after the expiry of the contract, if the average price so determined is higher than FSP, else this component will be zero.

(c) To restrict the misuse of multiple client code system for trading, National Exchanges were directed on 23rd July 2008 not to allow multiple client codes to a single client. The Exchanges were also advised to ensure that no client is allowed to trade without having Unique Identification Number assigned by FMC with effect from the said date.

(d) The Commission approved certain amendments in the Bye-laws of the Ahmedabad Commodity Exchange, Ahmedabad, First Commodity Exchange of India Ltd, Kochi, The Chamber of Commerce, Hapur, National Board of Trade Indore, the Haryana Commodity Exchange, Sirsa and the Rajkot Commodity Exchange, Ltd. Rajkot.

(e) The Commission, on 16th March 2009, permitted the NCDEX to accredit the warehouses of producers/processors/similar participants within 50 km of the municipal limits of the delivery centers to enable such participants to deliver the goods on the Exchange platform. This facility was also extended in respect of bulk commodities which have an annual production base of not less than



one million ton in India. Further, the Commission also allowed the Exchange to accredit the warehouses of producers/processors/similar participants located within a radius of additional 100 km beyond the 50 km radius from the municipal limits (at present stipulated for the accredited warehouses at the delivery canters). Such warehouses can thus be located within a radius of 150 kms of the municipal limits of the delivery centre and are to be called as “Satellite Warehouses”. Each Satellite warehouse will act as an extension for feeding an accredited warehouse at the delivery centre. Now the goods need not be transferred to the other accredited warehouses, if the manufacturers’ warehouse is situated at the delivery centre. The goods will need to be transferred to the accredited warehouse at the delivery centre from the satellite warehouses, (warehouses situated outside delivery centre) only if they are marked for delivery. This facility was extended to the NCDEX to widen the scope of delivery in bulk commodities in which the compulsory transportation of goods to the accredited warehouse for assaying etc was a demotivating factor in participation on the Exchanges. Now, the producers/processors will be able to give delivery from their own place without incurring the extra cost on account of transportation to accredited warehouses.

(f) The system of membership registration continued during the period. The total number of members registered up to March 2009 was 4300. A total of 18

intermediaries were registered with the FMC during 2008-09, of which 6 were warehouses and 12 were assayers.

### **Developmental Measures**

7.14 The developmental measures taken by FMC during the year aimed at;

- Strengthening regulatory mechanism by regular interaction with various market constituents and entering into international collaborations.
- Increasing participation in the market by creating awareness of the practices prevalent and the economic functions of the market.
- Building the capabilities of the futures industry in the country by attracting trained manpower.
- The developmental initiatives of the FMC comprise conducting of awareness programmes, meetings with stakeholders, conducting training programmes, tie ups with educational institutions, conducting studies and collaboration with international regulators.

### **Meeting with the various stakeholders/conferences**

7.15 The Commission conducted various meetings with different category of stakeholders of the futures market to take feed back from them to improve the functioning of the futures market. The inputs received during these meetings were utilized while framing the regulatory policies in the Commission.



Some important meetings held are as under;

➤ The Seventh National Conference of Commodity Exchanges was organized by the Forward Markets Commission at Mumbai on 23rd November 2008 to provide a common platform for the stakeholders to share their views. The Conference was inaugurated by Shri. Sharad Pawar, Hon'ble Union Minister of Agriculture, Consumer Affairs, Food and Public Distribution. Shri Yashwant Bhawe, Secretary Consumer Affairs, food and Public Distribution also attended the conference as a Guest of Honor.

➤ A meeting with the representatives of various Trade Bodies including Manufacturers' Associations, Chambers of Commerce and Industry, Marketing Federations and Co-operatives was held at Bangalore on 27th August 2008. The representatives of around 40 Trade Bodies Associations/Federations/Chambers, such as the Bombay Sugar Merchants' Association, The Central Organization for Oil Industry and Trade, Indian Rubber Dealers Federation, etc and the top management teams of the National Commodity Exchanges- MCX, NCDEX, and NMCE attended the meeting.

➤ A meeting with the members of the National Commodity Exchanges in North Zone was held at New Delhi on 13th October 2008.

➤ A meeting with corporate entities in the metals and energy sectors comprising

both existing & prospective hedgers in Commodity exchanges was held at Hyderabad on 20th October 2008. During the meeting various issues such as CENVAT, need for introducing trading in indices (atleast metal and energy, if agriculture not possible), launching ETF, opening of more delivery centers allowing commodity funds, need for launching larger number of programmes were some of the issues highlighted in the meeting.

➤ The Department of Food & Public Distribution, Ministry of Consumer Affairs, Food and Public Distribution, Central Warehousing Corporation and Food Corporation of India in partnership with FICCI organized Conference "Warehousing 2008: The Warehousing (Development & Regulation) Act- Issues and Challenges" on 18th November 2008 at Mumbai to discuss various issues arising out of implementation of the Warehousing Act, 2007. FMC was the lead organizer and provided all support to the conference.

➤ A meeting of the members of the National Commodity Exchanges in the East zone was held at Kolkata on 12th December 2008. The top management teams and members of the national exchanges from Bihar, West Bengal and Orissa attended the meeting.

➤ A meeting of the Commission and the National Exchanges with the Agri. Corporate Sector was held at Mumbai on 6.01.2009 where various hedging strategies were discussed.

### Awareness programmes

7.16 During 2008-09, 197 awareness programmes were organized for various participants such as farmers, processors, exporters, banks warehouse officials, members of exchanges and their clients. Of these 107 are exclusively for farmers.

7.17 A Mega Expo was organized by the Indian Science Congress at the North Eastern Hill University, Shillong from 3rd to 7th January 2009. The Forward Markets Commission and the National Exchanges participated in the Expo, with

the objective of showcasing the benefits of Commodity Futures Market to the farmers by means of exhibits and audio-visual presentations. The concept of price discovery in Commodity Exchanges, the dissemination of prices from the Exchanges to the farmers by placing price ticker boards at strategic locations leveraging technology and the use of price information by farmers in sowing and post-harvest marketing decisions were depicted with the help of exhibits in the stall. The stall won the “Most Innovative Exhibitor” award from the organizers of the Indian Science Congress -2009.

### Training/Capacity Building Programmes

7. 18 The Commission has tied up with various training institutions for conducting training to various segments of the trade. During the year, 18 training programmes were held as given below:

S. No.	Name of the Programme	Name of the institute	Date of the programme	participants
1	Seminar on Commodity Futures Market	IIM, Bangalore	25th and 26th April 2008	Senior officers of State/ Central Government
2	Commodity Futures Trading	VAMNICOM	28th and 29th June 2008 and 30th and 31st August 2008	Training for personnel from co-operatives.
3	Seminar on commodity Futures Market	I G I D R , Mumbai	12th and 13th Sept. 2008.	Senior officers of State/ Central Government
4	Forward Trading in Agricultural Commodities	TOPIC NCDC	30th Sept. 2008 to 1st Oct. 2008	Training personnel in Co-operatives
5	Commodity Futures Trading	TOPIC, Training Centre Gurgaon	12th to 14th November 2008	Co-operative Institutions
6	Role of the Banks in the commodity markets	NIBM, Pune	19th and 20th December 2008	Bankers



7	Commodity futures market	RBI's College of Agricultural Banking. Pune	9th -10th January 2009	rural bankers from Commercial Banks and Regional Rural banks
8	Commodity futures market	BIRD, Lucknow	9-11th February 2009	Nabard officers Trainer's training programme
9	Strategies for competing in the future for co-operatives	VAMNICOM, Pune	10th to 13th Feb. 09	Co-operatives
10	Commodity futures market and warehouse	Central Warehousing Corporation	29th to 30th Jan. 2009 16th to 18th Feb. 2009	CWC officers
11	Officers of the CWC	Chennai	11.03.2009	Trainer's training
12	Commodity /futures market by CWC	Chennai	11.03.2009	Trainer's training
13	Commodity /futures market by CWC	Kolkata	19.03.2009	Trainer's training
14	Commodity /futures market by CWC	Kolkata	25.03.2009	Trainer's training
15	Commodity /futures market by CWC	Kolkata	26.03.2009	Trainer's training
16	Commodity /futures market by CWC	Kolkata	29.03.2009	Trainer's training

### **Collaboration with International Regulators**

7.19 In order to strengthen its regulatory arm, FMC took steps for collaborating with regulators in other countries. FMC is also an associate member of IOSCO, an International Organization of Security and Commodities Market Regulators. In addition, FMC has also signed Memorandum of Understanding with the United States Commodity Futures Trading Commission (USCFTC) and the China Securities Regulatory Commission (CSRC).

### **Monitoring of commodity trading by the Commission**

7.20 The Commission keeps a close watch on the day to day trading activities of the members of the Exchanges. Necessary clarifications are sought from the concerned Exchanges as and when required.

### **Inspection of books of accounts**

7.21 The Commission has been inspecting the books of accounts of the Exchange -Members particularly of 3 National level Commodity Exchanges, viz. MCX, Mumbai, NCDEX, Mumbai



and NMCE, Ahmedabad on a regular basis since 2006-07. During the Financial Year 2008-09, 104 new audits in the case of members of National Commodity Exchanges and NBOT were assigned. Besides, audit of 3 National Exchanges and NBOT for F.Y. 2006-07 and 2007-08 was also assigned to the auditors. 91 Audit Reports were forwarded to the Exchanges after scrutiny, for taking action against the violation of Byelaws/Rules/Regulations etc. In the cases in which the action was finalized by the Exchanges during the Financial year 2008-09, total financial penalty of Rs. 42.33 lakh was imposed by them.

### **Client Complaints/Grievances**

7.22 The Commission receives complaints from the clients registered with the exchange members alleging unauthorized trades being executed by the members in their account, contract notes not being received from the Members, mis-utilisation of clients money etc. The complaints are forwarded to the respective Exchanges for settling the grievances of the clients expeditiously. In certain cases of serious violations committed by the Member, the Commission issues notices under section 12B of the FCR Act for suspension of membership of the member concerned and prohibiting the Member from entering into any forward contracts.

7.23 In view of complaints received against M/s Altos Advisory Services Ltd., Chennai (Member of MCX and

NMCE) alleging that the employees/representatives of the Member assured them of huge quick profits and collected lakhs of rupees from the complainants for futures trade in commodities through on line trade provided by the member. All the complainants lost their money due to the unlawful trading conducted by the Member. The Commission, conducted inspection of books of accounts of the Member. As per the Audit report, the Member was engaged in the business of forward contracts in contravention of provisions of FCR Act, 1952. The Commission, thereafter, issued a notice u/s 12B of the Act to M/s Altos Advisory Services Ltd and, after considering all the material facts and documents produced before them, found that the member was involved in illegal trading which was not in the interest of the trade. The Commission, therefore, suspended the Member, M/s Altos Advisory Services Ltd from its membership of MCX and NMCE and prohibited it from entering into any forward contracts for the sale or purchase in its own name or through another Member of a recognized Commodity Exchange of any goods or class of goods for a period of 3 years.

### **Enforcement Actions**

7.24 The Commission suspended one member. Its client and two partners were debarred from dealing in commodities. The parties filed a Writ petition before the Hon'ble High Court. The Hon'ble High



Court has *ex parte* stayed the operation of the Order of the Commission.

Assistance was provided to Deesa police, Gujarat and Chandigarh police in gathering intelligence in case of Dabba Trading. Prosecution

has been initiated against one member of the Exchange. The Commission is also examining 2 complaints of cheating and fraud allegedly committed by two members of the National Exchanges.



ANNEXURE I

**STATEMENT SHOWING THE NUMBER OF POSTS SANCTIONED POSTS  
FILLED AND POSTS LYING VACANT as on 30/11/2008  
NAME OF THE OFFICE : FORWARD MARKETS COMMISSION, MUMBAI**

Sr. No.	Designation	Sanctioned Strength	No.of post filled	No. of post vacant
1.	Chairman	1	1	-
2.	Member	3	3	-
3.A	Economic Adviser	2	2	
3B	Director (Ex-cadre)	12	3*	9
4.	Secretary	-	--	--
5.	A. Deputy Director (Grade III of IES)	5	2	3
	B. Deputy Director ( Ex-cadre )	13	8	5
6.	A. Assistant Director (Ex-cadre)	14	14	-
	B. Assistant Director (Grade IV of IES)	5	1	4
	Total Group 'A'	55	34	21
	Gr.'B' Gazetted			
7.	Hindi Officer	1	1	-
8.	Assistant Secretary	1	1	-
9.	Senior P.S.	1	1	-
10.	Private Secretary	2	2	-
11.	Economic Officer	13	4	9
	Total 'B'	18	9	9
	Group 'B' Non – Gazetted			
12.	Superintendent	1		1
	Group 'C' post			
13.	Deputy Superintendent	1	1	-
14.	Stenographer Grade-I	2	-	2
15.	Translator (Mudia)	1	-	1
16.	Translator(Gujarathi)	1	1	-



Sr. No.	Designation	Sanctioned Strength	No.of post filled	No. of post vacant
17	Junior Hindi Translator	2	-	2
18.	Junior Research Assistant	12	11	1--
19.	Stenographer Grade-II	2	1	1
20.	Assistant	2	2	-
21.	Steno Grade-III	5	1	4
22.	Upper Division Clerk	7	6	1
23.	Lower Division Clerk	6	6	-
24.	Hindi Typist	1	1	-
25.	Staff Car Driver	1	-	1
26.	Computer	4	1	3
	Total C	47	31	16
27.	Gestetner Operator	1	1	-
28.	Daftary	3	3	-
29.	Senior Peon	1	1	-
30.	Peon	7	2	5
31.	Hamal	1	-	1
32.	Safaiwala	2	2	-
		136	83	53

*\*In the ministry.*



## ANNEXURE II

STATEMENT INDICATING BUDGET ESTIMATES, REVISED ESTIMATES AND  
ACTUAL EXPENDITURE FOR THE YEAR 2008-09FORWARD MARKETS COMMISSION  
MUMBAI*(Figures in Lakhs)*

Head of Account	Budget Estimate for 2008-09	Revised Estimate for 2008-09	Actual Expenditure incurred from 1/04/2008 to 31/03/2009
DTE	9500000	5500000	4473124
FTE	12500000	6000000	5887754
OE	12500000	1100000	974030
OE-IT	17500000	4000000	3646645
Prof. Services	11500000	3300000	2742622
Rent Rates / Taxes	50000000	100000	0
Other Adm. Expenses	2000000	100000	149219
Adv. & Publicity	8500000	3000000	1311523
Grants-in-Aid	89000000	7800000	6240000
Other Charges	15000000	8000000	7025310
Contribution for membership of International Bodies (IOSCO) etc.	1000000	1000000	700000
IT (Professional)	1000000	100000	0
<b>TOTAL</b>	<b>230000000</b>	<b>40000000</b>	<b>33150227*</b>

*\*Inclusive expenditure pertaining to North East.*



**ANNEXURE III**

**LIST OF RECOGNISED ASSOCIATIONS CONDUCTING FUTURES  
TRADING IN FORWARD MARKETS COMMISSION**

<b>S. NO.</b>	<b>NAME &amp; PLACE</b>
1	National Multi Commodity Exchange Of India Ltd., Ahmedabad
2	Multi Commodity Exchange of India Ltd., Mumbai
3	National Commodity and Derivative Exchange Ltd., Mumbai
4	India Pepper & Spice Trade Assn., Kochi (IPSTA)
5	The Spices & Oilseeds Exchange Ltd., Sangli
6	Vijai Beopar Chamber Ltd., Muzaffarnagar
7	Rajdhani Oils & Oilseeds Exchange Ltd., Delhi
8	Bhatinda Om & Oil Exchange Ltd., Bhatinda
9	The Chamber Of Commerce, Hapur
10	The Meerut Agro Commodities Exchange Ltd., Meerut
11	Central India Commercial Exchange, Gwalior
12	The Bombay Commodity Exchange Ltd., Mumbai
13	Rajkot Seeds, Oil & Bullion Merchants Assn., Rajkot
14	The Ahmedabad Commodity Exchange Ltd., Ahmedabad
15	The East India Jute & Hessian Exchange Ltd., Kolkata
16	The East India Cotton Assn. Ltd., Mumbai
17	National Board Of Trade, Indore
18	First Commodity Exchange Of India Ltd., Kochi
19	Surendranagar Cotton Oil and Oilseeds Association Ltd., Surendranagar
20	Haryana Commodities Ltd., Hissar
21	Bikaner Commodity Exchange Ltd., Bikaner
22	Bullion Association, Jaipur



## ANNEXURE IV

## LIST OF COMMODITIES NOTIFIED UNDER SECTION 15 OF THE F.C.R ACT 1952.

Sl. No	COMMODITY
<b>Fibers and Manufactures</b>	
1	Art Silk Yarn
2	Cotton Cloth
3	Cotton pods
4	Cotton Yarn
5	Indian Cotton (Full pressed, half pressed or loose)
6	Jute goods (Hessian and Sackings and cloth and /or bags, twines and/or yarns mfd by any of the mills and/or any other manufacturers of whatever nature made from jute)
7	Kapas
8	Raw Jute (including Mesta)
9	Staple Fibre Yarn
<b>FOODGRAINS AND PULSES</b>	
10	Arhar Chuni
11	Bajra
12	Barley
13	Gram
14	Gram Dal
15	Guar
16	Jowar
17	Kulthi
18	Lakh (Khesari)
19	Maize
20	Masur
21	Moth
22	Mung
23	Mung Chuni
24	Mung dal
25	Peas
26	Ragi



Sl. No	COMMODITY
27	Rice or Paddy
28	Small Millets (Kodan Kulti, Kodra, Korra, Vargu, Sawan, Rala, Kakun, Samai, Vari & Banti)
29	Tur Dal (Arhar Dal)
30	Tur(Arhar)
31	Urad (Mash)
32	Urad dal
33	Wheat
<b>Metals</b>	
34	Copper, Zinc, Lead or Tin
35	Gold
36	Silver
37	Silver Coins
<b>Oilseeds and Oils</b>	
38	Celeryseed
39	Copra Oil/Coconut Oil
40	Copra Oilcake/Coconut Oilcake
41	Copra/Coconut
42	Cottonseed
43	Cottonseed Oil
44	Cottonseed Oilcake
45	CPO Refined
46	Crude Palm Oil
47	Crude Palm Olive
48	Groundnut
49	Groundnut Oil
50	Groundnut Oilcake
51	Linseed
52	Linseed oil
53	Linseed Oilcake
54	Rapeseed Oil/Mustard Oil
55	Rapeseed Oilcake/ Mustardseed Oilcake



Sl. No	COMMODITY
56	Rapeseed/Mustardseed
57	RBD Palmolein
58	Rice Bran
59	Rice Bran Oil
60	Rice Bran Oilcake
61	Safflower
62	Safflower Oil
63	Safflower Oilcake
64	Sesamum (Til or Jiljilli)
65	Sesamum Oil
66	Sesamum Oilcake
67	Soy meal
68	Soy Oil
69	Soybean
70	Sunflower Oil
71	Sunflower Oilcake
72	Sunflower Seed
<b>Spices</b>	
73	Aniseed
74	Betelnuts
75	Cardamom
76	Chillies
77	Cinnamon
78	Cloves
79	Coriander seed
80	Ginger
81	Methi
82	Nutmegs
83	Pepper
84	Turmeric



Sl. No	COMMODITY
<b>Others</b>	
85	Camphor
86	Castorseed
87	Chara or Berseem (including charaseed or berseemseed)
88	Crude Oil
89	Gram Husk (Gram Chilka)
90	Gur
91	Khandsari Sugar
92	Polymer
93	Potato
94	Rubber
95	Seedlac
96	Shellac
97	Sugar
98	Furnace Oil
99	Ethanol
100	Cooking Coal
101	Electricity
102	Natural gas
103	Onion
104	Thermal Coal
105	Carbon credits

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# CHAPTER - VIII

## BUREAU OF INDIAN STANDARDS

### GENERAL

8.1 The Bureau of Indian Standards, the National Standards Body of India became functional as a statutory body under the Bureau of Indian Standards Act, 1986 with effect from 1 April 1987 taking over staff, assets and liabilities of Indian Standards Institution established in 1947. The Bureau is

priorities as a time bound programme. The Bureau has taken a decision to harmonize national standards with regional and international standards in order to facilitate adoption of international standards by all segments of business and industry, wherever feasible. The progress on activities relating to formulation of Indian Standards is given in Table – 1.

**Table – 1**  
**Progress of Standards Formulation**

Sl. No.	Activities	Progress during Apr 08- Mar 09
1.	New and revised standards formulated	310
2.	Sectional Committee meetings	189
3.	Standards in force *	18533
4.	Standards Reviewed	3562

successfully promoting and nurturing the standardization movement in the country. During 2007-08, BIS has made all-round progress in its key activities relating to standardization and certification (Product and Management Systems Certification).

### STANDARDS FORMULATION

8.2 BIS is formulating need-based Indian Standards in line with the national

### RAJIV GANDHI NATIONAL QUALITY AWARDS FOR YEAR 2007

The awards presentation ceremony of Rajiv Gandhi National Quality Awards for the year 2007 was organized at Ashok Hotel, Chanakyapuri, New Delhi on 10 April 2008.

8.3 Shri Yashwant Bhawe, Secretary, Department of Consumer Affairs,



Government of India presided over this function. He presented the Awards and Commendation Certificates. Smt. Alka Sirohi, Special Secretary, Department of Consumer Affairs, Government of India also graced the function.

8.4 Addressing the gathering of award winners and other dignitaries, Shri Bhavé congratulated the awardees and expressed confidence that the Indian industry would continue efforts for improvement in the quality of products and services and keep pace with rapid technological developments. He opined that emergence of competitive economic environment and effective transmission of information was responsible for the development is the quality of products and services. He underlined the importance of enhancing customer satisfaction which was the ultimate measure of the quality of a product or service. He emphasised on the need for changing mind set to develop the passion for quality among people who were ultimate source for improving

quality. He also expressed satisfaction on the growing awareness among Indian Corporate sector towards their role in development of society.

8.5 Smt Alka Sirohi, the then Special Secretary, Department of Consumer Affairs, Govt. of India, in her address emphasized that continuous improvements in all activities such as design of products, performance parameters, reliability etc was essential for achieving consistent quality for customer satisfaction. She further emphasized on the need for integrated Quality systems whereby not only quality within the activities of the organization was ensured but also the quality of outsourced products and services were also to be given equal importance for sustained productivity and competitiveness. She underlined the need to adhere and demonstrate compliance to national and international standards by the industry and thus gain confidence of the consumers.



Shri Yashwant Bhavé, Secretary, Department of Consumer Affairs presided over the presentation ceremony of Rajiv Gandhi National Quality Awards on 10th April, 2008.

8.6 Shri Sayan Chatterjee, Director General, BIS, speaking on the occasion said that with the technological advancements, the concept of quality had come to be dependent on technology. According to him, it included technological competence to produce a product or service of higher quality and the competence to monitor the quality of goods and services. Further, quality of products or services was one of the cornerstones for sustained success of any organization. He also said that due to greater awareness among consumer about their rights for good quality of products and services, Indian industry was becoming more conscious toward the need for better quality of products and services. He emphasized that industry should give due consideration to follow national and international standards in their activities.

8.7 Earlier welcoming the august gathering, Shri Rakesh Verma, Additional Director General, BIS outlined the

purpose and objectives of the awards. He informed that these awards were based on the principles of total quality management (TQM) and were aimed at enhancing the capabilities of Indian industry to make it competitive globally. He further stated that for the first time financial incentives were being introduced for the award and commendation certificate winners. He informed that biotechnology had been included as a new technology sector for the first time. He further provided the details of the systematic efforts made by BIS to popularize the awards among the Indian industry.

Speaking on the occasion, Shri V.K. Shrivastava, Managing Director, Bokaro Steel Plant who received the Best of All Award for the year 2007 said that the entire credit for the success in achieving the most prestigious award was to the employees. He further informed that customer focus and responsibility towards the society were the corner stones of their organization vision and missions.



Shri Yashwant Bhawe, Secretary, Department of Consumer Affairs presided over the presentation ceremony of Rajiv Gandhi National Quality Awards on 10th April, 2008.



8.8 The ceremony concluded with the vote of thanks by Shri Alinda Chandra, Additional Director General, BIS. The Regional Evaluation Team established for Rajiv Gandhi National Quality Award, 2008; completed the fact-finding and evaluation visits by 29 January 2009.

**PRODUCT CERTIFICATION**

8.9 BIS operate a Product Certification Scheme, which is governed by the Bureau of Indian Standards Act, 1986, Rules and Regulations framed there under. Presence of Standard Mark (Popularly known as ISI mark) on product indicates conformity to the relevant Indian Standard. Before granting licence 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 on a continuous basis. Samples are also drawn from the production line as well as from market and get tested in independent laboratories to ensure their conformance to the relevant Indian Standard.

8.10 The Certification Scheme is basically voluntary in nature but for

74 items, primarily affecting health and safety of the consumer, it has been made mandatory by the Government through various statutory measures such as Prevention of Food Adulteration Act; EC Act; Indian Explosive Act; Radiation Protection Rules; Environment (Protection) Act; The Infant Milk Substitutes, Feeding Bottles and Infant Food Act; besides BIS Act. Some of the items brought under mandatory certification are LPG cylinders; Milk powder; Condensed milk; Cereal food for infant; Clinical thermometers; Packaged drinking water and natural mineral water; Electrical iron; Immersion water heater; Cables; Switches; Bulbs; Circuit breakers; Energy meters, Dry batteries; Steel tubes; Oil pressure stoves; X-ray equipment; Plastic feeding bottles, Diesel engine, Cement; Steel and Steel products (6 items) etc.

The progress of Certification Marks Activities is summarized in Table– 2.

**QUALITY MANAGEMENT SYSTEMS CERTIFICATION SCHEME**

8.11 BIS Quality Management System Certification Scheme (QMSCS) was

**Table - 2  
Progress of Certification Marks Activities**

Sl. No.	Activities	Progress during
		April 2008 - March 2009
1.	Licences granted	2595
2.	Total Licences in operation	20972



launched in September 1991 under the provisions of the Bureau of Indian Standards Act, 1986. The Scheme is being operated in accordance with ISO/IEC 17021 Conformity assessment – Requirements for bodies providing audit and certification of management systems

8.12 BIS continued to provide the following Certification services as per the corresponding standards for management systems:

- a) Quality Management System (QMS) Certification Scheme as per IS/ISO 9001:2000;
- b) Environmental Management System (EMS) Certification Scheme as per IS/ISO 14001:2004;
- c) Hazards Analysis & Critical Control Point (HACCP) Scheme as per IS 15000:1998;
- d) Occupational Health & Safety Management System (OHSMS) Certification Scheme as per IS 18001:2007;
- e) Food Safety Management System (FSMS) Certification Scheme as per IS/ISO 22000:2005;
- f) Service Quality Management System (SQMS) Certification Scheme as per IS 15700:2005;

8.13 For the promotion of various Management Systems Certification (MSC) schemes, a number of appreciation programmes were conducted and

presentations were also made in various organizations.

Standard Marks for Management Systems Certification – Through a Gazette Notification, Standard Mark has been prescribed for the standards for which Management Systems certification Scheme are operated by BIS.

#### **(i) Quality Management Systems Certification Scheme**

8.14 BIS Quality Management System Certification Scheme (QMSCS) was launched in September 1991 under the provisions of the Bureau of Indian Standards Act, 1986. The Scheme is being operated in accordance with ISO/IEC 17021 Conformity assessment – Requirements for bodies providing audit and certification of management systems

8.15 The Scheme continued to grow and 76 Quality Management Systems Certification licences have been granted during 1 April 2008 to 31 March 2009 making a total number of operative licences to 882 as on 31 March 2009 covering industrial sectors such as chemicals, textiles, plastic, cement, electricity generation, pharmaceuticals, banking sector, telecommunications, health sector, construction, education, wood, insurance, dairy plants, engineering services etc

#### **(ii) Environmental Management Systems Certification Scheme**

8.16 The Environmental Management Systems (EMS) Certification Scheme



launched by BIS as per IS/ISO 14001, continues to be popular. It is operated as per International criteria laid down in ISO/IEC 17021. During the period, 10 EMS new licenses have been granted making a total of operative licenses to 136 as on 31 March 2009. These licenses cover technology areas like integrated steel plants, thermal power plants, aeronautical industries, atomic power stations, textiles, plastic, cement, construction, electrical and telecommunication cables, petroleum refinery, insecticides, paper, industrial and explosive chemicals, railway wagon workshops, mining etc.

### **(iii) Occupational Health & Safety Management Systems Certification Schem**

8.17 BIS launched Occupational Health and Safety Management Systems (OHSMS) certification as per IS 18001, in January 2003, which essentially enables an organization to define, plan and manage a policy and objectives, taking into account legislative requirements and information about significant hazards and risks, which the organization can control and over which it can be expected to have an influence, to protect its employees and others, whose health and safety may be affected by the activities of the organization. During the period, 7 OHSMS licenses have been granted making a total of operative licences to 39 as on 31 March 2009. The licences cover technology

areas like thermal power plants, ceramic industry, cycle industry, gas power station, health services and employee development centre.

Change in Documentation – The standard for OHSMS has been revised to IS 18001:2007. In order to implement the revised standard, the existing documents namely, the Adequacy Audit Report, Audit Plan Matrix and the Check List for OHSMS have been revised.

### **(iv) Hazard Analysis and Critical Control Point Certification**

8.18 Hazard Analysis and Critical Control Point (HACCP) is a process control system designed to identify and prevent microbial and other hazards in food production. HACCP can be applied throughout the food chain from primary producer to final consumer. This scheme is based on IS 15000:1998 – ‘Food Hygiene – HACCP Systems and Guidelines’ which is technically equivalent to the Codex Alimentarius Commission Standard ALINORM – 97/13A, the International Standard on the subject. Under the HACCP Integrated Quality Management Systems Certification Scheme 59 licences were operative as on 31 December 2008. The process followed for certification is similar to the process of QMSCS. This scheme helps the exporters in the field of food and food products specially for export to the countries like USA and EUROPE.



**(v) HACCP Stand Alone:-**

8.19 BIS also offers a standalone HACCP Certification Scheme as per IS 15000. As on 31 March 2009, 2 HACCP Stand-Alone licences were in operation.

**(vi) Food Safety Management Systems Certification Scheme**

8.20 BIS has launched Food Safety Management System (FSMS) as per IS/ISO 22000:2005. This system is designed to allow all types of organizations within the food chain to implement a food safety management system. Implementation of FSMS would help to achieve the following benefits:

- a) Increased international acceptance of food products;
- b) Reduces risk of produce/service liability claims;
- c) Satisfies customer contractual requirements;
- d) Ensures safety of food products;
- e) Greater health protection;
- f) Demonstrations conformance to international standards and applicable regulatory requirements;
- g) Helps to meet applicable food safety related statutory & regulatory requirements;
- h) Ensures to compete effectively in national and international markets

As on 31 March 2009, 6 applications for FSMS are under process.

**(vii) Service Quality Management Systems Certification Scheme**

8.21 The BIS Service Quality Management Systems (SQMS) Certification has been launched during April 2007. This is based on the Indian Standard on Service Quality by Public Service Organization namely IS 15700:2005 Quality Management Systems – Requirements for services delivery by public service organizations. This standard focuses mainly on the following 3 key elements:

- Formulation of a realistic Citizen's Charter through a consultative process,
- Identification of services rendered, Service delivery processes, their control and delivery requirements,
- An effective process for complaints handling

As on 31 March 2009, one licence of SQMS is in operation.

**(viii) Accreditation of QMS by RvA**

8.22 BIS Quality Management Systems Certification has been accredited by Raad voor Accreditatie (RvA), Netherlands for 23 major economic activities. The scheme is regularly audited by RvA to confirm compliance to the laid down requirements. Based on the reassessment by RvA on 1-13 June, 2005, the accreditation has been renewed by RvA up to October 2009.



8.23 During the period, RvA carried out surveillance assessment of BIS QMS certification scheme, which also includes witness audits.

8.24 The current accreditation is valid upto October 2009. A two member RvA team carried out re-accreditation assessment during the period 22 to 27 February 2009. As part of the assessment, the RvA team also assessed the BIS actions for extension of 3 new scope sectors, namely, public administration, education and engineering services.

#### **BIS Auditors**

8.25 During the period 1 April 2008 to 31 Mar 2009, 26 auditing personnel (BIS auditors and sub-contractors) have been registered and 42 auditing personnel have been upgraded under various Management Systems Certification Schemes (QMS/EMS/OHS/HACCP/FSMS).

8.26 As on date, the following number of auditors and subcontractors are registered with BIS for Management Systems Certification Scheme:

Activity	Auditor	Subcontractor Auditor
QMS	251	66
EMS	106	21
OHS	41	10
FSMS	25	--
HACCP	42	3

#### **Auditors' Meet**

8.27 During the period 3 Auditors' Meet were organized viz at Western

Regional Office, Eastern Regional Office and Southern Regional Office which were attended by BIS officers who are registered for carrying out system certification audits.

#### **Licensees' Review Meeting**

8.28 For the purpose of creating awareness among our licensees about change in the requirements of certification Standards and for obtaining first hand feed back from the licensees of BIS, we are regularly holding meetings with the licensees in all the regions.

#### **LABORATORY ACTIVITIES OF BIS**

8.29 BIS has established eight laboratories beginning with the establishment of Central Laboratory, Sahibabad in 1962. Subsequently, four regional laboratories were established at Mohali, Kolkata, Mumbai and Chennai and three branch office laboratories at Patna, Bangalore and Guwahati. The purpose of establishing BIS laboratories is to support the activities of BIS product certification marks scheme wherein the samples generated from the licensees/applicants and also from the open market are tested in these BIS laboratories. The BIS laboratories have facilities for testing of products in the field of chemical, food, electrical and mechanical discipline. In-house calibration facilities in the field of electrical discipline is available at Central Laboratory.

8.30 In order to ensure that BIS laboratory services are keeping pace with



the developments at the International level, the laboratories at Mumbai, Kolkata, Chennai, Mohali, Bangalore and Sahibabad have been accredited by the National Accreditation Board for Calibration and Testing Laboratories (NABL) as per the international standard IS/ISO/IEC 17025.

8.31 As the volume of workload for testing of samples generated from product certification scheme is much larger than the available capacity in BIS labs, BIS has established a scheme of recognition of outside laboratories. The scheme is based on a well documented international norms (IS/ISO/IEC 17025:2005) which is inline with the norms adopted by the National Accreditation Board for Calibration and Testing Laboratories (NABL). The recognized labs include the reputed R&D organizations, technical institutions, Govt labs and Private sector labs. The services of such laboratories are also utilized where it is economically not viable to develop test facilities in BIS laboratories, accumulation of large number of samples in BIS labs, equipment temporarily being out of order etc. At present 126 outside laboratories are being utilized by BIS for different products.

#### **(i) Productivity**

8.32 The network of eight BIS laboratories spread throughout the country, continued to provide testing services and test related activities to undertake conformity testing of BIS certified products against relevant Indian

Standards. For the period from 01 April 2008 to 31 March 2009, BIS laboratories have issued 20802 test reports covering wide range of products in spite of constant depletion of testing personnel.

#### **(ii) Quality Assurance Activities**

8.33 For effective monitoring of quality system, the laboratories have updated and implemented the documents based on Standard IS/ISO/IEC 17025:2005. The highlights of the achievements are as below:

- i) Samples tested under different Quality Assurance testing programme.
- ii) Participation in Proficiency testing and ILC programmes for various parameters of products like LPG stove, Pressure cooker, Cement, Forged Brass Bar, Steel sheet, UPVC Pipes etc.
- iii) Officers/technical personnel attended the following training programme.
  - a) Auditing Techniques and auditing requirements of IS/ISO/IEC/17025
  - b) Estimation of measurement of uncertainty
  - c) ILC/Proficiency testing training
  - d) Training on finance for non-finance executives in BIS labs
  - e) Technological processes in microbiological requirement
- iv) The customer feedbacks were collected and appropriate actions



were taken to the satisfaction of the customers

**(iii) Training Programme on Product Testing:-**

a) As and when requested by BIS ROs/BOs, BIS laboratories organized training programmes on product testing for technical personnel of BIS product certification licensees/applicants in line with latest Indian Standards. The products covered during last year were pressure cooker, LPG stove, physical testing of steel products, fire extinguisher, microbiological testing on Drinking Water etc.

b) An internal training programme on pump testing for testing personnel of Mechanical lab was organized at Northern Regional Laboratory, Mohali.

c) Summer training in Food and Microbiological testing was provided to students of Delhi University.

**(iv) Sending of scanned reports to ROs/ BOs:-**

8.34 All reports for sample being tested by BIS labs are sent through Internet after scanning to all ROs/BOs instead of hard copies. This has led to major saving of time, money and probable misuse of hard copies.

**(v) Referral and Assaying Centre at SROL for Gold Jewellery:-**

8.35 SROL is being developed as a referral laboratory for Hallmarked

jewellery by equipping it with the necessary equipment. The referral centre is expected to be ready for operation by March 2009.

**CONSUMER RELATED ACTIVITIES**

8.36 To meet with the growing expectations of consumers in the country, BIS has established a separate department with a specific mandate of providing consumer protection and welfare and dealing with public grievances. This department maintains liaison with Central Consumer Protection Council and consumer associations, and co-ordinates with the Ministry of Consumers Affairs, Food and Public Distribution on consumer issues. It is guided in its activities by a Consumer Policy Advisory Committee which advises BIS on all policy matters relating to efficient discharge of the functions and for making standardization and certification activities user-friendly. A well-defined procedure has been established for handling complaints. The complaints registered are monitored regularly.

8.37 BIS organizes a large number of awareness programmes for office bearers of Consumer Organizations and for consumers, all over the country. During the period 63 consumer awareness programmes were organized. Such programmes are also conducted jointly with Industries Associations/Traders Association/ Educational Institutions and Consumer related departments of



State and Central Government, besides participating in delivering the lectures in Seminars, Workshops and Conferences. Exhibitions are also organized. Mass media like TV, Radio, other electronic media, Newspapers, hoardings etc. are used to create awareness among consumers regarding Standards, Quality and ISI mark.

**(H) PROMOTIONAL ACTIVITIES**

8.38 .Promotion of Indian Standards assumes great significance and has been a prime objective of BIS. All standards are generally voluntary in nature. Promotional activities are, therefore, essential to implement the standards for deriving the desired benefits. The promotion of standardization involves varied interests ranging from ordinary consumers to educational institutions. Proper strategies therefore are adopted for this activity for the identification of users vis-à-vis. their needs. To propagate the concept of standardization and quality systems among small scale industries, BIS organizes Industrial Awareness Programmes comprising of lectures, discussions and video film shows where the participants are exposed

to the concepts of standardization, quality system, product certification and other BIS activities.

8.39 The students of technical and professional institutions are the secondary users of standards and they need to be educated in the fields of standardization and quality systems, so that they are well equipped to introduce quality in goods and services to be delivered by them. Recognizing this, regular Programmes on Educational Utilization of Standards are conducted with the specific aim to propagate the message of standardization and to create awareness about latest Indian Standards in various fields, amongst the faculty members and senior students. The faculty members when properly sensitized about the importance and availability of standards, have been found to be instrumental in implementation of standards.

8.40 One SLC Meeting for the state of Meghalaya was held on 6th August 2008 which was chaired by Commissioner of Industries, Govt. of Meghalaya. DDGE from BIS also briefed about BIS activities.

PARTICULARS	Numbers
CONSUMER AWARENESS PROGRAMS	63
PROGRAMS FOR EDUCATIONAL UTILIZATION OF STANDARDS	05
PROGRAMS FOR INDUSTRIAL AWARENESS	11
NO OF SLC MEETINGS	1



### **SSI Facilitation and Information Cell**

8.41 Marching further ahead on the path of 'total customer satisfaction', BIS had set up a single-window Information & SSI Facilitation Cell at its headquarters in New Delhi which became operational since 1997 with the sole aim of providing variety of information /assistance to Indian industries, particularly in Small Scale Sector, which happens to be the backbone of Indian Industrial Scene. A number of entrepreneurs, consumers and professionals visit this centre for their queries.

#### **(I) INFORMATION SERVICES**

##### **(i) Library**

8.42 BIS Technical Library is a national resources centre for information on standards and related matters and meets the needs of industry, trade, government, researchers and consumers alike. It is today the largest library of standards in the South Asian Region, covering a floor area of 1000 square meters. The collection includes about 6 lakh standards from all over the world and 70,000 technical books. The Bureau's library system comprises the Headquarters' Library (New Delhi) and four Regional Office Libraries at Mumbai, Kolkata, Chandigarh and Chennai. Reference services were provided to 4218 visitors by way of preparing 08 exhaustive subject bibliographies and making available, the reference

materials of their choice. The reference unit fully supported the standards formulating departments by providing the bibliographies. It assisted the Indian Trade and Industry by answering 2858 long and short range queries as received from them. The Library continued to supply basic information for the updation of mechanized database of World Standards called "Manaksandarbhika" maintained by Information Technology Services Department. All the standards received here were codified as input for the database which now comprises above 3 lakh and 49335 records.

##### **(ii) CE Marking information Centre**

8.43 To facilitate Export of products to EU countries, an information centre has been established at BIS. Through this information on CE Marking on EU legislation, directives and procedure is being disseminated to Indian industries.

8.44 A web portal on CE marking has been developed and hosted with a link to the BIS main home page to provide information to potential exporter for facilitating export. The information centre at BIS would help the industry in getting required information on CE marking quickly.

##### **(iii) Technical Information Service Centre**

8.45 BIS provided Technical Information Services to Industry, importers, exporters,



individuals and government agencies in response to their enquiries.

#### **(iv) Sponsorship of Identification Numbers**

The following services were provided:

##### **(a) Issuer Identification Number (IIN)**

8.46 ISO/IEC 7812-1 Identification Cards- Identification of issuers- Part 1: Numbering system specifies a numbering system for the identification of issuers of the identification cards used in international and/ or inter-industry interchange. This is a number that identifies the major industry and the card issuer and that forms the first part of the primary account number. BIS facilitates the issue of IIN as per ISO 7812-1 by sponsoring applications of Banks/Financial Organizations to the American Bankers Association (ABA).

##### **(b) Institution Identification Codes (IIC)**

8.47 IIC is a unique number assigned to financial institutions participating in financial transaction card originated messages by American Bankers' Association (ABA) under the authorization of ISO in accordance with ISO 8583. This international standard specifies a common interface by which financial transaction card originated messages may be interchanged between acquirers and card issuers. It specifies message structure, format and content, data elements and values for data elements.

##### **(c) Registered application provider identifier (RID)**

8.48 RID is a hardware index code used in identification cards - integrated circuit cards with contacts. It is allotted in accordance with ISO/IEC 7816-5 Identification Cards- Integrated Circuit Cards- Part 5 Numbering System and Registration Procedure for Application Identifiers, by the Registration Authority, Copenhagen, Denmark under the authorization of ISO.

##### **(d) World Manufacturer Identifier (WMI) NUMBER**

8.49 In coordination with the Society of Automotive Engineers (SAE), USA, BIS fulfils the responsibility of issuing the WMI Codes as per ISO 3780: 1983 Road Vehicles- World Manufacturer Identifier (Code), to the automobile manufacturers and exporters in India.

##### **(e) Technical Clarifications on DGFT Notification No. 44 (RE-2000)**

8.50 DGFT's Notification No. 44 (RE-2000)/1997-2002 dated 24 November 2000 made BIS certification mandatory for various products before they could enter into Indian market. Subsequently, a policy circular No. 4 (RE-2001)/1997-2002 dated 19 June 2001 was issued stating that clarification, whether a product is covered within the ambit of Notification 44 or not, so far applicable to BIS standards, would only be issued by BIS, and such a clarification issued by BIS shall be binding on all concerned. After issuance of amendments to these



Notifications, at present, 68 products fall within the ambit of this Notification. BIS issued 25 clarifications during this period on different products.

### **TRAINING SERVICES**

#### **(i) Training Programmes for Industry:-**

8.51 During the year, NITS organized 90 programmes on areas such as Quality system documentation, Quality system auditing.

#### **(ii) International Training Programme for Developing Countries**

##### **On Management Systems**

8.52 The 5th International Training Programme of four weeks duration on the above subject was organized in September 2008 which was attended by 11 participants from 7 developing countries with the financial support from Ministry of External Affairs, Government of India. Valedictory Function was organized at India International Centre, New Delhi. Certificates were distributed by Shri Rakesh Kacker, Additional Secretary, Department of Consumer Affairs, Ministry of Consumer Affairs, Food & Public Distribution, Government of India on 25 Sep 2008.

##### **On Standardization and Quality Assurance**

8.53 The 41st International Training Programme of 8-weeks duration on the above subject was organized during

October – December 2008, which was attended by 33 participants from 20 countries. Valedictory Function was organized at NITS along with a cultural programme. Certificates to the participants were awarded by Shri Rakesh Kacker, Additional Secretary, Department of Consumer Affairs, Ministry of Consumer Affairs, Food & Public Distribution, Government of India on 5th December 2008.

#### **(iii) Training Programme on Hindi**

8.54 A Workshop on use of Hindi Software in MS Word was organized for officers and staff of BIS HQs on 27 June 2008 at NITS, Noida.

8.55 A Hindi Workshop for NITS employees was organized on 24 March 2009 at NITS, Noida where various issues relating to promoting Hindi in our day-to-day work were discussed..

#### **(iv) Programmes under Consumer Welfare Funds**

8.56 During the period NITS has conducted one programme on Consumer Protection for State and District Level Officers in which 24 officials have been trained. .

#### **(v) XIth Five Year Plan on Consumer Education and Training, HRD & Capacity Building**

8.57 NITS has submitted a Plan Proposal on Consumer Education and Training, HRD and Capacity Building with the following objectives:



(i) To involve consumer of all sections and educate them on their rights in order to spread the consumer movement further.

(ii) To disseminate know how about use of the Standards and to promote quality culture in the country.

(iii) To impart training to consumers in areas which affect the health and safety of consumers

(iv) To impart training to service providers of Central and State/UT governments and public sector undertakings to improve their services which will in turn improve consumer satisfaction.

The plan has now been approved and Rs 16.98 crores have been allocated for this plan.

#### **(vi) Training Programmes for BIS Employees**

8.58 During the year 06 programmes were exclusively organized for BIS officials:

i) A one-day programme on Conformity Assessment – Requirements for bodies providing audit and certification of Management Systems as per IS/ISO/IEC 17021:2006 was organized for BIS officers on 20 Jan 2009 at NITS, Noida. It was attended by 23 BIS officers.

ii) A two-day programme on Presenting officers for vigilance activities was organized on 29 & 30 Jan 2009. This was attended by 18 BIS officers.

iii) A one-day programme for Enforcement Nodal Officers of BIS was organized on 04 Feb 2009 which was attended by 39 BIS Officers.

#### **(vii) New Programmes Developed**

8.59 Training programmes on following new subjects were developed and organized for the first time for BIS officials:

- a) Technological Process – Microbiology
- b) Right to Information Act
- c) ISO/IEC Guide 65

#### **INTERNATIONAL ACTIVITIES**

8.60 Since its inception in 1947, the then ISI and now BIS has been an active member of International Organizations namely: International Organization for Standardization (ISO) and International Electro-technical Commission (IEC). It participates in various policy-making committees of these international standards bodies. BIS also holds secretariat of some of the important ISO/IEC Committees which are of trade interest to India. As member of ISO, BIS also takes active part in the development of International Standards with a view to protect the interests of Indian trade & industry. The Bureau also continued its activities in the field of regional and bilateral cooperation with other countries. The details of



some of the activities are highlighted below:

### **INTERNATIONAL ORGANIZATION FOR STANDARDIZATION (ISO)**

8.61 During the year BIS participated actively in ISO Policy meetings and also the ISO Committee meetings on Developing Country matters. Participation in ISO Committees / Subcommittees where India is a 'P' member and where India holds secretariat responsibilities was continued.

8.62 BIS has recently become 'P' member of PASC (Pacific Area Standards Congress) one of the 7 regional Standards Body with which ISO has cooperative relationship. BIS participated in PASC meetings held in Hobart, Australia during 30th March - 2nd April 2009.

8.63 Three member delegation led by DG BIS and comprising of ADGT, BIS and H (IR&TISD) participated in the General Assembly meetings held in Dubai during 13 to 17 Oct 2008.

8.64 BIS has been elected to Technical Management Board (TMB) a governing body of ISO, for the term 2009-2011.

8.65 BIS has been successfully utilizing the Global Directory for managing the database with regard to participation in ISO/TC/SC work.

### **INTERNATIONAL ELECTROTECHNICAL COMMISSION (IEC)**

8.66 Efforts were made for strengthening the national participation in IEC. BIS

participated actively in the various IEC committees. BIS is also member of IECEE, IECQ and IECEX related to certification of electrical and electronic products/components. Active participation in the IEC Committee/Sub Committees where India is P member was continued.

8.67 A four member BIS delegation led by DG BIS attended IEC General meetings held at Sao Paulo, Brazil from 17-21 Nov 2008. Indian delegation attended Policy Making meetings along with a few technical committee meetings.

8.68 IEC President Mr. Jacques Regis visited BIS on 3rd Feb 2009 and had interacted with top Management of BIS regarding active participation of BIS in IEC activities.

### **(i) BILATERAL CO-OPERATION PROGRAMMES**

8.69 BIS continued to work towards closer bilateral cooperation with countries such as Mauritius, Greece, Singapore, Oman, USA, Israel, Thailand and Saudi Arabia in close association with Ministry of Commerce and Ministry of External Affairs.

8.70 Working towards close cooperation with Mauritius in the spirit of the MoU signed between BIS and Mauritius Standards Body (MSB), an officer from BIS provided technical support to MSB for strengthening their Electrical Laboratory.



8.71 An MOU between BIS & SQCA, Bhutan was signed on 19 Dec 2008 to promote cooperation in the field of Standards and Conformity Assessment.

8.72 An MOU between BIS and UTE, France was signed on 20 Nov 2008 at Brazil to enhance cooperation in the field of Standardization and research activities in the area of electro technology.

8.73 BIS continued to work towards closer bilateral cooperation with countries such as Mauritius, Greece, Singapore, Oman, USA, Israel and Bhutan in close association with Ministry of Commerce and Ministry of External Affairs.

#### **(ii) REGIONAL CO-OPERATION PROGRAMME**

8.74 BIS continued to take follow up actions on Regional Cooperation Programmes such as South Asia Association for Regional Co-operation (SAARC) in the areas related to Standards and Conformity Assessment. Coordination work with EU and PASC (Pacific Asia Standards Congress was continued.

8.75 BIS also participated in the SAARC meeting of the SAARC Standards Coordination Board. Coordination work with EU and PASC (Pacific Asia Standards Congress was continued.

#### **(iii) WTO/TBT ENQUIRY POINT**

8.76 BIS continued to perform its activities as the WTO / TBT Enquiry

Point, as designated by the Ministry of Commerce. The information with regard to the Notifications issued by various countries were downloaded, prioritized, segregated and disseminated to a large number of stakeholders within the country. Arrangements were made for providing the full text of the Notification from the National Enquiry Point of the countries, the same was requested by the stakeholder/technical departments of BIS. The comments received from the stake holders were analyzed and sent to Ministry of Commerce. The notifications issued by various countries are also being uploaded on the BIS website to assist the stake holders.

8.77 All reasonable queries pertaining to Standards and Conformity Assessment Systems, both national and of other countries, from concerned interests in India as well as overseas were replied on day to day basis.

8.78 Efforts were made to increase the database of stakeholders in WTO-TBT Enquiry Point.

8.79 To sensitize the stakeholder, series of seminars were organized by BIS & Min. of Commence in which officers from IR&TISD gave presentations.

#### **(iv) VISITS OF FOREIGN DELEGATES**

8.80 During the year, various officials from International Standards Bodies,



other National Standards Bodies and related organizations visited BIS as highlighted below:

- Seven member delegation from DKE and industry of Germany visited BIS and has bilateral discussions on 25/4/2008.
- Mr. Shuji Hirakawa, Secretary IEC/TC 100 visited BIS on 22 May 2008 and had interaction with the officers & members of the NMC of IEC/TC 100.
- Meeting of delegates from NSF International USA was organized with DG, BIS on 12 Dec 2008
- Mr. Phuntsho Wangdi Director, Standards and Quality control Authority (SQCA), Royal Govt. of Bhutan visited BIS on 19 Dec 2008 to sign a Memorandum of Understanding between BIS and SQCA in the field of Standardization and conformity Assessment.
- A Thai delegation, comprising of official from Thai Industrial Standards institute visited on 11 Nov 2008. The issues of discussion pertained to trade in electrical and electronics sector.
- An Israeli delegation visited BIS on 4 Nov 2008. The discussion pertained to cooperation in the water technology and signing of MOU between SII & BIS.
- HDMI-LLC & Silicon Image Departments for US visited BIS on 19 Feb 2009 in BIS.

- An official from US Department of Commerce visited on 20 Feb 2009 in BIS.
- A Delegate from ANSI visited on 19 Feb 2009 in BIS.
- IEC President Mr. Jacques Regis visited to BIS on 3rd Feb 2009.
- An official from Embassy of Japan visited BIS on Feb 2009.
- A delegation from Saudi Arabia Standards Organization (SASO) comprising of three officials visited BIS on 19th Feb 2009.

#### **(v) CE Marking information Centre**

8.81 To facilitate Export of products to EU countries, an information centre has been established at BIS. Through this information on CE Marking on EU legislation, directives and procedure is being disseminated to Indian industries.

8.82 A web portal on CE marking has been developed and hosted with a link to the BIS main home page to provide information to potential exporter for facilitating export. The information centre at BIS would help the industry in getting required information on CE marking quickly.

#### **REVENUE MOBILISATION**

8.83 BIS derives its income mainly from certification, training institute and sale of



Indian standards. The progress of income mobilization from these activities is given in Table – 3.

**Table - 3**  
**Progress of Revenue Mobilization**

*(Rupees in crores)*

Sl.No.	Activities	Progress during April 2008 – Mar 2009
1.	Certification (incl. hallmarking)	165.16
2.	Training Institute	1.59
3.	Sale of BIS Publications	8.15
	<b>Total</b>	<b>174.90</b>

## FOREIGN LANGUAGES AND PUBLICATIONS

8.84 The department handles the projection and promotion of the standardization movement in scientific, technical, industrial and business circles through two monthly journals – Standards India, the erstwhile ISI Bulletin which dates back to 1949, and Standards Monthly Additions, which was started in 1958. Standards India presents a stimulating commentary and review of the standardization effort at home and abroad. Highlighting as it does the very latest progress in the field, spiced with thought provoking critical comments; it has established itself in the field as a magazine of repute. The Standards Monthly Additions is a small but sleek publication recording all amendments, alterations and information regarding standards, new, existing or in the draft stage issued at home or received from abroad during the month.

8.85 A catalogue containing titles of a) Indian Standards published by BIS

updated up to the 31st December, b) International Standards adopted as Indian Standards, c) Indian Standards in Hindi (translation), d) Special publications, reference and calculation aids and e) Index corresponding to all publications listed in the catalogue is published annually by the department.

8.86 BIS has the copyright of all its publications and requests for reproducing extracts from Indian Standards are forwarded to the department. After technical verification and calculations based on the procedures adopted from ISO:GEN 19:1999 'Guidelines for Granting Copyright Exploitation Rights to Third Parties for ISO Standards in Books', the department grants permission to the applicant on payment of the copyright charges.

Translation services are provided by the department for translation of technical documents, standards and other material from various Indian (other than Hindi) and foreign languages into English vice-versa.

Regular requests are received from various technical committees as well as from the industry. The department also facilitates interaction with countries where German or French language is spoken.

### **PUBLICITY**

8.87 To spread awareness of the activities of Bureau of Indian Standards among common consumer and create a strong consciousness for quality, BIS undertook various publicity activities through various media.

1. An advertisement campaign on All-India basis on Hallmarking of Gold Jewellery was released in November 2008, December 2008, January 2009 February

2009 and March 2009 Advertisements on various activities of BIS were also released in different newspapers/ magazines.

2. Advertisements were also released on all India basis on the occasion of Rajiv Gandhi National Quality Awards presentation and World Standards Day wherein activities of BIS were highlighted.

3. Coverage of Rajiv Gandhi National Quality Awards presentation function and World Standards Day were organized and the same were telecast on Zee Business, ETV, CNBC Awaz Channel, DD(News), DD National, ANI, Asia Net, India TV, Aaj Tak, etc.



Seminar on "Intelligent and Sustainable Buildings" held at New Delhi on 23rd October, 2008 on World Standard Day Celebrations, 2008



4. Organized story on hallmarking and the same was published in Economic Times, New Delhi.
5. 7 New Radio Spots on ISI Mark and Hallmarking of Gold Jewellery have been produced during January 2009.
6. Broadcast of radio spots on ISI Mark and Hallmarking of 20 secs duration on 40 Vividh Bharti Station and 22 FM Stations has started with effect from 25 Feb 2009 on All India Radio for a period of 40 days.

#### **Outdoor Publicity campaign**

1. Outdoor Publicity campaign on ISI Mark and Hallmarking of Gold Jewellery on all-India basis during this period through Animation Display, Bus Back Panels, Hoardings and Public Utilities/Dhallows.
2. Hoarding (Delhi Railway Station) & Public Utilities (Delhi only) on ISI Mark and Hallmarking of Gold Jewellery for three months with effect from NOV 2008.
3. LED Display Board, installed at the entrance of BIS flashed the various messages on ISI Mark and Hallmarking of Gold Jewellery for consumer awareness.
4. BIS participated in Consumer Awareness Programme in MTNL Perfect Health Mela from 17 Oct to 26 Oct 2008 at New Delhi. Blow-ups on various activities of BIS were displayed. Short

Films on Farmers, Dairy Equipment, Common Consumers and Hallmarking of Gold Jewellery were screened during these exhibitions. Brochures on various activities of BIS were also distributed to visitors for consumer awareness. Standards through CD ROM were also sold on various subjects.

5. The massive publicity campaign on ISI Mark & Hallmarking of Gold Jewellery was also undertaken through “Jago Grahak Jago Publicity Campaign” through electronic as well as print media during the year.

#### **VIGILANCE ACTIVITIES**

##### **Scope and Nature of Vigilance Activities in BIS**

8.88 Vigilance Department of BIS is headed by Chief Vigilance Officer (CVO) and assisted by three Vigilance Officers as well as four Regional Vigilance Officers posted at the Northern, Western, Southern and Central Regions. The CVO is entrusted with the responsibility of managing the vigilance activity in the Bureau. This department functions in close coordination with other agencies such as the Central Vigilance Commission (CVC); the Ministry of Consumer Affairs, Food & Public Distribution; the Central Bureau of Investigations (CBI) and the Department of Personnel and Training (DoPT). The activities of Vigilance Department are organized in accordance with an Annual Action Plan. The key functions of this Department



*If you don't want to be cheated or misled...*

**...insist on BIS  Hallmarked Jewellery only-  
The mark of purity**

Before buying Jewellery, use a Magnifying Glass to check the  Hallmark and the number corresponding to the purity of Gold.

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

Nos. Denominating Gold Purity for	<b>958</b> 23 Carat	<b>916</b> 22 Carat	<b>875</b> 21 Carat	<b>750</b> 18 Carat	<b>585</b> 14 Carat	<b>375</b> 9 Carat
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For more details contact:  
**Bureau of Indian Standards**  
 Manak Bhavan, 9 Bahadur Shah Zafar Marg,  
 New Delhi-110 002, Tel.:23234223  
 Visit us at: <http://www.bis.org.in>

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**Ministry of Consumer Affairs, Food and Public Distribution**  
 Department of Consumer Affairs, Government of India,  
 Krishi Bhawan, New Delhi-110 001 Website:[www.fcamin.nic.in](http://www.fcamin.nic.in)



# SHOCKED?



*Sayani Rani says....*

Sub-standard plugs, sockets and electrical appliances can be extremely dangerous.

Ensure that you always buy such products only with  **The mark of quality, reliability and safety.**



**Misuse of  Mark is a criminal offence punishable under BIS Act, 1986.**



**Bureau Of Indian Standards**  
Manak Bhawan, 9, Bahadur Shah Zafar Marg,  
New Delhi-110002  
Website: [www.bis.org.in](http://www.bis.org.in)



Ministry of Consumer Affairs,  
Food and Public Distribution,  
Department of Consumer Affairs,  
Govt. of India  
log on to [www.fcamin.nic.in](http://www.fcamin.nic.in)

For all your consumer related information & guidance : Call toll free National Consumer Helpline No. 1800-11-4000  
(From BSNL/MTNL lines between 9.30 a.m. to 5.30 p.m. Monday to Saturday) 011-27662955, 56, 57, 58 (Normal Call Charges)

4499-0810/13.007/0000

 **Mark Assures Quality, Reliability & Safety**



revolve around the preventive, the detective, and the punitive aspects of vigilance.

8.89 During the period Vigilance Department conducted four preventive vigilance audits at Parwanoo Branch Office, Marks Department Mumbai-II and Marks Department Delhi – II, Jaipur Branch Office of the Bureau. Vigilance investigations are being undertaken on a few instances of non-compliance of procedures against various officials. Twenty seven surprise surveillance inspections of BIS licences were also carried out during these audits and as a result, two licences were put under stop marking. During the period preventive vigilance audits to be carried out in the next financial year were also planned.

8.90 As part of the ongoing drive for expediting disposal of pending inquiries, a meeting of the Inquiry Officers was also organized on 24-10-2008 under the chairmanship of the DG, BIS, the Disciplinary Authority, and deadlines were given to the IOs for expediting completion of the inquiries pending with them.

8.91 A Training Programme for BIS officials was also organized in April 2008 at NITS, BIS, NOIDA for training them for performing the role of Inquiry Officer in departmental proceedings.

8.92 As per the directions of the Central Vigilance Commission, Vigilance Awareness Week was observed in BIS from 3rd to 7th November 2008. The DG, BIS had administered a pledge to all the BIS employees in Head Office on 3rd November 2008. Banners/posters/slogans on the theme of anti-corruption were prominently displayed in all BIS offices. Besides, other activities such as lectures, essay competitions, debates, etc., were also organized and prizes distributed to the winners of these competitions at various BIS offices. During the week, a meeting of BIS licensees under Jaipur Branch Office of BIS with CVO, BIS was also organized in Jaipur on 05-11-2008 to obtain direct feedback regarding the systems and norms being practiced in BIS and suggestions for further improvement. .

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# CHAPTER - IX

## WEIGHTS & MEASURES

9.1 The Standards of Weights and Measures Act, 1976 and the Standards of Weights and Measures (Enforcement) Act, 1985 provide for the establishment of Standards of Weights and Measures and Enforcement there of respectively. Through these Acts, interest of consumers in respect of weights and measures is being taken care of by ensuring that Weight and Measures used in trade and commerce, in industrial production or for protection of human health and safety are accurate and reliable. The department adopts the recommendations made by the International Organizations of Legal Metrology (OIML) to regulate of weighing and measuring instruments. To make the laws more transparent and simple a new comprehensive Bill on weights and measures namely “The Legal Metrology Bill, 2008” has been introduced in the Rajya Sabha on 24th October, 2008. The Parliamentary Standing Committee has since submitted their report on the Bill.

9.2 The sale of commodities in “pre-packed form are” regulated by the Standards of Weights and Measures (packaged commodities) Rules, 1977, which requires mandatory declaration of certain basic information on the packages to safeguard the interest of consumers

and also covers imported packages sold in the markets. The provisions regarding declaration of consumer care cell details on pre-packed commodities for quick redressal of consumer complaints and installation of appropriate electronic weighing instrument by retailers dealing in packaged commodities to enable the consumers and covered under VAT/TOT to cross check the net contents by the consumers are consumer friendly measures in the rules.

### Indian Institute of Legal Metrology, Ranchi

9.3 The Indian Institute of Legal Metrology, Ranchi provides training to the enforcement officials of Legal Metrology of the State Governments. The Institute conducts Workshops and Seminars on various topics of Legal Metrology to extend the knowledge of the enforcement officers on the latest developments in the field of Legal Metrology. The Institute trains around 200 personnel in a year on an average.

### Regional Reference Standards Laboratories

9.4 The Government has established five Regional Reference Standards



Laboratories (RRSL) at Ahmedabad, Bangalore, Bhubaneshwar, Faridabad and Guwahati. These RRSLs serve as a vital link in dissemination of national standards of Legal Metrology down to the commercial level.

9.5 Apart from the statutory obligation of verification of legal standards of the States, the RRSLs conduct model approval test on Weighing and Measuring instruments and undertake calibration of highly sensitive weighing and measuring instruments. More than 1600 industries are availing the services of these laboratories. The RRSL, Faridabad Laboratory has already obtained NABL accreditation in mass measurement and calibration of the balances. During 2008-09, all RRSLs collectively have earned a revenue of Rs 10 million and

issued about 6000 certificates. In the XI th Plan new testing facility to measure force, torque and flow are being set up in RRSLs besides complementing the existing facility in mass, volume, length etc.

### **Modernization of Enforcement Machinery of States/UTs**

9.6 The Department has taken steps for modernization of enforcement machinery of States/UTs. During 2005-07, a sum of Rs. 8.1 cores was provided to States/UTs as 'Grants in aid' for purchase of working Standards balances. During 2007-08, 59 sets of Secondary Standard Balances costing around Rs. 3.0 crores have been supplied to State/UTs. Supply of 41 mobile kits for testing weighbridges to various States/UTs have been completed in 2008-09.



Demonstration of Mobile Kit for testing of Weighbridges at the inaugural function at Thiruvanthapuram on 18.6.2008.



Inauguration of Mobile Kit for testing of Weighbridges by Sri C. Divakaran, Hon'ble Minister, Food, Civil Supplies & Consumer Affairs, Government of Kerala on 18.06.08 at Thiruvanthapuram.

9.7 Another scheme at a cost of Rs. 145 crores is being drawn up in the remaining three years of 11th Plan namely 2009-12, to strengthen the State enforcement machinery in a holistic way. Two pilot laboratories are being set up at Indore and Delhi to upgrade Secondary Standard and Working Standard laboratories under the bilateral agreement between India and Germany. While construction of the laboratories will be done by the Indian side, the equipments will be provided by the German side. The laboratories are expected to be functional in the first half of 2009.

In August 2008, a workshop was held at Mumbai to discuss measures to prevent fraudulent practices in petrol/

diesel dispensing units. All stakeholders were invited for the meeting. Two working Groups were set up to recommend short term measures and long term measure respectively to find solution to the problem.

9.8 In November and December 2008, three Regional Conference of Controller of Legal Metrology of States/UTs were held at Delhi, Bhubaneswar and Thiruvananthapuram to review the progress/implementation of Schemes relating to weights and measures. Two training programmes were organized by the Central Government at Fluid Control Research Institute, Palghat, Kerala and 60 officials from various States/UTs were trained in the verification of the CNG/LPG auto fuel dispensers.



Shri Rakesh Kacker Additional Secretary inaugurating the vehicle tank calibration (see picture below) centre at Bhubaneswar on 1.12.2008 on the occasion of Regional Controllers conference.



9.9 Eight enforcement officials from States were sent to Germany in October, 2008 for three weeks training at Germany in October 2008 under the bilateral agreement with that country for “Strengthening of Consumer Protection in India”. They were trained in the verification of i) Non-automatic Weighing Instruments, ii) Automatic Rail Weighbridges, iii) Measuring Systems for liquids other

than Water and iv) Automatic weighing instruments for road vehicles in motion.

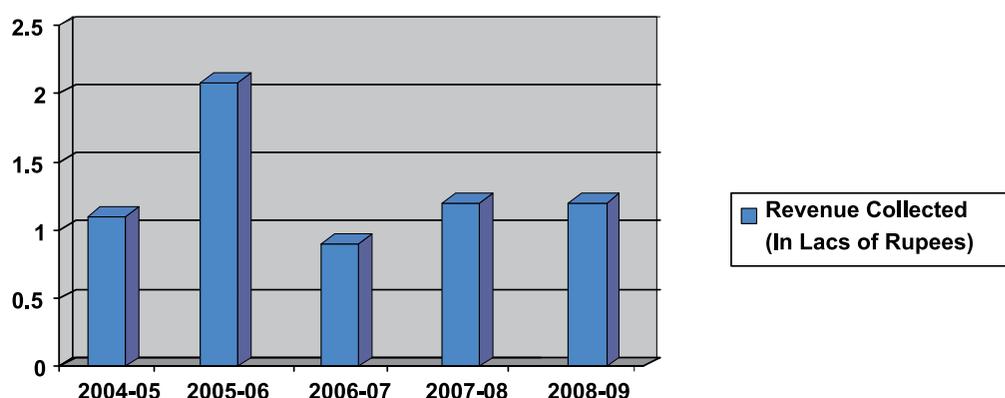
9.10 Further workshops were arranged at Delhi and Hyderabad in March 2009 to discuss legal procedure involved in the implementation of weights and measures laws. The occasion was utilized to review the follow up deliberations of the last conference held in November and December, 2008.



Participants of the workshop at Hyderabad on 18th March 2009 to discuss Legal issues vis a vis weights and measures laws

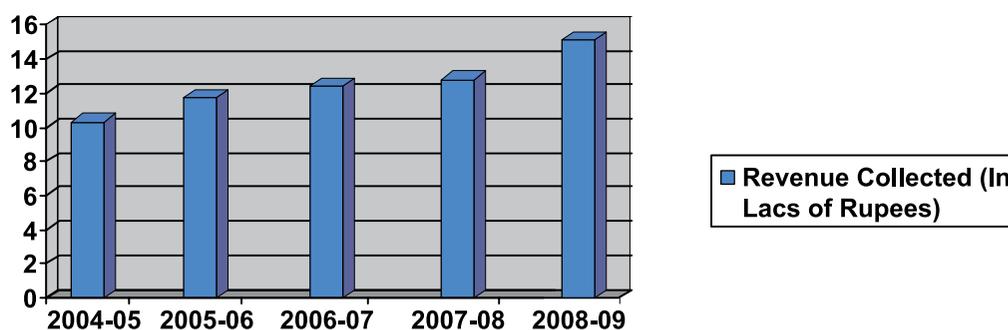
**Performance of Regional Reference Standards Laboratory, Guwahati  
up to March 2009**

Description	2004-05	2005-06	2006-07	2007-08	2008-09
No. of Standards	3	5	5	10	10
No. of Industries Benefited	5	5	6	20	07
No. of Certificates Issued	20	23	14	15	16
No. of Models Tested	4	6	5	10	08
No. of Seminars Conducted	-	3	1	4	0
Revenue Collected (In Lacs)	1.1	2.08	0.9	1.2	1.2



**Performance of Regional Reference Standards Laboratory, Faridabad  
up to March 2009**

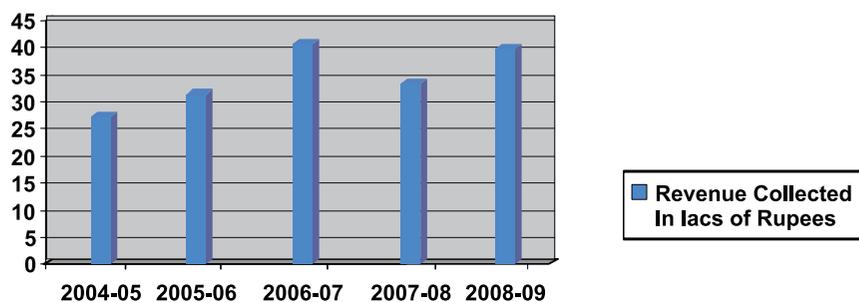
Description	2004-05	2005-06	2006-07	2007-08	2008-09
No. of Standards	11	25	118	150	153
No. of Industries Benefited	127	130	155	175	210
No. of Certificates Issued				283	431
No. of Models Tested	115	157	98	93	115
No. of Seminars Conducted	2	-	1	5	16
Revenue Collected (In Lacs)	10.3	11.7	12.4	12.8	15.1





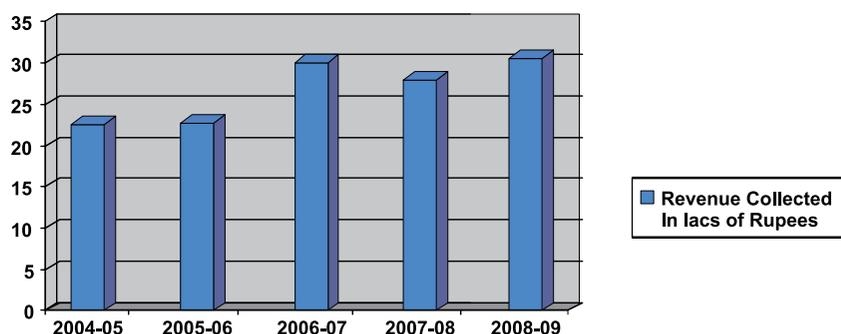
**Performance of Regional Reference Standards Laboratory, Bangalore.  
up to March 2009.**

Description	2004-05	2005-06	2006-07	2007-08	2008-09
No. of Standards	39	30	285	138	1178
No. of Industries Benefited	535	630	623	574	592
No. of Certificates Issued	2934	738	3949	3876	4909
No. of Models Tested	216	300	228	194	207
No. of Seminars Conducted	-	-	-	6	9
Revenue Collected (In Lacs)	27.2	31.3	40.7	33.3	39.8



**Performance of Regional Reference Standards Laboratory, Ahmedabad**

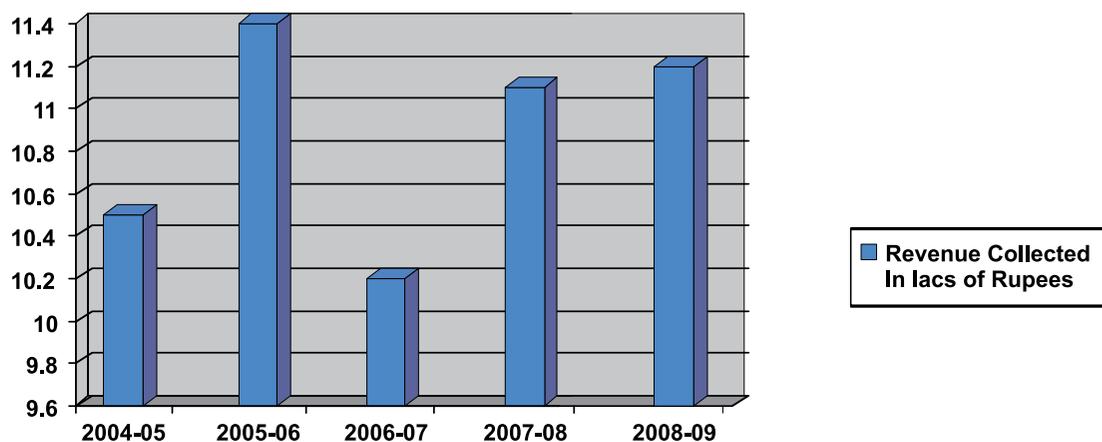
Description	2004-05	2005-06	2006-07	2007-08	2008-09
No. of Standards	34	27	25	23	10
No. of Industries Benefited	430	448	581	500	500
No. of Certificates Issued	1087	1256	1500	1715	1800
No. of Models Tested	214	208	187	172	170
No. of Seminars Conducted	2	2	3	3	2
Revenue Collected (In Lacs)	22.5	22.7	30.0	28.0	30.5





**Performance of Regional Reference Standards Laboratory, Bhubaneswar  
up to March 2009**

Description	2004-05	2005-06	2006-07	2007-08	2008-09
No. of Standards	9	5	19	14	6
No. of Industries Benefited	279	262	275	381	310
No. of Certificates Issued	1575	1258	1250	1352	1181
No. of Models Tested	11	8	58	28	49
No. of Seminars Conducted	0	2	2	3	2
Revenue Collected (In Lacs)	10.5	11.4	10.2	11.1	11.2



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# CHAPTER - X

## NATIONAL TEST HOUSE

### Introduction :

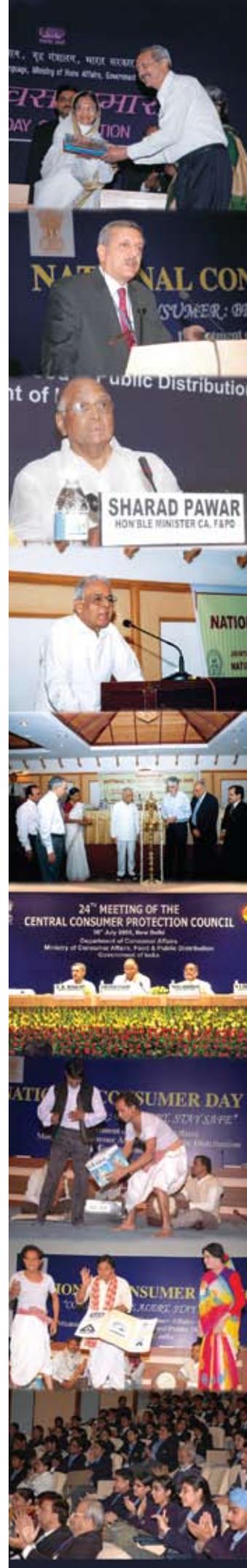
10.1 National Test House (NTH) under the administrative control of Department of Consumer Affairs, Government of India, is a premier Scientific Institution of the country. It was established way back in 1912 under the then Railway Board and since then it has grown into a laboratory of national importance in the field of testing, evaluation and quality control of various engineering materials and finished products. It is actively involved in all respects of technology connected with industry, commerce, trade and standardization. It has played a pivotal role in the development of

indigenous industries and serves as a vital link between industrial research and manufacture of finished products under rigid quality control.

10.2 The prime scientific and technological service what NTH discharges among other allied services is the testing, quality evaluation and ensure the quality of almost all sorts of industrial and consumer products except drugs, arms and ammunition by issuing test certificate in accordance with the national/international or customer standard and specification. The detail of NTH services and other salient features



National Test House Building, Calcutta





is available in the NTH website <http://www.nth.gov.in>

**Functions:**

10.3 The main functions of the NTH are as under :-

- (i) Testing and evaluation of materials, products, equipments, apparatus and systems in practically all branches of Science and Technology except for food, pharmaceuticals, arms and ammunitions.
- (ii) Research and Development in testing and measurement technology and related areas including consultancy, for failure analysis and allied problems.
- (iii) Helping industries in developing indigenous products for import substitution and in their quality assurance programme.
- (iv) Calibration at the level of Echelon-II and maintenance of proper standards and reference in areas of its competence.
- (v) Assisting the 'National Accreditation Board for Testing and Calibration Laboratories' (NABL) in accreditation of the testing and calibration laboratories.
- (vi) Association with Bureau of Indian Standards (BIS) for evolving of national

and international specifications and standards.

(vii) Training of Scientists, Technologists & Technicians in 'Testing and Measurement Technology'.

(viii) Providing Welders' Certificates to the prospective candidates, after they are being duly examined in the field.

10.4 NTH charges fees for the service rendered. National Test House also participates in various National as well as International Seminars and Symposia of relevance and arranges discussions and demonstrations for creating quality consciousness among small entrepreneurs and the public at large. It also arranges in-house training of its staff and encourages interaction with higher institutions of learning and research. Selected staff are sponsored for various specialized training courses in the country and abroad with a view to up-dating their knowledge.

**Organization :**

10.5 NTH with its Headquarter at Kolkata, functions through its six laboratories located in Kolkata (at Salt Lake and Alipore), Mumbai, Chennai, Ghaziabad, Jaipur and Guwahati.

10.6 The details of staff strength as on 01.03.2009 are given below :-



TABLE – I

	Gazetted	Non-Gazetted	TOTAL
Sanctioned	202	491	693
Actual	140	384	524

The details are at Annexure-I

### Testing, Calibration and Quality Assurance :

10.7 NTH(ER), Kolkata has been assessed and accredited by NABL as per the latest version of ISO/IEC-17025 in “Mechanical and Electro-Technical Calibration”. The laboratories viz. Chemical (Paint), Electrical Testing Laboratories are also accredited as per NABL norms.

10.8 NTH (WR), Mumbai has been accredited in Chemical, Mechanical, Electrical, NDT, Civil, RPPT disciplines in testing and also in Mechanical Calibration. The process of accreditation in Electrical Calibration Lab. is under progress.

10.9 NTH (SR), Chennai has been accredited in Chemical, Mechanical, Electrical, NDT, Civil, RPPT disciplines in testing. Mechanical Calibration and Electrical Calibration Laboratories are yet to be accredited.

10.10 NTH (NR), Ghaziabad has been accredited in Chemical, Mechanical, Electrical, NDT, Civil disciplines in testing.

10.11 The process of accreditation in NTH (NWR), Jaipur and NTH (NER), Guwahati is under progress.

10.12 The Scientists of the National Test House are in constant touch with the industries, research institutes and other higher seats of learning through participation in Seminars/Symposia etc. to keep themselves posted of the current developments in the field of testing and evaluation of materials. This helps the NTH in preparing future programme.

10.13 The NTH is at present providing Testing and Evaluation facilities in the following main disciplines:-

- i) Civil Engineering;
- ii) Electrical and Electronics Engineering;
- iii) Mechanical Engineering (Heavy and Light);
- iv) Non-Destructive Testing;
- v) Rubber, Plastics, Paper and Textiles;
- vi) Chemical

### Committees Constituted for NTH :

10.14 Two high power Committees exist to advise NTH on policy and various administrative matters. These are - (1) Executive Committee and (2) Technical Advisory Council.



**(i) Executive Committee (EC) :**

The Executive Committee of NTH (EC) has been reconstituted under the Chairmanship of the Secretary to the Ministry of Consumer Affairs, Food and Public Distribution to consider administrative and financial matters related to NTH. The Member-Secretary of the Committee is Director (ER). Members from Government Departments and Scientific and Technical Organizations have been nominated. EC Meeting is held to take decisions on the problems faced by NTH its overall development and other policy measures.

**(ii) Technical Advisory Council (TAC) :**

10.15 The Technical Advisory Council for NTH (TAC) works under the Chairmanship of DG (NTH) and the members have been nominated from BIS, New Delhi and Kolkata; NPL, New Delhi; Variable Energy Cyclotron Centre (VECC), BARC, Kolkata; Head of Electrical Engineering, Jadavpur University, Kolkata, Head, Mechanical Engineering Department of Bengal Engineering & Science University, Howrah; Under Secretary (IF Wing), Deptt. Of Consumer Affairs, New Delhi; along with all the regional heads of NTH as member. The Director, NTH (ER) has been nominated as Member-Secretary. The main functions of the Advisory Council is to advise on procurement of sophisticated equipment for NTH in various disciplines, modifications/

deletion of present areas of work and addition of new areas/activities in testing and calibration, identification of areas of cooperation and coordination between NTH and BIS.

**Plan Activity:**

10.16 To enable the NTH to play its role effectively in the field of quality control, material evaluation, standardization and assistance in industrial development, it has been brought under the Science and Technology Plan Scheme. The Scheme envisages augmentation and modernization of testing, facilities and setting up of Regional Test Houses, for the benefit of small scale industries in particular. The activities of the NTH are being regularly covered under the scheme since 5th Five Year Plan.

10.17 During the 11th Five Year Plan, NTH has been allocated funds worth Rs.74.84 Crore out of which an amount of Rs.20.20 Crore has been taken for the disposal of CPWD for implementation of "Land & Building" works, Rs.36.98 Crore for meeting the expenditure in procurement of Equipment and Machinery and Rs.17.66 Crore for recurring nature of items (including Information & Technology). In the Continuing Scheme, the building at NTH, Jaipur will be extended for another floor and permanent building will be constructed at NTH, Guwahati. In the New Scheme, Phase-II buildings will be constructed both at NTH, Mumbai and Chennai for creation of new facilities



as well as laboratories for Centre of Excellences and a state of the art Training Center are proposed to be constructed at NTH(ER), Alipur.

10.18 The total budget allocation for the 10th Five Year Plan was to the tune of Rs. 25.00 Crore and the utilization was around to the tune of Rs. 21.71 Crore.

10.19 The total revenue earning in the 9th Five Year Plan was Rs. 9.26 Crore, which has doubled in the 10th Five Year Plan to Rs.17.60 Crore.

**Facilities Available:**

10.20 Besides facilities for testing in almost all areas according to national and international specifications, facilities for Standards (Echelon-II level) and Calibration are available in Mechanical and Electrical areas in the Eastern Regional Centre. Similar facilities are also available, in a limited way, at other centres in northern, western and southern regions.

10.21 The NTH is also providing Industrial Quality Consultancy Services (IQCS) in the following specialized areas:-

- (a) Techno- managerial service for setting up of testing and calibration laboratory.
- (b) Material identification consultancy in problems relating to import substitution.

(c) Failure analysis for engineering materials and plant/system and remedial measures.

(d) Quality improvisation of paints and allied materials, fine chemicals, pesticides etc.

(e) Development of test and calibration methodology.

(f) Strength, Serviceability and Durability (SSD) consultancy for civil constructions.

(g) Interpretation of Radiograph and grading of severity of defects with reference to standards.

10.22 NTH have a direct interaction with the customers for getting quotation for test fee, receipt of sample and testing charges etc. These aspects have been computerized and all the above work is done through a Single Window System. In addition to the above, redressal of public grievances for prompt attention is also available in all the units of NTH. A computerized web- based Management Information System (MIS) for both technical and administrative functions has been installed at NTH(ER), Kolkata. The main areas covered under the system are : Sample monitoring, Budget and Accounts monitoring, Personnel information and Document management system. A new NTH-Website both in Hindi & English versions has been hosted with multiple information related to NTH. This website comprises some of the basic features like Right to



Information Act, Citizen Charter etc. A ready reference related to sample testing status will be available in the website and secured soft copy of the testing & calibration certificates may be provided to the customers against their request.

10.23 An amount of Rs. 85.00 lakh has been approved by EFC for extension and implementation of the MIS project at NTH(SR), Chennai and NTH(NR), Ghaziabad during 2008-09.

**Details of Non-Commercial activities undertaken by NTH :**

10.24 Among the non-commercial activities which NTH scientists undertake are as follows :

(i) Assisting BIS in framing Specifications of varied engineering and consumable products by representing in its various Sectional Committees.

(ii) NTH Scientists represent as Lead Assessors and Assessors in National Accreditation Board for Testing & Calibration Laboratories (NABL).

(iii) Provide training to the professionals belonging to Govt. Departments and Autonomous Bodies viz. Railways, SAIL, BIS in the field of testing and calibration with very nominal fees.

(iv) Assist various Courts of Law, legal custodians and Vigilance Departments for quality assurance as a third party reference laboratory. Although NTH receives testing fees but the intangible value for these sort of testing are enormous for the consumer interests of the country.

(v) As a part of Social Welfare Service NTH undertakes sensitive tests e.g. quality of potable water, spices, alcohol, spirits, submitted by Govt. agencies.

**Testing of Samples:**

10.25 The number of Test Reports issued, Region/ Centre-wise is as under:-

Name of the Region	2007-08	2008-09
ER, Kolkata	4126	4156
WR, Mumbai	2017	2686
SR, Chennai	2270	2664
NR, Ghaziabad	3464	4751
NWR, Jaipur	2448	2011
NER, Guwahati	675	967
<b>TOTAL</b>	<b>15,000</b>	<b>17235</b>

## 10.26 Laboratory-wise Performance of NTH :

(Rs. in lakh)

Region	2007-08			2008-09		
	Non-Plan Expenditure	Revenue earned	% of revenue to Non-Plan Expenditure	Non-Plan Expenditure	Revenue earned	% of revenue to Non-Plan Expenditure
NTH(ER), Kolkata	574.84	177.47	30.87	816.69	250.26	30.64
NTH(WR), Mumbai	183.33	88.15	48.08	259.81	115.29	44.37
NTH(SR), Chennai	179.72	103.22	57.43	254.49	121.56	47.77
NTH(NR), Ghaziabad	177.21	214.01	120.77	277.89	283.87	102.15
NTH(NWR), Jaipur	62.51	64.57	103.30	94.96	66.52	70.05
NTH(NER), Guwahati	45.18	20.19	44.69	57.23	31.60	55.22
<b>Total</b>	<b>1222.79</b>	<b>667.61</b>	<b>54.6</b>	<b>1761.07</b>	<b>869.10</b>	<b>49.35</b>

**Activities of Special Importance :**

10.27 The expertise and wealth of experience of NTH is utilized to provide a major thrust in its modernization for protection of the consumers as well as for the Nation in judging the quality of their products. Some milestones of which are as follows :

a) Testing of Mix Design of Concrete for different upcoming Super Thermal Power projects of NTPC was carried out. Mix Design of Concrete is formulated with the best practical combination of ingredients, viz., Cement, Water, aggregates with a view to achieve the desirable properties of fresh and hardened Concrete. NTPC has accepted three nodal scientists from three different regions of NTH to work out design and implementation of Mix Design Concrete for their projects in India.

b) Obscuration Test on Alcoholic Beverages was carried out for utilization by various State excise Authorities for assessment of actual volume of Alcohol required for formulation of liquors.

c) Fire Extinguisher Ball made in Thailand, has been tested for its unique performance. The product can be utilized by the Fire Fighting personnel to extinguish fire in an enclosed area.

d) Testing of High Build Paints (Polyurethane and Epoxy) and anti-rust chemicals, received from Chittaranjan Locomotive Works, was carried out for enhancing the durability of coating on the surface of locomotive prior to application of paints.

e) Retention of Cadmium content in Pond-fish, collected from a Student-hostel at Kolkata, has been estimated for health ground of the boarders.



The level of Toxicity thus evaluated determines the suitability of fish for human consumption.

f) Kenya Power & Lighting Corporation-an overseas organization- For Test Facility of Lightning Impulse Test of Transformers in Electrical High Voltage Lab, NTH(NR), Ghaziabad.

g) Evaluation of Toxic elements (Lead, Cadmium, Chromium, Mercury and Zinc) as well as determination of NPK value in organic manures, affected by Tsunami invasion at Andaman from Directorate of Agriculture , Port Blair, Andaman were carried out to assess the viability of utilization in practical cases.

h) NTH has started the inspection jobs for Export Promotion as well as in-land supplies.

i) Palm wood make glazed Kitchen accessories (Plates, Spoons, Salt & Pepper pots) have been tested for analysis of Toxic metals (Cd, Zn, Pb) which is important for safe use of these utensils.

j) NTH participated in 12th National Expo during 5th to 10th September, 2008 and Kreta Suraksha Mela from 15th to 19th September, 2008 to create an awareness about the functioning and activities of NTH among the common people of India. The pavilion of NTH has been supervised excellently by the scientists and staff of NTH.

k) Testing and quality evaluation of specialized Sea-Water Resistant Paints (a combination of Zinc Ethyl Silicate, Polyurethane and Epoxy products) meant for off-shore structure developed by M/s. Shalimar Paints, West Bengal as an import substitution of the similar type of product used to import from M/s. International Paint, USA.

l) Determination of Toxic Metal Elements present in Blood and Urine samples of trial patients provided by Central Ayurvedic Research Institute, Ministry of Health, Govt. of India for their on-going project on new Ayurvedic Medicines.

m) On-site testing and quality evaluation of Heavy Duty Traction Cells meant especially for Railway Locomotive Engine at the premises of M/s. Exide Industries Ltd., Haldia, West Bengal.

n) The Chemical analysis of electric fuses as per IRS-S-78-92, sought by RDSO for use in Railway Signalling System has been carried out.

o) The environ-friendly “Cold applied Road Marking Paint (water-based) has been tested for its light sensitive and excellent use in Concrete or Bitumen roads.

p) Hindi Fortnight was observed from 3rd November, 2008 to 18th November, 2008 at NTH(ER), Kolkata. Competitors in different categories Essay writing, Debate, Recitation, Poster-Slogan, etc. Prize giving ceremony on 18th



November, 2008 was presided over by the Director General in Charge, NTH.

q) Mix Design of blanket materials for Railway Formation as per IRS : GE-3, July, 2003 was carried out using Brick dust 'Moorum' and 'Sand' for designing the Blanket materials to meet the requirements in RDSO specification. This is a new field of testing in national interest.

r) Four samples, imported from China and received from the Customs Department, Kolkata, were carried out for presence of Potassium Humate as per the directives of the Hon'ble High Court. Out of the four samples, two have been identified as 'Potassium Humate', a plant growth stimulant.

s) for the new modernized version-3G Mobile communication, environmental test was carried out at NTH(NR), Ghaziabad on 3G SIM cards from

BSNL. 3G Mobile Communication has been launched by BSNL in India thereafter.

t) Institute of Chartered Accountants of India organized a training course on “Valuation of Gold” on 8th March, 2009 at Kolkata. In order to expand business promo and set foot at global economic market, NTH, a pioneer institute in testing field, participated in this programme. Two senior scientists from Chemical Laboratory of NTH(ER), Salt Lake, Kolkata, delivered lecture as faculty in the course. NTH received a good response from the trainees.

**Facilities added:**

**10.28 Sophisticated equipment (Imported & Indigenous)** have been procured and some are under the process of procurement by the regions of NTH.

Sl. No	Name of the Equipment	Regions	Major benefit accrued
1	Spares for Atomic Absorption Spectrophotometer (AAS)	NTH(ER), Kolkata	Augmentation of facility in Atomic Absorption Spectrophotometer (AAS).
2	Mass Comparator Balance	NTH(WR), Mumbai	New test facility for mass calibration
3	Spares for Carbon Sulphur Analyzer	NTH(SR), Chennai	Augmentation of facility in Carbon Sulphur Analyzer.
4	Limiting Oxygen Index Tester	NTH(ER), Kolkata	New facility for testing of Fire retardant of coated materials, plastics, etc.
5	Carbon, Hydrogen, Nitrogen, Sulphur (CHNS) Analyser	NTH(ER), Kolkata	New facility for ultimate analysis of different parameters of coal and other fuels.

Sl. No	Name of the Equipment	Regions	Major benefit accrued
6	Microwave Digester – 2Nos.	NTH(ER), Kolkata & NTH(SR), Chennai	New test facility for rapid analysis of metals and other inorganic chemicals.
7	Hydrogen Generator	NTH(ER), Kolkata	Augmentation of facility in Gas Chromatograph with Mass Spectrometer (GCMS).
8	Equipment for Water Purification System, Ultra pure Water (Pyrogen Free) – 2Nos	NTH(ER), Kolkata & NTH(NWR), Jaipur	New facility for testing of Drinking and Packaged Drinking Water, especially for Bacteriological parameters.
9	Fourier Transform Infrared Spectrophotometer (FTIR) – 2Nos.	NTH(NR), Ghaziabad & NTH(NWR), Jaipur	New test facility. Advanced instrumental method analysis of polymeric compounds and other wide range of organic chemicals.
10	UTM-100kN	NTH(NR), Ghaziabad	Augmentation of existing facilities for Tensile Strength Measurement of Building Materials.
11	Optical Emission Spectrophotometer (OES)	NTH(NWR), Jaipur	New test facility. Testing time for Metal analysis will be reduced.
12	Carbon Sulphur Analyzer	NTH(NER), Guwahati	New facility for rapid instrumental analysis of metal samples.
13	Portable Digital Holiday Detector	NTH(ER), Kolkata	Used for detection of nicks, scrapes, pinholes, or weak spots in a protective coating film.
14	Xenon Arc Weather-o-Meter-2nos.	NTH(SR), Chennai and NTH(ER), Kolkata	Augmentation of Weathering and Colour fastness tests of Coating, Plastic and Textile materials.
15	Optical Emission Spectrophotometer (OES)	NTH(ER), Kolkata.	New test facility. Testing time for Metal analysis will be reduced.
16	Micro Ohmmeter	NTH(NR), Ghaziabad	New facility for measurement of Electrical parameters
17	Million Meg Ohmmeter	NTH(NR), Ghaziabad	Measurement of insulation resistance, etc.
18	FTIR Library	NTH(ER), Kolkata	New test facility. Advanced instrumental method analysis of polymeric compounds and other wide range of organic chemicals.
19	Lead Acid Battery Cycle Tester, 20 Channel	NTH(ER), Kolkata	Augmentation of all types of battery testing facility will be created



**Receipts and Expenditure :**

10.29 The relevant details of receipts and expenditure at the six centres are given as follows :-

(Rs. in lakhs)

**Receipts**

Name of the Region/ Centre	2006-07	2007-08	2008-09 (up to March-'09)
ER, Kolkata	157.32	177.47	250.26
WR, Mumbai	72.32	88.15	115.29
SR, Chennai	60.96	103.22	121.56
NR, Ghaziabad	176.28	214.01	283.87
NWR, Jaipur	45.98	64.57	66.52
NER, Guwahati	13.66	20.19	31.60
<b>TOTAL</b>	<b>526.52</b>	<b>667.61</b>	<b>869.10</b>

10.30 Expenditure (excluding works outlay):

(Rs. in lakhs)

Name of the Region	2006-07			2007-08			2008-09		
	Plan	Non-Plan	Total	Plan	Non-Plan	Total	Plan	Non-Plan	Total
NTH(ER), Kolkata including Head Quarters	302.79	571.75	874.54	308.06	574.84	882.90	336.94	816.69	1153.63
NTH (WR), Mumbai	19.22	172.82	192.04	29.35	183.33	212.68	32.44	259.81	292.25
NTH (SR), Chennai	25.00	182.61	207.61	27.74	179.72	207.46	35.18	254.49	289.67
NTH (NR), Ghaziabad	46.04	158.86	204.90	39.24	177.21	216.45	33.95	277.89	311.84
NTH (NWR), Jaipur	14.54	56.26	70.80	16.87	62.51	79.38	16.41	94.96	111.37
NTH(NER), Guwahati	14.93	35.63	50.56	11.06	45.18	56.24	11.77	57.23	69.00
<b>TOTAL</b>	<b>422.52</b>	<b>1177.93</b>	<b>1600.45</b>	<b>432.32</b>	<b>1222.79</b>	<b>1655.11</b>	<b>466.69</b>	<b>1761.07</b>	<b>2227.76</b>

**Public Grievance set up in NTH:**

10.31 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 for getting quotation for test fee, deposition of sample and receipt for sample and test fee etc. These aspects have been computerized and all the above work can be done on a single window “Sample Room”. These facilities are available in all the units of the NTH. In spite of the above, if there is any public grievance, redressal machinery for prompt and sympathetic attention to it is also available in all the units of NTH.

**Vigilance:**

10.32 NTH has separate set-up to look after the vigilance matters, headed by the Vigilance officer at Head Quarters, Kolkata and Assistant Vigilance Officers in the rank of Assistant Directors (Admn) at the six regional laboratories of NTH. There are seven disciplinary/ vigilance cases in NTH. This figure excludes the cases already dealt with by the Vigilance Cell of the Department of Consumer Affairs, New Delhi.

## ANNEXURE-I

## Group-wise Staff Strength of NTH as on 31.03.2009

	Head Quarters		NTH(ER), Kolkata		NTH(WR), Mumbai		NTH(SR), Chennai		NTH(NR), Ghaziabad		NTH(NWR), Jaipur		NTH(NER), Guwahati		Total	
	SS *	AS	SS	AS	SS	AS	SS	AS	SS	AS	SS	AS	SS	AS	SS	AS
<b>Group-A</b>	5	5	37	24	13	12	14	11	16	14	6	5	4	4	95	75
Group-B (Gazetted)	2	1	36	21	23	13	17	9	15	13	9	7	5	1	107	65
Group-B (Non - Gazetted)	--	--	33	13	11	7	16	8	21	8	15	6	7	3	103	45
<b>Group-C</b>	3	9	136	124	38	30	29	27	18	17	5	3	7	5	236	215
<b>Group-D</b>	2	2	82	66	23	18	17	14	20	18	4	3	4	3	152	124
<b>Total</b>	<b>12</b>	<b>17</b>	<b>324</b>	<b>248</b>	<b>108</b>	<b>80</b>	<b>93</b>	<b>69</b>	<b>90</b>	<b>70</b>	<b>39</b>	<b>24</b>	<b>27</b>	<b>16</b>	<b>693</b>	<b>524</b>

\* SS : Sanctioned Strength.  
AS : Actual Strength.





# CHAPTER - XI

## RESERVATION OF SCHEDULED CASTES AND SCHEDULED TRIBES NUMBER OF SC/ ST / OBC / PH / EXM OFFICERS AS ON 31.3.2009

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

11.2 The number of persons belonging to Scheduled Castes, Scheduled Tribes, Other Backward Castes, Physically Handicapped and Ex-Servicemen employed in the Department of Consumer Affairs and its attached/subordinate offices are indicated as under :

Group of Post	Sanctioned Strength	Total Number of employees in position	Number of employees out of Col.3 belonging to							
			SC	ST	OBC	PH			EXM	WOMEN
						VH	HH	OH		
1.	2.	3.	4.	5.	6.	7.	8.	9.	10.	11.
Group A	218	160	21	4	8	-	-	1	2	23
Group B Gazetted	186	118	16	4	4	-	-	-	-	28
Group B Non-Gazetted	186	110	15	3	13	-	-	2	-	21
Group C	380	320	70	19	25	1	3	3	4	57
Group D	279	236	74	20	29	2	3	6	10	15
<b>TOTAL</b>	<b>1249</b>	<b>944</b>	<b>196</b>	<b>50</b>	<b>79</b>	<b>3</b>	<b>6</b>	<b>12</b>	<b>16</b>	<b>144</b>

VH – Visually Handicapped

HH – Hearing Handicapped

OH – Orthopaedically Handicapped

EXM – Ex-serviceman

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

National Test House-Kolkata

Forward Markets Commission-Mumbai

National Consumer Disputes Redressal Commission-New Delhi.

Indian Institute of Legal Metrology-Ranchi.

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

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# Awareness is the key to safeguard against any deficiency of services by telecom service provider.

Sayani Rani says....

Be aware of the guidelines issued by TRAI for telecom consumer!



## VALUE ADDED SERVICES:

- No chargeable value added service shall be provided to a customer without his explicit consent.
- The subscriber for international roaming can opt a particular ring back tone from their service provider to avoid unwanted / unimportant calls by indicating message to the calling party in the ring back tone about his/her international roaming status.



The details of the above are available on TRAI's website <http://www.trai.gov.in>

Consumers can also call  
National Consumer Helpline No. (1800-11-4000 Toll Free)  
(From BSNL/MTNL lines)  
011-27662955, 56, 57, 58 (Normal Call Charges Apply)  
(9.30 am to 5.30 pm - Monday to Saturday)

Issued in public interest by  
Ministry of Consumer Affairs, Food and Public Distribution  
Department of Consumer Affairs, Government of India,  
Krishi Bhawan, New Delhi-110 001 Website: [www.fcamin.nic.in](http://www.fcamin.nic.in)





## CHAPTER - XII

### SEXUAL HARASSMENT OF WOMEN AT WORKPLACE- CONSTITUTION OF COMPLAINTS COMMITTEE

12.1 In order to implement the guidelines of Hon'ble Supreme Court on prevention of sexual harassment of women at work place, a Complaint Committee was constituted in the Department of Consumer Affairs on 3rd August, 1998 which has been reconstituted on 21.11.2007 under the Chairpersonship of Smt. Anandi Ravichandaran, Economic Adviser in the Department. This Committee has been entrusted with the work relating to the time bound redressal of grievances made by women employees. In addition, this Cell also functions as a Women's Cell which broadly covers the following areas:

- To attend to and co-ordinate the action for improvement of working conditions for women employees of the Department.
- To attend to and expedite action on the complaints received from the women employees.
- Other general areas concerning the welfare of women employees.

12.2 No complaint in this regard has been received by this Cell so far. However, interactive meetings are held

periodically with all lady employees of the Department to get first hand information regarding their problems, if any, so that remedial measures could be taken.

#### SEXUAL HARASSMENT OF WORKING WOMEN AT WORKPLACE AT BUREAU OF INDIAN STANDARDS

12.3 In line with the guidelines and norms laid by Hon'ble Supreme Court of India in Vishaka & Others versus State of Rajasthan and Others, the Bureau of Indian Standards reconstituted Complaint Committee on Sexual Harassment in Jan 2007 for the 3rd time for tenure of two years, which is headed by a woman Chairperson. During the year, the Committee continued to take care of the interests of the women employees; and their welfare, as a part of which Womens' Day Celebrations were organized in BIS on 6 March 2009.

12.4 During the last year, One-day Seminars (Sensitization Programme) on "Sexual Harassment at Workplace" were organized at BIS Offices at Jaipur, Parwanoo & Mumbai for creating awareness on sexual harassment among the officers and staff members.





# CHAPTER - XIII

## PROGRESSIVE USE OF HINDI

### COMPLIANCE WITH THE OFFICIAL LANGUAGES ACT AND RULES FRAMED THEREUNDER

13.1 The Department has a Hindi Division under the Joint Director(OL) which is responsible for entire translation work of the department and Implementation of Official Languages 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:

13.2 During the year, appropriate action was taken to ensure implementation of the provisions of the Official Languages Act and the Rules framed thereunder.

13.3 For ensuring compliance with the provisions of the Official Languages Act, 1963 and rules framed thereunder, checkpoints have been set up in the Department. Effective steps were taken for the adherence to these checks points.

13.4 The attached/subordinate offices under the Department wherein 80% or more of staff (except Group “D”) have a working knowledge of Hindi have been notified in the Gazette of India as

required under Rule 10(4) of the Official Languages ( use for Official Purposes of the Union) Rules, 1976. Orders to make all correspondence in Hindi under rule 8(4) of the said Rules have also been issued by the Department and the offices so notified under rule 10(4).

### REVIEW

13.5 The Annual Programme for the year 2008-2009 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.

13.6 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 during the year. Emphasis was laid in the meetings





on innovative ideas for promotion of Hindi as also for complementary use of regional languages.

13.7 Two meetings of the Hindi Salahakar Samiti of the Ministry were held during the year and follow up action taken on the decisions taken therein.

### **INCENTIVE SCHEMES**

13.8 The scheme for awarding cash prizes to Central Govt. Employees for noting and drafting in Hindi continued to be implemented during the year.

13.9 Special incentive for Hindi typing in addition to English typing continued to be given to employees of the Department.

13.10 The Department observed Hindi fortnight from 01.09.2008 to 15.9.2008. During this fortnight various competitions were organised with a view to encourage the officers/employees of the department for doing their official work in Hindi. The winners of these competitions were suitably awarded.

### **OTHER ACTIVITIES**

13.11 Steps were taken to ensure progressive use of Hindi for correspondence in Hindi with the central Govt. offices located in various regions in accordance with the targets fixed by the Department of Official Language in this regard.

13.12 Employees not yet trained in the Official Language, Hindi stenography

and Hindi typing were nominated for training in the respective field.

13.13 To impart training in noting and drafting in Hindi, workshops were organised in the Department.

13.14 The department has achieved the target of spending 50% of Library fund on Hindi books. In addition to this, Hindi News papers, Magazines and journals were purchased regularly for the library of the Department.

13.15 Continuous efforts are being made to encourage progressive use of Hindi in official work not only in the Department but also in its attached and subordinate offices. Inspections were conducted to watch the progress in this regard.

13.16 This department got third prize under the Indira Gandhi Rajbhasha Puruskar Yojana of Department of Official Language for year 2006-07. Secretary(CA) received the award from the President of India on 14th September, 2008 in a function organized on the occasion of Hindi Divas.

### **USE OF HINDI IN FORWARD MARKETS COMMISSION**

13.17 The Commission has a Hindi Cell headed by a Hindi Officer and supported by 2 Hindi Translators and one Hindi typist to implement the provisions of the Official Language Act. The Forward Markets Commission observed Hindi Fortnight from 1st September to 15th September, 2008 and various



Shri Y.S. Bhave, Secretary, Department of Consumer Affairs receiving the prize under the Indira Gandhi Rajbhasha Puskar Yojana of Department of Official Language for the year 2006-07 from the President of India on 14th September,2008 in a function organized on the occasion of Hindi Divas.



competitions were organized during this period as a part of the celebrations and winners of the competitions were given cash awards. Hindi workshops were organized in order to help the officials to do their official work in Hindi. Target fixed for purchase of Hindi Books was met during the year. Two meetings of the Hindi Salahakar Samiti of the Ministry were attended by the representative of Forward Market Commission.

### **PROGRESSIVE USE OF HINDI IN BIS**

13.18 Various steps have been taken for implementation of the provisions of the Official Languages Act in the day-to-day work. A number of articles, general orders, office notes, press communiqués and covering letters of draft Indian

Standards and amendments were issued in Hindi. Two Hindi workshops were organized for Nodal Officers/staff at BIS Headquarters, New Delhi and NITS, Noida wherein 70 officials participated. Four meeting of the Official Language Committee were held in the Headquarters during the year. Ten Hindi workshops were organized in different branch offices. Four departments of the Headquarters were inspected with regard to progressive use of Hindi. BIS participated in the meetings of Hindi Salahakar Samiti of the Ministry. Target for purchase of Hindi books was met.

13.19 Beside the routine translation work, 280 standard titles were translated.40 standards were considered for translation which are various stages



Officers of the Bureau of Indian Standards, Jaipur Branch attending Hindi Workshop on 24th December, 2008



of translation, approval, finalization, printing and publication. The quarterly Hindi magazine “Manak Doot” was published regularly.

### **USE OF HINDI IN NATIONAL TEST HOUSE**

13.20. The National Test House is doing its best to implement the Official Language Policy and the Official Language Act and Rules made thereunder in its Head Quarters and regional and branch offices. NTH is publishing a bilingual magazine from its regional office Chennai. Complying with the Section 3(3) of the Official Language Act and rule 5 of the Official language rules fully. NTH Headquarters along with its regional offices observed Hindi Divas and Hindi fortnight during 3.11.2008 to 18.11.2008. Representative of NTH attended the meetings of the Hindi Salahkar Samiti. Meetings of the Official Language Implementation Committee were held regularly. Two vacant posts of Junior Hindi Translator and one post of Hindi Typist has been revived in National Test House, Mumbai and Chennai with the approval of Ministry of Finance.

### **Indian Institute of Legal Metrology, Ranchi**

13.21 Indian Institute of Legal Metrology is doing exemplary work to promote the use of Hindi in its official work. Apart from doing its entire original correspondence in Hindi it is

implementing the incentive schemes to encourage the officials for doing their official work in Hindi. With a view to help the officials it organized one Hindi workshop in every quarter. To monitor and review the progress made in progressive use of Hindi, meetings of the Official Language Implementation Committee were held regularly.

13.22 Study material and lectures are delivered in Hindi & English or in a mixed language by IILM as per the requirement of the trainees.

### **Regional Reference Laboratories of Weights and Measures**

13.23 There are five RRSLs under W&M division of the Department of Consumer Affairs, at Ahmedabad, Bangalore, Bhubaneshwar, Guahati and Faridabad. All these laboratories continued to follow the provisions of the Official Languages Act and Rules framed thereunder to promote the use of Hindi in their official work and complied with the instructions issued by the Department in this regard.

### **National Consumer Co-operative Federation of India Ltd, New Delhi**

13.24 To promote the progressive use of Hindi in the official work of NCCF headquarters and its field organizations following activities were undertaken during the period under review:

- Provisions of the Official Languages Act and rules framed thereunder were



complied with in letter and spirit. All documents under section 3(3) of the Act were issued in bilingual form. All letters received in Hindi were replied to in Hindi. Steady progress was made in correspondence in Hindi with 'A', 'B' and 'C' region.

- Meetings of the Official Language Implementation Committee were held regularly. In all 4 meetings were held during the year.
- To encourage, help and train the officials for doing their official work in Hindi, 3 Hindi workshops were organized during the year.

- To see the position of the progressive use of Hindi in its field organizations, inspections were done.
- Hindi Diwas was observed on 12.9.2008.
- Hindi fortnight was observed wef 1.9.2008 to 15.9.2008. During this period various competitions were organized and cash prizes were given to the winners.
- Rajbhasha Trophy was awarded to Bhopal Branch office for doing maximum work in Hindi during the year.
- Meetings of the Hindi Salahkar Samiti of the Ministry were attended by the officers of the NCCF.

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# CHAPTER - XIV

## DEVELOPMENT OF NORTH EASTERN REGION

### PRICE MONITORING IN NORTH-EASTERN STATES

14.1 Price monitoring based on the daily and weekly price reports on 14 essential commodities from the North Eastern States continued.

### WEIGHTS AND MEASURES

14.2 The Construction of the Regional Reference Standards Laboratory (RRSL) Building at Guwahati has been completed in the month of December, 2008 and CPWD has handed over the building to RRSL.

14.3 During 2008-09, an expenditure of Rs.1.17 Crore has been made for RRSL, Guwahati and Rs.2.5 Crore has been made for the Strengthening of W&M infrastructure in the States under the plan.

Total expenditure for the development of the North East during 2008-09 is Rs.3.67 Crore.

### BUREAU OF INDIAN STANDARDS

14.4 Development in North-East Region- Bureau of Indian Standards

has got a Branch Office at Guwahati, which caters to the Quality Control, Certification and training needs of the industries of the North Eastern Region comprising of 7 states Assam, Arunachal Pradesh, Tripura, Manipur, Meghalaya, Mizoram and Nagaland. Guwahati Branch Office (GBO) is providing information regarding standardization, certification of products and on quality management systems. It is also guiding the prospective product licensees in setting the laboratories for obtaining the Certification Marks Licence. It also provides information on the certified goods to the State Governments.

14.5 At present, 291 BIS licences (226 licences on product and 65 licences on Hallmarking) are in operation in North Eastern States.

14.6 GBO has a laboratory attached to it and has complete testing facilities for testing of galvanized steel sheets (plain and corrugated), M.S. wire rods for general engineering purposes and partial testing facilities for High strength deformed steel bars, structural steel, corrugated & semi-corrugated asbestos cement sheet and A.C. fittings.





GBOL has tested so far 54 samples in the lab.

14.7 During this period, one enforcement raid was carried out at Guwahati and launched prosecution in two cases in the court. Wide publicity was given in local media regarding this activity. GBO has also put up hoardings on Hallmarking Scheme and Product Certification in all the state capitals of North East. It has a full-fledged library for BIS standards and also a sales counter for providing assistance to industries, consumers and the students of the North Eastern Region.

14.8 GBO is coordinating with the state governments through State Level Committee meetings for standardization and quality systems. It is also coordinating with different state departments for implementation of various Central Quality Control Orders which brought various products under Mandatory Certification. SLC Meeting for the state of Meghalaya was held on 6th August 2008 which was chaired by Commissioner of Industries, Govt. of Meghalaya and DDGE from BIS also briefed about BIS activities

**Vigilance Awareness Week was celebrated from 03 – 07 November 2008.**

14.9 GBO celebrated the World Standards Day on 23 October 2008 which was inaugurated by Shri Prof(Dr.) Nirmal

Kr. Choudhury (Ex-Vice Chancellor of Guwahati University, Guwahati). The other eminent speakers Shri Pranab Sharma (President AREIDA), Shri R.Sen,(Principal Architect), Shri I.Barua (Eminent Structural Engineer), Shri A.Jha (S.E ,CPWD), deliberated on the theme on Intelligent and Sustainable Building in the Technical Session

14.10 GBO is also coordinating with SISI, CIPET and Manav Sarathi (NGO) in conducting Consumer Awareness Programmes in different states of North East. Two Consumer Awareness programme were organized in Silchar, Agartala, Nagaon and Tezpur to explain BIS activities. Two industrial awareness programmes were also organized, one in Imphal (Manipur) and other at Byrnihat (Meghalaya).

Translation of publicity brochures on Hallmarking of Gold Jewellery “Myths about Standard Mark” and “What to look for in Standard Mark” from English to Assamese was undertaken for distribution at the exhibitions and the awareness programmes. An awareness programme on Hallmarking was conducted at Kokrajhar on 22 Nov 2008 for Jewellers and Consumers. An awareness programme on Hallmarking was also conducted at Jorhat on 29 March 2009 for Jewellers and Consumers.

14.11 Hoardings on Hallmarking Scheme and Product Certification were put up in all the state capitals of North



East. GBO has a full-fledged library for BIS standards and also a sales counter for providing assistance to industries, consumers and the students of the North Eastern Region.

14.12 BIS, Guwahati participated in the exhibition of 96th Indian Science Congress held at Shillong (Meghalaya) from 03-01-2009 to 07-01-2009 by putting up a stall displaying pamphlets of BIS activities, Standards, ISI marked products and also about Hallmarking Scheme. The function was inaugurated by Dr. Manmohan Singh, Hon'ble Prime Minister of India and the exhibition was inaugurated by Shri Kapil Sibbal, Hon'ble Minister of Science & Technology.

14.13 GBO also participated in the international Trade Fair from 27-02-2009 to 13-03-2009 where countries like Thailand, Turkey, Pakistan, Sri Lanka, Burma and Bangladesh had actively participated. Publicity brochures containing BIS activities and Hallmarking Scheme were displayed and distributed during the Trade Fair from its Stall.

14.14 A meeting was organized with Director, ETDC, Govt of India on 30 March 2009 for exploring possibilities of setting up Assaying Centre for Hallmarking at Guwahati.

14.15 A programme on Educational utilization of Standards was organized at CIPET Guwahati on 26-03-2009.

14.16 Hindi Parliamentary Committee carried out inspection of GBO on 4th

April 2008 and appreciated high about the work done in the field of Hindi. Hindi Pakwara was celebrated in GBO from 1 – 14 September 2008. Hindi Diwas was celebrated on 14 September 2008. A Hindi karyashala was also organized on 08-12-2008 and 2-03-2009.

### **CONSUMER WELFARE FUND**

14.17 During current financial year an amount of Rs 91 Lakhs have been released to Sikkam, Mizoram, Arunachal Pradesh and Assam Govt. of the North East Region as grant in - Aid to set up State Consumer helpline

### **PUBLICITY CAMPAIGN FOR CREATING CONSUMER AWARENESS**

14.18 Keeping in view the uniqueness of this region and considering that North East (NE) Region has the distinct culture, custom, specific focus has been given to publicity regarding consumer awareness in the NE region. A unique approach has been adopted for the region and innovative measures are being undertaken for spreading consumer awareness.

14.19 It has been ensured that all the major newspapers in the region as well as the electronic media and traditional media by utilizing the services of Song & Drama Division of Ministry of Information and Broadcasting etc. have been utilized for spreading publicity in the NE region.



14.20 The Department participated in the 96th Indian Science Congress (ISC) at Shillong. The ISC Conference was inaugurated by Hon'ble Prime Minister Dr. Manmohan Singh. The Publicity Division had put up a stall regarding the 'Jago Grahak Jago' multi media campaign of the Department. Free publicity material was distributed to the visitors to inform them about the various provisions of Consumer Protection Act and the precautions they need to take as a consumer in the different sectors pertaining to education, travel, real estate, banking telecommunication, medicines etc.

14.21 The stall attracted very encouraging response from the visitors and the entries made in the visitors book shows that people in the north-eastern region were quite aware of the 'Jago Grahak Jago' campaign. The stall was also visited by Science and Technology Minister Shri Kapil Sibbal apart from other leading political personalities of the area.

#### **NATIONAL TEST HOUSE**

14.22 A Satellite branch of NTH was established in the year 1996 at C.I.T.I Complex, Kalapahar, Guwahati-781016 which was taken at a very nominal rent from Govt. of Assam with a view to meeting the Testing, Evaluation & Quality Control requirements of materials and finished products from the North-Eastern region of the country.

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

- (i) Testing & Quality Evaluation of various Engg. Materials, viz., Civil, Chemical, Textile, Mechanical etc.
- (ii) Providing Training in Testing Methodologies for Cement, Water, Paints, General Chemicals, Steel etc.
- (iii) Providing Consultancy Services in the field of Laboratory Set-up, Packaged Drinking Water, and 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.

14.23 During the period from 2002-03 to 2007-08, the total revenue earned by NTH, Guwahati, from April, 2002 to March, 2008 is Rs.69.73 lakh.

14.24 NTH (NER) 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:

- (i) Augmentation of the existing Chemical Laboratory by creating test facilities for testing of bituminous products, Tea including Residual Pesticides Analysis, Gas Analysis, etc.
- (ii) Augmentation of the existing Civil Laboratory by creating test facilities for



testing of Mix-Design, Sanitary wares, Refractories, and Non-destructive tests of Civil Engg. products.

(iii) Opening of new laboratories in the field of Rubber, Plastic & Textile Engg. and Mechanical Engg. Testing facilities for Tea will be created in this region.

14.25 An amount of Rs.15,83,200/- towards allotment of land in the existing premises of NTH(NER) at Greater Guwahati has been paid by NTH to the Govt. of Assam. Funds worth Rs.3.00 Crore has been approved by EFC in

the 11th Five Year Plan Proposal for construction of the New Building at NTH(NER), Guwahati by demolishing the existing structure, phase-wise, at Kalapahar, Guwahati, for further expansion of the laboratories, creation of new facilities including Centre of Excellence and with the provision of residential quarters. Funds worth Rs. 71.10 lakh have been authorized to CPWD by the Department for construction purpose during 2008-09. The construction work has already been undertaken by CPWD.

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# CHAPTER - XV

## INTEGRATED FINANCE DIVISION

### INTRODUCTION

15.1 The Integrated Finance Wing of the Ministry of Consumer Affairs, Food and Public Distribution (Department of Consumer Affairs) is headed by Additional Secretary and Financial Adviser who is overall in charge of Budget and Accounts Section in addition to the Internal Finance Section.

### FUNCTIONS

15.2 It is the duty of Integrated Finance Division:-

- (i) 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.
- (ii) To scrutinize budget proposals thoroughly, before sending them to Ministry of Finance.
- (iii) 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

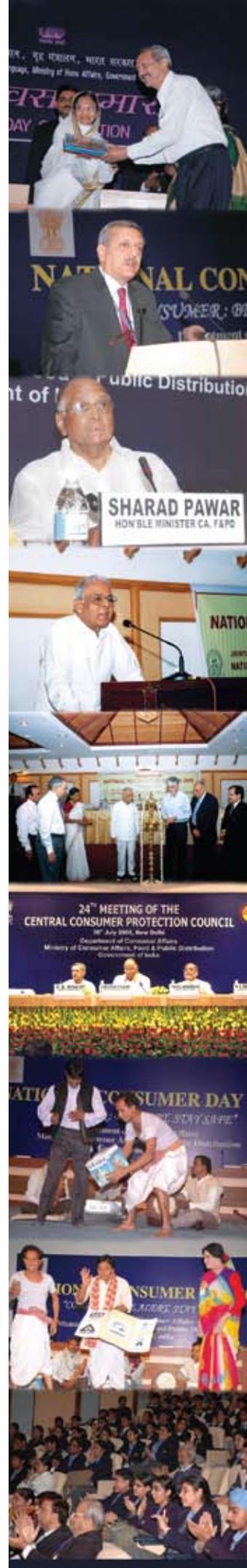
figures of the expenditure incurred by the subordinate offices so that the Ministry has a complete month to month picture of the entire expenditure falling within its jurisdiction;

(iv) 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;

(v) 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;

(vi) To screen the proposals for supplementary demands for grants;

(vii) 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 sanction issued by Administrative Ministry in exercise of delegated powers





clearly indicates that they are issued after consultation with IF Division.

(viii) To identify, in particular, specific savings in cases of creation of posts and to maintain a Register for this purpose;

(ix) To scrutinize proposals for re-delegation of powers to subordinate authorities;

(x) To keep himself closely associated with the formulation of schemes and important expenditure proposals from their initial stages;

(xi) To associate himself 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;

(xii) To watch the settlement of audit objections, Inspection Reports, draft audit paras, etc;

(xiii) To examine foreign deputation proposals in respect of officers of the Department as also employees of Bureau of Indian Standards, an autonomous body under Administrative Control of Department of Consumer Affairs.

(xiv) To represent Central Government in various Committees of the BIS, i.e. Finance

Committee, Standing Staff Committee and Executive Committee of BIS.

(xv) To ensure prompt action on Audit Reports and Appropriation Accounts, Reports of Public Accounts Committee, Estimates Committee and Committee on Public Undertakings;

(xvi) To screen all expenditure proposals requiring to be referred to Finance Ministry for concurrence or advice.

(xvii) To ensure regular and timely submission to Finance Ministry of quarterly staff statements and other reports and returns required by Finance.

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

15.3 Except for 4 paras mentioned in Table below, all other Action Taken Notes on the audit observations included in the C & AG's Reports upto 2006 have already been sent to the Monitoring Cell in the Ministry of Finance after getting them vetted from the O/o the Pr. Director of Audit.

15.4 In respect of Audit observations included in the C&AG's Report for 2006, the status of outstanding paras is in the table below :

**Table**

Sl. No.	Para No.	Present Status
1.	6.3.2.1 of Report No. 14 of 2006	The information has since been received from CWF Division and revised draft ATNs are being prepared.
2.	6.3.1 of Report No. 14 of 2006	
3.	6.5(a) of Report No. 14 of 2006	The draft ATNs have been received on 6.2.09 and are being examined.
4.	6.11 of Report No. 14 of 2006	



## **DEPARTMENTALISED PAYMENT AND ACCOUNTING ORGANISATION**

### **ORGANISATIONAL SET UP:**

15.5 The Organization functions under overall cadre control of the Controller General of Accounts, Ministry of Finance, Department of Expenditure in respect of Gr. "A" & "B" officers. The Secretary of Department of Consumer Affairs is the Chief Accounting Authority who discharges his duties through and with the help of AS & FA and Chief Controller Accounts of the Department of Consumer Affairs.

15.6 The departmentalized payment and accounting organization of the Department of Consumer Affairs has four Pay and Accounts Offices located at New Delhi, Mumbai, Chennai and Kolkata besides one Principal Accounts Office located at New Delhi. The Chief Controller of Accounts is the Head of the payment and accounting organization in respect of Department of Consumer Affairs as well as Department of Food and Public Distribution, which too has 4 Pay and Accounts Offices located at New Delhi, Mumbai, Chennai and Kolkata.

### **FUNCTIONS & RESPONSIBILITY:-**

15.7 The Payment and Accounting Organization under the Chief Controller of Accounts is responsible for:-

(i) Arranging payments, through Pay and Accounts Offices and cheque drawing

and disbursing officers of pay and allowances, provident fund claims, office contingencies, miscellaneous payments, loans and advances to Government Servants and others as well as grants-in-aid. There are 8 PAOs, 2 CDDO & 40 Non-CDDOs in the Ministry of Consumer Affairs, Food and Public Distribution. The Non-CDDOs present their claims/bills to the accredited PAO's who issues cheque after scrutiny of the bills. The CDDOs are authorized to make payments for salaries and contingent claims after observing the relevant checks. The CDDOs issue cheques on the basis of Letter of Credit (LOC) issued in their favour by the concerned PAO's to the accredited bank branches.

(ii) Issuance of Pension Payment Orders (PPO) in respect of retiring Government servants and payment of retirement benefits

(iii) Supervision & Monitoring of Utilization Certificates.

(iv) Maintenance of Loans and Grants in Aid to State Govt/PSU/Autonomous Bodies

(v) Submission of information under FRBM Act-2003

(vi) Technical Advices to Ministry/ Department/PSU/Autonomous Bodies

(vii) Review of Expenditure under Modified Cash Management System

(viii) The Internal Audit Unit is responsible for conducting the Inspection



and internal audit of offices of all the DDOs and other auditable units of the Departments of the Ministry. Recently “Value of Money Audit” i.e. performance audit is also being taken up by internal audit wing of the Ministry. During 2007 CGA had desired that ‘Risk based Audit’ of schemes may be conducted and the same has been initiated by the Internal Audit Wing

15.8 The Principal Accounts Office of this Ministry generates periodic reports like the monthly accounts, Expenditure Statements, Plan Expenditure Review, Annual Accounts etc. The monthly accounts fulfill the need of day-to-day administration besides giving an over all picture of Receipts & Payments, Head-wise Accounting Control besides, the annual accounts represent an accurate view of the financial stewardship of the Ministry during the year. The Principal Accounts Office compiles the monthly accounts submitted to it by the various PAOs through another software called “CONTACT”. The consolidated account of the Ministry is sent to the Ministry of Finance, Controller General of Accounts for further consolidation of accounts of the Union of India. Several important reports are generated by using ‘CONTACT’

15.9 In the PAO’s Offices, ‘COMPACT’ software covers the major accounting tasks of the PAOs and supplies input to the ‘CONTACT’ software working at the Principal Accounts Office. It is designed

and developed with an attempt to address all the Software System Attributes such as availability, portability, security and maintainability. The features of the software are:

- (i) It is at the lowest level of accounting and it provides information to the higher levels of accounting system for further processing.
- (ii) It covers all the major accounting and payment functions i.e. Pre-Check, Budget, Compilation, GPF and Pension.
- (iii) It aims at generation of Monthly Consolidated Accounts data in the electronic format for incorporation of the Principal Accounts Offices in the CONTACT Software database.
- (iv) It provides various managerial reports for expenditure analysis like Expenditure Control Register, Receipts versus Expenditure comparison, Date wise Monthly Statement (DMS) etc.
- (v) It helps in preparation/printing of cheques to be issued by the PAOs.

15.10 E-Lekha is G2G e-governance initiatives. The scope of the COMPACT software is now extended to generate a daily closing accounting and administrative data sub set, which can be exported to a central data base server at the end of each day from each PAO. As and when the data from each of the 300 odd PAO’s are received at the Database



server, this web-based application will facilitate an ONLINE Financial Information System for fact based fiscal management.

15.11 The Internal Audit is managed by three Audit Parties, two at Kolkata and one at Headquarters New Delhi under the overall control of Chief Controller of Account. The Internal Audit helps decision maker in management of records, implementation of various financial & accounting manuals, pointing out financial irregularities & procedural lapses.

15.12 During the financial year 2008-09 upto 2/2009, 42 units came under the preview of Audit. 35 units were audited during 2008-09 upto February 2009 and 10 Grants-in-Aid Institutions were identified as to be covered under audit, out of which audit of 05 Institutions were conducted. Four Grantee Institutions were left as no further grant was released to them and one grantee institution was left.

15.13 A number of paras raised by audit resulted in recovery of over payments of Rs.11,89,847/-, and deduction of non recoveries of Govt. dues from various Auditees/ Authorities/ Institutions to the tune of Rs. 968,02,67,072/- and infructuous/

irregular expenditure of Rs. 1,44,82,413/-. Suggestions were also made by Internal Audit Parties to DDOs for proper maintenance of records and Accounts. Also advised to make payments in accordance with the rules and provisions of the Govt. of India.

15.14 Besides the above, the Internal Audit Wing have conducted studies on the Schemes Viz., 'Village Grain Bank' and 'Integrated Project on Consumer Protection' for Risk Based Audit and presented 'Village Grain Bank' before the Controller General of Accounts.

#### **ACHIEVEMENTS**

1. The Internal audit unit conducted internal audit of 45 units upto March, 2009
2. The audit of Non-Government Organization also being under taken by IA wing.
3. 'Account at a glance' for the financial year 2007-08, Monthly Expenditure, sanctions regarding advices to state Govt. etc. are available on the ministry web-sites.
4. 20 Employees got trained under INGAF & NIFM upto March 2009.

**Statement showing Budget Estimates, Revised Estimates and Actuals in respect of  
Department of Consumer Affairs for fiscal year 1999-2000 to 2008-09**

(Rs. in crores)

Year	Department	Demand No.	Budget Estimates			Revised Estimates			Actuals		
			Plan	Non-Plan	Total	Plan	Non-Plan	Total	Plan	Non-Plan	Total
1999-2000	Department of Consumer Affairs	8	16.50	9.66	26.16	14.00	24.08	38.08	13.36	13.02	26.38
2000-2001	Department of Consumer Affairs	40	10.00	12.06	22.06	9.50	42.71	52.21	9.86	44.23	54.09
2001-2002	Department of Consumer Affairs	36	8.50	37.55	46.05	10.77	63.24	74.01	9.24	60.90	70.14
2002-2003	Department of Consumer Affairs	39	10.15	52.48	62.63	7.50	75.33	82.83	7.13	88.85	95.98
2003-2004	Department of Consumer Affairs	18	9.67	24.76	34.43	9.67	32.98	42.65	8.24	34.85	43.09
2004-2005	Department of Consumer Affairs	18	18.25	32.55	50.80	18.25	64.81	83.06	36.11	43.26	79.37
2005-2006	Department of Consumer Affairs	17	107.94	56.90	164.84	90.00	59.89	149.89	86.09	34.04	120.13
2006-2007	Department of Consumer Affairs	17	163.00	68.00	231.00	150.00	52.66	202.66	133.96	35.43	169.39
2007-2008	Department of Consumer Affairs	17	213.00	57.24	270.24	150.00	54.35	204.35	105.83	36.68	142.51
2008-2009	Department of Consumer Affairs	15	209.00	55.03	264.03	160.00	253.65	413.65	151.71	189.40	341.11*

\*Expenditure upto 31st March, 2009 as intimated by Pr. A.O.

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# CHAPTER - XVI

## SCHEMES FOR THE BENEFIT OF THE PERSONS WITH DISABILITIES

STATEMENT SHOWING THE NUMBER OF PERSONS WITH  
DISABILITIES IN VARIOUS GROUPS  
(As on 31.03. 2009)

Name of Ministry/Department: Department of Consumer Affairs

Office/Organization:

Group of Post	Sanctioned Strength	Total Number of Employees in position	Number of PH employees – Out of col. 3		
			VH	HH	OH
1.	2.	3.	4.	5.	6.
Group A	218	160	-	-	1
Group B	372	228	-	-	2
Group C	380	320	1	3	3
Group D	279	236	2	3	6
<b>Total</b>	<b>1249</b>	<b>944</b>	<b>3</b>	<b>6</b>	<b>12</b>

VH – Visually Handicapped

HH – Hearing Handicapped

OH – Orthopaedically Handicapped

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*Happy Holi*  
with  
*Natural Colours.*

*Sayani Rani Says.....*

- Holi can be fun by using environment friendly Colours.
- Natural Colours are cheap.
- Natural Colours can be made at home.

*Consumers must encourage the use of eco-friendly Colours.*



*Festival of Natural Colours....  
Safe and Beautiful*



Consumers can also call  
National Consumer Helpline No. (1800-11-4000 Toll Free)  
(From BSNL/MTNL lines)  
011-27662955,56,57,58 (Normal Call Charges Apply)  
(9.30 am to 5.30 pm - Monday to Saturday)

Issued in public interest by  
Ministry of Consumer Affairs, Food and Public Distribution  
Department of Consumer Affairs, Government of India,  
Krishi Bhawan, New Delhi-110 001 Website:www.fcamin.nic.in

# "Consumers : Be Alert, Stay Safe"



Government of India

Ministry of Consumer Affairs, Food and Public Distribution

Department of Consumer Affairs,

Krishi Bhawan, New Delhi-110114

Websites: [www.fcamin.nic.in](http://www.fcamin.nic.in), [www.core.nic.in](http://www.core.nic.in)

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