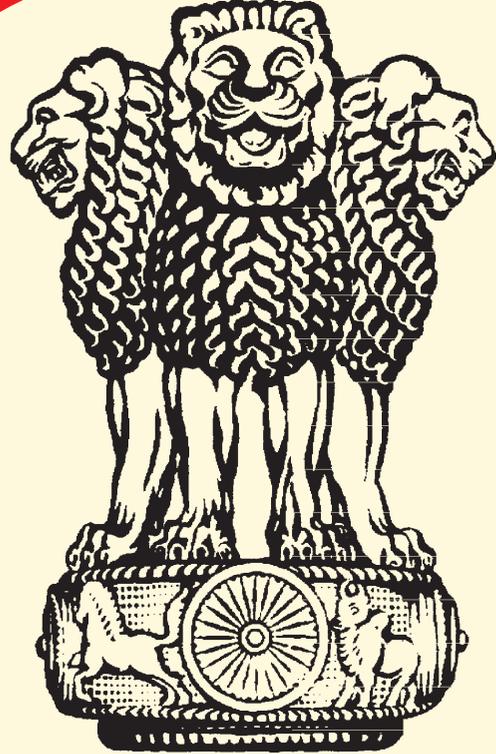


ANNUAL REPORT

2011-12



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, www.consumeraffairs.nic.in

National Consumer Helpline Number : 1800-11-4000

CONTENTS

Sl.No.	CHAPTER NO.	SUBJECT	PAGE NOS.
1.	I	Functional and Organizational Set up	1-6
2.	II	Executive Summary	7-22
3.	III	General Price Situation and Availability of Essential Commodities	23-46
4.	IV	Essential Commodities Regulation and Enforcement	47-50
5.	V	Consumer Protection	51-68
6.	VI	Publicity Campaign For Creating Consumer Awareness	69-76
7.	VII	Forward Markets Commission	77-118
8.	VIII	Bureau of Indian Standards	119-146
9.	IX	Weights & Measures	147-164
10.	X	National Test House	165-196
11.	XI	Reservation for Scheduled Castes and Scheduled Tribes	197-198
12.	XII	Sexual Harassment of Women at Workplace – Constitution of Complaints Committee	199-200
13.	XIII	Progressive Use of Hindi	201-202
14.	XIV	Development in North-East Region	203-206
15.	XV	Integrated Finance Division	207-212
16.	XVI	Schemes for the benefit of the persons with disabilities.	213-214



CHAPTER – I

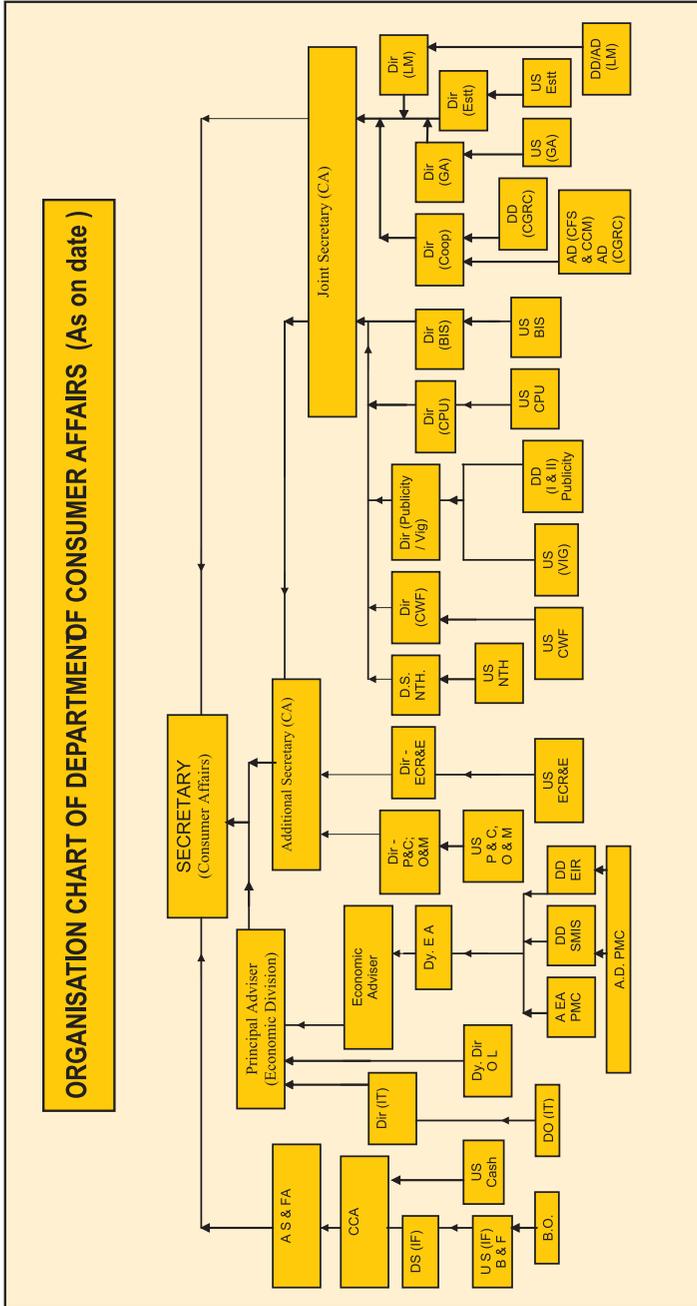
FUNCTIONAL AND ORGANISATIONAL SET UP

1.1 Prof. K.V. Thomas took charge as Minister of State in the Ministry of Consumer Affairs, Food & Public Distribution with effect from 1st June, 2009 and was re-instated as Minister of State having independent charge of the Department with effect from 19th January 2011.

1.2 Shri Rajiv Agarwal continued as Secretary, Consumer Affairs with effect from 31.7.2009(AN). Secretary (CA) is assisted by one Additional Secretary and one Senior Economic Adviser, presently in the rank of Principal Adviser.

1.3 The Department has been entrusted with the following work:

- 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).
- v) Regulation of Packaged Commodities.
- vi) Training in Legal Metrology.
- vii) The Emblems and Names (Prevention of Improper Use) Act, 1952.
- viii) Standards of Weights and Measures. The Standards of Weights and Measures Act, 1976 and Standards of Weights and Measures (Enforcement) Act 1985.
- ix) Bureau of Indian Standards Act, 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) Consumer Protection Act, 1986.
- xiv) Monitoring of prices and availability of essential commodities.
- xv) National Test House.



Secretary (CA) - Shri Rajiv Agarwal Principal Adviser - Smt Ganga Murty Additional Secretary (CA) - Shri Pankaj Agrawala

Joint Secretary (CA) - Shri Manoj Parida Economic Adviser - Dr. K.G. Radhakrishnan

Directors/Deputy Secretaries S/Shree		Under Secretaries S/Shree		Deputy Directors S/Shree	
1. Brij Mohan	Internal Trade	1. Ram Jogesh	IF	1. Ms. A. Pratibha	A E A
2. T.K. Murugan	C P U	2. Ms. Prena Bhatt	C W F	2. Ms. Sumitra Chowdhury	P M C
3. Dr. A.K. Mishra	Cooperative, CGRC	3. Kewal Krishan	NTH	3. Y.N. Khare	E I R
4. B.N. Dixit	W & M	4. Kishan Pal	B I S	4. M. S. Ashokan	Cooperative
5. Ashok Kumar Jain	BIS, P & C - O&M,	5. Pumchinkhup Guite	ECR&E	5. A. S. Khan	Publicity
6. G.N. Singh	ECR&E, Establishment	6. Anurag Bhalla	GA, Cash, Vigilance	6. S.S. Thakur,	Publicity
7. P.M. Lal	Vigilance, Publicity	7. Ms. Shyela Titus	C P U	7. K.S. Tanganiya	Hindi
8. S.K. Nag	C W F, Genl Admn	8. Rakesh Kumar	P&C, O&M		
9. H.S. Sami	Internal Finance	9. M.A. Chaudhury	Establishment		
10. Om Prakash	NTH				
11. Ramesh Chandra (Dy.EA)	Economic Division				



Citizens' Charter

1.4 Citizens' Charter of the Department of Consumer Affairs, which is a declaration of commitment of the 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 and the renovated website at www.consumeraffairs.nic.in.

As per the recommendation of Administrative Reforms Commission (ARC) for making the Sevottam framework mandatory for all organizations having public interface which has been accepted, this department has modified the Citizen's Charter as 'Sevottam' compliant. It is reviewed on annual basis for updating and evaluation of services listed as per the Charter.

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 and www.consumeraffairs.nic.in. The list of Central Public Information Officers for various Organisations/ Divisions for providing information to the public under the Act is also available on the Departmental website alongwith details of Appellate Authorities concerned. All tender notices and other decisions of public importance are being posted on this website regularly.

Vigilance

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

1.6 This Department also monitors the vigilance work of the Bureau of Indian Standards, National Consumer Cooperative Federation of India Ltd., 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. CVOs in BIS & NCCF are appointed by the Department through DOP&T.

1.7 With a view to preventing corruption and ensuring transparency and accountability, emphasis is placed on the following aspects:-

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

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



The vigilance/disciplinary cases pertaining to the Department and also various organizations under the Department are also being received by the CVO of this Department.

1.9 Review meetings are held to review the pending cases of this Department and other Organizations and directions given for speedy disposal of the cases. The number

of pending vigilance/disciplinary cases have been brought down considerably.

1.10 The Department observed Vigilance Awareness Week between 31st October to 5th November, 2011 as per the directions of the Central Vigilance Commission. A seminar was held on 3rd November, 2011 with active participation from officers of the Department on the theme "Participative Vigilance".







jan aushadhi
Quality Medicines At Affordable Prices for All



Jan Aushadhi Medical Stores
Daam kam, Dawai Uttam

Jan Aushadhi Medical Stores is a chain of medical stores initiated by the Central Government to offer quality generic medicines at much lower prices. Jan Aushadhi Medical stores have been opened in many places in Andhra Pradesh, Chandigarh, Delhi, Haryana, Orissa, Punjab, Rajasthan, Uttarakhand and West Bengal.

As a Consumer, you want...

Branded medicines at higher prices? Or Same generic medicines at lesser prices?

<p>Tab. Ciprofloxacin -500mg (Pack of 10)</p> <p>Average Market Price 97.00</p> <p>JAS Price ₹21.50</p>	<p>Tab. Diclofenac -100mg (Pack of 10)</p> <p>Average Market Price 36.70</p> <p>JAS Price ₹3.35</p>	<p>Tab. Cetrizine -10mg (Pack of 10)</p> <p>Average Market Price 20.00</p> <p>JAS Price ₹2.75</p>	<p>Cough Syrup -110ml (Liquid)</p> <p>Average Market Price 33.00</p> <p>JAS Price ₹13.30</p>
<p>Tab. Paracetamol -500mg (Pack of 10)</p> <p>Average Market Price 10.00</p> <p>JAS Price ₹2.45</p>	<p>Tab. Nimesulide -100mg (Pack of 10)</p> <p>Average Market Price 25.00</p> <p>JAS Price ₹2.70</p>		

JAN AUSHADHI STORES IN DELHI :

- Jan Aushadhi Generic Drug Store, Kendriya Bhandar, Shastri Bhawan, New Delhi
- Jan Aushadhi, Kendriya Bhandar, Shop No.9, Near Gate No.3, Guru Tegh Bahadur Hospital, Dilshad Garden, Delhi-110095
- Jan Aushadhi – Kendriya Bhandar, Near Gate No.5, Deen Dayal Upadhyay Hospital, New Delhi

For details, please contact Jan Aushadhi
Toll-free help line No. 1800 180 80 80
(9.00 am to 5.00 pm - Monday to Saturday) or
log on to www.janaushadhi.gov.in
National Consumer Helpline No. 1800-11-4000 (Toll Free)

Bureau of Pharma PSUs of India (BPPi)
Government of India
Ministry of Chemicals & Fertilizers
Department of Pharmaceuticals,
Shastri Bhawan, New Delhi-110001 website: www.pharmaceuticals.gov.in

Issued in Public Interest by:
Government of India
Ministry of Consumer Affairs, Food and Public Distribution
Department of Consumer Affairs,
Krishi Bhawan, New Delhi-110001
website : www.fcamin.nic.in

CENSUS 2011
9th to 28 February 2011

YOU COUNT, THEREFORE WE COUNT
The date of each and everyone is valuable, make sure you are part of this nation building exercise.



Sharad Advertising Pvt. Ltd.



CHAPTER-II

EXECUTIVE SUMMARY

1. PRICE TREND AND AVAILABILITY OF ESSENTIAL COMMODITIES

1.1 Prices of select essential commodities were closely monitored and various measures were taken to augment supplies and bring in price stability of these essential commodities during the year 2011-12 (April – December, 2011). Policies and handling a subsidy scheme for pulses also come under the purview of this Department. The Price Monitoring Cell (PMC) monitors prices of pulses along with other essential food items and provide suitable inputs for policy decisions relating to prices and availability of pulses. A subsidy scheme for pulses is operational since November 2008 enabling state governments to supply pulses at subsidised prices to the population below poverty line.

1.2 The PMC monitors the prices of 22 essential commodities viz. rice, wheat, atta, gram dal, arhar dal, moong dal, urad dal, masoor dal, tea, sugar, salt, vanaspati, groundnut oil, mustard oil, milk, soya oil, palmoil, sunflower oil, gur, potato, onion and tomato. Retail and wholesale prices are collated every day from 49 centres based on the information furnished by the State Food and Civil Supplies Departments.

1.3 The Wholesale Price Index (WPI) based monthly rate of inflation for 'all commodities' stood at 7.47% in December, 2011, as compared to 9.45% in December, 2010. The prices of some of the essential commodities monitored by this department such as wheat, atta, tur dal, urad dal, moong dal, masur dal, salt, potato and tomato have shown steady to declining trend while there has been an increase in the case of rice, gram dal, sugar, milk, groundnut oil, mustard oil, vanaspati, tea loose and onion during the period under review (April- December, 2011).

1.4 Foodgrains: To augment the availability of food grains in the Public Distribution System (PDS), Government approved a MSP of Rs. 1080 per quintal (for common variety of paddy) and wheat at Rs.1285 per quintal during the Kharif Marketing Season 2011-12. The Central pool stock of wheat as on 1.12.2011 was 276.56 lakh tonnes and that of rice was 270.63 lakh tonnes respectively.

1.5 The various measures taken by Government to augment availability and contain price rise of essential commodities are briefly enumerated below:-



(A) Fiscal Measures

- (i) Reduced import duties to zero – for rice, wheat and onion, pulses, edible oils (crude) and to 7.5% for refined & hydrogenated oils & vegetable oils.
- (ii) Allowed NDDDB to import 50000 tonnes of skimmed Milk Powder and Whole milk powder and 15000 MT of Butter, Butter Oil and Anhydrous Milk Fat at zero duty under Tariff Rate Quota.
- (iii) Permitted Sugar mills to import duty-free raw sugar under Open General License (O.G.L.). Later this facility was extended to private trade on job basis.
- (iv) Permitted STC/MMTC/PEC and NAFED to import duty-free white/refined sugar initially with a cap of 1 million tons. Later duty-free import was also allowed by other Central / state Government Agencies and private trade without any cap on the quantity.

(B) Administrative Measures

- (i) Removed levy obligation for all imported raw sugar and white/refined sugar.
- (ii) Banned export of edible oils (except coconut oil and forest based oil and export of edible oils in branded consumer packs of up to 5 kg subject to a limit of 10,000 tonnes); pulses (except Kabuli chana and organic pulses up to a maximum of 10000 tonnes per annum); and milk powders (including skimmed milk powder, whole milk powder, dairy whitener and infant milk food), Casein and Casein products.
- (iii) Imposed ban on export of non-basmati rice and wheat for short period of time.
- (iv) Effected no change in Tariff Rate Values of edible oils;
- (v) Imposed stock limits from time to time in the case of select essential commodities such as pulses, edible oil, edible oilseeds, paddy and rice.
- (vi) Ban on export of onion was imposed for short period of time whenever required. Exports of Onion were calibrated through the mechanism of Minimum Export prices (MEP) of onion.
- (vii) Maintained Central Issue Price for rice (at Rs 5.65 per kg for BPL and Rs 3 per kg for AAY) and wheat (at Rs 4.15 per kg for BPL and Rs 2 per kg for AAY) since 2002.
- (viii) Suspension of Futures trading in Rice, Urad and Tur by the Forward Market Commission continues.
- (ix) Ten per cent of sugar production requisitioned as levy sugar for 2011-12 sugar season.
- (x) A quantity of 10 lakh tonnes of wheat and 10 lakh tones of rice has been allotted under OMSS retails sale scheme and 15 lakh tones of wheat has



been allotted for bulk sale, including sale to small traders for the period October 2011 to September 2012.

- (xi) An additional adhoc allocation of 50 lakh tonnes of foodgrains made on 16th May, 2011 to all State/UTs for BPL families at BPL issue price for distribution during the current year up to March, 2012.
- (xii) An additional ad-hoc allocation of 25 lakh tons of food grains made on 6.1.2011 to all States/UTs for APL families @ Rs. 8.45 per kg for wheat and Rs. 11.85 per kg for rice for distribution upto 30.9.2011.
- (xiii) In addition, ad-hoc allocation of 50 lakh tons of food grains made on 30th June, 2011 to APL families raising thereby monthly APL allocation upto 15 kg per family per month in 20 States and 35 kg per family per month in 4 North Eastern States, Sikkim and 2 hilly states of Himachal Pradesh and Uttarakhand where it was less than that quantity for a period of ten months from June 2011 to March 2012.
- (xiv) In pursuance to the directions of the Hon'ble Supreme Court in its order dated 14th May, 2011 to reserve 50.00 lakh tons of food grains for distribution to the 150 poorest districts or the extremely poor and vulnerable sections of the society and the suggestion of the Central Vigilance Committee on PDS headed by Justice(Retd) D.P.Wadhwa, an additional allocation of about 3.87

lakh tonnes of foodgrains at AAY/BPL prices has been made in July/August 2011 initially for 3 months to thirteen States covering 74 districts.

- (xv) Extended the scheme for distribution of subsidized imported pulses through State Governments/UTs with subsidy of Rs 10/- kg for distribution to BPL families @ 1 kg per month.
- (xvi) Extended the Scheme for distribution of subsidized imported edible oils through State Governments/UTs with subsidy of Rs.15/- kg for distribution to ration card holders @ 1 liter per ration card per month.

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 to better protect the interests 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. Under this Act, a three tier disputes redressal machinery have been established at the District, State and National level, popularly called Consumer Fora.

2.3 The National Commission, at the head of the three tier redressal machinery,



is headed by a President, who is a retired Judge of Supreme Court. There are 11 posts of Members at present, out of which 2 posts of Members 1 Judicial & 1 non-judicial have been created for a period of five years for setting up an additional bench for clearing Backlog of pending cases in the National Commission.

3. CONSUMER WELFARE FUND

3.1 The Central Excise and Salt Act, 1944 was amended in 1991 to enable the Central Government to create a Consumer Welfare Fund where the money which is not refundable to the manufacturers, etc. is being credited. Consumer Welfare Fund was created in 1992 with the objective of providing financial assistance to promote and protect the welfare of the consumer, create consumer awareness and strengthen consumer movement in the country, particularly in rural areas. The Department of Consumer Affairs operates the fund, setup by the Department of Revenue under the Central Excise and Salt Act, 1944.

3.2 The Consumer Welfare Fund Rules were notified in the Gazette of India in 1992 and Guidelines were framed in 1993. Under the Consumer Welfare Fund Rules, any agency/organisation engaged in consumer welfare activities for a period of three years and registered under the Companies Act, 1956 or any other law for the time being in force, village/mandal/Samiti-level cooperatives of consumers, industries State Government etc are eligible for seeking financial assistance from the Fund.

3.3 The advent of globalization, market economy has expanded areas that need intervention on behalf of the Government to protect the interest of consumers. Consumer Welfare Fund Guidelines were accordingly revised in 2007 to suit to the present day requirements. So far a sum of Rs. 192.64 Crore has been accrued to the fund and expenditure of Rs.86.85 crore has been incurred. An amount of Rs. 13.65 Crore have been utilized from the fund in 2010-11 and Rs.20,71,76,076 have been utilized during the current financial year till 31.12.2011.

4. FORWARD MARKETS COMMISSION:

The important developments during 2011-12 (April-December 2011) are briefly enumerated below:

Futures Market Operations:

4.1 The cumulative total value of trade for the year 2011-2012 upto the end of December 2011 was Rs. 137.23 lakh crore as against Rs. 82.71 lakh crore in the corresponding period of the preceding year, registering a growth of 65.92 %. The Forward Markets Commission, as the regulator of the commodity futures market, has taken various regulatory and developmental initiatives which are as under:

4.2 Regulatory initiatives taken by the Forward Markets Commission :

4.2.1 Issued directives to the National and Regional Commodity Exchanges on the following issues;



1. Not to execute trade without uploading Unique Client Code details.
 2. Restricting client Code modification facility.
 3. Collection of margins from the clients in highly liquid form.
 4. Sharing of information amongst exchanges about defaulting members.
 5. Segregation of client account in Commodity Futures Exchange.
 6. Procedure to be followed on pre-funded instruments.
 7. Directives on Investor Protection Fund.
 8. Guidelines on uniform KYC account opening document for clients.
 9. Guidelines to Exchanges regarding inspection of members of exchanges.
- 4.2.2. Renewed recognition/registration of the following Exchanges:**
- (a) Renewed recognition and registration of the Central India Commercial Exchange Ltd., Gwalior and the Rajdhani Oils and Oilseeds Exchange, Ltd, Delhi both in respect of forward contracts in Rape seed and Mustard seed for the period 1st March 2011 to 31st March 2012.
 - (b) Renewed recognition and registration of the National Board of Trade, Indore in respect of Soyabean seed, Soyabean oil and Soy meal for the period 1st March 2011 to 28th February 2013 and in respect of Rapeseed/Mustard seed for the period 1st June 2011 to 31st May 2013.
 - (c) Renewed recognition and registration of East India Jute & Hessian Exchange Ltd., Kolkata for the period 1st April, 2011 to 31st March, 2012 in respect of forward contracts (TSD) in Jute Goods (Hessian & sacking) and for the period from 7th April, 2011 to 6th April, 2012 in respect of forward contracts (futures) in Raw Jute (including mesta).
 - (d) Renewed recognition and registration of the Bikaner Commodity Exchange, Bikaner for the period 1st July 2011 to 30th June 2012 in respect of forward contracts in Guar Gum, Gram seed and Mustard seed. The Commission also renewed the recognition of the Bikaner Commodity Exchange, Bikaner in respect of Guar Seed for the period 20th January 2011 to 31st March, 2012.
 - (e) Renewed recognition and registration of the Meerut Agro Commodity Exchange, Meerut in respect of Gur for the period 1st April 2011 to 31st March 2012.
 - (f) Recommended to the Ministry to renew the recognition of the following Exchanges;
 - (i) Rajdhani Oils and Oilseeds Exchange, Ltd, Delhi for futures trading in Rapeseed/Mustard seed and Gur for the period 1st April 2012 to 31st March 2014.



- (ii) Central India Commercial Exchange Ltd., Gwalior for futures trading in Mustard seed for the period 1st April 2012 to 31st March 2013.
 - (iii) Chamber of Commerce, Hapur for futures trading in Gur for the period 1st April, 2012 to 31st March, 2014.
- 4 meetings of selected members of the National Exchanges from the North Zone, East Zone, South Zone and West Zone with officers of the Commission and senior officers of the five National Exchanges were also held at New Delhi on 20th May, 2011, at Kolkata on 28th May, 2011, at Bengaluru on 3rd June, 2011 and at Mumbai on 10th June, 2011 respectively.

4.3 Developmental Activities:

Developmental initiatives undertaken during the year include implementation of the Price Dissemination Project, conducting awareness programmes and interactive meetings to interact with various categories of stakeholders, conducting training programmes, and commissioning studies on various areas of relevance to the commodity futures market.

- During the year 2011-12, 346 awareness programmes were held till December which included 117 programmes for farmers. The officers of the Commission also participated in discussions on commodity market in various fora and delivered lectures on the subject at various events across the country.
- 4 Zone wise meetings of the Commission and the five National Exchanges with the stakeholders of the Price Dissemination Project were held at New Delhi on 20th May, 2011, at Kolkata on 27th May, 2011, at Bengaluru on 3rd June, 2011, and at Mumbai on 10th June, 2011.
- A Seminar on 'Commodity Futures Markets with special emphasis on Rubber' was organized at Thiruvananthapuram, Kerala on 9th November, 2011. Chief Minister of Kerala was the Chief Guest and Minister of State (independent charge), Ministry of Consumer Affairs, Food & Public Distribution presided over the event.
- The Commission has tied up with various training institutions for conducting training for various segments of the market and other stakeholders. During 2011-12, till December 2011, 41 Capacity Building Programmes were conducted.
- The Commission, also nominated FMC officials for eight training programmes organized by the Regional Training Centre, Mumbai
- The Commission also provided summer internship to students from Kashmir and Delhi University
- The Price Dissemination Scheme is currently being implemented by the



Forward Markets Commission and the National Commodity Exchanges to make available spot as well as futures prices of agricultural commodities to farmers and other stakeholders through price ticker boards placed at APMCs. During 2011-12 till December 2011, 157 Price Ticker Boards were installed. The cumulative number of Price Ticker Boards installed till 31.12.2011 stood at 925.

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, 173177 raids were conducted, 4235 persons arrested, 4214 persons prosecuted and 29 persons convicted during the year 2011 upto 31.12.2011 (updated upto 11.01.2012).

5.2 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 several States were received for restoration of powers under the Essential Commodities Act, 1955 for undertaking dehoarding operations in view of the assumption that there was speculative holding back of stocks particularly of wheat and pulses in anticipation of further rise in prices.

5.3 The situation was 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. Subsequently vide order dated 07.04.2008, the Central Government had kept in abeyance the operation of Central Order dated 15.02.2002 in respect of commodity edible oils, edible oilseeds and rice for a period of one year. Later vide order dated 27.08.2008, this was extended to the commodity paddy also for a period from 01.09.2008 to 30.04.2009. The validity of all these orders was earlier extended till 30.09.2010. This was subsequently extended upto 30.09.2011 in respect of pulses, paddy & rice and in respect of edible oils and edible oilseeds upto 31.03.2011 vide Central Order No.S.O.2361(E) dated 29.09.2010. This was further extended upto 30.09.2011 in respect of pulses, paddy, rice, edible oils and edible oilseeds vide Central Order No.S.O.654(E) dated 30.03.2011. This was further extended upto 30.09.2012 in respect of pulses, edible oils and edible oilseeds vide Central Order No.S.O.2227

(E) dated 27.09.2011. In respect of paddy and rice the validity was extended upto 31.10.2011 vide Central Order dated 27.09.2011 which was further extended upto 30.11.2011 vide Central Order No. S.O.2447(E) dated 28.10.2011. At present stock limits are permitted for rice and paddy upto 30.11.2012 vide Central Order No.2716 (E) dated 29.11.2011 for the 7 States/UTs i.e. Andhra Pradesh, NCT of Delhi, Manipur, Maharashtra, Tamil Nadu, Jharkhand and Andaman & Nicobar Islands who had sent their request specifically opting for continuation of stock limits in respect of Paddy and Rice.

5.4 It was also decided by the Government to further relax restrictions and to keep in abeyance some provisions of the Central Order dated 15.02.2002 for a 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 was published in Gazette of India to this effect. This was subsequently extended upto 30.09.2010 vide Central Order dated 18.12.2009 and upto 31.12.2010 vide Central Order No.S.O.2361(E) dated 29.09.2010. The validity was further extended upto 31.03.2011 vide Central Order No.S.O.3060(E) dated 30.12.2010 and upto 30.09.2011 vide Central Order No.S.O.654(E) dated 30.03.2011. This was extended upto 30.11.2011 vide Central Order No.S.O.2227(E) dated 27.09.2011. Wheat and Sugar has been withdrawn from the ambit of these orders w.e.f. 01.04.2009 and 01.12.2011 respectively.



5.5 In pursuance to the above Orders all State Governments/UTs were requested to implement this order by issuing either a fresh control order or by reviving the old control order for fixing stock limits for various categories of dealers such as millers/producers, wholesalers and retailers in respect of these commodities. States/UTs have also been empowered to take effective action exercising the powers vested with / delegated to them under the Essential Commodities Act, 1955.

5.6 So far as implementation of these orders is concerned it is mentioned that only 27 State Governments/UTs have either issued stock limits for all the five items or any of the items or have issued only licensing requirements/ stock declaration (of these 27, 23 States/UTs have actually issued stock limit Orders/ in the process of issuing. 4 States/UTs have issued licensing requirements/stock declarations).

5.7 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 270 persons under the Act during the period from 01.01.2011 to 31.12.2011. The Central Government and the State Governments also have the power to revoke the detention orders.

6. BUREAU OF INDIAN STANDARDS (BIS)

6.1 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) that came into existence in 1947. The Bureau has its Headquarters in New Delhi. It has a network of five regional offices, 34 branch offices, 5 inspection offices and 8 laboratories which act as effective link between BIS, government, industry and consumers. Bureau has made steady progress in various fields of its key activities, namely Standards formulation and product & system certification.

(A) STANDARD FORMULATION, REVIEW AND UPDATING

6.2 BIS is formulating need-based Indian standards in line with national priorities in a time-bound manner. It also harmonizes national standards with international standards in order to facilitate adoption of international standards by all segments of industry and business. During the period Apr-Dec 2011, 254 new and revised standards were formulated and 67 Indian Standards were harmonized with International Standards. A total of 5089 Indian standards have so far been harmonized with International Standards, which is about 88% of International Standards where corresponding ISO/IEC Standards exist.



Standards are reviewed minimum once in five years. During Apr-Dec 2011, 1991 Standards were reviewed.

(B) PRODUCT AND SYSTEM CERTIFICATION

(I) Product Certification

6.3 BIS operates a Product Certification Scheme under the Bureau of Indian Standards Act, 1986 and the Rules and Regulations framed there-under. Presence of Standard Mark (popularly known as ISI mark) on a product indicates its conformity to the relevant Indian Standard. Before granting license to any manufacturer, BIS ensures availability of the required infrastructure and capability of the manufacturer to produce and test the product conforming to the relevant Indian Standard on a continuous basis. Samples drawn from the production line as well as from market are tested in BIS laboratories/recognized independent laboratories to ensure conformance of the product to the relevant Indian Standard. The Certification Scheme is basically voluntary in nature except for 83 standards which have been made mandatory by the Government on consideration of health and safety of the consumer.

(a) **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 product

with BIS Standard Mark and Indian importers can seek BIS certification for applying BIS Standard Mark on the product being imported into the country. During 2010-11, 58 licenses were granted under Foreign Manufacturers Certification Scheme. During the period Apr'11 – Dec'11, 56 licenses were issued under Foreign Manufacturers Certification Scheme, taking the total number of such licenses to 220 for products such as Cement, HDPE Pipes, Infant formula, Plastic Feeding Bottles, Switchgear, Plug & sockets, Miniature circuit breakers, Residual Current Circuit Breakers, PVC Insulated Cables, XLP Insulated Cables Safety of Electric Irons, Dry Cell batteries, Steel & Steel products, Seamless Gas Cylinders, Compact Fluorescent Lamps, Milk cereal based weaning food, Gas Volume Meters, Domestic water meters, Watt-hour meter, Wood products, Tyres and tubes in countries like, Pakistan, China, Bangladesh, Thailand, Malaysia, Singapore, Japan, Vietnam, Srilanka, Germany, Poland, Romania, Spain, Portugal, Switzerland, Iceland, Czech Republic, France, Belgium, Italy, Egypt, United Kingdom, Slovakia, USA, Brazil, Ukraine, Kazakhstan, UAE, Nepal, Bhutan, Hungary, Indonesia, Philippines, South Korea, Turkey, Taiwan, South Africa etc.

(b) **Hallmarking of Jewellery Articles: -** Hallmarking of Gold Jewellery was started by BIS in April 2000 to provide third party assurance to consumers



on the purity of gold jewellery or its fineness. Under the Scheme a jeweller has to obtain Hallmark license from BIS to get his jewellery hallmarked. Assaying & Hallmarking (A&H) Centres where the purity of jewellery articles is assessed are recognized by BIS after ensuring that the Centres have required infrastructure for assaying and hallmarking of gold and silver jewellery articles in addition to security and safety of the same.

(II) Management System Certification

BIS also provides the following Certification services as per the corresponding standards for Management Systems:

- a) Quality Management System (QMS) Certification Scheme as per IS/ISO 9001:2008;
- 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.

(C) LABORATORY SERVICES

6.4 BIS has established eight laboratories beginning with the establishment of Central Laboratory in 1962. Subsequently, four regional laboratories at Mohali, Kolkata, Mumbai and Chennai and three branch office laboratories at Patna, Bangalore and Guwahati were established. 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, microbiological, electrical and mechanical discipline. In-house calibration facilities in the field of electrical discipline are operational at Central Laboratory, Sahibabad.

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, 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. Efforts are on to get Bangaluru and Patna labs accredited by NABL at the earliest.

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 Laboratory Recognition



Scheme (LRS) for recognition of outside laboratories. The scheme is based on well documented international norms (IS/ISO/IEC 17025:2005) which are inline with the norms adopted by the National Accreditation Board for Calibration and Testing Laboratories (NABL). Labs recognized by BIS cover complete test facilities for a particular Indian Standard under Product Certification whereas accreditation of lab is for specific test parameters. Hence recognition of labs by BIS to suit its product certification becomes a must. There are 127 BIS recognized labs which include 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. Besides this, services of 24 outside laboratories of specialized nature are also being utilized by BIS as and when required for different products.

With a view to improve the services and harmonization of various activities and for uniformities in approach, BIS Central Laboratory organized meeting of auditors doing audits under LRS and recognized laboratories of Northern and Central Region in Sept 2011. Both the meetings were well attended and it has been decided to organize such meetings for other regions in near future.

D) INTERNATIONAL ACTIVITIES

6.5 The Bureau actively participates in various activities of the International Organization for Standardization (ISO) and International Electro Technical Commission (IEC). It also continued its activities in the field of regional and bilateral cooperation with other countries.

(i) WTO/TBT Enquiry point

BIS strengthened its activities as the WTO/TBT Enquiry Point. Close interaction with Ministry of Commerce and Industry on various issues of national interest under WTO/TBT Agreement was maintained. The information with regard to the Notifications issued by various countries were uploaded, prioritized, segregated and disseminated to a large number of stakeholders in the country. All reasonable queries pertaining to Standards and Conformity Assessment systems, both national and of other countries were replied.

Efforts were made for improving the infrastructure of Enquiry Point besides updation of the database of the stakeholders. Further, procedure for procurement of hardware and other requirements for strengthening the WTO-TBT Enquiry Point have been initiated.

Besides above, BIS also receives several documents from MoC/ MoCA, F&PD relating to WTO-TBT, negotiations relating to NAMA, etc. These documents are examined w.r.t. BIS functions,



standards setting principles, conformity assessment, regulatory practices, etc as per the provisions given in the BIS Act & appropriate feedback/inputs is provided to MoC/ MoCA, F&PD.

(E) COMPUTERIZATION OF BIS ACTIVITIES

6.6 BIS is keeping pace with the modernization of IT infrastructure. Activities in the field of computerization in BIS are listed below:-

- a) With the help of National Informatics Center (NIC), Software Requirement Specification document has been prepared for following functional areas of BIS: - Product certification, Foreign manufacturer certification scheme, Importers scheme, Laboratory, Hallmarking and Management System Certification. The software development activity will be taken up with the help of NIC.
- b) BIS started leasing of Indian Standards on DVDs in May 2011. More than 70 customers from government/ private / public sector undertakings are so far successfully using these DVDs.
- c) To enrich IT infrastructure all the conference Halls at BIS New Delhi, have been Wi-Fi enabled. Steps have been taken for strengthening/ Enhancement of bandwidth of BIS-VPN.
- d) ISO General Assembly was held in Sep 2011. An exclusive website for

registration and for dissemination of information was successfully developed and maintained.

- e) Website pertaining to National Standards and Regulatory database i.e. <http://www.standardsdata.in> has been developed. This portal has given reference to 40 websites of standards developing organizations.

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 legislation namely, the Legal Metrology Act, 2009. (1 to 2010). The said Act has unified fixing of Standard and Enforcement of Weights and Measures.

The Central Government has enforced six rules for the better implementation of the Act. The State Govt. has also made their Legal Metrology (Enforcement) Rules. The Legal Metrology Act, 2009, and rules made their under has come into force from 1st April, 2011.

7.2 The following Legal Metrology Rules are come into force from 1st April, 2011 to fulfill the requirement of the Legal Metrology Act, 2009.

1. The Legal Metrology (Packaged Commodities) Rules, 2011
2. The Legal Metrology (General)) Rules, 2011
3. The Legal Metrology (Model Approval) Rules, 2011



4. The Legal Metrology (National Standard) Rules, 2011
5. The Legal Metrology (Numeration) Rules, 2011
6. The Indian Institute of Legal Metrology Rules, 2011

7.3 The Department has already set in motion the process of adopting new specifications in The Legal Metrology (General) Rules, 2011 in accordance with the recommendations made by the International Organization of Legal Metrology (OIML). Towards this end, the Rules have incorporated 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), CNG gas dispensers based on OIML recommendation.

8. NATIONAL TEST HOUSE (NTH)

8.1 The National Test House (NTH), a subordinate office under the administrative control of Department of Consumer Affairs, is a premier Scientific Institution of the country, 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. 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.

8.2 During the 11th Five Year Plan an outlay of Rs.74.84 crores was projected to develop among others, the Training Institute, construction of 2nd phase building at Chennai, and Ghaziabad, staff quarters-cum-guest house, construction of office-cum-laboratory building at Guwahati, maintenance etc, and purchase of new sophisticated machineries and equipment. Establishment/construction of Training Centre at NTH[ER], Alipore, Kolkata, Staff Quarters-cum-Guest House at Guwahati and 2nd phase construction at NTH, Ghaziabad has been completed during 2009-10.

Performance of NTH:

8.3 Revenue earned by NTH during the 11th Plan period:



Year	Revenue Earned [Rs. In Lakh]
2007-08	667.61
2008-09	869.10
2009-10	1047.82
2010-11	1286.57
2011-12	981.07 Till December, 2011

8.4 The Parliamentary Standing Committee of Food, Consumer Affairs and Public Distribution visited on 17th November, 2011 at Kolkata. The Hon'ble Chairman of the Parliamentary Standing Committee - Shri Vilas Muttemwar discussed the representatives of the National Test House, regarding facilities for Testing, Evaluation and Calibration of Engineering Equipments. The Hon'ble Chairman of the Committee had desired to open new testing laboratories of the National Test House in other States for facilitating the consumers and industries. The Hon'ble Chairman assured the Director General, National Test House, if there is any problem in opening the New Centre, he can approach to the Committee and committee will definitely help in resolve the issue.



The Hon'ble Chairman of the Parliamentary Standing Committee, Sri Vilas Muttemwar discussing the issue relating to facilities for Testing Evaluation and Calibration of Engineering Equipment



9. CONSUMER AWARENESS

9.1 The guidelines for Consumer Protection as laid down by the United Nations have been incorporated in the Consumer Protection Act, 1986. 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 itself, 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 120 crore people of various categories of population, particularly those in rural areas where consumers are more susceptible to exploitation, on various subject matters of consumers interests being dealt by different Ministries / Departments, is a herculean task.

For the 11th plan the scheme has received an allocation of Rs.409 crores to launch an effective Multi- Media campaign. The scheme under the brand name of 'Jago Grahak Jago' has carved out a niche for itself.



An aware consumer is an empowered Consumer.

Sayani Rani says....

Be Aware of the Provisions of Consumer Protection Act, 1986 and become an enlightened Consumer .



WHO CAN FILE A COMPLAINT !

- * A Consumer.
- * Any Voluntary Consumer Association registered under the Companies Act 1956 or any other Law for the time being in force.
- * The Central Government or any State Government
- * One or more consumers having the same interest.
- * In case of death of a consumer, his legal heir or representative.



WHAT CONSTITUTES A COMPLAINT !

- * If you have suffered loss or damage as a result of any unfair/restrictive trade practices adopted by the trader.
- * If the goods purchased suffers from any defect.
- * If the services hired/availed of suffers from deficiencies in any respect.
- * If you have been charged a price in excess of the price displayed or fixed by or under any law in force or agreed between the parties.
- * If the goods purchased or services availed are hazardous to life and safety.

RELIEF AVAILABLE TO CONSUMERS !

- * Removal of defects from the goods.
- * Replacement of the goods .
- * Refund of the price paid.
- * Award of compensation for the loss or injury suffered.
- * Removal of defects or deficiencies in the services.
- * Award for adequate costs.
- * To discontinue the unfair trade practice or restrictive trade practices.
- * To withdraw or hazardous goods from being offered to sale.
- * To issue corrective advertisement to neutralise the effect of misleading advertisement.



The above details are indicative. For detailed information, log on to www.ncdrn.nic.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



CHAPTER – III

GENERAL PRICE SITUATION AND AVAILABILITY OF ESSENTIAL COMMODITIES

3.1 Prices of select essential commodities were closely monitored and various measures were taken to augment supplies and bring in price stability of these essential commodities during the year 2011-12. The prices of some of the essential commodities monitored by this department such as wheat, atta, tur dal, urad dal, moong dal, masur dal, potato and tomato have shown steady to declining trend while there has been an increase in the case of rice, gram dal, sugar, milk, groundnut oil, mustard oil, vanaspati, tea loose and onion during the period under review (April- December, 2011).

3.2 The Price Monitoring Cell (PMC) monitors the prices of 22 essential commodities viz. rice, wheat, atta, gram dal, arhar dal, moong dal, urad dal, masoor dal, tea, sugar, salt, vanaspati, groundnut oil, mustard oil, milk, soya oil, palmoil, sunflower oil, gur, potato, onion and tomato.

3.3 The retail prices and wholesale prices on a daily basis are collated from 49 centres based on the information furnished by the State Food and Civil Supplies Departments.

3.4 High level meetings such as of the Committee of Secretaries (CoS), Cabinet

Committee on Prices (CCP) and Empowered Group of Ministers (EGoM) were held 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 high level meetings. Notes on the measures taken by Government for ensuring adequate supplies and containing the rise in prices of essential commodities were also prepared and given to Press Information Bureau (PIB) and the Chief Economic Adviser, Ministry of Finance on a weekly basis.

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

3.5 During 2011 (April to December, 2011) the WPI based variation (April/December) in inflation rate for all commodities stood at 4.8% as compared to 7.4 % during the corresponding period a year ago. The annual rate of inflation during the month of December, 2011 was lower at 7.47 % as compared to 9.45% in the month of December, 2010.



The WPI based variation (April/December) in inflation rate for Food Articles group was at 4.0% as compared to 20.6% during the corresponding period last year.

3.6 The table showing the annual Inflation rate of select essential commodities in December, 2011 and December, 2010 and the comparative variation in WPI during

April to December of both years are given in *Annexure-I (Page-40)*.

Inflation rate Based on Consumer Price Index Numbers (CPI) for Industrial Workers and WPI

3.7 A statement showing the trend in the rate of inflation in CPI (IW) vis-à-vis WPI during April to December, 2011 is given below:

Index	April, 2011	May, 2011	June, 2011	July, 2011	Aug, 2011	Sep, 2011	Oct, 2011	Nov, 2011	Dec, 2011	Avg. Apr.-2011 to December 2011
CPI	9.41	8.72	8.62	8.43	8.99	10.06	9.39	9.34	NA	9.12
WPI	9.74	9.06	9.51	9.36	9.78	9.72	9.73	9.11	7.47	9.28

Note: NA-Not Available.

Source: Department of Industrial Policy and Promotion & Labour Bureau

3.8 The CPI (IW) based inflation rate at 10.06 percent in September, 2011 was the highest recorded during this period, while the WPI based inflation rate peaked at 9.78% during the month of August, 2011 during the period from (April-December, 2011).

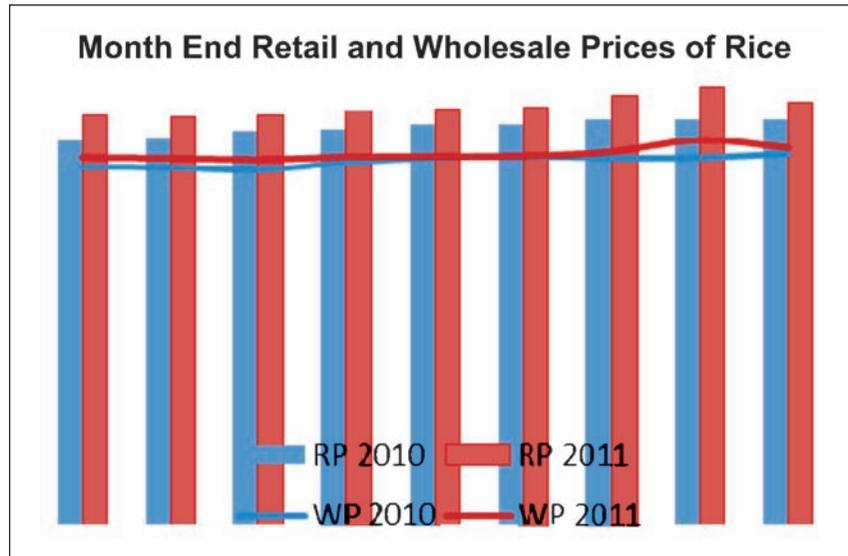
COMMODITY-WISE TREND IN AVAILABILITY & PRICE OF ESSENTIAL COMMODITIES

3.9 The availability of most of the essential commodities remained comfortable during the period under review. In the case of pulses and edible oils, imports are resorted to meet the demand supply mismatch. Steps taken by Government to augment the domestic availability are listed at para 1.5 of Chapter II. Month-end retail prices of 22 essential commodities

at major metropolitan cities from April, 2011 to December, 2011 are shown in *Annexure II (Page-42)* Commodity-wise position on prices, production and availability of essential commodities are briefly analyzed in the following paragraphs.

RICE

3.10 During the current year (April-December, 2011), the retail prices of rice have shown a steady to declining trend at most of the reporting centers. The retail prices of rice across centres were in the range of Rs. 14.00 per Kg to Rs. 28.00 per Kg during April-December, 2011 same as during April- December, 2010. The details of the All India average month end retail and wholesale prices of Rice are given below:-



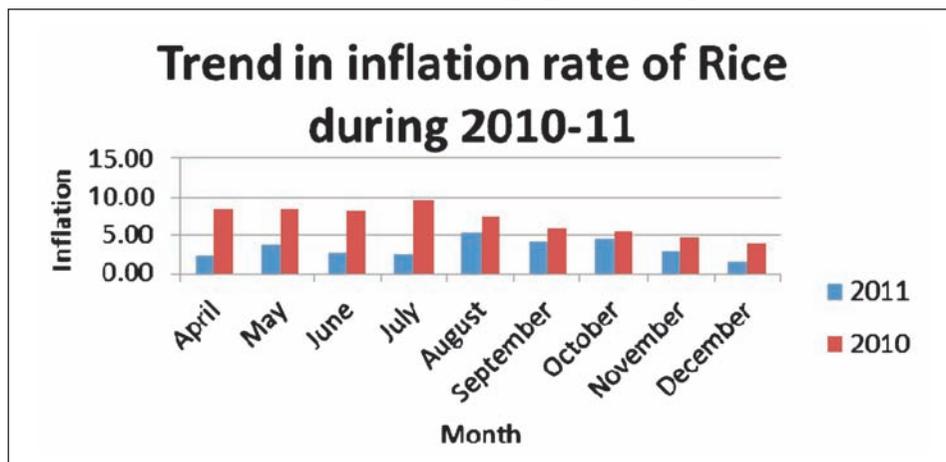
Source: State Civil Supplies Departments

3.11 During 2011-12, the kharif production of rice, as per the 1st Advance Estimates of Production of the Department of Agriculture and Cooperation, was estimated at 87.10 million tonnes, which is higher than the first advance estimate of last year at 80.41 million tonnes.

27.06 million tonnes. The procurement of rice during KMS 2011-12 was 13.81 million tonnes which is higher by 1.33 million tonnes as compared to the procurement in the corresponding period during KMS 2010-11. (As per FCI's Report dated 19.12.2011).

3.12 The stocks of rice in the Central Pool available with Food Corporation of India and State agencies as on 1.12.2011 was

3.13 The trend in inflation rate of rice during 2010 and 2011 (April- December) is graphically depicted below:-



Source: Department of Industrial Policy and Promotion



WHEAT

3.14 The retail prices of wheat across centres were in the range of Rs.12.00 per kg to Rs.25.00 per Kg during April-December,

2011 as compared to Rs.11.00 per kg to Rs.24.00 per Kg during April-December, 2010. The details of the All India average month end retail and wholesale prices of Wheat are given below:



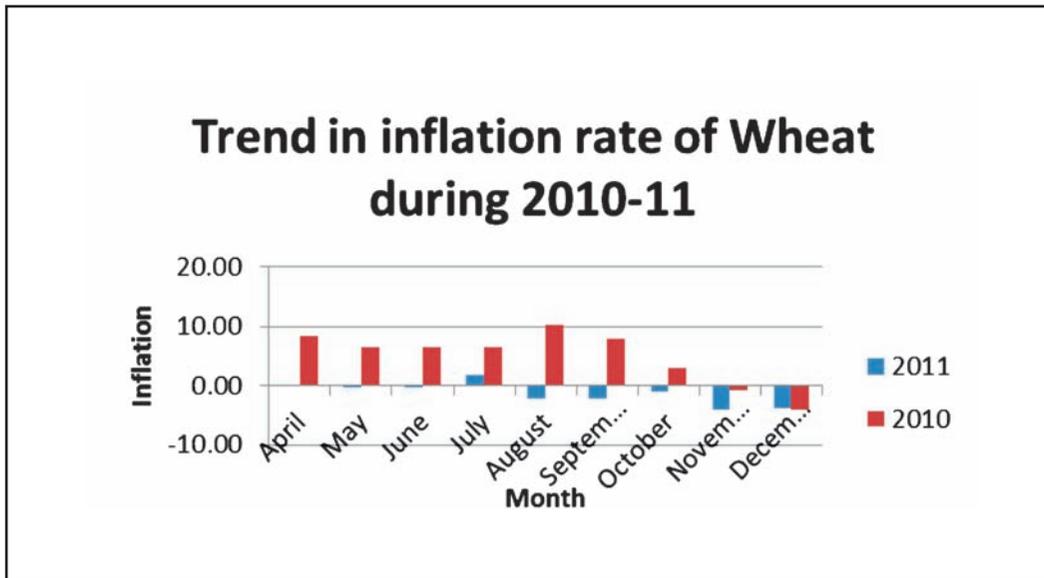
Source: State Civil Supplies Departments

3.15 The production of wheat during the year 2011-12 is targeted at 84.00 million tonnes. According to the fourth Advance Estimates of Department of Agriculture and Cooperation, the production of wheat stood at 85.93 million tonnes during the year 2010-11.

3.16 The opening stock of wheat in the Central Pool as on 1.12.2011 was 27.66

million tonnes of wheat. Procurement of wheat during marketing season RMS 2011-12 was 28.14 million tonnes (April, 2011-July 2011) as compared to 22.51 million tonnes in RMS 2010-11 (April, 2010 – July 2010).

3.17 The comparative trend in inflation rate of Wheat during 2010 and 2011 (April to December) is graphically depicted below:-



Source: Department of Industrial Policy and Promotion

PULSES

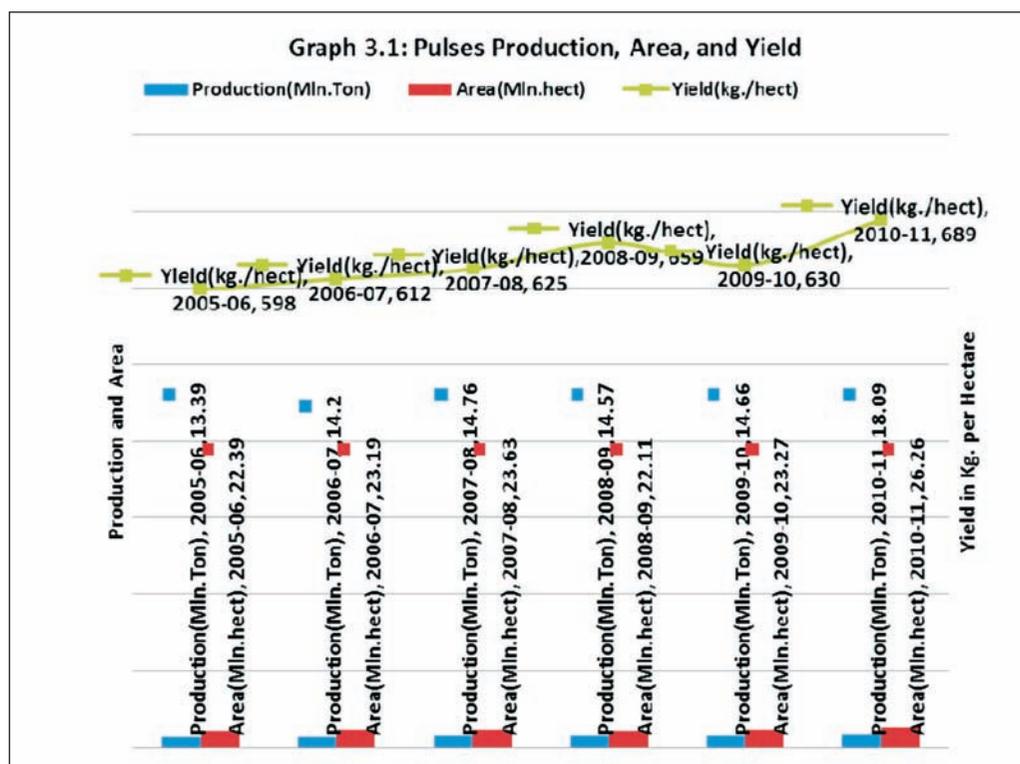
3.18 Policies and subsidy schemes for pulses come under the purview of this Department. The Price Monitoring Cell monitors prices of pulses along with other essential food items and provide suitable inputs for policy decisions relating to prices and availability of pulses. A subsidy scheme for pulses is operational since November 2008 enabling state governments to supply pulses at subsidized prices to the population below poverty line.

3.19 Pulses are essential food items in India and are the main sources of protein for vegetarians. The major varieties consumed are tur (Arhar), moong, urad, gram, and masoor.

3.20 The area sown reported for pulses increased to 13.85 million hectares as

against 14.03 million hectares last year, according to Crops & TMOP Division of DAC (as on 30.12.2011). Areas under moong and urad have increased by 2.36% and 25.67% respectively as compared to the corresponding period. Area under pulses production which was ranging between 22 million hectares and 24 million hectares during the last five years, increased to 26.26 million hectares in 2010-11.

3.21 India achieved a record production of 18.09 million tonnes of pulses in 2010-11 recording an increase of 23.4% over previous year (2009-10). Pulses yield in India consistently improved from 598 kg per hectare in 2005-06 to 659 kg per hectare in 2008-09. After a decline in 2009-10, it jumped to 689 kg per hectare in 2010-11 kg per hectare in 2008-09. The details of the Pulses production during 2005-06 to 2010-11 are given below:-



Source: Ministry of Agriculture

3.22 As per the 1st Advance Estimates, production of Kharif pulses in 2011-12 has increased to 6.43 million tonnes from 6.00 million tonnes in 2010-11 as given in the table below:

Table 3.1: Production of Kharif Pulses: 2010-11 and 2011-12 (Production in million tonnes)			
	2010-11	2011-12*	Increase/Decrease(%)
Tur	3.27	2.90	-11.31
Urad	1.09	1.17	7.34
Moong	0.88	1.20	36.36
Other pulses	0.76	1.15	51.31
Total Kharif	6.00	6.43	7.17

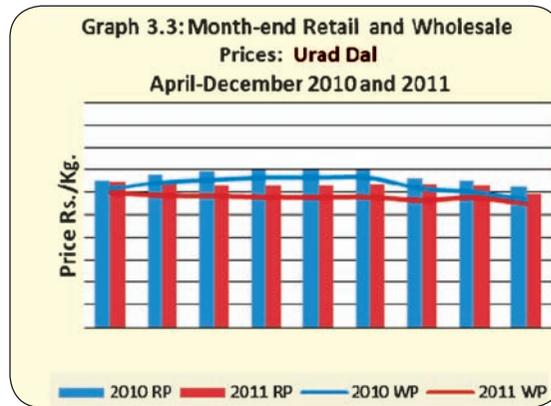
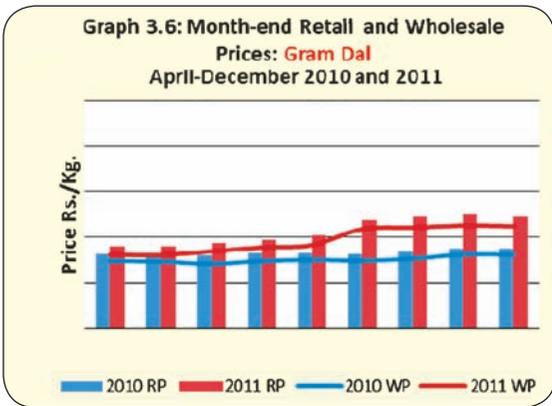
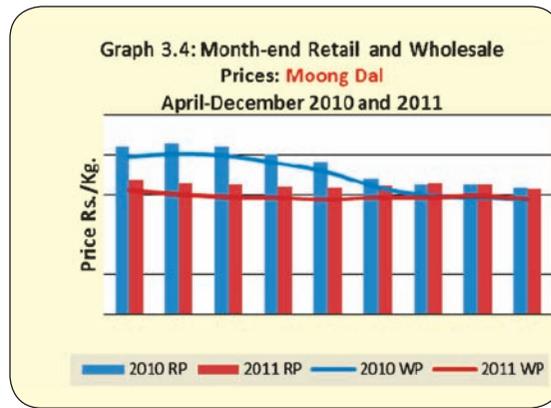
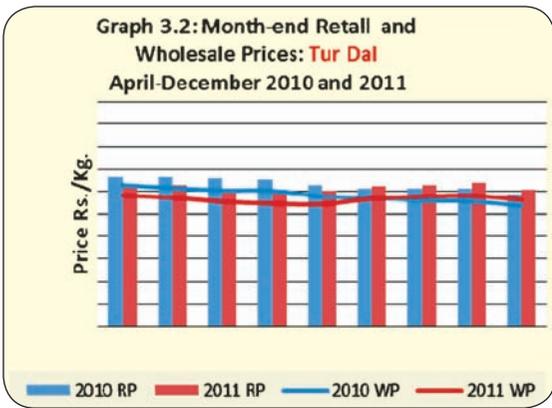
Note*1st Advance Estimate

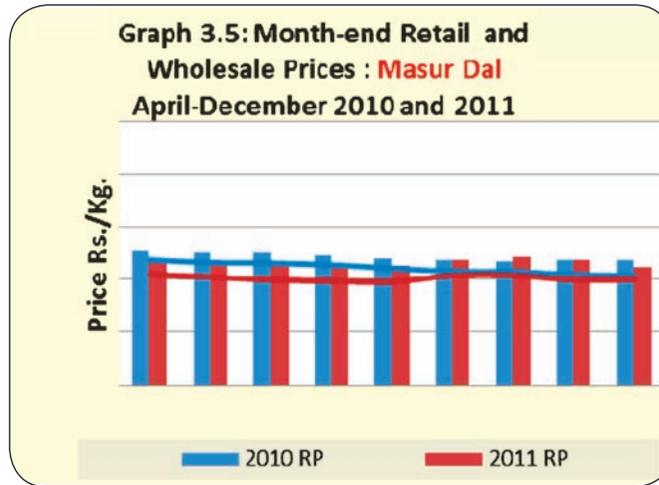
Source : Ministry of Agriculture



3.23 Demand for pulses has been increasing steadily mainly due to increase in population and enhanced protein requirements in food. The gap between demand and supply is met through imports. As per the DGCIS data, (provisional) about 1.66 million tonnes of pulses have been imported during April-October, 2011 as compared to 1.628 million tonnes during the corresponding period.

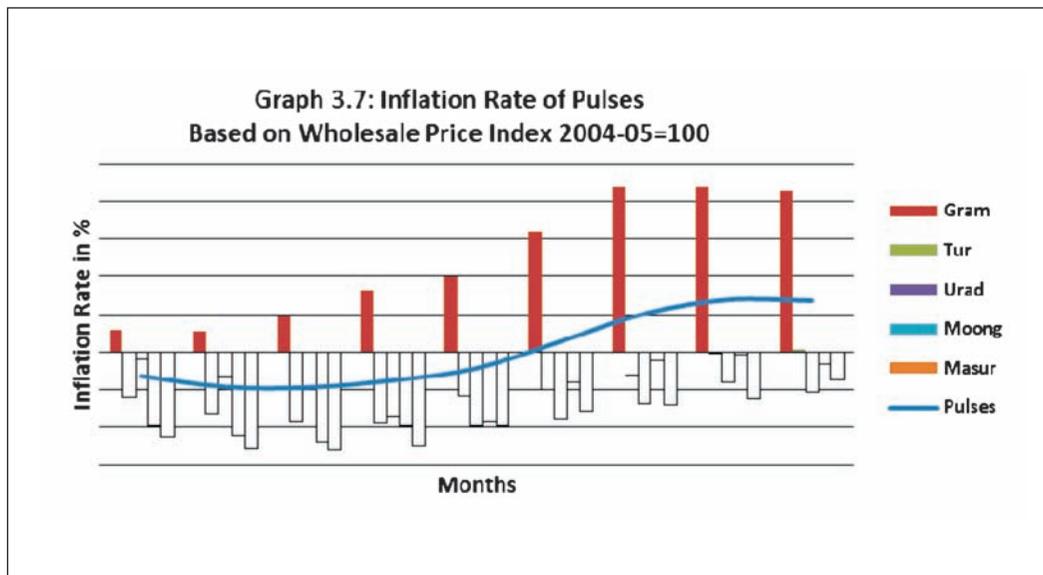
3.24 The retail prices of all pulses (except gram dal), viz., Tur dal, Urad dal, Moong dal, and Masur dal have shown steady declining trend across centres during April-December 2011-12 as compared to their retail prices during the corresponding period last year based on the retail prices reported by the State Civil Supplies Departments as indicated in the Graphs below:-





Source: State Civil Supplies Departments

3.25 In the current year monthly inflation rates of Tur, Urad, Moong and Masur were in the negative, while the monthly inflation rate of gram increased consistently since May 2011 reaching a high of 44.08% in October 2011.



Source: Department of Industrial Policy and Promotion



FUTURES TRADING

3.26 While futures trading in Tur and Urad are suspended, it is negligible in the case of other pulses except Chana. Range of Spot prices of Chana that varied between Rs.2050/- per quintal to Rs.2378/- per quintal in April-December 2010, have increased to Rs.2150/- to Rs.3550/- per quintal in April-December 2011. Increase in spot prices is particularly noticed from May 2011 onwards due to expectation of lesser supply both from international and domestic sources.

PULSES SUBSIDY SCHEME

3.27 To augment domestic availability of pulses, a subsidy scheme for pulses has been operational since November 2008. Under the scheme, a subsidy @ Rs. 10/- per kg is given on the distribution of imported

pulses under the PDS @ 1 kg per family per month. Pulses are imported by the five designated agencies (viz., NAFED, PEC Ltd., STC Ltd., MMTC Ltd. and NCCF) and are supplied by them to the state governments.

3.28 The scheme was conceived and introduced as a onetime measure in November, 2008 for one year, but has subsequently been extended periodically and is now valid till 31.3.2012. So far 12 states have availed the benefit of the scheme. These states are: Andhra Pradesh, Tamil Nadu, Himachal Pradesh, Rajasthan, Maharashtra, Kerala, Uttar Pradesh, Haryana, Punjab, Arunachal Pradesh, West Bengal, and Orissa. The total quantity of pulses imported and distributed under the PDS scheme with a subsidy @Rs. 10 per kg is given in the Table below:-

Quantity of Pulses Imported and Distributed by Designated agencies (2008-09 to 2011-12)					
<i>(In Tonnes)</i>					
Agency	2008-09	2009-10	2010-11	2011-12*	Total
MMTC	4200	25,150	71,000	11000	111350
PEC		145,000	146,500	73105	364605
STC		76,000	90,000	99334	265334
NCCF		6,000	26,000	0	32000
NAFED			10,005	0	10005
Total	4200	252150	343505	183439	783294

Note: * up to December 2011

Source: Designated importing Agencies

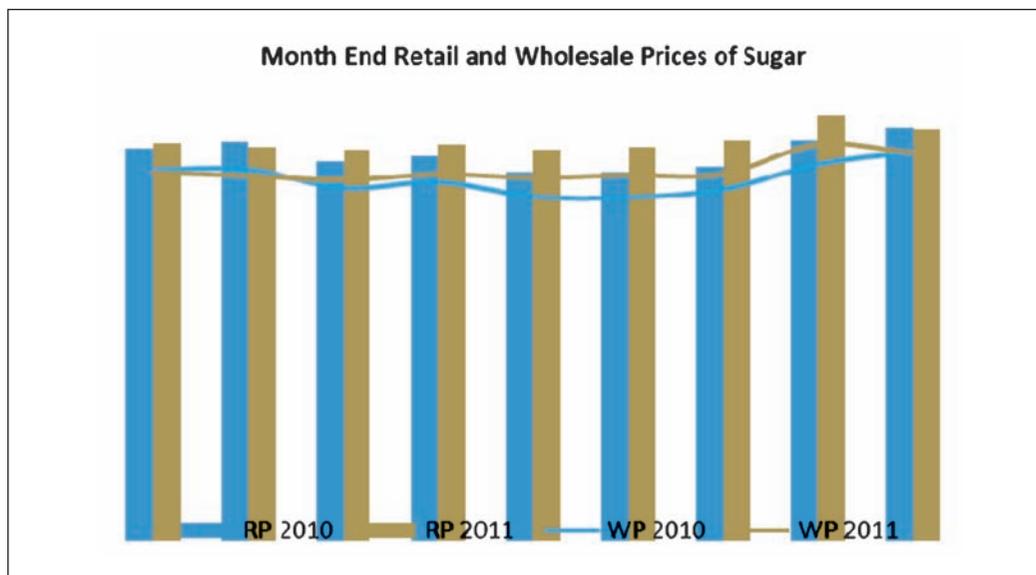
SUGAR

3.29 Retail prices of sugar have remained stable during the year (April to December,

2011). Prices of sugar across centres were in the range of Rs. 28.00 per kg to Rs. 45.00 per kg during April-December, 2011 as compared to prices in the range of Rs.27.00



per kg to Rs.45.00 per kg during April-December, 2010. The details of the All India average month end retail and wholesale prices of Sugar are given below:

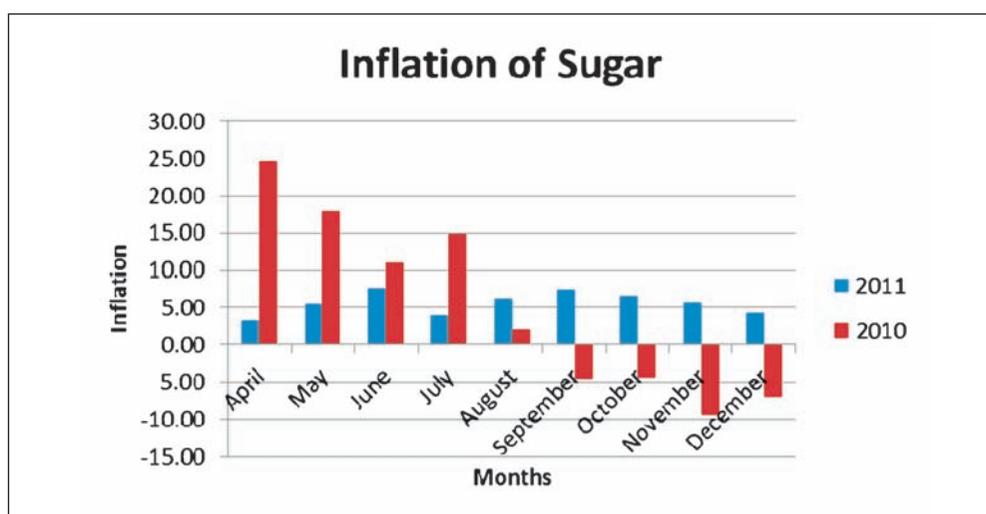


Source: State Civil Supplies Departments

3.30 As per the 1st Advance Estimates released by Ministry of Agriculture during 2011-12, the sugarcane production is estimated at 342.19 million tonnes, which is higher than the 1st Advance Estimates

during 2010-11 at 324.91 million tonnes.

3.31 The comparative trend in inflation rate of Sugar during 2010 and 2011 (April to December) is graphically depicted below:-



Source: Department of Industrial Policy and Promotion



EDIBLE OILS

3.32 According to the First Advance Estimates for the year 2011-12 released by Ministry of Agriculture, on 14.9.11, kharif oilseed production is estimated at 20.89 million tonnes as against the first estimates of last year which was 17.27 million tonnes.

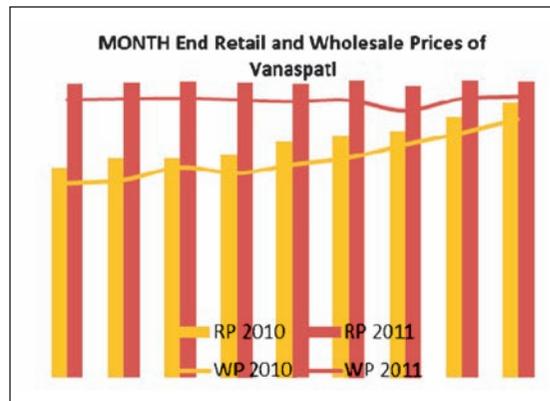
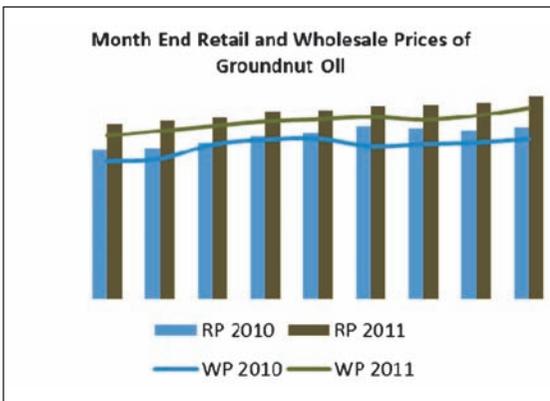
3.33 During the current year (April to December, 2011), the edible oil prices have shown an upward trend as compared to last year across centres. The table showing the price range of Edible oils during April-December, 2011 and April-December, 2010 is given below:

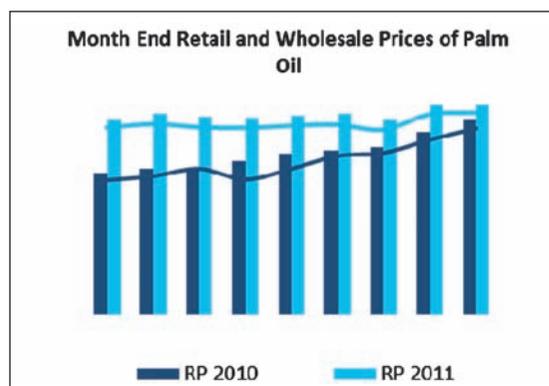
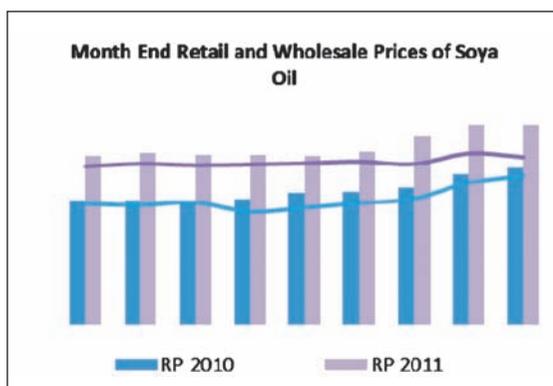
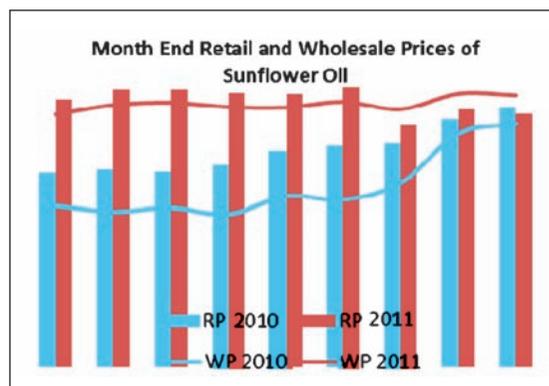
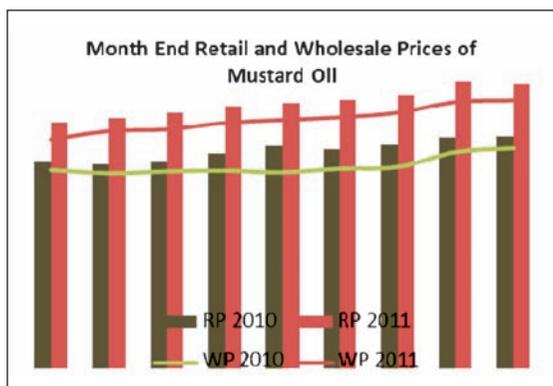
Edible oils	Price Range (April-December 2011) (Rs/kg)	Price Range (April-December 2010) (Rs/kg)
Mustard oil	60-113	51-97
Vanaspati	54-97	40-80
Groundnut oil	69-143	60-153
Palm oil	52-107	41-68
Soya oil	64-99	48-77
Sunflower oil	58-147	52-108

Source: - State Civil Supplies Departments

3.34 The details of the All India average month end retail and wholesale prices of

Groundnut oil, Mustard oil, Vanaspati, Sunflower Oil, Soya Oil, Palm Oil are given below:-





Source: State Civil Supplies Departments

3.35 Around 50% of the domestic requirement of edible oils is met by imports, of which Crude Palm Oil constitutes about 77% and soya bean oil about 12%. During the Oil Year 2010-11 (Nov.- Oct.), 83.71 lakh tons of edible oils have been imported as against 88.23 lakh tons during the corresponding period of 2009-10 (i.e. decrease of 5.1%). During the November 2011, the total import of edible oils is reported at 8.28 lakh tonnes as compared to 6.52 lakh tonnes during November 2010; an increase of 27%.

VEGETABLES

3.36 Vegetable prices fluctuate depending on the availability and seasonal factors.

Government kept a close watch on the prices and availability of vegetables especially onion, potato and tomato.

(i) ONION (Source: NHRDF)

3.37 The National Horticultural Research & Development Foundation (NHRDF) estimates onion production for 2011-12 at 151 lakh tonnes which is 11.5% higher as compared to 145 lakh tonnes during 2010-11.

3.38 The minimum export price (MEP) of all varieties of onions except Bangalore Rose Onions and Krishnapuram Onions for the month of December, 2011 was US\$ 250 per Metric Tonne. In the case of Bangalore



Rose Onions and Krishnapuram Onions, the MEP for the month of December, 2011 was US\$ 300 per Metric Tonne.

3.39 Onion is mainly exported to Bangladesh, Malaysia, Dubai, Sri Lanka, Bahrain, Nepal, Singapore, Muscat, Kuwait, Doha/Qatar, Mauritius etc. Onion export during 2010-11 was 18.73 lakh tonnes, as compared to 17.84 lakh tonnes the previous year. During 2011-12, 10.26 lakh tonnes of onion has been exported between April to December, 2011 as compared to 11.36 lakh

tonnes during the corresponding period of last year. Ban on export of Onion was imposed on 9.9.2011 which was lifted w.e. f 20th September, 2011. Retail prices of onion across centres were in the range of Rs. 5.00 per kg - Rs. 35.00 per kg during April-December, 2011 as compared to Rs. 3.00 per kg- Rs. 70.00 per kg during April-December, 2010. The details of the All India average month end retail and wholesale prices of Onion are given below:

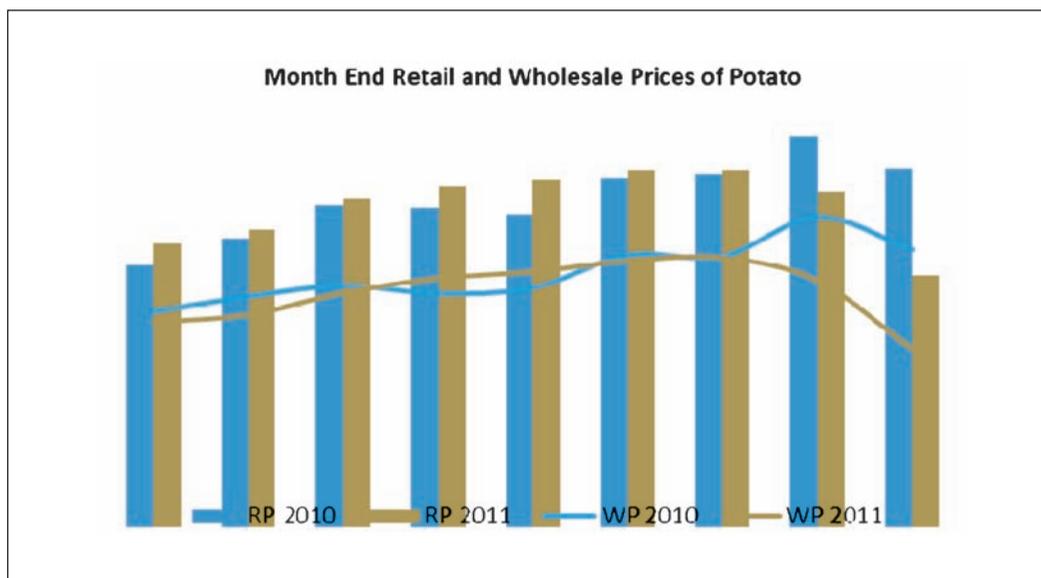


Source: State Civil Supplies Departments

(ii) **POTATO (Source: NHRDF)**

3.40 Potato area and production during the year 2010-11 is expected to be at 18.62 lakh hectares and 358.89 lakh MT respectively as compared to previous year's area of 18.94 lakh hectares and production of 402.39 lakh MT.

3.41 Retail prices of potato across centres were in the range of Rs. 4.00 per kg –Rs. 22.00 per kg during April-December, 2011 as compared to Rs. 5.00 per kg –Rs. 28.00 per kg during April-December, 2010. The details of the All India average month end retail and wholesale prices of Potato are given below:-



Source: State Civil Supplies Departments

(iii) TOMATO

3.42 The total production of tomato (hybrid and local) is around 9.00 to 12.00 million tonnes in the country.

3.43 Retail prices of tomato across centres were in the range of Rs. 4.00-Rs. 60.00 per kg during April-December, 2011 as compared to Rs. 6.00-Rs. 38.00 per kg during April-December, 2010.

TEA

3.44 The retail prices of tea showed an upward trend as compared to last year. Retail prices of tea across centres were in the range of Rs.100.00 per kg – Rs. 314.00 per kg during April-December, 2011 as compared to Rs.75.00 per kg – Rs. 320.00 per kg during April-December, 2010. Exports of tea during 2010-11 (April-March) were 23.34 million kg as against 20.85 million

kg in the corresponding period a year ago. (Source: DGCI&S).

MILK

3.45 Retail prices of milk across centres were in the range of Rs. 16.00 per kg - Rs. 40.00 per kg centres during April-December, 2011 as compared to Rs. 16.00 per kg - Rs. 33.00 per kg during April-December, 2010.

SALT

3.46 Retail prices of salt were steady in the range of Rs. 5.00 per kg - 15.00 per kg across centres during April-December, 2011 and 2010.

Summary of important audit observations printed in the report of the CAG of India Union Government (Civil-No. 26 of 2011-12-Performance Audit of Sale and Distribution of Imported Pulses.



3.47 Pulses are important food crops and have a very significant impact on the health of the average Indian. The gap between demand and production of pulses in the country has been in the range of 10 to 50 lakh MT during 2002-03 to 2010-11. To bridge this gap, Government of India introduced two schemes, one in 2006 and the other in 2008, for import and distribution of pulses through four agencies (NAFED, MMTC, PEC and STC1) in order to facilitate the availability of pulses and to accordingly stabilise prices. In the first scheme introduced in May 2006, the agencies were to import pulses on Government account subject to reimbursement of losses, if any, up to 15 per cent of the landed cost by the Government. The other scheme introduced in November 2008, envisaged import of four lakh metric tonnes of pulses for distribution to BPL households through the Public Distribution System at an overall subsidy of 10/kg.

3.48 Audit of both the schemes revealed that they could not achieve their targeted objectives due to serious deficiencies in their design, implementation and monitoring.

The following are the main audit findings:

- Despite import by designated agencies, growing divergence between wholesale and retail prices of pulses was noted, which pointed towards increasing control of the market by private traders.
- As against the targeted quantity of import and sale of 53.10 lakh MT of pulses during 2006-11, the agencies imported 30.04 lakh MT and sold 26.95 lakh MT of pulses during this period, incurring losses totaling 1201.32 crore on these transactions.
- The delays in clearance of the pulses at the ports led to an avoidable expenditure of 42.71 crore upto March 2011. These delays led to delays in release of imported pulses into the domestic market, with a consequential adverse impact on their prices.
- In the absence of any specific guidelines issued by the Ministry of Consumer Affairs on distribution of imported pulses, all the designated importing agencies sold the imported pulses in the open market through the tendering process, instead of distributing them through State agencies.
- The tender conditions, especially those of high minimum bid quantities (200-1000MT) and corresponding earnest money deposits (EMDs), ensured that mainly large private players could submit bids, thus restricting the channels of distribution and keeping most of the smaller parties out of the loop.
- Out of the test-checked quantity of sale of 8.38 lakh MT of pulses, it was found that 6.08 lakh MT (73 per cent) was sold to just four large buyers.

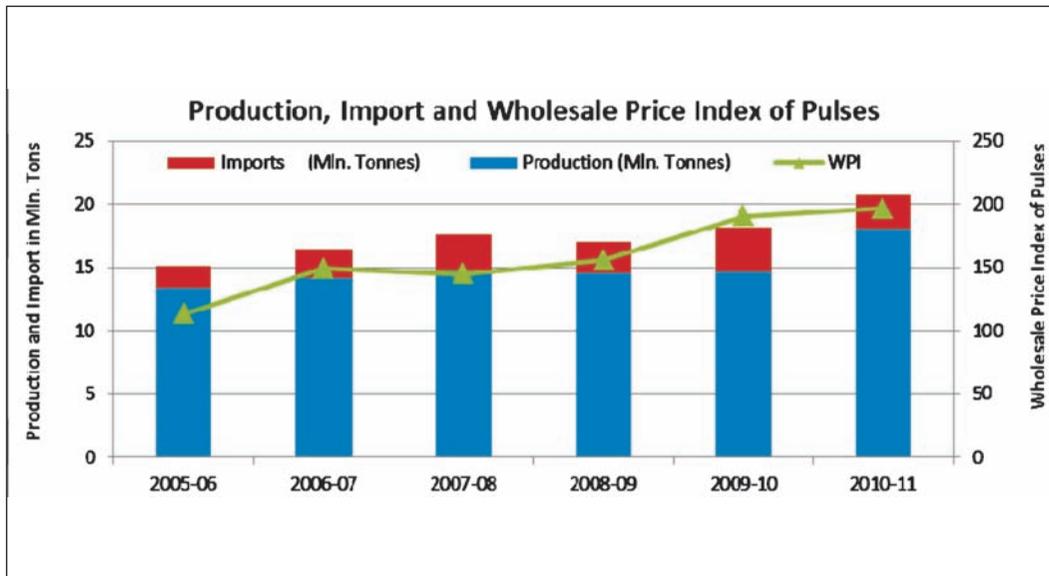


- In many cases, the buyers delayed lifting of imported pulses, which led to delaying their arrival into the domestic market, leading to lesser availability in the market.
 - The Government decided to import yellow peas in 2007 on the grounds that they were a reasonably good substitute for other types of pulses and their prices were comparatively lower. However, the peas did not find many takers in the domestic market and were sold after considerable delays with heavy losses to the importing agencies. Despite this, the agencies continued to import the peas during the subsequent years even when they had huge unsold stocks. The outcome of the decision of the Cabinet Committee on Prices to import yellow peas up to half of the total imports was a total loss of ` 897.37 crore suffered by the importing agencies, which amounted to 75 per cent of the total loss suffered by them in the process of import.
 - The scheme introduced in November 2008 by the Government of India for import of four lakh MT of pulses with a subsidy limit of ` 400 crore and preferential distribution of the same to BPL households through the Public Distribution System at an overall subsidy of ` 10/kg also suffered from several deficiencies. It was found that despite the scheme being extended to March 2012, it was not fully successful. The State/UT Governments generally failed to intimate their requirements for distribution. Further, the subsidy element of a meager 10/kg could result in diversion of pulses to non-BPL households as well as to the open market.
 - The monitoring mechanism adopted by the Ministry of Consumer Affairs, Food & Public Distribution failed to ensure the proper distribution of imported pulses in the domestic market.
- 3.49 To sum up, despite the release of subsidy amounting to 781.10 crore (`361.39 crore under the 15 per cent reimbursement scheme and 419.71 under the PDS Distribution scheme), the twin objectives of the scheme, i.e. availability of pulses and stabilization of their market prices remained largely unfulfilled.
- Preliminary Remarks on CAG's Report on "Performance Audit of Sale and Distribution of Imported pulses"
- 3.50 The CAG's Report on "Performance Audit of Sale and Distribution of Imported Pulses" and major audit observations contained therein has been perused. The findings do not appear to be based on a holistic appreciation of the Government response to bridge the demand-supply gap of pulses to protect public interest.
- 3.51 Decisions to subsidise import of pulses by the Government in 2006-07 were taken at the backdrop of rising prices of pulses in the context of tight



supply position resulting from stagnant domestic production. Efforts to facilitate imports have certainly helped increase

availability and lowering of prices of pulses. These are clearly evident from the graph and the table below.-



Availability and Price Situation of Pulses (2005-06 to 2010-11)					
	Production	Imports	Exports	Availability	WPI
	(in Million Tonnes)				
2005-06	13.39	1.7	0.47	14.62	113.34
2006-07	14.2	2.27	0.25	16.22	149.18
2007-08	14.76	2.84	0.16	17.44	144.93
2008-09	14.57	2.48	0.14	16.91	155.84
2009-10	14.66	3.51	0.09	18.08	190.76
2010-11	18.09	2.69	0.2	20.58	196.86

Source: DAC for Production, DGCIS for exports and imports, and DIPP for WPI

3.52 The above negate CAG Audit’s major observation that the subsidy schemes could not achieve the targeted objectives.

3.53 The report is currently under examination in detail in this Department.



Annexure I

Variation in the Wholesale Price Index numbers of Selected Essential Commodities During the Month of September 2011 and September 2010

Commodity/ Sub-group	Weight	Annual Rate of Inflation		Variation of WPI of April/ December, 2011 and April / Decem- ber.2010	
		December, 2011	December, 2010	April / December, 2011	April / December, 2010
ALL COMMODI- TIES	100	7.47	9.45	4.8	7.4
PRIMARY ARTICLES	20.12	3.07	18.37	1.1	21.0
FOOD ARTICLES	14.34	0.74	15.07	4.0	20.6
CEREALS	3.37	1.91	1.59	3.4	7.4
Rice	1.79	1.58	4.01	6.5	7.6
Wheat	1.12	-3.81	-4.15	-2.5	4.4
Jowar	0.1	28.63	11.49	28.6	19.8
Bajra	0.12	7.5	-1.85	-0.9	2.2
PULSES	0.72	13.62	-11.74	23.1	-15.3
Gram	0.33	42.93	-0.96	68.9	11.0
Arhar	0.14	0.72	-23.07	-14.9	-42.6
Moong	0.08	-3.3	-14.97	-14.1	-67.3
Masur	0.06	-7.5	-29.28	-6.8	-42.6
Urad	0.1	-10.57	-6.72	-28.3	-6.1
VEGETABLES	1.74	-34.18	33.61	11.5	96.6
Potatoes	0.2	-35.45	-28.57	1.6	61.2
Onion	0.18	-60.45	74.98	28.7	321.3
Milk	3.24	11.02	18.34	23.0	8.2
Fish-Marine	0.72	8.42	33.65	4.2	15.0
Mutton	0.35	8.78	-4.67	18.6	7.1



Chillies(dry)	0.16	32.58	4.31	4.5	-4.0
Tea	0.11	-0.97	-6.51	-0.4	15.9
MANUFACTURED PRODUCTS	64.97	7.41	5.39	4.0	3.0
Atta	0.39	2.08	4.06	-2.3	2.2
Sugar, Khandsari & Gur	2.01	9.38	1.79	8.7	4.6
Sugar	1.74	4.08	-6.98	9.2	7.4
Gur	0.08	4.34	-6.95	7.7	-4.2
Salt	0.05	-2.9	-10.02	8.3	-7.9
EDIBLE OILS	3.04	4.82	-7.86	6.8	8.1
Vanaspati	0.71	11.52	5.61	-0.9	9.4
Mustard Oil	0.45	1.67	11.46	18.0	5.5
Coconut Oil	0.1	20.36	-1.6	4.1	7.6
Groundnut Oil	0.3	18.24	9.21	12.5	15.0
<i>Source: DIPP.</i>					



Annexure-II

**Month-end retail prices of 22 essential commodities at major metropolitan cities
from April 2011 to December 2011 (Rs per kg)**

Centres/Months	April 11	May 11	June 11	July 11	Aug 11	Sep 11	Oct 11	Nov 11	Dec 11
Rice									
Delhi	23	23	23	23	24	24	24	24	24
Mumbai	19	20	20	21	22	23	22	22	22
Kolkata	21	20	21	21	21	20	20	20	19
Chennai	22	22	22	22	22	22	24	22	22
Wheat									
Delhi	15.5	15	15	15	15	15	15	16	16
Mumbai	20	21	20	21	22	22	21	21	21
Bhubaneshwar	16	15	15	16	15	15	15	15	15
Chennai	22	22	22	22	22	22	22	22	22
Atta									
Delhi	17	16	16	16	16	16	17	17	17
Mumbai	24	23	24	25	26	23	22	22	23
Kolkata	16	16	16	16	16	16	16	17	16
Chennai	22	22	22	23	23	23	25	22	22
Gram Dal									
Delhi	38	37	37	38	44	55	55	56	54
Mumbai	38	39	41	43	47	57	55	55	55
Kolkata	35	35	35	38	38	48	46	48	48
Chennai	34	35	38	42	44	56	54	55	55
Tur Dal									
Delhi	71	70.5	69	69	71.5	72	74	74	71
Mumbai	66	70	69	69	72	71	69	71	71
Kolkata	62	56	55	54	54	65	64	64	62
Chennai	68	65	62	62	62	68	65	65	62



Centres/Months	April 11	May 11	June 11	July 11	Aug 11	Sep 11	Oct 11	Nov 11	Dec 11
Urad Dal									
Delhi	74	73	71	71	76	75	73	75	74
Mumbai	76	76	75	74	79	82	77	79	74
Kolkata	62	60	60	58	58	65	64	60	60
Chennai	72	70	68	68	68	72	71	68	64
Moong Dal									
Delhi	73	73	71	71	74	74	73	74	71
Mumbai	78	77	77	77	81	81	78	79	76
Kolkata	75	70	70	70	70	70	70	75	75
Chennai	70	70	67	65	65	70	70	68	68
Masoor Dal									
Delhi	54	53.5	52	53	55.5	55	53	53	54
Mumbai	57	56	54	55	61	59	56	57	54
Kolkata	45	45	44	42	42	44	44	44	44
Chennai	50	45	45	45	45	48	46	45	44
Sugar									
Delhi	32	32	32	32.5	33	33	33	36	35
Mumbai	32	31	31	32	32	33	33	34	34
Kolkata	32	32	32	32	32	32	32	35	35
Chennai	29	29	29	31	30	32	31	32	32
Milk (in litres)									
Delhi	25	27	27	27	27	29	29	29	29
Mumbai	28	28	28	34	34	36	36	36	36
Kolkata	21	22	22	22	22	22	22	22	22
Chennai	20.5	20.5	20.5	20.5	20.5	20.5	21	27	27
Groundnut oil									
Delhi	126	126	128	128	128	132	134	135	136
Mumbai	85	91	113	115	116	123	116	110	112
Kolkata	100	110	105	105	105	120	120	110	120
Chennai	87	90	95	100	100	98	99	112	119



Centres/Months	April 11	May 11	June 11	July 11	Aug 11	Sep 11	Oct 11	Nov 11	Dec 11
Mustard oil									
Delhi	78	77	79	78	81	84	84	85	87
Mumbai	84	87	85	88	91	87	86	89	91
Kolkata	70	74	75	75	75	78	78	84	84
Chennai	77	77	77	77	84	85	87	96	98
Vanaspati									
Delhi	77	76	77	77	78	78	72	80	77
Mumbai	75	78	77	77	80	84	85	85	87
Kolkata	64	65	65	66	66	58	58	60	58
Chennai	74	74	76	78	78	74	70	77	77
Soya Oil									
Delhi	81	81	83	83	83	88	80	88	88
Mumbai	NR	NR	80	76	77	77	78	78	84
Kolkata	70	70	70	69	69	75	76	78	78
Chennai	NR	NR	NR	NR	NR	NR	NR	NR	NR
Sunflower Oil									
Delhi	93	93	93	93	93	108	98	108	110
Mumbai	NR	NR	87	82	86	84	82	84	89
Kolkata	80	82	85	85	85	90	95	95	100
Chennai	74	76	78	82	80	82	79	86	88
Palm Oil									
Delhi	NR	NR	NR	NR	NR	NR	NR	NR	NR
Mumbai	NR	NR	61	67	66	66	65	65	70
Kolkata	62	65	64	64	64	63	62	64	64
Chennai	57	61	56	59	61	60	56	66	68
Gur									
Delhi	30	35	35	35	36	40	40	34	34
Mumbai	NR	NR	43	43	47	48	46	46	42
Kolkata	NR	NR	NR	NR	NR	NR	NR	NR	NR
Chennai	36	38	38	35	44	38	48	45	38



Centres/Months	April 11	May 11	June 11	July 11	Aug 11	Sep 11	Oct 11	Nov 11	Dec 11
Tea Loose									
Delhi	151	151	152	153.5	162	163	164	164	165
Mumbai	188	188	188	199	209	207	213	203	200
Kolkata	100	100	100	100	100	100	120	120	120
Chennai	260	260	260	260	260	260	270	265	265
Salt Pack (Io-dised)									
Delhi	14	14	14	14	14	14	14	14	14
Mumbai	14	14	14	14	14	14	14	14	14
Kolkata	8	8	8	8	8	8	8	8	8
Chennai	14	14	14	14	14	14	14	14	14
Potato									
Delhi	9	10	14	15	16	17	15	13	8
Mumbai	14	16	17	16	15	15	13	13	12
Kolkata	7	8	8	8	8	8	8	8	6
Chennai	13	13	11	11	12.5	14	16	12	11
Onion									
Delhi	12	10.5	14	16	21	23	23	17	15
Mumbai	13	16	17	16	19	21	22	18	14
Kolkata	9	10	14	14	14	20	18	16	12
Chennai	9	10	11	11	16	14.5	15	15	8
Tomato									
Delhi	18	10	35.5	21	21	26	37	14	15
Mumbai	16	16	19	18	14	18	40	21	16
Kolkata	10	16	25	24	24	24	32	25	12
Chennai	11	10	10.5	8	15.5	17	28	16	10

Source: State Civil Supplies Department






**Make sure to buy pure.
Buy only Hallmarked Gold Jewellery.**

e.g. 916 will be marked for 22 Carat & 750 for 18 Carat

Before buying, use a Magnifying Glass to check the following 5 marks which comprise the Hallmark:

 BIS Standard Mark	*Purity/ Fineness Grade	Assaying & Hallmarking Centre's Mark	Year of Marking e.g. A for 2000 K for 2009 N for 2011	Jeweller's Identification Mark
--	----------------------------	--	--	--------------------------------------

*Purity Carat	958 23 Carat	916 22 Carat	875 21 Carat	750 18 Carat	708 17 Carat	585 14 Carat	375 9 Carat
------------------	-----------------	-----------------	-----------------	-----------------	-----------------	-----------------	----------------

Hallmarked Jewellery is tested and marked by the BIS recognized Assaying and Hallmarking Centres only.

Look For - Jewellery Showroom selling BIS Hallmarked Jewellery.
Buy - Hallmarked Jewellery only. It assures the marked purity/fineness.
Ask for - Cash memo, which will help BIS to resolve complaints (if any).

For more details please visit BIS website www.bis.org.in or contact

 **BUREAU OF INDIAN STANDARDS**
Manak Bhawan, 9 Bahadur Shah Zafar Marg New Delhi - 110 002
Tel No. 011-23230856 Email: mdd3@bis.org.in Website: www.bis.org.in

In case of complaint on Hallmarked Jewellery please email: spcad@bis.org.in or fax: 011-23235069

davp 08/103/13/0028/1112



CHAPTER-IV

ESSENTIAL COMMODITIES REGULATION AND ENFORCEMENT

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. The Number of such commodities have been brought down to 7 at present through 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 2011 upto 31.12.2011 (updated upto 11.01.2012) are as under:

- i) No. of raids conducted - 173177
- ii) No. of persons arrested - 4235
- iii) No. of persons prosecuted - 4214
- iv) No. of persons convicted - 29
- v) Value of goods confiscated
- Rs.6173.481 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.

4.5 The situation was 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. Subsequently vide order dated 07.04.2008, the Central Government had kept in abeyance the operation of Central Order dated 15.02.2002 in respect of commodity edible oils, edible oilseeds and rice for a period of one year. Later vide order dated 27.08.2008, this was extended to the commodity paddy also for a period from 01.09.2008 to 30.04.2009. The validity of all these orders was earlier extended till 30.09.2010. This was subsequently extended upto 30.09.2011 in respect of pulses, paddy & rice and in respect of edible oils and edible oilseeds upto 31.03.2011 vide Central Order No.S.O.2361(E) dated 29.09.2010. This was further extended upto 30.09.2011 in respect of pulses, paddy, rice, edible oils and edible oilseeds vide Central Order No.S.O.654(E) dated 30.03.2011. This was further extended upto 30.09.2012 in respect of pulses, edible oils and edible oilseeds vide Central Order No.S.O.2227 (E) dated 27.09.2011. In respect of paddy and rice the validity was extended upto 31.10.2011 vide Central Order dated 27.09.2011 which was further extended upto 30.11.2011 vide Central Order No. S.O.2447(E) dated 28.10.2011. At present stock limits are permitted for rice and paddy upto 30.11.2012 vide Central Order No.2716 (E) dated 29.11.2011 for the 7 States/UTs i.e. Andhra Pradesh, NCT of Delhi, Manipur, Maharashtra, Tamil Nadu, Jharkhand and Andaman & Nicobar Islands who had sent their request specifically



opting for continuation of stock limits in respect of Paddy and Rice.

4.6 It was also decided by the Government to further relax restrictions and to keep in abeyance some provisions of the Central Order dated 15.02.2002 for a 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 was published in Gazette of India to this effect. This was subsequently extended upto 30.09.2010 vide Central Order dated 18.12.2009 and upto 31.12.2010 vide Central Order No.S.O.2361(E) dated 29.09.2010. The validity was further extended upto 31.03.2011 vide Central Order No.S.O.3060(E) dated 30.12.2010 and upto 30.09.2011 vide Central Order No.S.O.654(E) dated 30.03.2011. This was extended upto 30.11.2011 vide Central Order No.S.O.2227(E) dated 27.09.2011. Wheat and Sugar has been withdrawn from the ambit of these orders w.e.f. 01.04.2009 and 01.12..2011 respectively.

4.7 In pursuance to the above Orders all State Governments/UTs were requested to implement this order by issuing either a fresh control order or by reviving the old control order for fixing stock limits for various categories of dealers such as millers/producers, wholesalers and retailers in respect of these commodities. States/UTs have also been empowered to take effective action exercising the powers vested with/ delegated to them under the Essential Commodities Act, 1955.

4.8 So far as implementation of these orders is concerned it is mentioned that only 27 State Governments/UTs have either issued stock limits for all the above items or any of the items or have issued only licensing requirements/ stock declaration (of these 27, 23 States/UTs have actually issued stock limit Orders/ in the process of issuing. 4 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 by 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 Black-marketing 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 black-marketing 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 black-marketing of the

essential commodities. Detention orders were made in 270 cases by the State Governments during the period from 01.01.2011 to 31.12.2011. The Central Government and the State Governments also have the power to revoke the detention orders.





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 high priority to better protect consumer interests. The Department of Consumer Affairs, 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 campaign 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 Government 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 so not to compromise on the quality and standards of goods and services and to seek redressal of their disputes in consumer fora, if required.

- (iv) To educate the consumers as to be aware of their rights & social responsibilities.

The Consumer Protection Act, 1986

5.3 One of the most important milestones in the area of consumer protection / consumer movement in the country has been the enactment of consumers Protection Act, 1986. This Act was enacted to better protect the interests of consumers by creating an alternative disputes resolution mechanism exclusively for consumers. It is one of the most progressive and comprehensive pieces of legislation creating on exclusive three-tier quasi judicial consumer dispute redressal machinery at the national, state and district levels. As on date 629 District Fora, 35 State Commissions and the National Commission have been established in the country.

Salient features of the Act are as under:

- a) The Act enshrines six rights of consumers namely, Right to Safety;



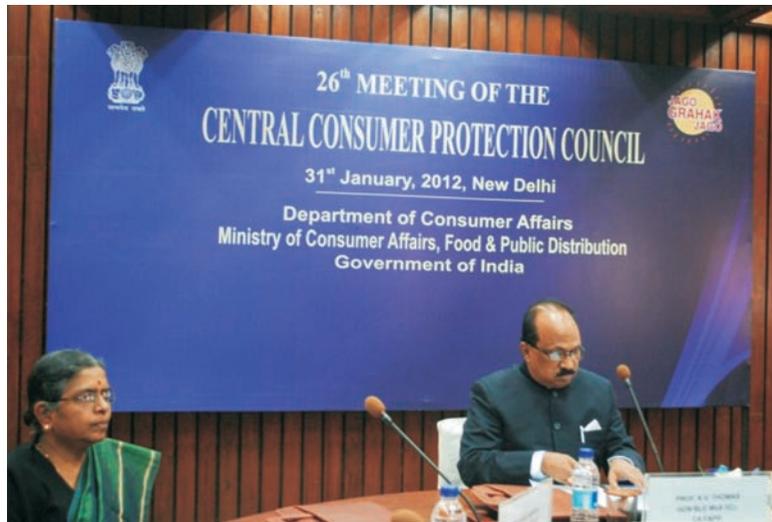
- Right to be informed; Right to choose; Right to be heard; Right to seek redressal & Right to consumer education.
- b) The provisions of the Act are in addition to and not in derogation of the provisions of any other law for the time being in force.
- c) It is an umbrella legislation covering goods & services, but excluding transactions not involving consumers from the purview of the Act.
- d) A consumer can seek redressal against any manufacturer and trader of goods/ service provider, so long as the goods purchased or service availed of was for a consideration.
- e) The Act provides for simple, inexpensive and timely redressal of consumer complaints.
- f) The provisions of the Act are not only compensatory in nature but also preventive and punitive in character.
- g) The Act provides for establishing a three-tier consumer dispute redressal machinery at the national, state and district levels commonly known as National Commission, State Commission and District Forum respectively.
- h) The Act also provides for setting up of Consumer Protection Councils at the Central, State, and District level, which are advisory bodies to promote and protect the rights of the consumers.
- 5.4 As per the latest reports made available by the National Commission the average % disposal of cases in all three levels of Consumer Fora in the country is an impressive 90.45%. The total number of cases filed and disposed of in the National Commission, State Commissions and District Fora, as on 30.01.2012, since inception, are given below:-
- i) Thirteen cities across India have been notified by the Central Govt. where the National Commission can hold its Circuit Bench sittings in addition to New Delhi where it ordinarily functions. In pursuance of this provision in the law, the National Commission has been holding

Update on 31-01-2012					
Sl. No.	Name of Agency	Cases filed Since inception	Cases disposed of since inception	Cases Pending	% of total Disposal
1.	National Commissions	72863	63370	9493	86.97
2.	State Commissions	560961	464243	96718	82.76
3.	District Forums	3093931	2845823	248108	91.98
	Total	3727755	3373436	354319	90.50



Circuit Bench setting every year since 2005. During the last Circuit Bench sitting held in Ahmedabad in February-March, 2011, 63 cases have been disposed off by the National Commission.

5.5 A meeting of the Central Consumer Protection Council (CCPC) was held in New Delhi on 31.01.2012 under the Chairmanship of Prof. K.V. Thomas, Hon'ble Minister of State (Independent Charge) Consumers Affairs, Food and Public Distribution.



The 26th Meeting of Central Consumer Protection Council (CCPC) was held at New Delhi on 31.01.2012 Under the Chairmanship of Prof. K.V. Thomas, Hon'ble Minister of State (IC), Consumer Affairs, Food & Public Distribution



Prof. K.V. Thomas, Hon'ble Minister of State (IC), Consumer Affairs, Food & Public Distribution Addressing at 26th meeting of the CCPC held on 31.01.2012 at New Delhi



Prof. K.V. Thomas, Hon'ble Minister of State (IC), Consumer Affairs, Food & Public Distribution Addressing the 26th Meeting of Central Consumer Protection Council (CCPC) held at New Delhi on 31.01.2012.

5.6 The number of posts of members in NCDRC has been increased to eleven out of which 2 posts of members (1 Judicial & 1 non-judicial) have been created for a period of five years for setting up an additional bench to clear backlog of cases in the NCDRC.

5.7 Though the responsibility of establishing consumer fora at the District and State levels is that of the States/UTs, the Central Government has been implementing the following plan schemes for improving the functioning of consumer fora:

5.8 'CONFONET' Scheme:- The scheme of 'Computerization and Computer Networking of Consumer Fora in the

Country, (CONFONET)' was launched during the 10th Plan period in March, 2005 at a cost of Rs.48.64 crores. Under the scheme, the Consumer Fora at all the three tiers throughout the country were to be fully computerized to enable access of information and quicker disposal of cases. The project is being implemented by the National Informatics Centre (NIC) on a turnkey basis. The scheme has been extended during 11th Plan period with a total outlay of Rs.25.69 crores. During the year 2011-12 an amount of Rs.0.75 crores has been released to NIC for the activities to be undertaken under "CONFONET" Project in the XIth Plan.

5.9 An allocation of Rs.96.00 lakhs was kept for North-Eastern Region (Major Head



2552) under the CONFONET scheme in BE-2011-12, which was reduced to Rs.8.50 lakhs in RE-2011-12 due to overall reduction of RE in respect of the scheme. Similarly, in the scheme Strengthening Consumer Fora an allocation of Rs.1.85 crores has been kept for North-Eastern Region both in BE & RE-2011-12.

Strengthening the infrastructure of Consumer Fora:-The Central Government has been extending financial assistance to States/UTs for strengthening the infrastructure of consumer fora so that minimum level of facilities are made available at each consumer forum, which are required for their effective functioning.

5.10 Infrastructural Facilities being provided under the scheme, include construction of new building of the consumer fora, carrying out addition/alteration/

renovation of existing buildings and grant for acquiring non-building assets such as furniture, office equipment etc. Under the Scheme for Strengthening of Consumer Fora an amount Rs.651.50 lakhs has been released so far to 6 States, namely, Kerala (Rs.15.00 lac), Nagaland (Rs.260.25 lac), Punjab (Rs.18.75 lac), Sikkim (Rs.12.50 lac), Tamil Nadu (Rs.196.79 lac) and West Bengal (Rs.148.21 lac).

5.11 NCDRC Building: The construction of Building for NCDRC at GPO Complex, INA, New Delhi has been completed and they have started functioning in the new premises w.e.f. 17.8.2011. For this purpose, an amount of Rs.19.90 crore was released to CPWD.

5.12 Statement of Cases filed/disposed of/pending in District Fora, State Commission and National Commission is in *Annexure-I & II (Page : 56-57)*.



Annexure -I

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

(Update on 31.01.2012)

Sl. No.	Name of State	Cases filed since inception	Cases disposed of since inception	Cases Pending	% of Disposal	As On
	National Commission	72863	63370	9493	86.97	31.12.2011
1	Andhra Pradesh	27409	24957	2452	91.05	30.11.2011
2	A & N Islands	42	38	4	90.48	31.01.2008
3	Arunachal Pradesh	58	54	4	93.10	30.09.2011
4	Assam	2419	1554	865	64.24	30.09.2011
5	Bihar	14386	10326	4060	71.78	31.05.2011
6	Chandigarh	11628	11437	191	98.36	31.12.2011
7	Chattisgarh	7629	7239	390	94.89	31.12.2011
8	Daman & Diu and DNH	25	20	5	80.00	31.03.2011
9	Delhi	32585	31390	1195	96.33	31.10.2011
10	Goa	2235	2099	136	93.91	31.12.2011
11	Gujarat	37781	33402	4379	88.41	31.12.2011
12	Haryana	41111	36083	5028	87.77	30.11.2011
13	Himachal Pradesh	7437	6589	848	88.60	30.11.2011
14	Jammu & Kashmir	7230	6434	796	88.99	31.05.2011
15	Jharkhand	4874	4065	809	83.40	30.09.2011
16	Karnataka	41921	37217	4704	88.78	31.12.2011
17	Kerala	24365	23430	935	96.16	31.12.2011
18	Lakshadweep	17	16	1	94.12	31.12.2011
19	Madhya Pradesh	39096	34553	4543	88.38	31.12.2011
20	Maharashtra	54170	36527	17643	67.43	30.06.2011
21	Manipur	139	96	43	69.06	30.09.2008
22	Meghalaya	253	175	78	69.17	31.03.2011
23	Mizoram	183	171	12	93.44	30.04.2011
24	Nagaland	94	64	30	68.09	31.12.2006
25	Odisha	20691	14604	6087	70.58	31.10.2011
26	Puducherry	916	883	33	96.40	30.11.2011
27	Punjab	27477	21092	6385	76.76	30.11.2011
28	Rajasthan	48383	44799	3584	92.59	30.11.2011
29	Sikkim	37	36	1	97.30	31.12.2010
30	Tamil Nadu	23339	21286	2053	91.20	31.12.2011
31	Tripura	1344	1301	43	96.80	30.11.2011
32	Uttar Pradesh	62757	34950	27807	55.69	31.10.2011
33	Uttarakhand	4425	3624	801	81.90	31.12.2011
34	West Bengal	14505	13732	773	94.67	31.12.2010
	TOTAL	560961	464243	96718	82.76	



Annexure -II

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

(Update on 31.01.2012)

Sl. No.	Name of State	Cases filed since inception	Cases disposed of since inception	Cases Pending	% of Disposal	As On
1	Andhra Pradesh	187855	182188	5667	96.98	30.11.2011
2	A & N Islands	330	301	29	91.21	31.03.2006
3	Arunachal Pradesh	310	270	40	87.10	30.09.2011
4	Assam	13704	11976	1728	87.39	31.08.2010
5	Bihar	80010	69607	10403	87.00	31.05.2011
6	Chandigarh	44506	43273	1233	97.23	31.12.2011
7	Chattisgarh	34715	31532	3183	90.83	31.12.2011
8	Daman & Diu and DNH	162	144	18	88.89	31.03.2011
9	Delhi	239215	228875	10340	95.68	30.09.2011
10	Goa	6185	5587	598	90.33	31.12.2011
11	Gujarat	166043	149728	16315	90.17	31.12.2011
12	Haryana	210534	192736	17798	91.55	30.11.2011
13	Himachal Pradesh	54858	51419	3439	93.73	31.12.2011
14	Jammu & Kashmir	20792	18855	1937	90.68	31.12.2007
15	Jharkhand	32260	29638	2622	91.87	30.09.2011
16	Karnataka	146965	142794	4171	97.16	31.12.2011
17	Kerala	174455	167138	7317	95.81	31.12.2011
18	Lakshadweep	72	65	7	90.28	31.12.2011
19	Madhya Pradesh	172687	157788	14899	91.37	31.12.2011
20	Maharashtra	245230	226885	18345	92.52	30.06.2011
21	Manipur	1037	1012	25	97.59	30.09.2008
22	Meghalaya	768	661	107	86.07	31.03.2011
23	Mizoram	3466	2819	647	81.33	31.12.2010
24	Nagaland	246	205	41	83.33	30.6.2006
25	Odisha	87878	82222	5656	93.56	31.10.2011
26	Puducherry	2827	2648	179	93.67	30.11.2011
27	Punjab	145521	140015	5506	96.22	30.11.2011
28	Rajasthan	268460	242787	25673	90.44	30.11.2011
29	Sikkim	260	245	15	94.23	31.12.2010
30	Tamil Nadu	99669	94948	4721	95.26	31.12.2011
31	Tripura	2599	2426	173	93.34	30.11.2011
32	Uttar Pradesh	538336	459501	78835	85.36	31.10.2011
33	Uttarakhand	33535	31796	1739	94.81	31.12.2011
34	West Bengal	78441	73739	4702	94.01	31.12.2010
	TOTAL	3093931	2845823	248108	91.98	



CONSUMER WELFARE FUND

(Schemes currently funded from Consumer Welfare Fund.)

5.12 Setting up of consumer product testing laboratories.

Under this scheme projects have been sanctioned to :

a) **VOICE Society, New Delhi:**

VOICE Society has been sanctioned an amount of Rs.2.70 crore for undertaking 2nd phase of the Comparative Testing of products and services for 3 years. During the 2nd phase VOICE has to conduct testing of 16 products and three services. The focus of the project is as under:

- Utilising existing NABL accredited laboratories in India for Comparative Testing of various categories of products
 - Publishing and popularizing consumer magazine containing consumer related subject to create informed consumers.
 - To facilitate in developing & upgradation of National Standards based on scientific data and consumer preferences.
- b) **Rs. 50 lakh sanctioned to Council for Fair Business Practice, Mumbai** as one time non-recurring grant for upgrading existing Ramakrishna Bajaj testing lab in SNDT Women University Mumbai.
- c) **Consumer Education Research Centre, Ahmedabad** for up gradation

of their testing lab with NABL accreditation at a cost of Rs.2.18 Crores.

- d) **CONCERT was granted an amount** of Rs.333.70 lac for 2 years for Comparative Testing of Products and Service. Under the project CONCERT will undertake comparative testing/evaluation of at least 7 products and 3 services per year.
- e) **Govt. of Kerala was provided a grant-in-aid** of Rs.25.44 lakh for upgrading their existing Gold Purity Testing Laboratory.

5.13 Setting up of Consumer Clubs in School/Colleges.

This scheme was launched in 2002, according to which a Consumer club can be set up in each Middle/ High/ Higher Secondary School/College affiliated to a Government recognised Board or University. A grant of Rs.10,000/- per consumer club is admissible under the scheme. This scheme has been decentralized and transferred to the Government of States/UTs w.e.f from 1.4.2004. Proposals can be submitted under the scheme to the Nodal Officer in the Food, PD & Consumer Affairs Department of the respective States/UTs by eligible organisations/VCOs. Funds are transferred to the Nodal Officer in the State on receipt of the list of schools from the State. An amount of Rs.115 lakhs released in 2008-09, Rs.105 lakhs in 2009-2010, Rs.10 lakh in 2010-11 and Rs.37 lakh till 31.12.2011. So far, 7749 consumer clubs have been sanctioned in 23 States/UTs. The remaining



States/UTs have been vigorously pursued to implement the scheme.

5.14 Scheme on promoting involvement of Research Institutions/Universities/Colleges etc.

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 problem being faced by the consumers to sponsor seminars/workshops/conferences on the consumer and to have necessary inputs for formulation of policy/programme/scheme for the protection and welfare of consumers. Indian Institute of Public Administration has been appointed as consultant under the scheme to the Department of Consumer Affairs. A total grant of Rs.381 lakh was sanctioned to IIPA during the 1st phase and second phase of the project has been sanctioned in 2009 for 3 years at a cost of Rs.2.08 Crores.

5.15 Creation of Chair/Centres of excellence in Institutions/Universities.

- a) A chair on Consumer Law and Practice was sanctioned in 2007-08 to National School of India University (NLSUI), Bangaluru at a cost of Rs.90,00,000 with the objective of the Chair to act as a “Think Tank” for the research and policy related issues on Consumer Law and practice.
- b) A centre of consumer studies was also sanctioned in 2007-08 to IIPA, New Delhi at an estimated cost of Rs.850.77 lakhs spread over a period of five year

for in-depth action research in the areas of consumer protection, training of personnel engaged in administration and adjudication of consumer justice in the country elected representative of the local bodies etc.

- c) An amount of Rs. 94.45 lakh sanctioned to National Law Institute University,(NLIU) Bhopal for establishing chair professorship in Consumer Protection and Consumer Welfare
- d) The Tamil Nadu Dr. Ambedkar Law University, Chennai has been sanctioned an amount of Rs. 94.45 Lakhs for creating Chair of Excellence of Consumer Law and Jurisprudence.
- e) Administrative Staff College of India (ASCI) Hyderabad has been sanctioned an amount of Rs. 1.50 crore for setting up of the Centre for Rural Consumer Studies.



MoU signed with Administrative Staff College of India, Hyderabad for a Chair on Rural Consumer Studies



5.16 Involvement of Trade/Industries.

Federation of Indian Chamber of Commerce and Industries(FICCI) has been sanctioned a grant of Rs.356 lakhs 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 of consumer education.

5.17 Information, Education and Communication programmes for consumer awareness.

a. Kerala State Cooperative Consumer Federation Ltd., Kochin has been sanctioned Rs.2.02 crore for procurement of Mobile Triveni Stores in 10 districts of Kerala and 2 Floating Triveni Stores in isolated areas surrounded with water for strengthening the distribution of consumer articles and for consumer awareness campaign.



Consumer Welfare Fund grant to 'Consumer Fed' Kerala for purchase of Mobile Vans

b. M/s. Consumer Unity & Trust Society(CUTS), Jaipur

A project from M/s. Consumer Unity & Trust Society(CUTS), Jaipur for

grassroots reach out and networking in India through consumer action in 12 districts of Rajasthan at a cost of Rs.62.32 lakhs for three years has been sanctioned in the year 2010.

- c. M/s Mounda Dhunpur Kalyan Samiti, Uttarkashi** was sanctioned an amount of Rs.45 lakh for undertaking consumer welfare activities in 2 districts of Kumaon Region of Uttarakhand State.
- d. Gowthami Foundation, Prakasam District, AP** was sanctioned an amount of Rs.90 lakh for undertaking spreading of consumer education and empowerment initiative in rural and tribal villages of AP.
- e. Consumer Unity & Trust Society** has been sanctioned an amount of Rs.90.00 lakhs for their project Indian Consumer in the New Age to address the concerns of common man in 4 states namely Tripura, Jharkhand, Karnataka and Haryana.
- f. Ayolta Human Resource Society, Nagaland** An amount of Rs.15 lakh has been sanctioned to Ayolta Human Resource Society, Nagaland for awareness programme in Longlen district of Nagaland.
- g. V.Kikhi Welfare Society** V.Kikhi Welfare Society, Nagaland has been sanctioned Rs. 10 lakhs for conducting consumer awareness campaign in Kohima.

5.18 Setting up of Complaint handling/ Counselling/ guidance mechanism.

a) National Consumer Helpline is a land mark project set up



in collaboration with the Delhi University at a cost of Rs.3.13 Crore. Consumers from anywhere in the country can dial the toll free number 1800-11-4000 and seek advice in all areas of consumer interest and sort out their grievance. Delhi University has been granted an amount of Rs.378 lakh in 2010 for second phase for extension of the National Consumer Helpline project for three years.

- b) **Consumer online Resource & Empowerment (CORE) Centre project** is an initiative taken by the Ministry towards web based Consumer Awareness & Protection programme aimed at identification of consumer problem and their redressal through institutional approach and utilizing

the vibrant information technology method is another project sanctioned under the scheme. The project has been sanctioned with a total budgetary outlay of Rs.3.50 crore spread over a period of five years.

- c) **A project was sanctioned to FICCI** at a cost of Rs.58.30 lakh for setting up of Mediation Advisory Centre under PPP model with support from Department of Consumer Affairs, GIZ and FICCI
- d) **IIPA, New Delhi** This Department had sanctioned an amount of Rs.1.67 crore to IIPA for their project . State Consumer Helpline Knowledge Resource Management Portal (SCHKRMP) for coordination and monitoring scheme on State Consumer Help line.



Hon'ble Prof. K.V. Thomas, Minister of State (Independent Charge), Consumer Affairs, Food and Public Distribution inaugurated the National Seminar on Consumer Protection in India by lighting of Traditional lamp



5.19 Training Programmes and Seminars

- a. ASCI, Hyderabad has been sanctioned an amount of Rs.10 lakhs for conducting 1 week training programme for official and members of Consumer Disputes redressal bodies.
- b. A project proposal for organizing workshop-cum-training programme for housewives for on the spot test to detect common adulterants in foods in eight district of Chennai in Tamil Nadu at cost of Rs.29.74 lakhs was sanctioned to CONCERT, Chennai. The third phase of the project has also been sanctioned at a cost of Rs.52.02 lakhs for organizing
- c. training programme in 13 districts of Tamilnadu.
- d. Janasree, Thiruvananthapuram has been sanctioned grant-in-aid of Rs.10 lakhs for conducting a three day National Seminar Exhibition at Thiruvananthapuram on Safe and Toxin free food production and consumer protection in Kerala.
- e. National Seminar on Consumer Protection in India: 'The Way Forward'. 25th silver jubilee celebration of Consumer Protection Act was celebrated at Indian Institution of Public Administration, I.P. Estate, New Delhi on February 1-2, 2012.



Hon'ble Prof. K.V. Thomas, Minister of State (Independent Charge), Consumer Affairs, Food and Public Distribution release books on Consumer Protection at the National Seminar on Consumer Protection in India



Hon'ble Prof. K.V. Thomas, Minister of State (Independent Charge), Consumer Affairs, Food and Public Distribution giving Inaugural Address at the National Seminar on Consumer Protection in India



Welcome Address given by Shri Rajiv Agarwal, Secretary, Department of Consumer Affairs at the National Seminar on Consumer Protection in India



Audience/Participants attending the 25th National Seminar on Consumer Protection in India



Vote of Thanks by Shri Pankaj Agrawala, Additional Secretary, Department of Consumer Affairs at the National Seminar on Consumer Protection in India



Nukkad Natak performed on Consumer Awareness in a Cultural Programme at the National Seminar on Consumer Protection in India

Assistance to States/UTs.

5.20 In order to promote consumer movement through the country, the State Government and Union Territory Administration have been impressed upon to create their own consumer welfare fund. For strengthening financial support seed money is provided to States/UTs at the ratio of 50:50. This ratio has been further enhanced to 90:10 in the case of 13 special category of States. The scheme has been enhanced with a big amount of Rs. 10 Crore as Corpus Fund by the Central Govt. as Central Share in the ratio of 75:25(Centre: State). In case of special category States, the ratio will be 90:10(Centre: State).

During the current financial year an amount of Rs.4.11 crores granted to Govt.

of Madhya Pradesh as part payment and an amount of Rs.7.50 Crores has been sanctioned to Govt. of Kerala for setting up of corpus fund in the state. Rs.37 lakhs has been released to Govt. of Maharashtra for setting up of Consumer Clubs.

5.21 **State Consumer Helpline** is a plan scheme started in 2005 to set up State consumer Help lines on similar lines as National Consumer Help Line which will be a partnership effort between State and active VCOs of the States. These help lines will extend service in the regional language of State concerned and in Hindi and English. Eventually these State Help lines will be networked with National Consumer Helpline so as to make use of the data base and experience already available. So far



25 states/UTs have been sanctioned funds to set up Consumer Help lines. It has been decided to continue the scheme during the 12th Plan period.

CONSUMER COOPERATIVES

5.22 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 urban/rural community, especially in the slum cluster in cities/villages 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)

5.23 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 35 Branches/sub-branches located in the State Capitals and other important centers in the country. The NCCF runs three Industrial Units at Bhiwani (Haryana), Mohali,(Punjab) and Noida (U.P).

5.24 The total paid up share capital of the NCCF as on 31.03.2010 was Rs. 13.79 crores. This amount had 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.

5.25 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.

5.26 The details of the turnover of the NCCF as also the profitability during the last three years were as under: (Rs. In crores)

5.27 The sales turnover achieved by the



Category	2008-09 (Audited)	2009-10 (Audited)	2010-11 (Audited)
Sales	855.28	1322.39	1464.55
Gross Margin	14.62	24.18	28.32
Other Receipts	3.89	6.55	6.51
Net Profit	1.58	8.33	6.81

NCCF during the year 2010-11 was Rs. 1464.55 crores as against Rs. 1322.39 crores achieved during the year 2009-10. The bulk of the sales related to supply of grocery, general merchandise items and import/export (including outright & through Associate Shippers). The NCCF earned a net profit of Rs. 6.81 crores during the year 2010 -11.

5.28 The Federation during the year expanded its services to more areas and attempted diversification in new lines of business such as Sale of Medicines and Renovation & designing work of Hospitals etc., Supply of Agri.-inputs like Seeds, Pesticides, Bio-fertilizers and Bio-pesticides.

SUPER BAZAR – DELHI

5.29 The Cooperative Store Ltd., popularly known as Super Bazar, was registered under the Multi-State Cooperative Societies (MSCS) Act 1984 with its area of operation being the entire country. The Super Bazar had redeemed the share capital contribution of the Government of India and repaying the installments of loan as per the agreed term till 1995-96.

5.30 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.

5.31 The Super Bazar Dalit Karamchhari Sangh filed Special Leave Petition No.8398/2005 in the Supreme Court. On 26.02.2009 the Supreme Court accepted the report of Evaluation Committee suggesting the name of M/s WPL as an agency for revival of Super Bazar 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.

5.32 The successful bidder M/s WPL has infused Rs 102 Cr. in share capital of the society. Further the arrears of wages of Super Bazar employees from 16.5.2003 to 31.12.2007 amounting to Rs. 54.31 crores were required to be disbursed by the successful bidder after the constitution of the Board of Directors i.e. 15.10.2010. The bidder has released Rs. 38 crores (approx) to the workers' of Super Bazar. The Hon'ble Supreme Court on 14.03.2011 ordered the highest bidder to deposit with registry of this Court an amount of Rs. 14.84 crores which is part of Rs. 54.31 crores within a period of four weeks. The Hon'ble Court has also empowered the Central Registrar



of Multi State Cooperative Societies to issue directions from time to time which shall be complied with by the highest bidder without any demurrer, including inspection of accounts.

5.33 The Central Registrar of Cooperative Societies has issued directions on 19.7.2011 to Super Bazar for completing the revival process within four months and payment of salary to workmen of Super Bazar in terms of the order passed by the Hon'ble Supreme Court from time to time. The new management of Super Bazar has started 25 branches of the society and also completed the fire fighting measures in Connaught Place building. The renovation work of the remaining branches is in process and may be completed shortly.

CONSUMER GRIEVANCE REDRESSAL (CGRC) CELL

5.34 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 (v) bank and telecom sector complaints etc. 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.

5.35 The Cell had received a large number of complaints covering on all such aspects from all over the country. All these complaints were forwarded to the Consumer Coordination Council (CCC) for redressal. The Cell itself is attending to the complaints of the important nature with the concerned manufacturers/authorities/Departments etc. for their redressal at the earliest. The Cell and Consumer Coordination Council forward these complaints to the concerned authorities to get their redressal.

5.36 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 aggrieved consumers. In order to facilitate the consumers the CGRC and CCC take up the matter with the concerned bank, telecom and other companies, institutions, organizations and manufacturers etc. for their redressal in favour of the consumers. The Consumer also has 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.





CHAPTER – VI

PUBLICITY CAMPAIGN FOR CREATING CONSUMER AWARENESS

Consumer Awareness: Domestic Scenario

6.1 The success of the consumer movement in any country mainly depends upon the level of consumer awareness generated in the country, with the aim to educate the consumers about their rights and responsibilities. Wherever the literacy rate is high and social awareness is greater, the consumers cannot be easily exploited. Due to the vastness of its geographical boundaries, multiplicity of languages, multi-ethnic cultural differences, even within India itself, we find that the level of consumer awareness/consumer movement varies from State to State depending upon the level of literacy and the social awareness of the people.

Government of India Initiatives

6.2 Given the current level of socio-economic scenario in the country and the infancy of the consumer movement, there is a strong need to spread awareness amongst the consumers by educating them about their rights and responsibilities through sustained and widespread publicity programmes, so as to strengthen the consumer movement.

Since the subject matter of consumer protection is very vast, covering every

facet of our life, sufficient financial outlay is required on a sustained basis to ensure that the consumers are made aware of their rights. Simultaneously, there is also the necessity for a suitable grievance redressal machinery to ensure that once the consumer comes to know of the violation of his rights, he does not feel even more frustrated if his grievances are not redressed. At the same time, with the growing workload upon judiciary and other institutional mechanisms for resolving consumer grievances and consequent increasing backlog of cases, the time has come to look at other means of resolution of conflict. The **Alternate Dispute Redressal** mechanism needs to be encouraged in today's scenario. Given the federal nature of our democracy, the need to take the States and Union Territories on board for effective implementation and execution is also essential, by no means not an easy task. Another major element which has to be factored in, is the necessity to ensure that the business groups also assimilate the principle of fair business practices and thereby give their due to the consumers.

6.3 It is now universally accepted that the level of consumer awareness and protection is the true indicator of the development of



a country and the progressiveness of its civil society. The reasons for universal acceptance of the need for consumer protection, as often cited are: the rapidly increasing variety of goods and services which modern technology has made available; the growing size and complexity of production and distribution system; high level of sophistication in marketing and selling practices in advertising and other forms of promotion; removal of personal relationship between buyer and seller as a result of mass marketing methods and consumers' increased mobility. Above all, the growing consumer awareness about their rights, consciousness and concern for value for money have contributed to the emergence of universal acceptance of the need for protection and promotion of consumer rights.

6.4 As regards the efforts being made by the Government of India, the Department of Consumer Affairs being the nodal Department in the field of consumer protection has been given the mandate to strengthen the consumer movement in the country by generating awareness amongst the consumers on the one hand and simultaneously providing for a grievance redressal machinery, by means of the Consumer Protection Act, 1986 on the other. The need for empowerment of consumers as a class cannot be over emphasized and is already well recognized all over the world. The advancement of technology and advent of sophisticated gadgets in the market and aggressive marketing strategies in the

era of globalization have not only thrown open a wide choice for the consumer but, also rendered the consumer vulnerable to a plethora of problems concomitant to such rapid changes. There is an urgent and increasing necessity to educate and motivate the consumer to be wary of the quality of the products and services. In short, the consumer should be empowered with respect to his rights as a consumer. He should be equipped to be vigilant with a discerning eye so as to be able to protect himself from any wrongful act on the part of the trader. In order to be able to suitably position the consumer in such a state, there is also the need to evolve legal remedies, concurrently with providing reliable and exhaustive information, which he can access without much effort and expense.

6.5 The Department of Consumer Affairs has been continuing a countrywide multi-media awareness campaign since 2005, whereby various issues related to consumer rights and responsibilities are highlighted. **“Jago Grahak Jago”** has today become a household name. As a natural corollary, joint publicity campaigns are being carried on with all Government Departments/ Organizations having mass consumer base by means of TV, radio, newspapers, railways, outdoor advertising etc.

6.6 The year-wise allocation and expenditure incurred by the Department for sensitizing the Consumers towards awareness of their rights and responsibilities in the 11th Plan is as below :-



S.No.	Year	B.E.	R.E.	Expenditure
1	2007-08	67.00	58.00	45.08
2	2008-09	75.00	91.00	84.36
3	2009-10	78.00	75.04	70.84
4	2010-11	84.00	80.67	80.58
5.	2011-12	87.23	87.23	80 approx. (till date)

6.7 It was only after Consumer Protection Act in 1986 that, a conscious effort has been made to give a workable and holistic redressal mechanism to the ordinary consumer. While there is no dearth of detractors of this seminal piece of legislation, it can be postulated with a fair degree of confidence, that in intent and purpose it has the advantage of being actually designed for the ordinary consumer with no hidden agenda. Above all, it actually seems to be working, despite doomsday professors.

6.8 The Department has been concerned about the increasing menace of **Misleading Advertisements**. Although there are a number of legislations on the issue which are being administered by various Departments/Organizations such as Ministry of Health and Family Welfare, FSSAI, Ministry of Information and Broadcasting, a comprehensive and holistic approach is wanting. The Hon'ble Minister of State (I/C) Consumer Affairs, Food and Public Distribution convened meetings of all concerned stakeholders on 4.8.2011 and 14th February, 2012. The Department

has subsequently also identified it as one of the major issues to be focussed upon in the government's endeavor for good governance and anti-corruption. In order to design a workable, comprehensive and enforceable framework, the Department is holding countrywide consultations so that a consensual, strong and effective mechanism can be decided upon. Seminars have already been held for the Southern Region, Western Region, North-Eastern and Eastern Region. For the Central and Northern States, it is scheduled for March, 2012.

Consumer Awareness and Education

6.9 In today's fast moving world, the frontiers of knowledge are getting enlarged with mind boggling swiftness contributing to emergence of knowledge society. The importance of education in general and the consumer's education and awareness in particular, cannot be overemphasized. It goes without saying that informed, educated and aware consumers are assets to the society. Given the nascent stage of the consumer movement, there is a need to educate consumers about their rights and



responsibilities through concerted publicity and awareness building programmes. Creation of awareness among consumers about their rights at districts and taluka level needs to be given high priority. People living in remote and rural areas do become victims of unlawful trade practices because of less education and poor knowledge. In view of this, a national awareness programme requires to be sustained aggressively, to which end “Jago Grahak Jago” is committed.

6.10 Media per se is often seen as the harbinger of change due to its potential for acting as a vehicle for awareness generation and a catalyst for social mobilization. Consumer protection programme in India from its very inception has accordingly apportioned a major role for media.

Rural Consumer

6.11 The rural consumer was earlier not an important segment in the market due to low purchasing power, limited size of market and narrow approach towards market. However, the emergence of a liberalized and privatized economy has given birth to varied marketing policies which business agencies have adopted to attract rural consumers. Saturation of the urban markets and the lure for vast untapped rural market is becoming too overpowering for the market forces and producers of consumer durables to resist any longer. However, as the exposure to mass media and information technology is increasing, rural consumers are also increasingly becoming more informed about products and services, and their dependence on traditional reference groups is gradually waning.

6.12 It is in the background discussed in the preceding chapters that we need to examine the efforts made by the Government of India to educate the consumers about their rights.

6.13 Concomitant to launching and sustaining the campaign since 2005, the Government has rightly recognized the need to have an effective grievance redressal mechanism in place. There is no gainsaying the fact that with a growing level of awareness, the consumers are bound to seek redressal of injustice and exploitation, whenever it is noticed. It would be shortsighted and irresponsible in the extreme if a movement is generated by none other than a democratically elected government, without providing a suitable platform for the consumers to seek justice from the ever expanding tribe of profit seekers. The Central Government is accordingly taking steps to strengthen and improve the functioning of Consumer Forums on a continuing basis.

6.14 The success of the campaign is evident from the fact that there is a growing trend of major Departments/Organizations to join the campaign. Since the Department has showed its willingness and ability to join hands with others in the quest of a common good, issues specific to various sectors are now being taken up. There have been joint campaigns on RTI, UID (AADHAAR), Civil Aviation issues, Financial Services, Citizen Awareness during Commonwealth games etc. The Department also continued to take out ads on its own core issues. The

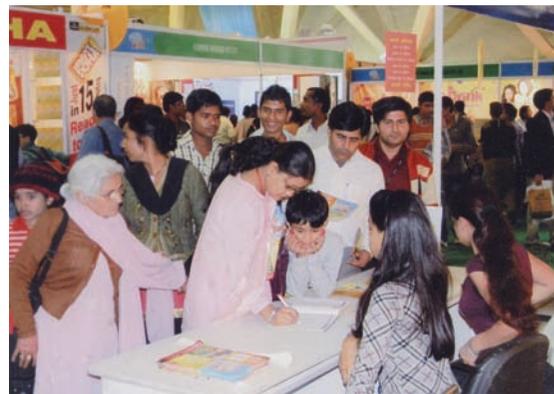


campaign has been continuing in a holistic manner with simultaneously ads coming out in print, radio, television, outdoor media etc. To reach the hinterland, newspaper insertions are taken out in Hindi, English and all vernacular languages. Similarly, radio and T.V. advertisements are released in National Channels and also regional ones. Doordarshan and All India Radio, and their extensive network are being made of in a significant manner. At the same time, private FM stations and TV channels are also used extensively. Use of billboards, hoardings, metro railways, locals, bus stands, railway

stations, post offices etc for spreading the messages in local languages has proved to be quite effective. “Jago Grahak Jago” has become a visible presence and a must- visit spot for visitors. The India International Trade Fair in Delhi is the best example of this acceptance. This Department has also participated in different trade fairs and festivals like ITPO New Delhi, 99th Science Congress at Bhubneshwar, Sunderbans Mela at 24 pargana (West Bengal) and 3rd Vision 2012 at Jaipur, wherein this Department has participated for creating consumer awareness amongst the masses.

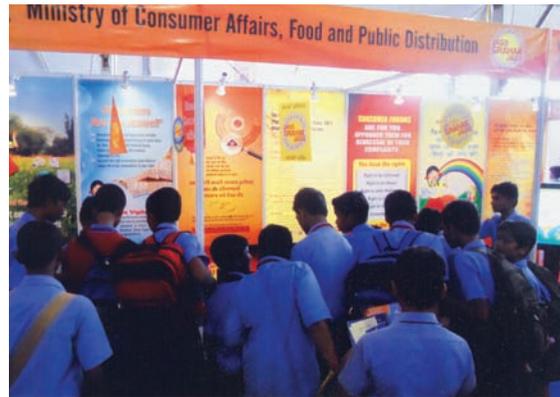


Stall at India International Trade Fair – 2011 on Consumer Awareness



Officials of the Department apprising visitors about consumer awareness at Jago Grahak Jago Stall at India International Trade Fair – 2011.





Students visited 99th Indian Science Congress Pride of India Expo 2012 at KIIT, Bhubaneswar (Odisha) from 3rd January, 2012 to 7th January, 2012



Shri Manoj Kumar Parida, Joint Secretary, Department of Consumer Affairs visited at 99th Indian Science Congress Pride of India Expo 2012 at KIIT, Bhubaneswar (Odisha) from 3rd January, 2012 to 7th January, 2012.



Consumer Awareness stall at 3rd Vision Rajasthan, 2012 at Birla Auditorium, Jaipur (Rajasthan) held from 15.1.2012 to 17.01.2012



Rural and Urban visitors at Consumer Awareness stall at 3rd Vision Rajasthan, 2012 at Birla Auditorium, Jaipur (Rajasthan) held from 15.1.2012 to 17.01.2012



'Jago Grahak Jago' Stall at 24 Pargana (West Bengal) during Sunderbans Mela on 3rd January, 2012

6.15 Another notable feature of the campaign is the conscious efforts made by the Central Government to involve the states keeping in view the federal fabric. There has also been a clear cut acceptance of the fact that mere advertisements and consequential awakening of the consumers is of no value unless it is accompanied by equally strong regulations and enforcement. Since in the Indian context, it is more often than not the states which have been tasked with most of the enforcement authority, it is but natural that the active involvement of states has to

be a given. It is with this viewpoint that the Centre has been giving grants to states/UTs for taking up awareness campaigns, which are more relevant to their areas and more in keeping with the aspirations of their local citizenry.

6.16 The campaign has kept in view the fact that mere exposure to their rights and awakening of the consumers without simultaneously sensitizing them about the availability of grievance redressal machinery in case their rights are infringed upon, would be of little use



6.17 Another major step being taken, while carrying out this campaign is the conscious decision to educate the consumers to approach the forums only as the last recourse and not at the very first instance itself. This is not to say that the consumers are being allowed to drift aimlessly in a vacuum. They are given to understand and offered a viable option in the form of a Consumer Helpline, which is acting in the interest of consumers and guiding them in resolution of their complaints. The Department has taken another major step forward by facilitating the setting up of State Consumer Helplines to address local issues in regional languages.

6.18 Whilst information on consumer courts are being disseminated during the course of the campaign, the focus has primarily been on empowering the consumer to enable him to take informed decisions. Efforts are made to advise the consumer about the in house redressal mechanisms available with retailers, manufacturers and service providers, before he chooses to take his grievance before a consumer forum.

6.19 **Recent Trend** in the campaign is to make it more result oriented so that the individual can identify with real life cases. Leading judgments/orders passed by the National Consumer Disputes Redressal Commission (NCDRC), are being used as a base for making advertisements to inspire confidence among the consumers and complainants that our consumer adjudicatory bodies are effective.

6.20 The campaign necessarily has to have a dynamic dimension and has accordingly progressed beyond the wake up call to consumers about their rights on to their responsibilities also. Recent media activities, wherein consumers are being educated about their responsibilities such as; following the queue system, obeying traffic rules etc. are a welcome sign of a maturing campaign.

6.21 Consumers, even if they are aware of their rights, hesitate to go to consumer forums, because of inordinate delay and also procedural technicalities. Hence, institutional mechanism for alternate redressal mechanisms and out of court settlements, are being looked at to supplement the existing mechanism by arbitration, mediation, conciliation.

NATIONAL CONSUMER HELPLINE:

6.22 The Department has launched National 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 affected consumers could seek guidelines/counselling through the national helpline





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 Department of Consumer Affairs, Ministry of Consumer Affairs, Food & Public Distribution; with its headquarter at Mumbai and a regional office at Kolkata. The Forward Markets Commission is organized into five administrative divisions to carry out its various tasks.

7.2 The Commission at present comprises of Shri. Ramesh Abhishek, Chairman and Dr. M. Mathisekaran, Member. Dr. M. Mathisekaran, Economic Advisor of the Commission, took over the charge of Member, Forward Markets Commission, Mumbai on 16th December 2011.

7.3 To discharge its functions, the Commission, the Commission has 133 sanctioned staff strength, of which 76 are in position, while 57 posts are lying vacant as on 31st December 2011 as given in **Annexure I**. The sanctioned strength of the office comprises of 70 officers and 63 support staff members.

7.4 There have been no complaint of sexual harassment at work place.

7.5 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 2011-12 plan schemes is given at **Annexures II**.

7.6 The Commission submitted four reports to the Director of Audit, Mumbai on audit observations. Of these, 3 cases have been cleared and one is pending.

REGULATION OF COMMODITY FORWARD MARKETS

7.7 The Commodity Futures Market performs two important economic functions, namely, price discovery and price risk management for future points of time with reference to a given commodity. It provides a platform 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

7.8 In order to ensure that the futures markets perform 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 Commodity Exchanges/ Association conducting futures trading as on 31st December, 2011 is given at **Annexure-III.**

7.9 The recognized Commodity Exchanges/Associations provide the framework of rules and regulations duly approved by the FMC 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 as on 31st December 2011 notified under Section 15 of the FCR Act, 1952 for conducting futures trading is given at Annexure-IV.

7.10 The Forward Markets Commission performs the role of a market regulator. After assessing the market situation and taking into account the recommendations made by the Board of Directors of the Commodity 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

7.11 Regulation of futures markets is done, inter-alia, 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.

7.12 In order to improve market efficiency, enhance transparency, and for better compliance, the FMC/ Exchanges have been conducting inspection of members on regular basis since 2006-07.

OVERALL PERFORMANCE OF THE FORWARD MARKETS COMMISSION UPTO DECEMBER DURING 2011-12 IN ACHIEVING ITS OBJECTIVES AND SPECIFIED TARGETS AND THE OUTLOOK FOR 2011-12 IN TERMS OF THE ABOVE PHYSICAL DIMENSIONS.

7.13 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 the Forward Contracts (Regulation) 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.

7.14 During 2011-12, the Commission, as a regulator, focused its activities on the regulation of futures trading in commodities; spreading awareness amongst the various stakeholders; conducting capacity building programmes to enhance the capabilities of the various government officials, co-operatives, banks officers; training officials of the Commission, taking measures for increasing hedgers participation in the futures market and implementation of the

Price Dissemination Project at various APMCs.

7.15 During the year, the Commission regulated futures trading in 113 commodities at 21 Recognized Commodity Exchanges. The total value of commodities traded during 2011-12 (upto December 2011) was Rs. 137.23 lakh crore as against Rs. 82.71 lakh crore during the corresponding period in 2010-11..

Regulatory initiatives taken by the Forward Markets Commission

7.16 Grant /Renewal of recognition and Registration to the recognized Associations/ Exchanges.

(a) Renewed recognition of the following exchanges:

Sr. No.	Name of the Exchange	Period of renewal of Recognition and the Commodities permitted	Date of Notification
1.	National Board of Trade, Indore	1 st June 2011 to 31 st May 2013 for-ward contracts in Rape/Mustard seed.	21 st April 2011
2.	East India Jute & Hessian Ex-change Ltd., Kolkata	1 st April, 2011 to 31 st March 2012. (TSD) in jute goods (Hessain and sacking).	21 st March, 2011
3.	East India Jute & Hessian Ex-change Ltd., Kolkata	7 th April, 2011 to 6 th April, 2012. Forward contracts in Raw Jute (in-cluding Mesta)	21 st March, 2011
4.	Meerut Agro Commodities Co. Ltd., Meerut	1 st April, 2011 to 31 st March 2012. forward contracts in Gur	21 st March, 2011
5	Bikaner Commodity Exchange, Bikaner	1 st July 2011 to 30 th June 2012 for-ward contracts in Guar Gum, Gram-seed and Mustard seed	2 nd August 2011



The NMCE, Ahmedabad has been granted extension of time for a period of six months from 1st October, 2011 to 31st March, 2012 for compliance with the Guidelines dated 29th July, 2009 in the Equity Structure of the Nationwide Multi Commodity Exchanges after five years of operation.

(b) Renewal of registration:

The Commission, in exercise of the powers conferred upon it under Section 14(B) of Forward Contracts (Regulation) Act, 1952, extended the period of registration analogous to the period of recognition of the following exchanges, the details of which are given below:

S. No.	Name of the Exchange	Commodities permitted	Period of registration renewed	Date of Registration
1	East India Jute & Hessian Exchange Ltd, Kolkata	Jute goods TSD (Hessian & Sacking)	1 st April, 2011 to 31 st March, 2012	11 th April, 2011
		Raw Jute (including mesta).	7 th April, 2011 to 6 th April, 2012	2 nd May, 2011
2	Meerut Agro Commodity Exchange, Meerut	Gur	1 st April, 2011 to 31 st March, 2012	11 th April, 2011
3	National Board of Trade Ltd.	Rape/Mustardseed	1 st June, 2011 to 31 st May, 2013	5 th May, 2011
4	Bikaner Commodity Exchange Ltd.	Guar Gum, Gram Seed and Mustard Seed	1 st July, 2011 to 30 th June, 2012	18 th August, 2011

(c) The Commission made recommendations to the Department to renew the recognition of the following Exchanges;

- (i) Rajdhani Oils and Oilseeds Exchange, Ltd, Delhi for the period 1st April 2012 to 31st March 2014 for futures trading in Rapeseed/Mustard seed and Gur.
- (ii) Central India Commercial Exchange Ltd., Gwalior in respect of Rapeseed and Mustard seed for the period 1st April 2012 to 31st March 2013.

(iii) Chamber of Commerce, Hapur for the period 1st April 2012 to 31st March 2014 in respect of futures trading in Gur.

7.17 Grant of Permission for trading in commodities to recognized Associations/ Exchanges:

During the year, the Commission from time to time granted permission to trade in commodity futures contracts to all the recognized exchanges. Details of permissions granted by the Commission during the year are given in Annexure V- A & B



7.18 Revision in regulatory measures:

In the interest of trade and in public interest, the Commission monitored trading activities of the Commodity Exchanges and imposed various regulatory measures as warranted from time to time such as revision in special margin in respect of Dhaniya, Turmeric, Kapas, Mentha oil, Guar seed, Guar Gum, Pepper, Castor seed and Chana contracts.

7.19 Directives to the National Exchanges:

In the interest of trade and in public interest, the Commission, issued following directives to the National Exchanges:

7.19.1 Directives on not to execute trades without uploading Unique Client Code Details:

To ensure market and financial integrity in the commodity futures market, the Commission on 7th March, 2011, issued directives to all the National Exchanges that members shall not be allowed to execute trades on their system without uploading the Unique Client Code details including PAN Nos., member address etc by the member of the Exchange.

However, it was observed that some members had executed trades without uploading UCC details for more than week or month. After detailed deliberation of the issue, the Commission, on 4th October, 2011 prescribed penalty on the member at the rate of 1% of the value of every trade that

has been carried out by the member without uploading the UCC details of the clients. The member is also liable to suspension if the client details are not uploaded within a month of the trade. This directive has brought down such trades substantially.

7.19.2 Client Code Modification:

To ensure that Client Code Modification (CCM) facility is not misused by trading members, the Commission issued revised directives to the national exchanges. The CCM facility will be permitted only for carrying out corrections of genuine punching errors, that too during the specified time of the trading day. The penalty for CCM is 1% of the value of trade in respect of which the client code has been modified. The penalty will be 2% of the value of trade in respect of which client code has been modified if it was more than 5% of the trading done by the Member during that day. A minimum penalty of Rs. 25,000/- was levied for client code modifications irrespective of the value of trade. The Exchanges were authorized to waive the penalty in case of genuine CCM, under intimation to the Commission.

Subsequent to the issue of these directives on Client Code Modifications (CCM), the Commission received a number of representations from members as well as National Commodity Exchanges, for reviewing the minimum penalty prescribed therein at Rs.25,000/- and for relaxation in the criteria for determining the genuineness of the CCM. The Commission considered all the representations and after detailed



deliberation on the same and in consultation with the National Exchanges revised the minimum penalty amount for CCM from Rs. 25,000/- to Rs. 5,000/- on 26.12.2011. The revised penalty structure is made applicable w.e.f. 01.01.2012. The revised penalty structure resulted in very substantial reduction in CCMs.

7.19.3 Directives to collect margins from the clients in highly liquid form:

The Commission, on 2nd June 2011, directed the National Exchanges to advise their members to collect margins from their respective clients in highly liquid form and to ensure that those were owned by the clients.

7.19.4 Sharing of information amongst exchanges about defaulting members:

The Commission, in partial modification of the directives issued on 30th June 2011 regarding sharing of information amongst exchanges about defaulting members, issued another set of directives to the National Exchanges on 13th September, 2011 to make it more comprehensive.

7.19.5 Segregation of client account in Commodity Futures Exchange:

The Commission, in order to provide safeguard for the clients' funds with the members and for effective risk management, issued directions on 26th September, 2011 to all the National Exchanges to ensure that trading by a Member on behalf of the same

client on the Commodity Spot Exchanges, which are granted exemption by the Govt of India u/s 27 of Forward Contracts Regulation Act, 1952 and in respect of which the Govt of India has nominated FMC as the "Designated Agency", in addition to his trading on the recognized Commodity Futures Exchanges shall be permitted subject to the specified conditions.

7.19.6 Directives on Pre-funded instruments:

The Commission, with a view to maintain audit trail and to avoid disputes regarding wrongful credit of the amount in the accounts of clients, money-laundering and other unlawful activities, issued directives to the exchanges on 27th September, 2011 that they shall comply with the procedure to be followed on pre-funded instruments.

7.19.7 Directives on Investor Protection Fund:

The Revised Guidelines for setting up Investor Protection Fund (IPF) by the Exchanges were issued by the Commission on 28th September, 2011. The Guidelines include provisions related to the constitution and management of IPF, contributions to IPF, procedure for disbursement of claims and threshold limits for compensation of claims amongst others. The IPF will be managed by a Trust, which shall consist of two eminent persons and one Independent Director on the Board of the Exchange, the FMC nominee



on the Board of the Exchange and the MD/CEO of the Exchange. Till formation of the Trust, Exchanges shall constitute an IPF Committee to operationalise the IPF. The Exchanges were asked to set up the Committee by 15th November, 2011 and the Trust by 31st March, 2012. Accordingly, all the National Exchanges have set up Committees. Setting up IPF would protect retail clients from the default of Members and thereby enhance their confidence in these markets.

7.19.8 Guidelines on Uniform KYC account opening document for clients.

The Commission, on 20.12.2011 issued guidelines to all the regulated entities / exchanges on formulation of common KYC document for client account opening to be made operational from 1st April 2012. This would facilitate simplicity in procedure for the clients for opening a trading account with Multiple Commodity Exchanges using a single set of document.

7.20 Approval to amendments to Articles of Associations and Renewal/Registration of the Commodity Specific (Regional Exchanges):

7.20.1 The Commission approved amendments to Articles of Association of Bikaner Commodity Exchange Ltd., Bikaner pertaining to revision in fees and constitution of the Board of Directors.

7.20.2 The Commission also conveyed its approval to the amendments to Articles of

Association of NMCE, Ahmedabad relating to capitalization and the bye-laws of MCX, Mumbai pertaining to arbitration.

7.20.3 The Commission conveyed its approval to the Amendment to Bye-law 11.4 of the Bye-laws of the National Commodity & Derivatives Exchange Ltd., Mumbai increasing the limitation period for submitting all claims, differences or disputes referred to in clause (1) of Bye-law 11.2 of the Bye-laws of NCDEX from six months to three years.

7.21 Tie up of ACE Commodity Exchange with Kotak Mahindra Bank:

ACE announced tie up with Kotak Mahindra Bank to provide seamless funding on the commodities being traded on its platform. This tie up is expected to bridge the gap of short term funding requirements for both Buyers and Sellers by allowing Kotak Mahindra Bank to provide funding and act as the Professional Clearing Member of the Exchange.

This is a welcome move by the Exchange that will help the market to grow. It will aid participants like farmers and aggregators with physical stock to gain easier access to funding and encourage them to trade on the exchange platform.

7.22 Registration of Members and Intermediaries:

The system of membership registration continued during the period 2011-12. The



total number of members registered with FMC from all Commodity Exchanges up to December, 2011 is 5388. The total numbers of 270 intermediaries are registered with the FMC, out of which 41 are warehouses.

7.23 Client Complaints/Grievances

The Commission receives complaints from 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 client's 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 FC(R) Act 1952 for suspension of membership of the member concerned and prohibiting the Member from entering into any forward contracts.

7.24 Audit/Inspection of Books of accounts:

In order to improve market efficiency, enhance transparency, and for better compliance, the FMC/ Exchanges have been conducting inspection of members on regular basis. However, to ensure that such inspections are comprehensive and cover all aspects of regulatory regime in place, the Commission has come out with a Guidance Manual for Audit of Members

of Commodity Futures Exchanges. This Guidance Manual covers various aspects related to trading in Commodity Future Markets including regulatory aspects and provides broad guidelines for conducting such inspections.

The assignment of inspection by FMC empanelled auditors has also been finalized. In order to ensure that no member is subject to audit by more than one Exchange in a year, guidelines have been issued to the exchanges. All the Exchanges have been directed to ensure that they cover all their active members at least once in three years for inspection i.e. at least 1/3rd of the members are inspected every year

During the year upto December 2011, the Commission assigned audit of 303 members of the Exchanges, audit of 5 National Exchanges, 12 Regional Commodity Exchanges and 1 special audit to the auditors.

7.25 Court cases and Legal matters:

While discharging the regulatory functions, especially enforcement functions, the Commission has been engaged in litigation with different parties/entities. The Commission and / or the Union of India has been impleaded as respondent in the following court cases filed in the Supreme Court and various High Courts. The details of the court cases are given below:



Sr. No.	Case Details	Filed by	Stage of the Case
1.	Writ Petition No.(C) 56509 of 2009	M/s. Bhagwandas Rameshwar Dayal & Others for restoration of his membership in Chamber of Commerce, Hapur, before the Allahabad High Court	The Hon'ble Allahabad High Court had dismissed the WP on 04-04-2011 as withdrawn.
2.	Public Interest Litigation (PIL) No. 50 of 2010	Mira Bhyander Jagruti Sanstha before the Bombay High Court for Non-levy of Sales Tax on Commodity Futures Trade before the Bombay High Court	The Hon'ble Bombay High Court dismissed the PIL at admission stage on 05-04-2011.
3.	Company Petition No. CP/14/397 & 398/CB/2011	Thalath Mahmood & 52 others for calling an Extra Ordinary General Body Meeting of the FCEI and confirm the draft Minutes of the AGM held on 11-12-2010 and to re-constitute the Board of Directors before the Company Law Board Chennai Court	The Company Law Board, Chennai, on 22-06-2011, has disposed off the Company Petition as withdrawn.
4.	Original Application No. 16 of 2011	Shri M R Pillai for Correction in calculation of revision of pension after implementation of the 6 th Central Pay Commission before the Central Administrative Tribunal, Mumbai Bench.	The FMC filed counter affidavit and the OA is adjourned to 10 th January 2012.
5.	WP (C) 2071 of 2011	Maharashtra Sugar Merchants & Brokers Association & Anrs for quashing the Contract specifications of Sugar futures issued by the NCDEX as the position limits prescribed in it are contradictory to the statutory stock limit of 200 MTs prescribed under Essential Commodity Act, before the Bombay High Court	The FMC filed counter affidavit and the next date of hearing is yet to be notified.



Sr. No.	Case Details	Filed by	Stage of the Case
6.	SLP(C) 14990-14991 of 2011	Power Exchange of India Limited (PXIL) challenging the judgment / order dated 07.02.2011 passed by the Hon'ble Bombay High Court in W.P. No. 1604 of 2009 filed by the Forward Markets Commission (FMC) and W.P. No. 330 of 2010 filed by the Multi Commodity Exchange of India Ltd. (MCX) before the Supreme Court of India.	FMC filed counter affidavit opposing the interim stay sought by the PXIL in its application for interim relief. The next date of hearing is yet to be notified.
7.	SLP(C) 15253-15256 of 2011	Central Electricity Regulatory Commission (CERC) challenging the judgment / order dated 07.02.2011 passed by the Hon'ble Bombay High Court in W.P. No. 1604 of 2009 filed by the Forward Markets Commission (FMC) and W.P. No. 330 of 2010 filed by the Multi Commodity Exchange of India Ltd.. (MCX), before the Supreme Court of India	FMC filed counter affidavit opposing the interim stay sought by the CERC in its SLP. The next date of hearing is yet to be notified.
8.	SLP(C) 17300-17303 of 2011	Forward Markets Commission (FMC) challenging the judgment / order dated 07.02.2011 passed by the Hon'ble Bombay High Court in W.P. No. 1604 of 2009 filed by the Forward Markets Commission (FMC) and W.P. No. 330 of 2010 filed by the Multi Commodity Exchange of India Ltd.. (MCX), before the Supreme Court of India	Hon'ble Supreme Court heard the SLP on 25-07-2011 and granted time to the respondents for filing replies. The next date of hearing is yet to be notified.



Sr. No.	Case Details	Filed by	Stage of the Case
9.	WP(C) 19880 of 2011	FCEI Kochi, A A Hannefa and K K Nizam claiming that the FMC has no authority to interfere in the administrative and functional affairs of the Exchange.	Hon'ble Kerala High Court passed a Speaking Order on 25.8.2011 holding inter alia that there is nothing in the Act which suggests that the Central Government or the Commission cannot direct induction of members to the Board of Director of the 1 st Petitioner Company. The Court therefore declined the interim prayer sought for by the Petitioner. The Petitioners have filed an Appeal No. 1289 of 2011 before the Division Bench of the Kerala High Court. FMC has filed its counter affidavit on 23.12.2011.
10	WA 83 of 2009	M/s Profit Commodities and others against the order of Hon'ble High Court of Madhya Pradesh to appear before the Director (Enforcement) for the purpose of enquiry.	An ex-parte stay in the matter is in force. The application for early hearing in the matter was filed in the month August 2010. However, the matter is not yet listed for hearing.
11	SCA No.8377 of 2011	M/s Neptune Overseas Ltd filed a SCA in the Court of Hon'ble High Court of Gujarat at Ahmedabad challenging the Jurisdiction of the FMC to issue Show Cause Notice.	The SCA was dismissed with the observation of the Court of Single Judge that the Commission has the powers to issue Show Cause Notice and if aggrieved the party has to first agitate before the Commission.
12	LPA 1039 of 2011, CA 7673 of 2011, CA 7908 of 2011, 8008 of 2011, CA 8872 of 2011, CA 9492 of 2011, 11239 of 2011	M/s Neptune Overseas Ltd filed the appeal against the order of Single Judge in SCA 8377 of 2011 wherein a series of Civil Applications have also been filed.	The reply has been filed and the appeal is pending for hearing. All the Civil Applications has been disposed off except 8872 of 2011, which is pending for hearing along with the main LPA 1039 of 2011. The next date in the matter is 24.01.2012.

Sr. No.	Case Details	Filed by	Stage of the Case
13	SCA 17502 of 2011	Bharatbhai Sarabhai Shah staying the operation and the implementation of the observation and directions of the Commission's order dated 23.07.2011 at para 10 and 34 respectively before the Hon'ble High Court of Gujarat at Ahmedabad.	Ad-interim relief in respect of the said prayer has been granted ex-parte on 01.12.2011 and the first effective date of hearing was on 28.12.2011 wherein the Commission has appointed the ASG, Gujarat to defend the order of the Commission. The next date of hearing in the matter is 24.01.2012.

7.26 Visit of Parliamentary Standing Committee:

The Parliamentary Standing Committee on Food, Consumer Affairs and Public Distribution visited Indore, Mumbai, Chennai and Kolkata from 12th to 17th November, 2011 for an on-

the-spot-study of the Forward Contracts (Regulation) Amendment Bill 2010, under its examination. The Hon'ble Committee had discussions with the representatives of the Commission and Commodity Exchanges on 12-11-2011 at Indore, on 14-11-2011 at Mumbai and on 17-11-2011 at Kolkata.



Meeting with the Hon'ble Members of the Parliamentary Standing Committee on Food, Consumer Affairs and Public Distribution at Mumbai on 14th November, 2011.



7.27 Meeting with the Parliamentary Standing Committee:

Parliamentary Standing Committee examining the Forward Contracts (Regulation) Amendment Bill, 2010 took a meeting with the Department of Consumer Affairs on 12th December 2011 for taking evidence. The Chairman, FMC attended the said meeting along with the Secretary, Department of Consumer Affairs.

7.28 Meeting with the Financial Legislative Reforms:

The Financial Sector Legislative Reforms Commission (FSLRC) had a consultative meeting on 17th December 2011 at Mumbai to seek Commission's views to formulate its recommendations. The Chairman and other senior officers of the Commission participated in the meeting and presented the views of the Commission on the subject.

7.29 Enforcement Actions:

During the year, the Commission undertook various enforcement activities, including the following:

7.29.1 M/s Rank Commodities Pvt. Ltd.

The Commission suspended M/s Rank Commodities Pvt. Ltd a member and its two Directors for a period of 2 years who were found guilty of undertaking illegal activities that are prohibited under the provisions of the FC(R) Act, 1952 and the FC (R) Rules, 1954.

7.29.2 National Multi Commodity Exchange (Order of the Commission against Shri. Kailash Gupta, Ex-MD and EX-EVC & Present VC of NMCE).

The officers of the Commission, under subsection (2) of Section 8 of the Forward Contracts (Regulation) Act, 1952 and subsection (4) of the Section 8 of the said Act read with Government of India Notification S.O.No.1162 dated 04.05.1960 conducted inquiry into the complaint of irregularities being committed on the National Multi Commodity Exchange and the alleged involvement of ex-MD and CEO of the Exchange and one of the anchor promoter, M/s. Neptune Overseas Ltd. (NOL). The investigation revealed serious irregularities by the MD and CEO of the M/s. Neptune Overseas Ltd. and the Vice Chairman and ex-MD/CEO of the Exchange based on which a show cause notice was issued and thereafter orders were passed giving specific direction to the exchange on 23rd July 2011.

7.29.3 Complaints against M/s Rupiah Investment:

The Commission forwarded a complaint against M/s Rupiah Investments, Chirag Ali Lane, Hyderabad to Hyderabad Police under Rule 13 of Forward Contract (Regulation) Rules, 1954.

Hyderabad Police registered a case against M/s. Rupiah Investments on 27.07.2011 vide FIR No. 240/11 under section 20 (c) & (d) of the Forward Contract



(Regulation) Act, 1952. The documents and digital data seized by Hyderabad Police were collected and scrutiny thereof is being undertaken.

7.29.4 Complaint against M/s Wetell Cap Solutions:

The officers of the Commission, under subsection (3) of Section 8 of the Forward Contracts (Regulation) Act, 1952 and subsection (4) of the Section 8 of the said Act read with Government of India Notification S.O. No.1162 dated 04.05.1960 conducted inquiry and inspection of books of accounts of M/s. Wetell Cap Solutions Pvt. Ltd, Hyderabad member of the national Exchange and a related entity i.e M/s Everest Wealth Solutions P Ltd. Further action in the matter is being taken.

7.29.5 Enquiry and inspection of Exchanges under section 8 of the FCRA 1952:

The Commission, under Section 8 of the FCRA, 1952 conducted enquiry against two commodity specific regional Exchanges, Rajdhani Oil and Oil seeds Ltd, Delhi and First Commodity Exchange of India, Kochi, five members of the commodity exchanges and the two warehouses. The investigation in the matter is under process.

7.29.6 The Commission forwarded Scrutiny Reports of five cases to the respective police authorities for expert opinion from Gujarat Police (3 cases) and Mumbai Police (2 cases). Under Rule 13

of the FCR Rules, 1954, the Commission forwarded 15 references of Dabba Trading to various state police authorities.

7.29.7 The Police Training cum Awareness Programmes for Various Police authorities were conducted in the States of Madhya Pradesh, Chhattisgarh,, Tamil Nadu and Delhi.

7.30 Developmental Measures

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 the awareness level of different categories of stakeholders, especially farmers to make them aware of the benefits of futures trading.
- Building the capabilities of the futures industry in the country by conducting sensitization programmes for policy makers and capacity building programmes to strengthen the trained manpower base of the commodity market.
- Implementation of Price Dissemination Project at APMCs and other centers to empower the farmers with price information.

7.31 Various Meetings with the various stakeholders/conferences



*Police Awareness program at Raipur
(Left to Right) Shri Vishwa Ranjan, DGP, Shri. Anand Tiwari IG*



*Member's meet held at New Delhi on 20th May 2011
(Left to Right) Shri. Dilip Bhatia, M.D. CEO ACE Commodities and Derivative Exchange,
Shri. P. N. Tiwari, I. R. S. Director, Shri. Ramesh Abhishek, I.A.S. Chairman, Shri. B. C. Khatua, I.A.S.
Ex Chairman, Shri. D. S. Kolamkar, I.E.S. Ex-Member, Smt Usha Suresh, I. E. S. Economic Adviser,
Smt. Shylaja Nair, Ex-Deputy Director*



Members Meeting held on 20th May 2011 at New Delhi.

The Commission conducted meetings with different categories of stakeholders of the futures market to obtain feedback from them aimed at improving the functioning of the futures market. The inputs received during these meetings were utilized while

framing the regulatory policies in the Commission. During the year, four Zone wise meetings with the members of the National Exchanges were held. Details of the meetings held during the year are given below:

Sr. No.	Details of the meeting	Date and Place of the meeting	Participants
1.	Members of the five National Exchanges and the Commission.	20 th May, 2011 at New Delhi	Selected members of the National Exchanges from the North Zone.
2.		28 th May, 2011 at Kolkata	Selected members of the National Exchanges from East Zone.
3.		3 rd June, 2011 at Bengaluru	Selected members from Kerala, Karnataka, and Tamil Nadu & Andhra Pradesh
4.		10 th June, 2011 at Mumbai	Selected members from the States of Maharashtra, Gujarat, Madhya Pradesh, Goa & Chhattisgarh

7.32 Meeting with stake holders of Price Dissemination Project :

During the year, the Commission conducted four zone wise (North, East, South and West) meetings with the stakeholders

of the Price Dissemination Project. These meetings were attended by representatives of various State Government Departments of each zone. Details of the meetings are given below:-



Sr. No.	Details of the meeting	Date and Place of the meeting	Participants.
1.	Meeting with the stakeholder of the Price Dissemination Project and the five National Exchanges.	20 th May, 2011 at New Delhi	Representatives from the Agriculture/ Cooperative departments of the North Zone States of Jammu and Kashmir, Himachal Pradesh, Punjab, Haryana, Chandigarh, NCT of Delhi, Uttar Pradesh, Uttarakhand and Rajasthan. & Ministry of Agriculture, Department of Agriculture and Co-operation, AGMARKNET and NIC.
2.		27 th May, 2011 at Kolkata	Representatives of the Ministry of Agriculture, Department of Agriculture and Cooperation and AGMARKNET.
3.		3 rd June, 2011 at Bengaluru	Senior State Government Officers implementing the Price Dissemination Project in the States of Karnataka, Andhra Pradesh, Tamilnadu, Kerala and Union Territory of Pondicherry and representative of the Ministry of Agriculture, Department of Agriculture and Cooperation and AGMARKNET.
4.		10 th June, 2011 at Mumbai	Senior State Government Officers implementing the Price Dissemination Project in the States of Maharashtra, Gujarat, Madhya Pradesh, Chattisgarh and Goa

7.33 During the year 2011-12, 346 awareness programmes were held till December 2011 which included 117 programmes for farmers. The officers of the

Commission also participated in discussions on commodity market in various fora and delivered lectures on the subject at various events across the country.



The officers of the Commission participated in discussions on commodity market in various fora and delivered lectures on the subject at various events across the country.

7.34 The Commission has tied up with various training institutions for conducting training for various segments of the market and other stakeholders. During 2011-12, till December, 2011, 41 Capacity Building Programmes were conducted.

7.35 Prof. K. V. Thomas, Hon'ble Minister of State (Independent Charge) Ministry

of Consumer Affairs, Food and Public Distribution, Government of India visited the office of the Commission on 25th July, 2011 and held a meeting with the Commission and MDs and CEOs of the National Exchanges to discuss the working of the Forward Markets Commission and the commodity futures market.



Prof. K. V. Thomas, Hon'ble Minister of State (Independent Charge), Ministry of Consumer Affairs, Food and Public Distribution, Government of India delivered inaugural address during the Conference on Negotiable Warehouse Receipt System held at Mumbai on September 23, 2011.

7.36 Participation in Expo:

The Commission, in association with the National Exchanges participated in the following programmes:

- Haritholsavam 2011 organized at Kochi, Kerala from 4-7th September, 2011 by Ministry of Agriculture, Government of Kerala in partnership with the Ministry of Agriculture, Government of India.
- A Seminar on 'Commodity Futures Markets with special emphasis on Rubber' was organized at Thiruvananthapuram, Kerala on 9th November, 2011. Chief Minister of Kerala was the Chief Guest and Minister of State (independent charge), Ministry of Consumer Affairs, Food & Public Distribution presided over the function.



Prof. K.V Thomas, Hon'ble Minister of State (independent charge), Ministry of Consumer Affairs, Food & Public Distribution presided over the Seminar on 'Commodity Futures Markets with special emphasis on Rubber' which was organized at Thiruvananthapuram, Kerala on 9th November, 2011. Chief Minister of Kerala was the Chief Guest

7.37 Publication of Advertisement:

Under Jago Grahak Jago campaign of the Ministry of Consumer Affairs, Food and Public Distribution, the Commission published

six advertisements in over 125 news-papers of Hindi, English, Gujarati, Bengali, Assamese, Telugu, Tamil, Kannada and Malayalam, for enhancing client awareness.

PARAS PERTAINING TO PAC REPORTS – Details of ATNs pending with different Ministries / Departments and their disposal status as on 31.12.2011
Name of the Ministry / Department

Sr. No.	No. & year of the report	No. of paras / PAC reports on which ATNs have been submitted to PAC after vetting by Audit	Details of the Paras / PAC reports on which ATNs are pending			No. of Paras settled upto 31.12.2011
			No. of ATNs not sent by the Ministry even for the first time	No. if ATNs sent but returned with observations and Audit is awaiting their resubmission by the Ministry	No. of ATNs which have been finally vetted by Audit but have not been submitted by the Ministry to PAC	
1	Nil	Nil	Nil	Nil	Nil	Nil



PARAS IN AUDIT REPORTS OF C & AG – Details of Audit Reports Paras pending with different Ministries / Departments and their disposal status as on 31.12.2011

Name of the Ministry / Department

Sr. No.	No. & year of the report	No. of paras / C & AG reports on which ATNs have been submitted	Details of the Paras / C & AG reports on which ATNs are pending			No. of Paras settled upto 31.12.2011
			No. of ATNs not sent by the FMC even for the first time	No. if ATNs sent but returned with observations and Audit is awaiting their resubmission by the FMC	No. of ATNs which have been finally vetted by Audit but have not been submitted by the FMC	
1	Office of the Pr. Director of Audit Central Mumbai Letter No. CLAB/CH-D/666 for the year 2008 to 2010	4	Nil	1	Nil	3



Annexure I

STATEMENT SHOWING THE STAFF POSITION

(As on 31st December 2011)

Ministry of Consumer Affairs, Food & Public Distribution, Deptt. of Con.Affairs.
Forward Markets Commission, Mumbai

S. No.	Name of Post Group (Gazetted/ Non-Gazetted) and Pay Band + Grade Pay	Number of Post(s)		
		Sanctioned	In position	Vacant
1.	2.	3.	4.	5.
1.	Chairman HAG Rs.80000/- fixed	1	0	1
2.	Member Rs.37400-67000 - 10000	2	2	0
	Group A			
3.	Economic Adviser, FMC Rs. 37400-67000 - 10000	1	0	1
4.	Director, IES Rs.15600-39100 + 8700	1	1	-
	Director (Ex-cadre) Rs.15600-39100 + 8700.			
	Director (Ex-cadre) Rs.15600-39100 + 7600	12	6	6
6.	A. Deputy Director (Gr.III IES)Rs.15600-39100 + 6600	3	2	1
	B. Deputy Director(Ex-cadre) 15600-39100 + 6600	13	4	9
7.	(A) Assistant Director (Ex cadre) Rs. 15600-39100 + 5400	14	8	6
	(B) Assistant Director (Grade IV IES) Rs. 15600-39100 + 5400	5	1	4
	Total Group 'A'	52	24	28
	GROUP 'B'			



S. No.	Name of Post Group (Gazetted/ Non-Gazetted) and Pay Band + Grade Pay	Number of Post(s)		
		Sanctioned	In position	Vacant
8.	Hindi Officer Rs. 15600-39100 + 5400	1	1	-
	Assistant Secretary Rs. 9300-34800 + 4600	1	-	1
9.	Senior P.S. Rs. 9300-34800 + 4800	1	1	-
10.	Private Secretary Rs. 9300-34800 + 4200	2	2	-
11.	Economic Officer Rs. 9300-34800 + 4600	13	13	0
	Total 'B' Gazetted	18	17	1
12.	GROUP 'B' Non-gazetted Superintendent Rs. 9300-34800 + 4200	1	-	1
	Total 'B' Non-gazetted	1	-	1
	GROUP 'C'			
13.	Deputy Superintendent Rs. 9300-34800 + 4200	1	1	-
14.	Stenographer Grade I Rs. 9300-34800 + 4200	2	-	2
15.	Translator (Mudia) Rs. 9300-34800 + 4200	1	-	1
16.	Translator (Gujarati) Rs. 9300-34800 + 4200	1	1	-
17.	Jr. Hindi Translator Rs. 9300-34800 + 4200	2	1	1
18.	Junior Research Assistant Rs. 9300-34800 + 4200	12	6	6
19.	Stenographer Gr.II Rs. 9300-34800 + 4200	2	2	-
20.	Assistant Rs. 9300-34800 + 4200	2	2	-



S. No.	Name of Post Group (Gazetted/ Non-Gazetted) and Pay Band + Grade Pay	Number of Post(s)		
		Sanctioned	In position	Vacant
21.	Stenographer Gr.III Rs.4000-100-6000	5	-	5
22.	Upper Division Clerk Rs.5200-20200 + 2400	7	4	3
23.	Lower Division Clerk Rs. 5200-20200 + 1900	6	6	--
24.	Hindi Typist 5200-20200+1900	1	1	-
25.	Staff Car Driver Rs. 5200-20200 + 1800	1	-	1
26.	Computer Rs. 5200-20200 + 1900	4	2	2
	Total of Group 'C'	47	26	21
	GROUP 'D'			
27.	Gestetner Operator Rs. 5200-20200 + 1800	1	1	-
28.	Daftary Rs.5200-20200 + 1800	3	3	-
29.	Sr. Peon Rs. 5200-20200 + 1800	1	1	-
30.	Peon Rs. 5200-20200 + 1800	7	2	5
31.	Hamal Rs. 5200-20200 + 1800	1	-	1
32.	Safaiwala Rs. 5200-20200 + 1800	2	2	-
	Total Group 'D'	15	9	6
	TOTAL:(A+B+C+D)	133	76	57



**FORWARD MARKETS COMMISSION
STRENGTHENING OF FORWARD MARKETS COMMISSION - PLAN**

(Figures in Rs.)

Head of Account	Budget Estimate for 2011-12	Revised Estimate for 2011-12	Actual Expenditure incurred from 01/04/2011 to 31/12/2011 (Provisional)	Balance Fund available as on 31/12/2011
DTE	6000000	6000000	4777578	1222422
FTE	10000000	10000000	8542736	1457264
OE ***	5000000	4000000	2402575	1597425
OE-IT	13000000	7500000	4059468	3440532
Prof. Services	23000000	14500000	12190285	2309715
Adv. & Publicity	18500000	18950000	13359277	5590723
Grants For Creation Of Capital Assets \$	29621000	9150000	6129508	3020492
Orther Charges **	16000000	12500000	7535217	4964783
Contribution For Membership Of International Bodies (Iosco) Etc.	1000000	1100000	0	1100000
IT (Professional)	1000000	1000000	572094	427906
Grants-In-Aid	3000000	3800000	0	3800000
Rent, Rate & Taxes ***	1000000	1000000	0	1000000
Other Adm. Expenses ***	1000000	500000	0	500000
Total	128121000	90000000	59568738	30431262



**STRENGTHENING OF FORWARD MARKETS COMMISSION - PLAN
(FOR NER)**

(Figures in Rs.)

Head of Account	Budget Estimate for 2011-12	Revised Estimate for 2011-12	Actual Expenditure incurred from 01/04/2011 to 31/12/2011 (Provisional)	Balance Fund available as on 31/12/2011
DTE	5000000	617000	0	617000
Adv. & Publicity	3500000	6000000	1500000	4500000
Grants-In-Aid General	100000	228000	0	228000
Grants For Creation Of Capital Assets \$	3400000	155000	621000	-466000
Other Charges **	3000000	3000000	1000000	2000000
TOTAL	15000000	10000000	3121000	6879000



REGULATION OF MARKETS - NON PLAN

(Figures in Rs.)

Head of Account	Budget Estimate for 2011-12	Revised Estimate for 2011-12	Actual Expenditure incurred from 01/04/2011 to 31/12/2011 (Provisional)	Balance Fund available as on 31/12/2011
Salaries	45700000	45700000	35541299	10158701
OTA	10000	10000	0	10000
Medical	2490000	2490000	416191	2073809
DTE	2100000	2100000	544102	1555898
FTE	500000	500000	0	500000
OE *	7000000	6000000	4299800	1700200
OE-IT	2000000	2000000	193559	1806441
Prof. Services	2000000	2000000	1939834	60166
SSE	100000	100000	0	100000
Total	61900000	60900000	42934785	17965215



Annexure III

**LIST OF RECOGNISED ASSOCIATIONS CONDUCTING FUTURES TRADING
AS ON 31st DECEMBER, 2011.**

S. NO.	Name of the Exchange
1	Multi Commodity Exchange of India Ltd., Mumbai
2	National Commodity & Derivatives Exchange Ltd., Mumbai
3	National Multi Commodity Exchange of India Limited., Ahmedabad
4	Indian Commodity Exchange Limited, Gurgaon
5	Ace Derivatives and Commodity Exchange Limited, Ahmedabad
6	Bikaner Commodity Exchange Ltd., Bikaner
7	Bombay Commodity Exchange Ltd., Vashi
8	Chamber Of Commerce, Hapur
9	Central India Commercial Exchange Ltd., Gwalior
10	Cotton Association of India, Mumbai
11	East India Jute & Hessian Exchange Ltd., Kolkata
12	First Commodity Exchange of India Ltd., Kochi
13	Haryana Commodities Ltd., Sirsa
14	India Pepper & Spice Trade Association., Kochi
15	Meerut Agro Commodities Exchange Co. Ltd., Meerut
16	National Board of Trade, Indore
17	Rajkot Commodity Exchange Ltd., Rajkot
18	Rajdhani Oils and Oilseeds Exchange Ltd., Delhi
19	Surendranagar Cotton oil & Oilseeds Association Ltd., Surendranagar
20	Spices and Oilseeds Exchange Ltd. Sangli
21	Vijay Beopar Chamber Ltd., Muzaffarnagar



Annexure IV

**LIST OF COMMODITIES NOTIFIED UNDER SECTION 15 OF THE F.C.(R.)
ACT 1952.**

Sl. No.	Commodity
(I)	Food Grains and Pulses
	Arhar Chuni
	Bajra
	Barley
	Gram
	Gram Dal
	Guar
	Jowar
	Kulthi
	Lakh (Khesari)
	Maize
	Masur
	Moth
	Mung
	Mung Chuni
	Mung Dal
	Peas
	Ragi
	Rice or Paddy
	Small Millets (Kodan Kulti, Kodra, Korra, Vargu, Sawan, Rala, Kakun, Samai, Vari & Banti)
	Tur Dal (Arhar Dal)
	Tur(Arhar)
	Urad (Mash)
	Urad dal
	Wheat
II.	Oilseeds and Oils
	Celeryseed
	Copra Oil/Coconut Oil



Sl. No.	Commodity
	Copra Oilcake / Coconut Oilcake
	Copra/Coconut
	Cottonseed
	Cottonseed Oil
	Cottonseed Oilcake
	CPO Refined
	Crude Palm Oil
	Crude Palm Olive
	Groundnut
	Groundnut Oil
	Groundnut Oilcake
	Linseed
	Linseed oil
	Linseed Oilcake
	Rapeseed Oil/Mustard Oil
	Rapeseed Oilcake/ Mustardseed Oilcake
	Rapeseed/Mustardseed
	RBD Palmolein
	Rice Bran
	Rice Bran Oil
	Rice Bran Oilcake
	Safflower
	Safflower Oil
	Safflower Oilcake
	Sesamum (Til or Jiljilli)
	Sesamum Oil
	Sesamum Oilcake
	Soy meal
	Soy Oil
	Soybean
	Sunflower Oil
	Sunflower Oilcake



Sl. No.	Commodity
	Sunflower Seed
III	Spices
	Aniseed
	Betelnuts
	Cardamom
	Chillies
	Cinnamon
	Cloves
	Coriander seed
	Ginger
	Methi
	Nutmegs
	Pepper
	Turmeric
IV	Metals
	Copper
	Zinc
	Lead
	Tin
	Gold
	Silver
	Silver Coins
V	Fibres
	Art Silk Yarn
	Cotton Cloth
	Cotton pods
	Cotton Yarn
	Indian Cotton (Full pressed, half pressed or loose)
	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)
	Kapas
	Raw Jute (including Mesta)



Sl. No.	Commodity
	Staple Fibre Yarn
VI	Others
	Camphor
	Castor seed
	Chara or Berseem (including chara seed or berseem seed)
	Crude Oil
	Gram Husk (Gram Chilka)
	Gur
	Khandsari Sugar
	Polymer
	Potato
	Rubber
	Seedlac
	Shellac
	Sugar
	Furnace Oil
	Ethanol
	Cooking Coal
	Electricity
	Natural Gas
	Onion
	Corban Credit
	Thermo coal
	Methanol
	Melted Menthol Flakes
	Mentha Oil
	Menthol Crystals
	Iron Ore



Annexure-V (A)

**Details of permissions granted to the national commodity exchanges
during the year 2011-12**

1. MCX			
Sr. No.	Contracts	Details of Contracts	Date of permission
1	ATF	July 2011 to Dec. 2011	5/04/2011
2	Barley	-- do --	5/04/2011
3	Brent Crude Oil	-- do --	5/04/2011
4	Coriander	-- do --	5/04/2011
5	Cottonseed Wash Oil	-- do --	5/04/2011
6	Imported Thermal Coal	-- do --	5/04/2011
7	Iron Ore	-- do --	5/04/2011
8	Kapasias Khali	-- do --	5/04/2011
9	Maize Feed/ Ind. Grade	-- do --	5/04/2011
10	Melted Menthol Flakes	-- do --	5/04/2011
11	Mild Steel Ingot/ Biollets/GZB	-- do --	5/04/2011
12	Red Chilli	Sept to Dec. 2011	5/04/2011
13	Rubber	July to Dec. 2011	5/04/2011
14	Tin		5/04/2011
15	Turmeric		5/04/2011
16	Crude Oil	Jan 2012 to Dec.2012	15/04/2011
17	Gold (1Kg)	Feb., April, June, Aug., Oct. & Dec. 2012	15/04/2011
18	Silver (30 Kg)	March, May, July, Sept. & Dec. 2012	15/04/2011
19	Silver Mini (5Kg)	Feb., April, June, Aug. & Nov. 2012	15/04/2011
20	Copper	Feb., April, June, Aug. & Nov. 2012	15/04/2011
21	Aluminium Mini	July to Dec. 2011	29/04/2011
22	Silver Micro	Aug. 2011 & Nov. 2011	29/04/2011



1. MCX			
Sr. No.	Contracts	Details of Contracts	Date of permission
23	Gold Petal	July to Dec. 2011	29/04/2011
24	RBD Palmolein	June 2011 to Dec. 2011	1/06/2011
25	Cotton	Oct. 2011 to July 2012	24/06/2011
26	Silver Micro	Feb.2012 to Nov. 2011	4/07/2011
27	Aluminium	Jan. 2012 to Dec. 2012	16/08/2011
28	Aluminium Mini	--do--	16/08/2011
29	Brent Crude Oil	--do--	16/08/2011
30	Cardamom	--do--	16/08/2011
31	Crude Palm Oil	--do--	16/08/2011
32	Gold Guinea	--do--	16/08/2011
33	Gold Mini	--do--	16/08/2011
34	Gold Petal	--do--	16/08/2011
35	Iron Ore	--do--	16/08/2011
36	Lead	--do--	16/08/2011
37	Lead Mini	--do--	16/08/2011
38	Maize	--do--	16/08/2011
39	Mentha Oil	--do--	16/08/2011
40	Natural Gas	--do--	16/08/2011
41	Nickel	--do--	16/08/2011
42	Potato (Agra)	--do--	16/08/2011
43	Potato (Tarkeshwar)	--do--	16/08/2011
44	Refined Soy Oil	--do--	16/08/2011
45	Sugar M-30 Medium Grade (SUGARMKOL)	--do--	16/08/2011
46	Zinc	--do--	16/08/2011
47	Zinc Mini	--do--	16/08/2011
48	Almond	Jan. 2012 to June 2012	16.08.2011
49	ATF	--do--	16/08/2011



1. MCX			
Sr. No.	Contracts	Details of Contracts	Date of permission
50	Barley	--do--	16/08/2011
51	Chanadel	--do--	16.08.2011
52	Coriander	--do--	16/08/2011
53	Cotton	--do--	16/08/2011
54	Cottonseed Wash Oil	--do--	16.08.2011
55	Gasoline	--do--	16/08/2011
56	Guar Seed	--do--	16/08/2011
57	Heating Oil	--do--	16.08.2011
58	Kapasias Khalli	--do--	16/08/2011
59	Melted Menthol Flakes	--do--	16/08/2011
60	Platinum	--do--	16.08.2011
61	RBD Palmolein	--do--	16/08/2011
62	Red Chilli	--do--	16/08/2011
63	Rubber	--do--	16.08.2011
64	Soy Bean	--do--	16/08/2011
65	Mild Steel Ingots/ Billets	--do--	16/08/2011
66	Imported Thermal Coal	--do--	16.08.2011
67	Tin	--do--	16/08/2011
68	Turmeric	--do--	16/08/2011
69	Wheat	--do--	16.08.2011
70	Gold Petal	Dec.2011 to Dec. 2012	3/11/2011



2. National Commodity and Derivative Exchange, Mumbai			
Sr. No.	Commodity	Contract Months	Date of permission
1	Shankar Kapas	April 2011, October 2011, December 2011, February 2012 and April 2012	1/04/2011
2	Sugar M	July 2011 to December 2011	19/04/ 2011
3	Sugar S		
4	Crude Palm Oil		
5	Zinc		
6	Nickel Cathode		
7	Brent Crude oil	July to December 2011	27/05/2011
8	(Gold 1 kg.)	February 2012, April 2012, June 2012, August 2012, October 2012 and December 2012	8/06/ 2011
9	Silver (30kg.)	March 2012, May 2012, July 2012, September 2012, and December,2012	08/06/2011
10	Gold International	September 2011 to November 2012.	18/07/2011
11	Silver International	August 2011 to November2012.	18/07/2011
12	Castor Seed	January 2012 to December 2012	9/08/2011
13	Cottonseed Oilcake	January 2012 to September 2012, December 2012	
14	Rapeseed – Mustard Seed	January 2012, April 2012 to December 2012	
15	Refined Soy Oil	January 2012 to December 2012	
16	Soy bean	January 2012 to December 2012	
17	Guar Gum	January 2012 to December 2012	
18	Guar Seed	January 2012 to December 2012	
19	Maize (Feed/Industrial Grade)	January 2012 to December 2012	
20	Chana	January 2012 to December 2012	
21	Wheat	January 2012 to December 2012	
22	Potato	March 2012 to September 2012	
23	Gold 100 Gms	January 2012 to December 2012	
24	Silver 5 KG	January 2012 to December 2012	



2. National Commodity and Derivative Exchange, Mumbai			
Sr. No.	Commodity	Contract Months	Date of permission
25	Chilli	February 2012 to April 2012 & June 2012 to December 2012	
26	Jeera	January 2012 to December 2012	
27	Coriander	January 2012 to December 2012	
28	Pepper	January 2012 to December 2012	
29	Turmeric	April 2012 to December 2012	
30	Gur	January 2012, March 2012, July 2012, September 2012, November 2012 & December 2012	
31	Sugar M	January 2012 to December 2012	
32	Steel Long	January 2012 to December 2012	
33	Light Sweet Crude Oil	January 2012 to December 2012	
34	Copper Cathode	February 2012, April 2012, June 2012, August 2012, November 2012	
35	Barley	January 2012, February 2012, April 2012 to December 2012	
36	Rubber	January 2012 to June 2012	
38	RBD Palmolein		
39	Polyvinyl Chloride(PVC)		



3. National Multi Commodity Exchange.			
Sr. No.	Contracts	Details of Contracts	Date of permission
1	Sugar-M	July 2011 to Dec. 2011	4/07/2011
2	Sugar-S	--do--	--do--
3	Mentha Oil	--do--	--do--
4	Menthol Crystal	--do--	--do--
5	Cardamom	--do--	--do--
6	Gold	--do--	--do--
7	Castor seed	Jan. 2012 to Dec. 2012	18/07/2011
8	Copra	--do--	--do--
9	Guar Gum	--do--	--do--
10	Isabgul Seed	--do--	--do--
11	Pepper	--do--	--do--
12	Rape/Mustard seed	--do--	--do--
13	Rubber	--do--	--do--
14	Sacking	--do--	--do--
15	Chana	--do--	--do--
16	Guar seed 10 MT	--do--	--do--
17	Soybean oil	--do--	--do--
18	Turmeric	--do--	--do--
19	Kilo Gold	--do--	--do--
20	Silver	--do--	--do--
21	Aluminium	--do--	--do--
22	Coffee REP Bulk	--do--	--do--
23	Copper	--do--	--do--
24	Gold Guinea	--do--	--do--
25	Lead	--do--	--do--
26	Nickel	--do--	--do--
27	Raw Jute	--do--	--do--
28	Zinc	--do--	--do--
29	Gold	Jan.2012 to June 2012	13/12/2011



4. ICEX			
Sr. No.	Contracts	Details of Contracts	Contract permitted on
1	Iron Ore 62%	July 2011 to Dec. 2011	4/5/2011
2	Copper Cathode		
3	Gold		
4	Silver		
5	Silver 5kg		
6	Crude Oil	Jan. 2012 to Dec. 2012	29/06/2011
7	Lead		
8	Natural Gas		
9	Gold 100gms		
10	Refined Soy oil		
11	Mustardseed		
12	Iron Ore 62% fine	Oct. 2011 to June 2012	4/10/2011
13	Soybean		

5. ACE, Mumbai			
Sr. No.	Commodities	Contracts Expiry Months	Date of permission
1	Castorseed	July 2011 to December 2011	5/04/2011
2	Sugar M	July 2011 to December 2011	11/04/2011
3	Guarseed	August 2011 to December 2011	9/04/,2011
4	Guargum		
5	Chana	January 2012 to December 2012	6/09/2011
6	Mustard seed		
7	Castor seed		
8	Soya bean		
9	Refined Soy Oil		
10	Guar seed		
11	Guar gum	January 2012	10/10/ 2011
12	Sugar-M		
13	Sugar-M		
14	Sugar (M)	March 2012 to June 2012	23/12 2011



Annexure V B

Details of permissions granted to the regional based commodity specific exchanges.

S. No.	Name of the Exchange	Name of the commodities	Name of the deliveries	Date of permission
1.	Rajdhani Oil & Oilseed Exchanges, Delhi	Gur	July 2011	6.4.11
		Mustard seed	August 2011	12.4.11
		Gur	December 2011	7.6.11
		Mustard seed	November 2011	19.7.11
		Mustard seed	February 2012	17.10.11
		Gur	March 2012	3.11.11
2.	Chamber of Commerce, Hapur	Gur	July 2011	15.4.11
		Mustard seed	August 2011	27.4.11
		Gur	December 2011	18.7.11
		Mustard seed	November 2011 and February 2012	18.7.11
		Gur	March 2012	14.11.11
3.	Meerut Agro Commodities Exchanges, Meerut	Gur	July 2011	12.4.11
4.	Bikaner Commodity Exchanges Ltd., Bikaner	Guar seed	July 2011	19.4.11
		Guar seed	September 2011	22.6.11
		Guar seed	November 2011	26.8.11
		Gram	October 2011	26.8.11
		Mustard seed	October 2011	26.8.11
		Gram	December 2011	4.10.11
		Mustard seed	December 2011	4.10.11
		Guar seed	January 2012	20.10.11
		Mustard seed	February 2012	7.12.11
		Gram	February 2012	7.12.11



S.No.	Name of the Exchange	Name of the commodities	Name of the deliveries	Date of permission
5.	IPSTA, Kochi	Pepper MG-1	December 2011, January 2012 and February 2012	12.5.11
		Pepper MG-1	March 2012, April 2012 and May 2012	24.8.11
		Pepper MG-1	June 2012, July 2012 and August 2012	11.11.11
6.	NBOT, Indore	Soya oil, Soya meal and Soya bean	October 2011, November 2011, December 2011, January 2012, February 2012 and March 2012	24.5.11
		Soya oil, Soya meal and Soya bean	April 2012, May 2012, June 2012, July 2012, August 2012, September 2012	8.12.11
7.	Vijay Beopar Chamber, Muzaffar- nagar	Gur	July 2011	11.4.11
		Gur	December 2011	4.7.11
		Gur	March 2012	23.11.11
8.	First Commodity Exchange of India, Kochi	Coconut oil	August 2011, September 2011, October 2011 and November 2011	27.4.11
		Copra	August 2011, September 2011, October 2011 and November 2011	1.6.11



S.No.	Name of the Exchange	Name of the commodities	Name of the deliveries	Date of permission
9.	East India Jute and Hessian Exchange, Kolkata	Jute goods		
(Sacking and Hessian)	July 2011, August 2011 and September 2011	5.5.11		
		Jute goods		
(Sacking and Hessian)	November 2011 and December 2011	4.10.11		
10.	Central India Commercial Exchange, Gwalior	Mustard seed	August 2011	26.5.11
		Mustard seed	November 2011	13.6.11
		Mustard seed	May 2012	20.9.11
11.	Surendranagar Cotton Oil & Oilseed Exchange Surendra-nagar	Kapas	April 2012	24.8.11
12.	Rajkot Commodity Exchange Ltd., Rajkot	Castor seed	March 2012, June 2012, September 2012 and December 2012	28.9.11
13.	Bombay Commodity Exchange Ltd., Mumbai	Castor seed	March 2012, June 2012, September 2012 and December 2012	21.11.11





For safety & higher efficiency

Always buy  marked electrical appliances



Electrical appliances without an  mark may give you shock.
Ensure that you always buy products with  mark.

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 – 110 002

Website: www.bis.org.in

in case of complaint on  Marked Products please contact:

D.K. Das, Telefax.: 011-23235069, E-mail: dkd@bis.org.in

davp 08103/13/0085/112



Mark assures Quality, Reliability and Safety



CHAPTER-VIII

BUREAU OF INDIAN STANDARDS

(A) 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 successfully promoting and nurturing the standardization movement in the country. During the period Apr'11 – Dec'11, BIS has made all-round progress in its key activities relating to standardization and

certification (Product and Management Systems Certification).

(B) STANDARDS FORMULATION

8.2 BIS is formulating need-based Indian Standards in line with the national priorities as a time bound programme. The Bureau has taken a decision to harmonize national standards with international standards, wherever feasible, in order to facilitate adoption of international standards by all segments of business and industry. The progress on activities relating to formulation of Indian Standards is as under

S.No.	Activities	Performance	
		2010-11	April-Dec. 2011
1.	New and revised standards formulated	340	254
2.	Standards in force	18610	18650
3.	Standards Reviewed	4296	1991

(C) RAJIV GANDHI NATIONAL QUALITY AWARDS FOR YEAR 2010

8.3 With a view to encouraging manufacturers and service organizations to strive for excellence, Rajiv Gandhi National Quality Award was instituted by the Bureau in 1991. This annual award compares well with similar international awards, such as, the Malcolm Baldrige National Quality

Award of US. The assessment for this award is made on the basis of nine parameters, namely, Leadership; Policies, Objectives and Strategies; Human Resource Management; Resources; Processes; Customer focused results; Employees' satisfaction; Impact on environment and society; and Business results. For Small Scale organizations there are six parameters.



8.4 The process for the year 2010 awards started in February 2011 and the award winners were finalized in the meeting of National awards Committee chaired by the Secretary, Department of Consumer Affairs in a meeting held on 16 November 2011. The award presentation ceremony is likely to be held in February 2012.

(D) PRODUCT CERTIFICATION

8.5 BIS operates a Product Certification Scheme under the Bureau of Indian Standards Act, 1986 and the Rules and Regulations framed there-under. Presence of Standard Mark (Popularly known as ISI mark) on a product indicates its conformity to the relevant Indian Standard. Before granting license 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 drawn from the production line as well as from market are tested in BIS laboratories/recognized independent laboratories to ensure conformance of the product to the relevant Indian Standard. BIS also conducts surveillance visits to ensure conformance of licensees' products to the relevant Indian Standard. The Certification Scheme is basically voluntary in nature except for 83 product standards which have been made mandatory by the Government on consideration of health and safety of the consumer.

The Product Certification Schemes of **Imported Products & Hallmarking of**

Jewellery Articles being operated by BIS are as under:

- (a) **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 product with BIS Standard Mark and Indian importers can seek BIS certification for applying BIS Standard Mark on the product being imported into the country. During 2010-11, 58 licenses were granted under Foreign Manufacturers Certification Scheme. During the period Apr'11 – Dec'11, 56 licenses were issued under Foreign Manufacturers Certification Scheme, taking the total number of such licenses to 220 for products such as Cement, HDPE Pipes, Infant formula, Plastic Feeding Bottles, Switchgear, Plug & sockets, Miniature circuit breakers, Residual Current Circuit Breakers, PVC Insulated Cables, XLP Insulated Cables Safety of Electric Irons, Dry Cell batteries, Steel & Steel products, Seamless Gas Cylinders, Compact Fluorescent Lamps, Milk cereal based weaning food, Gas Volume Meters, Domestic water meters, Watt-hour meter, Wood products, Tyres and tubes in countries like, Pakistan, China, Bangladesh, Thailand, Malaysia, Singapore, Japan, Vietnam, Srilanka, Germany, Poland, Romania, Spain, Portugal, Switzerland, Iceland, Czech



Republic, France, Belgium, Italy, Egypt, United Kingdom, Slovakia, USA, Brazil, Ukraine, Kazakhstan, UAE, Nepal, Bhutan, Hungary, Indonesia, Philippines, South Korea, Turkey, Taiwan, South Africa etc.

The progress of Product Certification Scheme is as under:

S. No	Activities	Progress during	
		2010-11	April- Dec 2011
1.	Licences granted	3135*	2304**
2.	Total Licences in operation (excluding Hallmarking)	24146	25037

* 05 products covered for the first time

** 07 products covered for the first time

(b) Hallmarking of Jewellery Articles

(i) Hallmarking of Gold Jewellery was started by BIS in April 2000 to provide third party assurance to consumers on the purity of gold jewellery or its fineness. Under the Scheme a jeweler has to obtain Hallmark license from BIS to get his jewellery hallmarked. Assaying & Hallmarking (A&H) Centres where the purity of jewellery articles is assessed are recognized by BIS after ensuring that the Centres have required infrastructure for assaying and hallmarking of gold and

silver jewellery articles in addition to security and safety of the same.

(ii) Progress of Hallmarking Scheme:

The scheme for Hallmarking has further grown during the period 1st April 2011 to 31st Dec. 2011. The number of licences for Hallmarking of gold jewellery has grown from 8098 as on 31 March 2011 to 9005 as on 31st Dec. 2011. An average of 108 licences per month were granted during this period. 173.63 lakhs articles of gold jewelry/ artefacts have been hallmarked during 1st April to 30th Nov. 2011. The number of BIS recognized assaying and hallmarking centres is 171 as on 31st Dec. 2011.

The number of operative silver licences for Hallmarking of silver jewellery/artefacts has increased from 495 to 528 during this period.

Income from Hallmarking activity from 1st April to 30th Nov. 2011 is Rs. 711.95 lakh.

(iii) Implementation of the Scheme for setting up of gold hallmarking/assaying centres in India with central assistance under the 11th Five Year Plan: Under the Government Scheme for Central Assistance for creating infrastructure, the total number of centres under scheme as on 31st Dec 2011 is 30.

(iv) Training for Artisans/Assaying and Hallmarking Personnel: During the financial year 2011-2012 (as on 31st Dec. 2011), seven Artisan



training programmes and four Training programmes for Assaying and Hallmarking personnel have been organized. Artisans training programmes are organized to make artisans aware of the concept of hallmarking, use of correct solders and good manufacturing practices in jewellery making. Training programmes for personnel of Assaying and Hallmarking centres are aimed at creating competency of manpower and greater knowledge of procedures & guidelines.

(v) **Publicity on Hallmarking**

(a) To promote hallmarking in the country for effective consumer protection, awareness programmes for jewellers/ consumers are organized by BIS through its various Regional and Branch offices across the country. 20 jewellers' awareness programmes have been organized during 1st April to 31st Dec. 2011

(b) For creating greater impact, four "Hallmarking Awareness Week" Programmes were organized by Southern, Western, Eastern and Northern Regional Offices of BIS during July 2011, September 2011, November 2011 & December 2011 respectively. During this week, Jewelers' awareness programmes were conducted in different parts of

Kerala, Maharashtra, West Bengal, Odisha, Chandigarh and Himachal Pradesh. Wide publicity in regional language through regional electronic media was done. Nukkad Nataks in regional language were also enacted.



Inauguration of Awareness Week at Kochi on 4th July, 2011

(c) 186 advertisements have been released in various newspapers across the country for spreading awareness among the consumers / jewellers' about the benefits of hallmarking on Gold Jewellery during the period from 1st April to 31st Dec. 2011.



(E) QUALITY MANAGEMENT SYSTEMS CERTIFICATION SCHEME

8.6 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 9001:2008

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 standard ISO/IEC 17021 “Conformity assessment – Requirements for bodies providing audit and certification of management systems”.

77 Quality Management Systems Certification licences were granted during (April - December 2011) making a total of operative licenses to 900 as on 31 December 2011 covering industrial sectors such as chemicals, metal and metal products, cement, construction, dairy plants, education, electricity generation, engineering services, mining, machinery, petroleum, plastic, pharmaceuticals, textiles, and service sector such as financial sector, health sector, insurance, information technology, telecommunications, transport etc.

(b) Environmental Management System (EMS) Certification Scheme as per IS/ISO 14001:2004;

The Environmental Management Systems (EMS) Certification Scheme launched by BIS as per IS/ISO 14001. It is also operated as per International criteria laid down in ISO/IEC 17021. During the period Apr’11 – Dec’11, 7 EMS new licenses have been granted making a total of operative licenses to 159 as on 31 December 2011. 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, industrial and explosive chemicals, railway wagon workshops, pharmaceuticals, machinery, mining, public administration (Pollution Control Board) etc.

(c) Occupational Health & Safety Management System (OHSMS) Certification Scheme as per IS 18001:2007

BIS launched Occupational Health and Safety Management Systems (OHSMS) certification as per IS 18001:2007 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 Apr’11



– Dec'11, 4 OHSMS licenses have been granted making a total of operative licenses to 49 as on 31 December 2011. The licenses cover technology areas like thermal power plants, ceramic industry, cycle industry, gas power station, health services and employee development centre.

(d) Hazards Analysis & Critical Control Point (HACCP) Scheme (HACCP Stand Alone);

BIS also offers a standalone HACCP Certification Scheme as per IS 15000. As on 30 December 2011, 2 HACCP stand-alone licences were in operation.

(e) Food Safety Management System (FSMS) Certification Scheme as per IS/ISO 22000:2005;

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 and helps in competing effectively in national and international markets;
- b) Reduces risk of produce/service liability claims;
- c) Satisfies customer contractual requirements;

- d) Ensures safety of food products and therefore helps in health protection;
- e) Demonstrates conformance to international standards and applicable statutory and regulatory requirements;

As on 31 December 2011, 5 FSMS licences were in operation.

(f) Service Quality Management System (SQMS) Certification Scheme as per IS 15700:2005;

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 Organizations namely IS 15700:2005 Quality Management Systems – Requirements for service quality 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

This standard focuses on delivery of quality service across the country. Further, the organizations implementing this standard can be certified by Bureau of Indian Standards.



Aggressive promotional activities have been undertaken and a large no. of applications are expected from Govt. Ministries and Departments for certification of Public Service Quality (SQMS as per IS 15700). As on 31 December 2011, 04 licences were in operation.

Accreditation of QMS and EMS by RvA

BIS Quality Management Systems Certification is accredited by Raad voor Accreditatie (RvA), Netherlands for 26 major economic sectors and 5 sectors for EMS certification. The scheme is regularly audited by RvA to confirm compliance to the laid down requirements. RvA has carried out surveillance assessment during May 2011 in MSCD, CRO and WRO. Further RvA has also carried out witness audit to consider inclusion of electrical and optical equipment. Surveillance assessment at SRO, Chennai was also carried out in August 2011. The accreditation is valid up to 1 Nov 2013.

Promotion of management systems certification:

BIS team had made a presentation on IS15700 for implementation of SQMS certification in the office of Delhi Development Authority.

BIS team had made a presentation in the office of Transport Commissioner, Jaipur. The presentation was attended by Hon'ble Transport Minister of Rajasthan.

Training of BIS officers in Lead Auditor Course

During the period 1 April 2011 to 31 Dec 2011, 19 BIS officers were given training in various Lead Auditor Courses as given below:

LA Course	QMS	EMS	OHSMS	FSMS
No. of Officers trained	1	8	9	1

Auditing Personnel for BIS Management Systems

During this period Apr'11 – Dec'11, 38 auditing personnel (BIS auditors and sub-contractors) have been registered and 24 auditing personnel have been upgraded under various Management Systems Certification Schemes (QMS/EMS/OHSMS/HACCP/FSMS). As on 31 December 2011, the following number of auditors and sub-contractors are registered with BIS for Management Systems Certification Scheme:

Activity	BIS Auditors	Subcontractor Auditors
QMS	255	86
EMS	110	37
OHS	42	19
FSMS	41	1
HACCP	28	5
SQMS	60	--



F) LABORATORY ACTIVITIES OF BIS

8.7 Laboratory Activities of Bureau of Indian Standards (BIS).

- (i) 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 2011 to 30 Nov 2011, BIS laboratories have issued 12171 test reports covering wide range of products despite continuous depletion of testing personnel. The strength of testing personnel involved in the testing is now 100 against the sanctioned strength of 180. Out of this, some testing personnel are involved in non-testing activities like purchase, building maintenance and lab recognition scheme etc.
- (ii) Gold Referral Assaying Laboratory has been set up at Southern Regional Office Laboratory, Chennai and made operational. It has participated in Inter Laboratory Comparison programme for testing of samples of Gold Jewellery.
- (iii) On directions of Executive Committee, the Standing Committee for modernization of 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

In its two meetings held after interactions with various Marks Departments, a total of 403 test equipments were recommended by the Standing Committee. Adequate funds were approved by the Competent Authority. The Modernization Programme also involves the requirements of additional manpower i.e., Scientific/Technical Officers, Testing Personnel along with supporting staff. Wherever possible, it was proposed for some of the services to be outsourced. In this process equipment to the tune of around Rs. 4.40 crore have already been procured by various BIS labs and infrastructure developed for their installation.

- (iv) All reports of samples tested by BIS labs are scanned and sent through Internet to all Branch Offices instead of hard copies for quicker and temper proof transmission of test results. This has led to major saving of time for faster decision making, money and probable misuse of hard copies.
- (v) **Training Programme on Product Testing**
- a) As and when requested by BIS ROs/BOs, BIS laboratories organize training programmes on product testing for technical personnel of BIS product certification licensees/



- applicants in line with latest Indian Standards.
- b) Many students from various Universities and colleges were given training in the Laboratory as part of their Summer Training Programmes for 6-8 weeks duration.
 - c) BSTI (Bangladesh Standards and Testing Institution) delegation comprising four members visited Central Lab in July 2011 for consultations related to up-gradation and modernization of their laboratory.
 - d) Scientists and Officers from National Test House (NTH), Mumbai visited Central Laboratory in April 2011 for getting hands on experience on operation of GCMS for pesticide residue analysis.
- (vi) **Monitoring of Laboratory Quality Management System** - 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 Inter Lab Comparison programmes for various products.
 - iii) Officers/technical personnel attended the following training programmes.
 - a) Laboratory Quality Management System as per IS/ISO/IEC/17025
 - b) Measurement Uncertainty,
 - c) Inter Lab Comparison and PT provider as per ISO 17043 organized by NABL.
 - iv) The customer feedbacks are collected and analyzed for appropriate action as required.

G) AWARENESS PROGRAMMES

8.8 Awareness Programs of BIS

- (a) For promoting the concept of standardization, certification and quality consciousness among consumers, awareness programmes are organized on a regular basis through various ROs/BOs, sometimes in association with Consumer Organizations. During the period (Apr'2011 – Dec'2011), 40 such programmes were conducted.
- (b) To propagate the concept of standardization, product certification, management systems certification and other BIS activities amongst small scale industries 8 Industry Awareness Programmes were conducted during the period Apr'2011 – Dec'2011. The programme consisted of lectures and discussions. Standards relating to Specific industrial sector, depending on concentrations of industries in the area were also highlighted.



- (c) Efforts have been made to have close collaboration and interaction with Govt. Departments and purchase agencies through State Level Committees to implement and promote Indian Standards. A number of organizations were contacted, based on tender notices published in newspapers, and requested them to opt for ISI marked products or to refer IS Specification.
- (d) **World Standards Day:** Every year 14th October is celebrated as World Standards Day to pay tribute to the collaborative efforts of thousands of experts world wide who develop voluntary technical agreements that are published as International or National Standards. The theme for 2011 World Standards Day is “International standards – Creating Confidence Globally”. Technical seminars were organized by the BIS all over the country through its ROs/BOs and its HQs where a large number of delegates deliberated over various technical issues relating to the subject.



World Standards Day celebrated on 14th October, 2011 on the theme “International standards – Creating Confidence Globally”.



- (e) **Information and SSI Facilitation Cell:** BIS is operating an Information and SSI Facilitation Cell for the benefit of small and medium scale entrepreneurs. The Cell provides information on various activities of BIS and replies to technical queries.
- (f) **Public Grievances:** Consumer complaints relating to BIS certified products are reviewed and monitored every month for redressal. 23 complaints were received and 23 complaints were redressed during the period Apr'2011 – Dec'2011. Efforts are made to redress the grievances within the stipulated time frame of three months.
- (g) **Seminars/Workshops:** During April-Dec 2011 BIS organized various Seminars/Workshops and participated in Conferences with a view to disseminate information about the availability of standards and to get feedback for further improvement / updating as well as to find out fields where standardization is needed by the industry. Important events organized during this period are as under:
- Seminars on National Lighting Code:** 4 seminars on National Lighting Code have been organized at Kolkata, Bangalore, Chennai and Chandigarh.
 - Seminar on Cosmetics:** A seminar on Cosmetics was held on 13th May 2011 at Mumbai. The main objective of the Seminar was to update knowledge about Cosmetics, Registration of cosmetic products imported into the country, safety of cosmetics and also to interact with the experts in this field.
 - Seminar on “Standardization of Tyres, Tubes & Rims”:** A seminar on Standardization of Automotive Vehicles’ Tyres, Tubes and Rims was held on 2nd May 2011 at Hyderabad. The main objectives of this seminar were:
 - To apprise the participants about the standardization and work done on the theme of the Seminar;
 - To create awareness about the Quality Control Order 2009 for mandatory compliance of BIS Standards on tyres and tubes; and
 - To discuss the problems faced by the industry/users on any of the standards related to Automotive Tyres, Tubes and Rims.Around 80 participants, which included manufacturers, users, associations, and other related organizations in the field of Automotive Vehicles’ Tyres, Tubes and Rims attended and actively participated in the Seminar.
 - Seminar on National Electric Code:** A seminar on National Electric Code was held on 06 Sep 2011 at New Delhi. The seminar was organized



- in active collaboration with IEEMA. During technical session, speakers familiarized the participants with important aspects of the Code.
5. **19th meeting of ISO/TC 34/SC 15 ‘Coffee sub-committee’ in Bangalore :** BIS (India) hosted the meeting on 12-13 Oct 2011 at Bangalore with the support of Coffee Board. The meeting was attended by 17 members representing India, Brazil, Columbia and Germany. Few important decisions taken in the meeting included scheduling an ISO WebEx meeting between ISO/TC 34/ SC 15 Secretary and WG Convenors to develop projects quickly and to circulate the draft revision of ISO 3509 ‘Coffee and Coffee Products – Vocabulary’ (Proposed by India) to ISO/TC 34/ SC 15 members for comments.
 6. **Workshop on National Building Code and other Relevant Indian Standards in Civil Engineering:** Workshop was organised jointly by BIS and Kautilya Institute of Technology and Engineering (KITE) on 05 Nov 2011 at Jaipur. The event was supported by the Institution of Engineers (India), Rajasthan State Centre. In the Technical Sessions, a presentation on ‘Overview of NBC and other Relevant Indian Standards in Civil Engineering’ was given.
 7. **Seminar on ‘Growth and Development of Textile floor coverings- Role of standards’ on 23 Nov 2011 at Bhadohi:** A Paper on ‘Standardization in the field of textile floor coverings’ was presented. The participants were apprised of the latest Indian Standards on testing and evaluation of textile floor covering.
 8. **Seminar on E-learning Standardization at Hyderabad on 17 Dec 2011 :** A Seminar on E-learning Standardization was attended by participants representing industries like Intel, Infosys, Sankhya Infotech; academic institutes like JNTU, IIIT Hyderabad , IIT Hyderabad, IIT Chennai, IIT Kharagpur, IISc Bangalore, SMU etc; Govt. Organization like DIT, C-DAC, DGQA. Two technical sessions were held in which speakers gave presentations on E-learning.
 9. **9th Training Programme on Standardization for Organizations Developing Standards:** A Training Programme on Standardization for Organizations Developing Standards was organized at NITS, Noida on 8 - 9 December 2011. The training programme was the ninth in a series of such programmes being conducted under the component ‘Development / Assistance to organizations developing standards/R & D Prioritization’ of the 11th Five year Plan scheme ‘Establishment of National System for Standardization’. These programmes are being organized by BIS for technical personnel of those organizations who are involved in developing standards with a view to build competence



in formulating standards based on established principles of standardization. It was expected that the training would facilitate the participants, who are members of various technical committees of BIS, in delivering their responsibilities in a more effective and efficient manner.

The two day programme covered various aspects of standardization and standards development. The various topics covered in the lecture sessions included the basic concepts, aims, principles of standardization; need for standards; BIS rules for formulation and review of standards; process of standard formulation; responsibilities of members of technical committees and international standards. Session on presentation of case studies of standards development and a workshop session on standardization were also part of the programme.

The programme was attended by 21 participants from different Govt/ public sectors and private sectors organizations who are members of various technical committees of BIS and was well appreciated.

10. **Green Technology and New Trends in Waste Management at NEERI Nagpur on 21 Dec 2011:** In the program a presentation titled “Indian Standards on Chemical and Chemical Related Technologies and Challenges for induction of Green Chemistry in Indian Standards” was given.

11. **National seminar on ‘Role of standards in promotion of Technical Textiles’ at New Delhi on 30 Nov 2011:** Papers were presented on Standards on Protech, Agrotech, Medtech, Indutech and Geotech. New subjects for urgent standardization on Geotech, Medtech, Agrotech, Protech, Indutech were identified during the seminar. The seminar was attended by 150 participants.

(H) INFORMATION SERVICES

8.9 Information Services of BIS

(i) Library

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 Offices’ Libraries at Mumbai, Kolkata, Chandigarh and Chennai. Reference services were provided to 3253 visitors by way of preparing 10 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 1700 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. 1135 standards received and codified as input for the database.

(ii) Technical Information Service Centre

BIS provides Technical Information Services to Industry, importers, exporters, individuals and government agencies in response to their enquiries. More than 350 enquiries were responded during the period.

(iii) Sponsorship of Identification Numbers

The following services were provided by BIS:

(a) Issuer Identification Number (IIN)

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. It identifies the major industry and the card issuer. BIS facilitates issue of IIN as per ISO 7812-1 by sponsoring applications of Banks/Financial Organizations to the American Bankers Association (ABA). Twenty Four (24) Issuer Identification Numbers have been issued during the period.

(b) World Manufacturer Identifier (WMI) NUMBER

In coordination with the Society of Automotive Engineers (SAE), USA, BIS issues WMI Codes as per ISO 3780: 1983 Road Vehicles- World Manufacturer Identifier (Code), to the automobile manufacturers and exporters in India. (09) applications were processed for the allotment of WMI Code during the period.

(c) Technical Clarifications on DGFT Notification No. 44 (RE-2000)

As per DGFT’s instructions BIS certification is mandatory for various products before they enter Indian market. Clarifications on whether a product is covered within the instructions or not, in so far as BIS standards are concerned, would only be issued by BIS and such clarifications shall be binding on all concerned. At present, 83 products fall within the ambit of instructions. BIS issued 09 clarifications during the year on different products.

(I) TRAINING SERVICES/NITS

8.10 Training Services/NITS of BIS

(i) Training Programmes for Industry

During the period Apr’11 – Dec’11, NITS organized 17 In-house programmes, 25 Open Programmes including 9 Lead Auditors Courses for the industry and 32 training programmes under XIth Five Year Plan.



(ii) XIth Five Year Plan Programme on Consumer Education and Training, HRD & Capacity Building

The programme is being executed on behalf of Ministry of Consumer Affairs, Food and Public Distribution. The basic objective of this programme is to strengthen NITS and educate and make Indian consumers aware and trained on various consumer related subjects such as Consumer Protection, Food Safety; Management and Handling of Hospital Waste; Safe Drinking Water, Sanitation and Waste Disposal and Public Service Delivery (for public service providers).

During the period Apr'11 – Dec'11, 32 Training Programmes were conducted by BIS (NITS/ROs/BOs) on various subjects such as Food Safety management System, Management and Handling of Hospital Waste, Safe Drinking Water, Adulteration of Food Products and Food Safety, Public Service Delivery. Over 800 personnel were trained during these training programmes.

(iii) Training Programmes for BIS Employees

During the period Apr'11 – Dec'11, 3 programmes were exclusively organized for BIS officials, which included one Training Programmes on Hindi Karyashala on Adhinyam for NITS employees, one on Enhancing Skills for EMS Auditors (Act/ Rules and Regulations only) and one on Life Style Disorder & Stress Management. Around 540 BIS employees were trained during these three programmes.

(J) INTERNATIONAL ACTIVITIES

8.11 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. It is actively involved in Regional and Bilateral Cooperation Programmes pertaining to standardization, conformity assessment & accreditation etc. The Bureau also continued its activities in the field of regional and bilateral cooperation with other countries. The details of some of the activities during Apr-Dec 2011 are highlighted below:

(i) International Organization for Standardization (ISO)

(a) ISO General Assembly – The Bureau of Indian Standards (BIS) hosted the 34th General Assembly of International Organization for Standardization (ISO) during 19-24 Sep 2011 in Vigyan Bhawan, New Delhi. The event was hosted by BIS for the second time after a gap of 47 years. The General Assembly was inaugurated by Prof. K.V. Thomas, the Hon'ble Minister of State (independent charge) of Consumer Affairs, Food & Public Distribution, Government of India.



368 delegates from 127 countries and international organizations participated in the General Assembly. The Indian delegation was led by Shri Rajiv Agarwal, Secretary (CA). During the General Assembly week, 45th Plenary of ISO DEVCO, 52nd Meeting of the ISO Technical Management Board (TMB) and 90th Meeting of ISO Council were also organized. 40th meeting of PASC EC

was also organized and hosted by BIS on 18 Sep 2011. An Open Session on the theme of Industry and Standards – Fostering Innovation and Building Competitive Advantage was also held on 22 Sep 2011 wherein apart from ISO delegates, the captains of Indian Industries, representatives of the Industry Associations and Consumer Groups, Government Departments participated in the discussions.



The Bureau of Indian Standards (BIS) hosted the 34th General Assembly of International Organization for Standardization (ISO) during 19-24 Sep 2011 in Vigyan Bhawan, New Delhi.





The Bureau of Indian Standards (BIS) hosted the 34th General Assembly of International Organization for Standardization (ISO) during 19-24 Sep 2011 in Vigyan Bhawan, New Delhi

During the event, bilateral and multilateral meetings were held with the delegations from the national standards bodies of Egypt, Uzbekistan, Mozambique, Malaysia, Saudi Arabia, Singapore, Brazil, South Africa, Norway and USA. The discussions included entering into MoUs/MRAs with the national standards bodies of the above mentioned countries and device mechanism for structured implementation of the existing MoUs / MRAs. Discussions were also held to device strategies to safeguard common interests at the international fora.

(b) BIS actively participated in ISO Committees / Subcommittees where India is a Participating 'P' member and where India holds secretariat responsibilities.

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

BIS actively participated in the various IEC committees. BIS delegation headed by DG, BIS attended the IEC General Meeting from 24 to 28 Oct 2011 at Melbourne.

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

: BIS continued to work towards closer bilateral cooperation with countries such as USA, Greece, Singapore, Oman, Israel, Kenya, Thailand Kyrgyzstan, Uzbekistan, Taiwan, Ukraine, Korea, Bangladesh, Russia, Iran and Saudi Arabia in close association with Ministry of Commerce and Ministry of External Affairs. MoU, for cooperation in the areas of Standardization & Conformity Assessment were signed



with the National Standards Bodies of Uzbekistan, Slovenia and Pakistan.



Commerce Minister Mahkdoom Amin Fahim and his Indian counterpart Anand Sharma witness an agreement-signing ceremony between Pakistan and India on Wednesday. [...](#)

Pakistan, India vow to remove trade barriers

Shri Majoj Parida, IAS, Joint Secretary signing Standards Agreement in Pakistan on customs cooperation, mutual recognition of trade grievances to remove trade barriers.

A BIS delegation led by Shri Rajiv Agarwal, Secretary (CA) attended a tripartite meeting between India, Brazil and South Africa at Brazil during July 2011 to discuss the implementation of India, Brazil & South Africa (IBSA) MoU on Trade facilitation for standards, technical regulations and conformity assessment. Detailed deliberations on various pertinent issues led to finalization of a Work Plan for the implementation of each of the Articles of the MoU.

(iv) **Regional Co-operation Programmes** : BIS participated actively in the fields of standards and conformity assessment by taking an active role in the meetings of the SAARC Standards Coordination Board. BIS participated in the 8th Meeting of SAARC Standards Coordination Board organized at Kathmandu, Nepal on

24-25 Aug 2011. BIS participated in the first meeting of Governing Board of South Asia Regional Standards Organization (SARSO) held in Dhaka on 14-15 Dec 2011.

A delegation from India headed by Secretary (CA) also participated in the 39th meeting of the Euro-Asian Council for Standardization, Metrology and Certification (EASC), which is one of the seven Regional Organizations recognized by ISO at Turkmenbashi, Turkmenistan during 11-12 May 2011. Detailed deliberations were held to chalk out strategies for mutual benefits in the areas of common interests, with NSBs of various participating countries.

(v) **Visits by Foreign Delegates:** During the period, following delegates/delegations from International Standards Bodies, National Standards Bodies and related organizations visited BIS:

- A two member delegation from Underwriters Laboratory, USA visited BIS on 19 April 2011 to discuss issues of mutual interest and cooperation.
- A delegation (10 persons) from Ethiopia visited BIS on 8 Aug 2011 and discussed issues related to standardization with senior officers of BIS.
- A delegation from Bangladesh (BSTI) visited BIS to discuss upgradation of BSTI Labs.
- A delegation from Standards Council of Canada visited BIS on 29 Sep 2011



to discuss issue of mutual interest and cooperation.

- A delegation from New Zealand visited BIS on 25 Nov 2011 to discuss issues pertaining to Food imports to India and mandatory certification.
- A delegation from Australia High Commission visited BIS for discussion on legislative framework related to standards of food products.
- Mr. Xavier Schaefer, Chairman ISO TC 155 (Nickel & Nickel Alloys) visited BIS on 21 Dec 2011 to discuss the status of standardization of Nickel & Nickel alloys by BIS and ISO.

(K) REVENUE MOBILISATION

8.12 BIS derives its income mainly from certification, training institute and sale of Indian standards. The income mobilized from these activities is as under: (Rupees in crores)

S. No.	Activities	Progress during	
		2010-11	April-Nov. 2011
	April-Nov 2011		
1	Certification (incl. hallmarking)	210.53	149.47
2	Training Institute	1.72	0.57
3	Sale of BIS Publications	9.45	4.64
	Total	221.70	154.68

(L) PUBLICATIONS

8.13 The Publication department of BIS handles the projection and promotion of the standardization movement in scientific, technical, industrial and business circles in the monthly journal – Standards India, the erstwhile ISI Bulletin which dates back to 1949. 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. It also contains information related to all amendments, alterations and withdrawal of standards, new, existing or in the draft stage issued during the month.

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 and
- e) Index corresponding to all publications listed in the catalogue is published annually by the department. The Department publishes the incremental index file for Indian Standards/other publications from the information provided by the Printing Department and various technical departments on new and revised standards as well as reaffirmation/withdrawal of Indian Standards. Soft copy in PDF format for all new/revised Indian Standards/



publications as well as amendments provided by technical departments is also maintained in the department. This information is utilized for updating the electronic sale of Indian Standards on the website www.standardsbis.in

BIS has the copyright of all its publications and requests for reproducing extracts from Indian Standards are forwarded to the department by authors of technical books. 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.

(M) PUBLICITY

8.14 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 different media.

(i) **34th ISO General Assembly - BIS hosted Inaugural function of 34th ISO General Assembly** again after

47 years on 21 Sep 2011 at Vigyan Bhavan, New Delhi. The function was inaugurated by Prof. K.V. Thomas, Hon'ble MOS (Independent Charge), MOCA, F&PD. On this occasion, an advertisement was released in colour highlighting points of inaugural address in 16 different newspapers. This function was also widely covered by electronic & print media.

Press Note on "34th General Assembly of International Organization for Standardization (ISO) Inaugurated" was released on 21 Sep 2011 and the same was published by widely circulated newspapers.

(ii) **World Standards Day Celebrations** – The function of World standards Day which was held on 14 Oct 2011 was covered by 11 widely viewed channels. An advertisement on the occasion of World Standards Day was published on all-India basis on 14 Oct 2011 in 39 newspapers. Press Note on "World Standards Day Celebrated" was released on 14 Oct 2011 and the same was published in 13 different newspapers.

(iii) **Hallmarking Awareness Week – Hallmarking Awareness Week** celebrations were held from 3 – 9 July 2011 at Kochi. Hon'ble MOS, MOCA, F&PD the function and the same was widely covered by the regional electronic and print media. Besides, press conference of Hon'ble MOCA, F&PD was also organized. During the week, TV spots on Hallmarking in Malayalam language



were telecast every day on Asianet News, Manorama News and Jai Hind repeatedly. An advertisement on Hallmarking of Gold jewellery was released on 4 July 2011 and the same was published in 24 newspapers. Also, an advertisement for creating awareness on Hallmarking was released in 15 different newspapers through out the said week. 10 Nukkad Nataks on Hallmarking were held at different places in Kochi and other districts to promote Hallmarking.

Hallmarking Awareness Week celebrations were held from 26 –30 Sep 2011 at Mumbai – TV spots on Hallmarking in Marathi and Gujarati languages were telecast from 24 Sep to 30 Sep 2011 every day on 05 widely viewed channels in regional languages during prime time to promote Hallmarking. An advertisement campaign on Hallmarking was released through out the week from 26 to 30 Sep 2011 in WRO, Mumbai in print media and the same was published in 11 different newspapers of Mumbai, Pune, Nagpur and Surat. Nukkad Nataks on Hallmarking were also held at different places to promote Hallmarking.

Hallmarking Awareness Week Celebrations were held from 14 Nov- 18 Nov 2011 at Kolkatta - TV spots on Hallmarking in Bangla and Odishi were telecast from 14 – 20 Nov 2011. Every day TV spots were telecast on

widely viewed channels in regional languages to promote Hallmarking. An advertisement campaign on Hallmarking was also released through out the week from 14-18 Nov 2011 in Kolkata in print media and the same was published in different newspapers of Kolkata, Ranchi, Patna, Guwahati and Bhubaneshwar. Nukkad Nataks on Hallmarking were also held at different places to promote Hallmarking.

Hallmarking Awareness Week Celebrations were held from 5 Dec to 9 Dec 2011 at Chandigarh - TV spots on Hallmarking in Hindi and Punjabi languages were telecast from 3 Dec – 9 Dec 2011. Every day TV spots were telecast on widely viewed channels in regional languages during prime time to promote Hallmarking. An advertisement campaign on Hallmarking was also released through out the week from 3 Dec – 9 Dec 2011 in Chandigarh in print media and the same was published in 16 different newspapers of Chandigarh, Panipat, Amritsar, Jalandhar, Lucknow, Faridabad, Barog (HP) etc. Nukkad Nataks on Hallmarking were also held at different places to promote Hallmarking.

(iv) **Print Media - An advertisement campaign on Hallmarking of Gold Jewellery** was released during the months of April 2011, May 2011 and June 2011 on all-India basis. Advertisement on ISI Mark (Tyre &



- Tube) was published during April 2011 and Sep 2011. Advertisements on various activities of BIS were also released in different magazines.
- (v) **Jingle on Hallmarking/ISI Mark** - were run on 139 Rail Sampark with effect from 16 Aug 2011 till 15 Sep 2011 for consumer awareness.
- (vi) **Telecast of TV spots on ISI Mark/Hallmarking** – Publicity campaign to telecast TV spots on ISI Mark and Hallmarking on DD National and Private Channels was undertaken during April 2011 through DAVP for consumer awareness.
- (vii) **Radio spots** - on ISI Mark and Hallmarking were broadcast through Prasar Bharati on All India Radio (37 Vividh Bharati stations & 22 FM stations) from 4 Oct 2011 for 45 days.
- (viii) **Outdoor Publicity campaign** - was also undertaken to promote ISI Mark and Hallmarking of Gold Jewellery through Animation Display, Hoardings, Frontlit Bridge Panels, Kiosks, Backlit Glow sign at Railway Station/Bus Stand, Bus Queue Shelters, Bus Panels, Video Wall Display & Digital Message relay at Mumbai Railway Stations; LCD Display at Bus Stands , etc. for consumer awareness.
- (ix) **Exhibitions** - BIS also participated in various exhibitions. 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.
- (x) **Interview** - An interview on the occasion of World Standards Day (on 13 Oct 2011) was telecast live on DD-National in their programme “Evening Live Show”. Interview on Hallmarking was telecast on the evening of 20 Oct 2011 on Zee TV. Interview on ISI Mark was broadcast in the programme “Upbhokta Aur Manak Chinh” at National Channel of AIR.

(N) PROGRESSIVE USE OF HINDI IN BIS WORK

8.15 Bureau of Indian Standards has followed all the directions issued by the Department of Official Language and Committee of Parliament on Official Language regarding official language. Accordingly the following works related to progressive use of Hindi have been done:

Hindi Implementation: Annual programme of Official Language Department was circulated to all the departments of BIS. All the meetings of Official Language Implementation Committee of HQ were conducted on time. Fifteen workshops on Hindi were organized at various offices of BIS in which number of officers/employees participated. The Hindi Fortnight was organized at BIS headquarters in which several competitions



related to Hindi were organized in which 132 officers and employees participated. During the period, Committee of Parliament on Official Language inspected Guwahati Branch Office and Western Regional Office, Mumbai in which it found the progress of Hindi work satisfactory.

Hindi Magazine: The publication of Hindi magazine 'Manakdoot' was also continued and manuscripts for all editions of 'Manakdoot' were prepared in due time. A meeting of Manakdoot Editing Advisory Committee was also conducted during the period.

Standards and General Translation: About 340 technical titles and 63 standards were translated during the period. The other translation of about 650 pages was also done.

(O) VIGILANCE ACTIVITIES

8.16 Vigilance Department of BIS is headed by Chief Vigilance Officer (CVO) and assisted by four Vigilance Officers as well as two Regional Vigilance Officers posted in the Western and Southern Regions. Vigilance Department is entrusted with the responsibility of managing all vigilance related activities. The department functions in close coordination with other agencies such as the Central Vigilance Commission (CVC); the Central Bureau of Investigations (CBI); the Ministry of Consumer Affairs, Food & Public Distribution and the Department of Personnel and Training (DoPT). The activities of Vigilance

Department are organized in accordance with an Annual Action Plan, which is formulated every year. The key functions of the Department revolve around the preventive, the detective, and the punitive aspects of vigilance. The work undertaken by Vigilance Department is as follows:

- a) Scrutinize Annual Property Returns and transactions in movable and immovable properties, as and when filed by the employees of the Bureau;
- b) Grant vigilance clearances for considering promotions, issuance of passport, foreign assignments and forwarding applications of BIS employees for outside posts as and when requested by the department / employee;
- c) Examine source information and complaints received either directly from the complainant or through the CVC / CBI / Ministry and conduct thorough investigations. On the basis of the outcome of the investigation, a decision is taken to either file the complaint or initiate disciplinary proceedings against the delinquent official(s) on the basis of the CVC's advice;
- d) In order to apprise BIS employees about various provisions of the CCS Conduct Rules, the CCS (CCA) Rules and various other related Rules/Regulations and Manuals in operation; and to increase awareness about the importance of vigilance activity among the BIS employees,



- the department conducts workshops and awareness programmes on relevant subjects;
- e) Vigilance Department also conducts audits of various activities and functional areas of BIS as part of preventive vigilance and suggest systemic improvements to bridge gaps and remove scope for discretion; and
 - f) Vigilance Department organizes meetings with BIS licensees / applicants, consumer organizations and manufacturers' associations for gathering direct feed-back relating to instances of corruption, if any, and elicit suggestions for introducing systematic improvements and greater transparency.

During the period of 01st April 2011 to 31st December 2011, Vigilance Department conducted four vigilance audits at MDD-I,II&III-Delhi, BHBO Bhubneshwer, Administration Department including Library and Hindi Department at BIS HQ, ERO Kolkata of the BIS. Vigilance investigations are being undertaken on a few instances of non-compliance of procedures against various officials. Sixteen surprise surveillance inspections of BIS licences were also carried out. Pending vigilance investigations were pursued and ongoing departmental inquiries were regularly monitored.

As per the directions of the Central Vigilance Commission, Vigilance Awareness Week was observed in BIS from 31st October to 5th November 2011.

Banners/posters/slogans on the theme of anti-corruption were prominently displayed in all BIS offices. Besides, other activities such as essay & slogan competitions, quiz, etc., were also organized and prizes were distributed to the winners of these competitions at various BIS offices. The Vigilance Awareness Week was also observed in all the Regional/Branch/Laboratories and Inspection Offices of BIS in country. Report of the observation of Vigilance Awareness Week is being sent to Ministry of Consumer Affairs, Food & Public Distribution and Central Vigilance Commission.

(P) ENFORCEMENT

8.17 The BIS Standard Mark (ISI Mark) is a quality mark and also has established its brand image for more than six decades as the consumer is always inclined towards quality products. Therefore, the consumer as well as the organized purchaser prefers ISI Marked products. With the growing popularity of ISI mark, instances of misuse of ISI Mark are also on the rise as the unscrupulous manufacturers are trying to deceive the consumers by producing and marketing sub-standard products with ISI Mark without obtaining the license from BIS.

During the period 01 April 2011 to 31 December 2011, BIS has carried out 74 enforcement raids all over the country on firms misusing ISI Mark. During these raids, various spurious products such as Packaged Drinking Water, PVC Insulated



Cables, PVC Insulation Tapes, Cement, Diesel Engines, Fire Extinguishers, Welding Electrodes etc. were seized. Efforts are also being made for timely processing of the enforcement cases and consequent launching of prosecution against the offenders in the Court of law.

A number of press releases were issued for giving wide publicity to create awareness among the consumers about unscrupulous manufacturers misusing ISI Mark and also about the judgments of Hon'ble Courts against the offenders.

(Q) SEXUAL HARASSMENT OF WORKING WOMEN AT WORKPLACE

8.18 Following the guidelines and norms laid by the Hon'ble Supreme Court of India in Vishaka & Others v/s State of Rajasthan & Others, the Sexual Harassment Committee was set up in the Bureau of Indian Standards headed by a woman with more than half the members also women. A copy of the guidelines

of Hon'ble Supreme Court on 'Sexual Harassment' was provided to all the members with the request to go through the guidelines thoroughly so as to be well aware of the sensitivity of the subject.

The Committee at BIS Headquarters has been re-constituted on 05 May 2011 for a period of one year. Representative from the All India Democratic Women's Association (AIDWA) has been co-opted as NGO representative for the Committee. Three meetings were conducted during the period May 2011-December 2011.

In addition, additional SHCs have been constituted in all the Regional Offices (except at CRO), NITS, Noida and CL, Sahibabad in accordance with the availability of officers and staff in the region. Representative of NGO has also been co-opted in the Committee wherever possible.

(R) RESERVATION FOR SCHEDULED CASTE/SCHEDULED TRIBES/OTHER BACKWARD CLASSES AND PHYSICALLY HANDICAPPED PERSONS

Group	Existing strength	SC	ST	OBC	Physically Handicapped	Physically Handicapped -ST	Ex-Serviceman
A	487	74	12	31	1	1	1
B	495	100	11	8	6	0	2
*C	358	73	19	19	7	0	0
D	279	103	17	4	7	0	0
Total	1619	350	59	62	21	01	03



8.19 The staff strength of the BIS was 1619 as on 31 December 2011. Group-wise representation of SC/ST/OBC and Physically Handicapped persons are indicated below:

* Earlier, they were in Group D. After imparting the prescribed training to them as per the decision of GOI on the recommendation of 6th CPC, the status of Group D employees have ceased on their

completion of training. Now, they have been treated as Group 'C' employees.

BIS continues to make its efforts on development of human resource. As a part of the development of human resource, BIS personnel are imparted training through in-house training programmes at NITS and also be deputing them to the training programmes being organized by various agencies (within India).



TARGETS FOR ANNUAL ACTION PLAN 2011-12 (Jan 2012 – Mar 2012)

Activity	Projection 2011-12
A. FINANCIAL TARGETS (Revenue Income-Rs in crores)	
	(Jan- Mar 2012)
Product Certification	46
Hallmarking	3.15
Management System Certification	0.70
Training Institute	0.40
Sale of BIS Publications	2.30
B. PHYSICAL TARGETS	
Standardization	
a) Standards Formulated	75
b) Review of standards	1500
Certification	
1. Product Certification	
a) Net increase in operative licenses (excluding Hall marking) vis-vis 2010-11	275
2. Hallmarking	
a) Grant of new licenses	450
3. Management System certification	
a) Grant of new licenses	35
b) Licensee Review Meetings	5



Activity	Projection 2011-12 (Jan- Mar'12)
Laboratory	
No. of Test reports by BIS Labs	5095
Enforcement	
No. of Raids	73
Training Activities/Awareness Programmes	
i) NITS: Training programmes on	
a) Quality Mgmt. System, Documentation and Auditing, TQM, SQC, EMS, FSMS, HACCP, OHSMS, training for trainers etc.	30
b) International Training Programmes (ITP)	3
c) Organizational Development	
No. of training programs for BIS employees	6
ii) SPCAD:	
a) Educational Utilization of Standards(EUS)	26
b) Industry Awareness Programme on Standardization & Quality systems (AW)	18
c) Consumer awareness programmes	60
iii) Hallmarking	
Awareness programmes for Hallmarking	15





CHAPTER IX

WEIGHTS AND MEASURES

9.1 The Weights and Measures laws in the country are enforced through The **Legal Metrology Act, 2009**. Through these legislations, the Government ensures that all weight or measure used for trade or commerce or for protection of human health and safety are accurate and reliable so that users are guaranteed of their performance. This in turn enables the consumer to get the right quantity/quality for which he has paid for. With the developments in the field of Science & Technology coupled with economic liberalization policy being pursued by the Government, a number of state-of-art weighing and measuring instruments are being introduced in the Indian market rapidly. To accommodate these new types of weights or measures, their specification also needs to be adopted/updated. The Department has set in motion the process of incorporating new specifications in General Rules, in alignment with the recommendations made by the International Organizations of Legal Metrology (OIML).

9.2 The Weights and Measures regulation in India also regulate the sale of commodities in “Pre-Packed form”. **The Legal Metrology (Packaged Commodities) Rules, 2011** require mandatory declaration

of certain basic information on the packages to safeguard the interest of consumers. The Rules also require importers to provide certain basic declarations on imported packages, similar to those for indigenous packages. The Legal Metrology (Packaged Commodities) Rules, 2011 was amended vide G.S.R. 784(E) dated 24.10.2011. The provision for non-standard size of retail package has been omitted with effect from 1st July, 2012.

Indian Institute of Legal Metrology, Ranchi.

9.3 To impart training to the enforcement officials of Legal Metrology (Weights and Measures), the Institute has been running a four months basic-training course. The Institute has been conducting training seminars on Consumer Protection for the non-judicial members of the State Commission, Districts Forum set up under the Consumer Protection Act. The Institute in addition, conducts workshops and seminars of shorter duration on specific topics to update the knowledge of the enforcement officers on the latest developments in the field of legal Metrology. On an average, the Institute trains about 200 personnel a year.



TRAINING PROGRAMME FOR THE CALENDER YEAR 2011-2012

SL.No	Name of the course	Duration of course	
		From	To
1	Basic Training Course(Eng. Med)	01.4.11	29.07.11
2	Basic Training. Course (Hindi med.)	01.4.11	29.07.11
3	Special Course on The Legal Metrology (Packaged Commodities) Rules,2011	25.4.11	29.4.11
4	Special Course on Non-automatic Weighing Machines	09.05.11	13.05.11
5	Special course on The Legal Metrology Act,2009 and The Model of Legal Metrology(Enforcement) Rules,2011	23.05.11	27.5.11
6	Special Course on In-motion Rail W/Bridge & Static W/ Bridge	06.6.11	10.6.11
7	Special Course for Repairers of Electronic weighing machine	1.7.11	29.7.11
8	Special course on The Legal Metrology Act,2009 and The Model of Legal Metrology(Enforcement) Rules,2011	18.7.11	22.7.11
9	Special Course on Calibration & Verification of Std. Balance (Mechanical and Digital)	08.8.11	12.8.11
10	Basic Training Course (Eng. Med.)	1.8.11	30.11.11
11	Basic Training Course (Hindi Med.)	1.8.11	30.11.11
12	Foundation course for Foreign Officials in Legal Metrology	1.8.11	30.12.11
13	Seminar on Law's relating to Weights & Measures	15.9.11	16.9.11
14	Special Course on Fuel Dispenser of Petroleum products/liquid and CNG measuring systems for vehicles	26.9.11	30.9.11
15	Special Course on mass comparator(Weighing techniques and calibration of weights)	17.10.11	21.10.11
16	Special course on The Legal Metrology Act,2009 and The Model of Legal Metrology(Enforcement) Rules,2011	21.11.11	25.11.11
17	Basic Training Course (Eng. med.)	1.12.11	30.3.12
18	Special. Course on Fuel Dispenser of Petroleum products/liquid and CNG measuring systems for vehicles	12.12.11	16.12.11
19	Special course on The Legal Metrology Act,2009 and The Model of Legal Metrology(Enforcement) Rules,2011	9.1.12	13.1.12
20	Special Course on Auto/Taxi Fare meter (Testing & Calibration),Clinical Thermometer & Blood pressure measuring Instrument	06.2.12	10.2.12
21	Seminar on Consumer Education	20.2.12	21.2.12
22	Special course on The Legal Metrology Act,2009 and The Model of Legal Metrology(Enforcement) Rules,2011	19.3.12	23.3.12



**Number of Participants under Basic Training Course
(Duration of Four Month)
The Year 2011-2012**

Name of the course	Duration of the course	Total No of participants	Passed	Compartment/Failed	Result in %
Basic Training course	01.12.2010 to 31.03.2011	43	26	17	61
Basic Training course	01.04.2011 to 31.07.2011	49	Result under preparation		
Basic Training course	01.08.2011 to 30.11.2011	58	Under going training		

**Number of Participants In Special Course/Seminars/Workshop for the
year 2011-2012**

SI No.	Name of the course	Duration of the course	No of participants
1	Special course on Legal Metrology Act,2009& The Model Draft Legal Metrology (Enforcement) Rule,2010	17/01/2011-21/01/2011	15
2	Special course on Legal Metrology Act,2009& The Model Draft Legal Metrology (Enforcement) Rule,2010	21/02/2011-25/02/2011	21
3	Special course on Legal Metrology Act,2009& The Model Draft Legal Metrology (Enforcement) Rule,2010	14/03/2011-18/03/2011	23
4	Special course on pre-packed commodities, Rules 2011	25/04/2011-29/04/2011	18
5	Special course on Non Automatic weighing instruments	09/05/2011-13/05/2011	17
6	Special course on Legal Metrology Act,2009& The Model Draft Legal Metrology (Enforcement) Rule,2010	23/05/2011-27/05/2011	04
7	Special course on In –Motion Rail weigh bridge & Static Weigh bridge	06/06/2011-10/06/2011	21
8	Repairs course on Non –automatic Weighing Instrument(Electronic Weighing Machine)	01/07/2011-29/07/2011	05
9	Special course on Legal Metrology Act,2009& The Model Draft Legal Metrology (Enforcement) Rule,2010	18/07/2011-22/07/2011	21

Other activities at IILM

1. Honorable Minister for Agriculture, Government of Jharkhand had inaugurated the one day seminar on the Legal Metrology Act, 2009

exclusively for the Legal Metrology officers of Jharkhand Government and Sh. B.N. Dixit Director of Legal Metrology, Govt. of India appraised and interacted on new Act and rules with the participants.



Inauguration of one day seminar on the Legal Metrology Act, 2009 by Hon'ble Minister of Agriculture Jharkhand Government



Guest lecture on the Legal Metrology Act, 2009 by Sh. B.N. Dixit, Director of Legal Metrology, Government of India



Lecture on the Legal Metrology Act, 2009 by Sh. A.M. Pathak, Director IILM, Ranchi



Sh. V.K Singh, Controller of Legal Metrology, Govt. of Andhra Pradesh attending the cultural programme at IILM, Ranchi



2. Three of the Faculty members of IILM have received the Training at FCRI, Palakkad, Kerala on Fuel Dispenser and CNG/ LPG Dispensers from 17/02/2011 to 18/02/2011.
3. Two of the Faculty members of IILM have received the Training at NITS,BIS, Noida, UP on Uncertainty of measurement, Inter laboratory comparisons, Proficiency testing and evolution of Z, scores from 1st August to 5th August, 2011.



Sh. V.K Singh, Controller of Legal Metrology, Govt. of Andhra Pradesh interacting with Legal Metrology Officers of Basic Training Course at IILM, Ranchi



Trainee of Basic Training Course Participating in the Seminar at IILM, Ranchi



Mass Comparator in Precisions Laboratory



Secondary Standard equi-arm double pan Balance in Secondary Standard Laboratory



Reference Standard equi-arm double pan balance in reference Standard Laboratory



Working Standard equi-arm double pan balance in Working Standard Laboratory



Reference Standard Weights



Secondary Standard Weights



Working Standard Weights



Secondary Standard Capacity Measures



Working Standard Capacity Measures



4. To make more effective, Basic Training Course, the field training in the various industries of the country related to weights & Measures were conducted by the faculty along with the trainees during the year 2011-2012.
5. One day workshop on Hindi was held on 30/08/2011.
6. Two-weeks Hindi **pakhwara** was organized from 01/09/2011 to 14/09/2011 and during this period following activities were held
 - a. Two days workshop on Hindi was held on 01/09/2011 to 02/09/2011.
 - b. Hindi Essay writing competition was held on 05/09/2011.
 - c. One day seminar on Hindi was held on 09/09/2011.
 - d. Hindi poem presentation was held on 14/09/2011.



Sh. B.S.Mishra (Retd IAS), the chief guest of Hindi Pakhwara closing ceremony at IILM, Ranchi



Legal Metrology officer from Tamil Nadu participating in the Hindi Pakhwara ceremony



Hindi Pakhwara ceremony at IILM, Ranchi



7. Cultural programmes were held during the month of April, May, July and September 2011.
8. Anti -terrorist day was observed on 20/05/2011.
9. Renovation work is going on at IILM main building, hostel, residential quarters, roads and peripheral wall by the CPWD.

Regional Reference Standards Laboratories

9.4 The Central Government has established 5 Regional Reference Standards Laboratories (RRSL) at Ahmedabad, Bangalore, Bhubaneswar, Faridabad and Guwahati. These RRSLs serve as a vital link in dissemination of the values of national standards of Legal Metrology down to the commercial level.

Work under taken during the 11th Five year plan

9.5 The Department has taken up schemes to modernize the RRSLs at Ahmedabad, Bhubaneswar, Bangalore, Faridabad, Guwahati and the Indian Institute of Legal Metrology at Ranchi which provides training to the enforcement officials of the States and UTs. RRSL Ahmedabad has been undertaken the testing/ calibration of flow meter. The construction of a new laboratory, for testing/ calibration of flow meter, building for RRSL Bhubaneswar, Faridabad and Bangalore, is likely to be completed shortly and will start working during this year. These Laboratories have been modernized by providing Electronic

Tests Facilities for the testing of the electronic indicator of any type of Weights and Measures.

9.6 Apart from the statutory obligation of verification of legal standards of the States and conducting model approval tests of weights or measures, the RRSLs render metrological services to industries by undertaking calibration of their weighing and measuring instruments. Each laboratory on an average provides calibration service to about 200 industries in the region.

The Department has conducted State level conferences to make Legal Metrology officer well familiar about the Legal Metrology Act, 2009, at Mumbai on 10th March, 2011, Ranchi on 9.04.2011, Ahmadabad on 26th April, 2011 and 2nd May, 2011. Apart from the above conference the Department has provided special training at NITS, Noida on quality management and Flow meter testing at FCRI, Palakkad. More than 100 officers at States / UTs, participated in the said training programmes.

Under the scheme "Strengthening of weights and Measures infrastructure of States/ UTs, expenditure up to December, 2011 was Rs. 35.82 crores. The Legal Metrology Dept. of states/ UTs Govt. were provided 544 computers to modernize their system and Rs. 15.50 crores grant in aid issued to state Govt. for the constriction of Secondary/Working standards Laboratories.

The Model Secondary Standard Laboratory at New Delhi was inaugurated by Smt. Sheela Dixit Hon'ble Chief Minister of Govt. of NCT of Delhi on 10th August, 2011.



Shri B.N. Dixit, Director, (Legal Metrology) addressing Secondary Standard Laboratory at New Delhi which was inaugurated by Smt. Sheela Dixit Hon'le Chief Minister of Govt. of NCT of Delhi on 10th August, 2011.



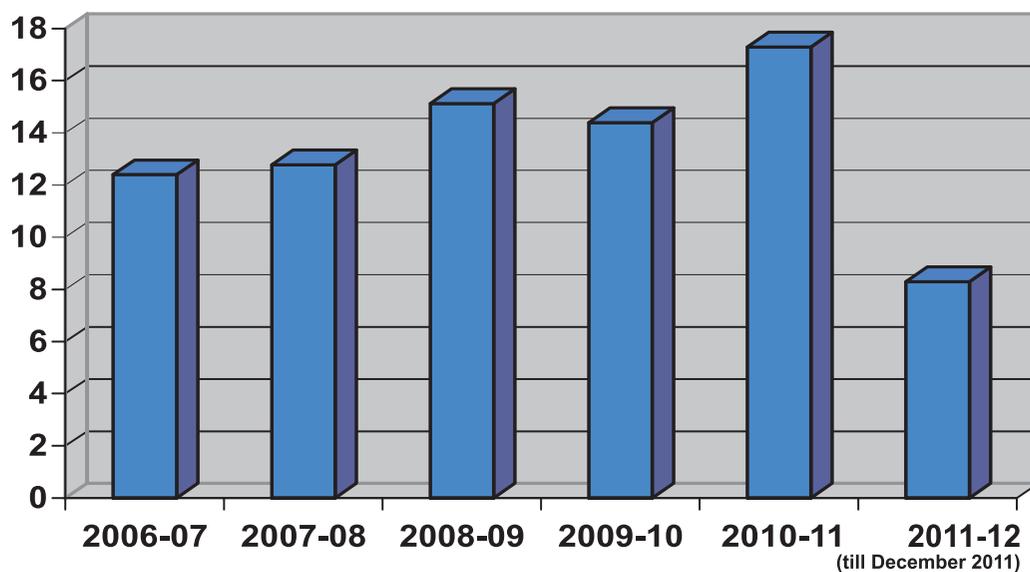
Director, (Legal Metrology) explaining about standard balances to Smt. Sheela Dixit Hon'le Chief Minister of Govt. of NCT of Delhi and Shri Harun Yusuf, Transport Minister, Govt. of NCT Delhi in the Secondary Standard Laboratory at New Delhi on 10th August, 2011.



. Expenditure Statements

Performance of Regional Reference Standards Laboratory, Faridabad (Up to December, 2011)

Description	2006-07	2007-08	2008-09	2009-10	2010-11	2011-12 (till Dec. 2011)
No. of Standards verified	118	150	153	58	135	23
No. of industries benefited	155	175	210	202	215	65
No. of certificates issued	93	383	431	343	417	129
No. of models tested	98	93	115	108	115	47
No. of seminars conducted	1	5	16	11	6	2
Revenue collected (in Lacs)	12.4	12.78	15.13	14.40	17.29	8.3

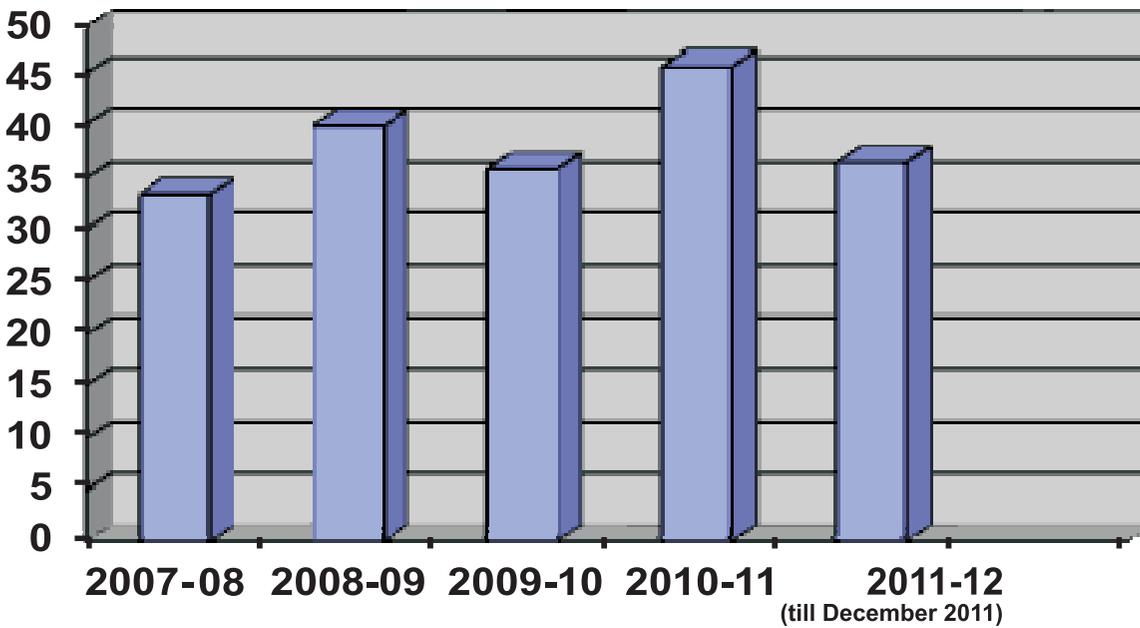


■ Revenue Collected (In Lacs)



Performance of Regional Reference Standards Laboratory, Bengaluru (Up to December, 2011)

Description	2007-08	2008-09	2009-10	2010-11	2011-12 (till Dec.2011)
No. of Standards verified	138	178	15	85	65
No. of industries benefited	574	592	554	676	517
No. of certificates issued	3876	4909	5139	6848	5261
No. of models tested	194	207	76	143	109
No. of seminars conducted	12	09	03	03	02
Revenue collected (in lacs)	33.35	39.83	35.87	45.64	36.52

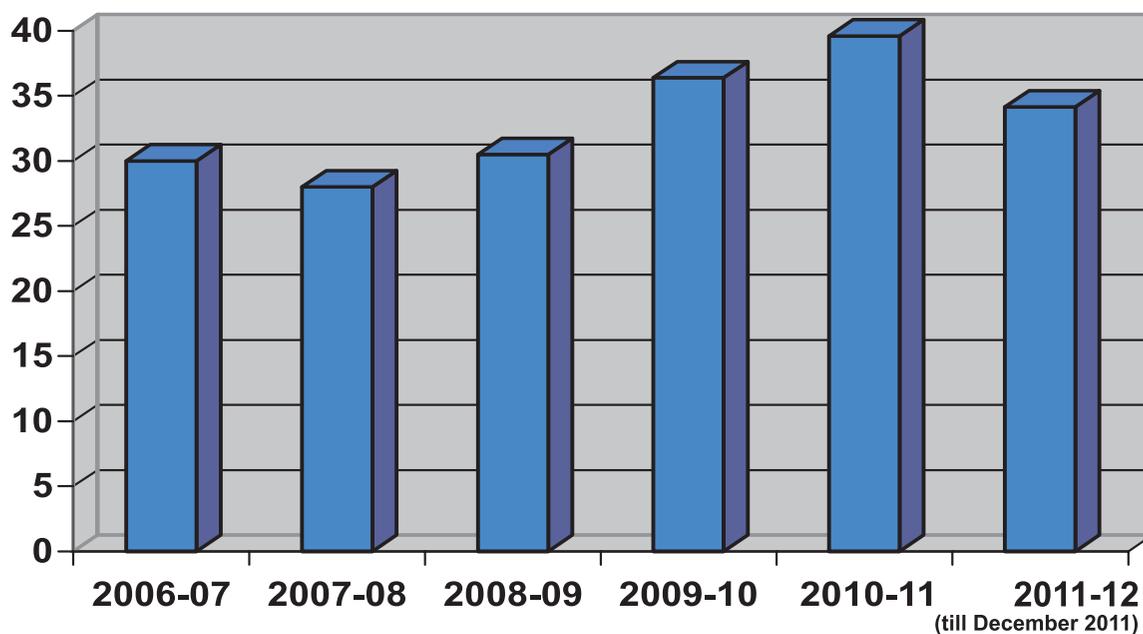


■ Revenue Collected (In Lacs)



**Performance of Regional Reference Standards Laboratory,
Ahmedabad (Up to December, 2011)**

Description	2006-07	2007-08	2008-09	2009-10	2010-11	2011-12 (till Dec. 2011)
No. of Standards verified	25	23	10	42	11	38
No. of industries benefited	581	500	500	538	562	583
No. of certificates issued	1500	1715	1800	2300	2000	1234
No. of models tested	187	172	170	165	196	70
No. of seminars conducted	3	3	2	3	2	3
Revenue collected (in lacs)	30.0	28.0	30.5	36.4	39.6	34.16

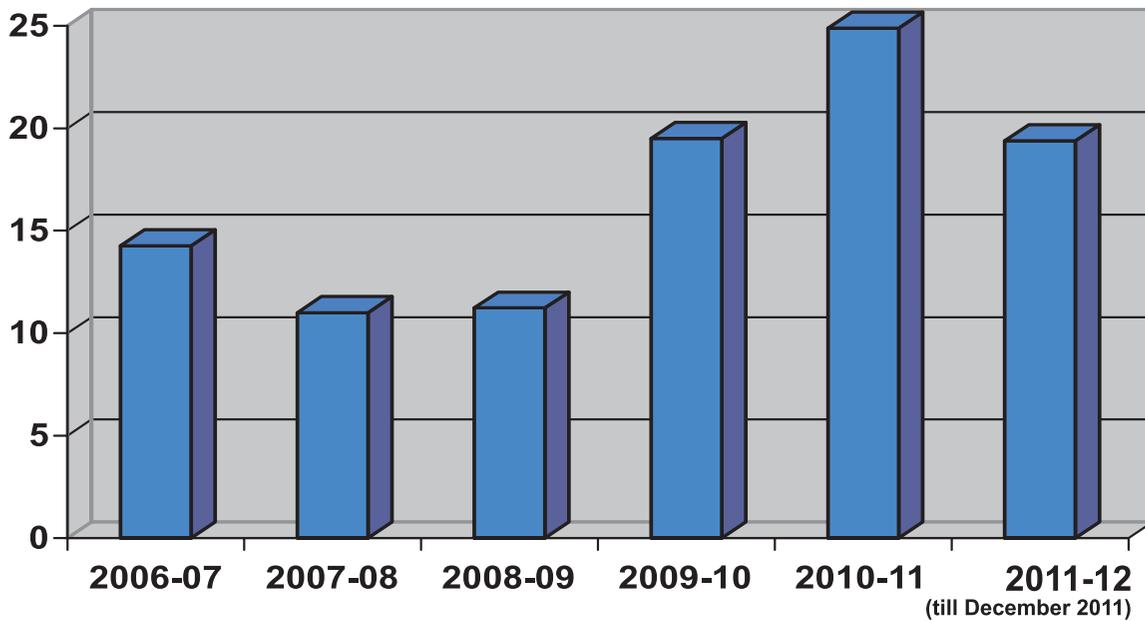


■ Revenue Collected (In Lacs)



**Performance of Regional Reference Standards Laboratory, Bhubaneswar,
(Up to December, 2011)**

Description	2006-07	2007-08	2008-09	2009-10	2010-11	2011-12 (till Dec 2011)
No. of Standards verified	19	15	16	46	51	51
No. of industries benefited	275	294	250	271	263	118
No. of certificates issued	1250	1139	1135	1136	1218	735
No. of models tested	58	25	49	121	159	39
No. of seminars conducted	1	2	3	2	2	1
Revenue collected (in lacs)	14.25	11.00	11.22	19.51	24.88	19.39

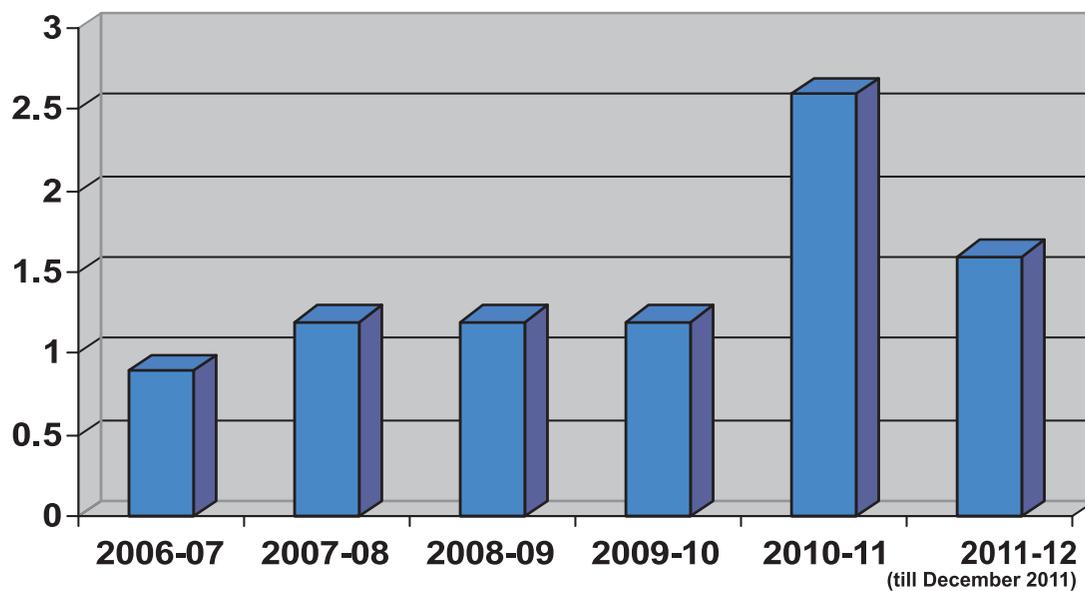


■ Revenue Collected (In Lacs)



**Performance of Regional Reference Standards Laboratory, Guwahati
(Up to December, 2011)**

Description	2006-07	2007-08	2008-09	2009-10	2010-11	2011-12 (up to Dec.'11)
No. of Standards verified	7	15	10	--	41	4
No. of industries benefited	6	04	07	10	23	10
No. of certificates issued	20	10	16	05	64	25
No. of models tested	5	12	08	05	08	14
No. of seminars conducted	02	04	NIL	04	07	05
Revenue collected (in Lacs)	0.9	1.2	1.2	1.2	2.6	1.9



■ Revenue Collected (In Lacs)





CHAPTER- X

NATIONAL TEST HOUSE

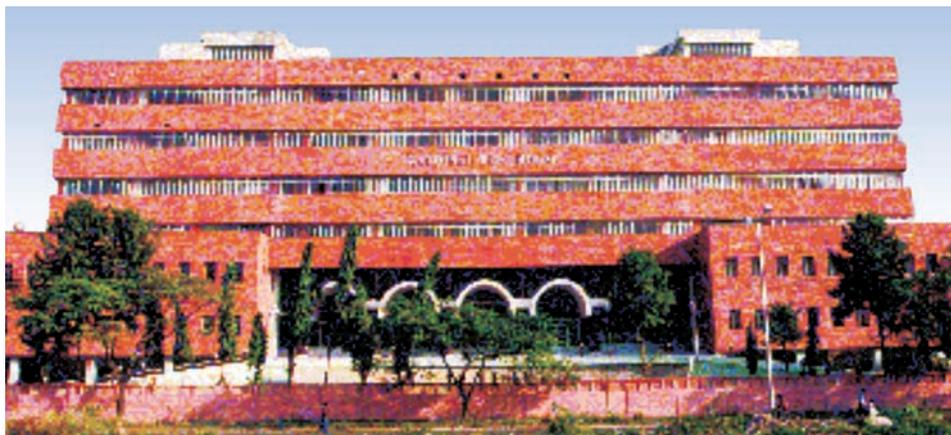
1. Introduction:

10.1 The **National Test House (NTH)** started its journey about nine decades ago under the Railway Board and is now one of the premier scientific institution of national importance working under the administrative control of Department of Consumer Affairs, Government of India. NTH travelled a long way since independence and the Government of India felt the necessity of Import substitution and Export promotion for building up a second economy and fiscal base in the country in both Industrial and Agricultural sectors.

10.2 The prime scientific & technological service that NTH discharges among other allied services are the Testing, Quality evaluation of industrial materials and consumer products, Calibration of measuring equipments/instruments and devices.

10.3 The object of National Test House is to maintain quality control & quality assurance of products that lead to meaningful competitiveness in global trade operations for industrial and consumer products except drugs, arms and ammunition. In the development of indigenous industries to build up new generation India, National Test House serves as a bridge consultant in between industrial research and marketable products under strict quality control. To be more precise National Test House works by issuing test certificates in scientific & engineering fields conforming to national/international specification or customer standard specification.

10.4 The details of NTH services and other salient features are available in the NTH website <http://www.nth.gov.in>



National Test House, Kolkata



A glimpse on the profile of NTH and its services being rendered to the nation in the scientific and technical field may be looked through :

Organization :

10.5 NTH net work across the country:

National Test House , Kolkata was established at Alipore in 1912 The Regional Laboratories:

National Test House (ER), Kolkata at Alipore in 1912 & Salt Lake in 2003

National Test House (WR), Mumbai in 1964

National Test House (SR), Chennai in 1975

National Test House (NR), Ghaziabad in 1977

National Test House (NWR), Jaipur in 1993

National Test House (NER), Guwahati in 1995

10.6 Details of staff strength as on 31.12.11 is given at **Annexure.**

Functions :

10.7 NTH services offered:

(i) Testing and evaluation of materials, products, in practically all branches of Science and Technology except pharmaceuticals, arms and ammunitions in accordance with National/International Standards.

(ii) Calibration at the level of Echelon-II and maintenance of proper standards and reference in areas of its competence.

(iii) Research and Development in testing and measurement technology and related areas including consultancy for failure analysis and allied problems as well as in small scale industrial development related to engineering & material products.

(iv) Helping industries in their quality assurance programme in developing indigenous products for import substitution.

(v) Assisting the 'National Accreditation Board for Testing and Calibration Laboratories' (NABL).

(vi) Association with Bureau of Indian Standards (BIS) for evolving national and international specifications and standards.

(vii) Imparts training to Scientists, Technologists & Technicians in 'Testing and Measurement Technology'.

(viii) Certifying welders under the scheme of 'Central Authority for Testing and Certification of Welders' of Indian Boilers Regulation Act, 1950.

(ix) Arranges discussions and demonstrations in work-shop and fairs for creating consciousness in quality standard among small entrepreneurs and the customers.



- (x) NTH provides Testing Evaluation and Calibration services on chargeable basis. NTH has been focusing to enrich its potential in order to serve the nation in more effective manner.

Facilities available :

Fields of Testing, Calibration and Quality Assurance of NTH :

NABL accreditation status of the laboratories of NTH:

10.8 All the testing laboratories of NTH(WR), Mumbai, NTH(NR), Ghaziabad, NTH(SR), Chennai & NTH(NWR), Jaipur & NTH(ER), Kolkata in Chemical (Paint testing), Electrical (Battery & Lamp testing) have been accredited by NABL as per the latest version of ISO/IEC-17025 and are having valid accreditation as on date. The NTH(ER) in Electrical & Mechanical Calibration, NTH(WR) in Mechanical Calibration & NTH(SR), Chennai in Electrical, Thermal & Mechanical Calibration have got NABL accreditation and have valid accreditation certificate as on date.

The accreditation programme of Light Mechanical Testing Laboratory (renewal) Civil Engg. & RPPT Laboratories of NTH(ER), Kolkata are on final stage.

Testing & Evaluation services are being rendered in the following main disciplines: :-

Chemical;

Mechanical Engineering (Heavy and Light);

Electrical and Electronics Engineering;

Civil Engineering;

Non-Destructive Testing;

Rubber, Plastics, Paper and Textiles;

Calibration services (Echelon-II level) :-

Mechanical & Electrical Engineering(Calibration) ;

Facilities for Calibration are available at present in Mechanical and Electrical areas in the Eastern Regional Centre, in Mechanical area in Western Regional Centre & Mechanical, Electrical & Thermal areas in Southern Region of NTH.

NTH position in BIS Laboratory recognition scheme:

10.9 All the Laboratories of NTH(WR), Mumbai, NTH(NR), Ghaziabad, NTH(NWR), Jaipur and NTH(SR), Chennai(for Electrical wing, Carbon Steel Billets & Copper under Mechanical & Chemical Wing) and NTH(ER), Kolkata for Chemical (Paint) & Electrical (Secondary Battery) have been recognized by BIS for product certification.

10.10 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.
- h) Small Scale Industrial Development consultancy

Present position of MIS System:

10.11 NTH had started its Computerization Programme way back in the 90's. The First Management Information System (MIS) was started with Dumb-Terminal Architecture which subsequently was upgraded to Client-Server Architecture.

Since then, NTH has always upgraded its IT activities at par with the latest technology available in the IT Segment. In the year 2006-07 NTH came-up with the

State-of-the-Art Web Based Management Information System (MIS) with its Central Database Centre at NTH, Kolkata. The MIS has covered all-most all areas of Technical, Administrative & Accounts related activities of NTH. NTH has adopted the facility for providing Test and Calibration Certificate to its customer through its Website, which has been proved to be extremely useful to them. The existing MIS has been successfully extended to NTH(SR), Chennai in 2010.

Implementation of MIS at NTH (NR), Ghaziabad & NTH (WR), Mumbai is under process and expected to be completed by 31st March, 2012.

Facilitation Centre:

10.12 At each Region of NTH there is a set up of information cum Facilitation Centre which functions as a help desk for customer needs and satisfaction to every query under the administrative control of Regional-Head of each Region. At this Centre the customer can get a ready reference for fee structure of all tests and evaluation criteria of the samples as per national /international standard specifications. In assistance for the testing of special type of samples, the centre works as a bridge between the respective Laboratory Heads and the Customers. The Test certificates are also being dispatched by hand delivery through this centre. In order to make out the entire administrative process more supportive and customer friendly and to minimize time lag, in future, Service



Request Form (SRF) will be created from this desk. The Facilitation Centre is being manned by a senior scientist along with supporting staffs from each region.

High Power Advisory Committees for NTH:

10.13 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 and its overall development.

(ii) Technical Advisory Council (TAC) :

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; Head of Electrical Engineering, Jadavpur University, Kolkata, Head, Civil Engineering

Department of Bengal Engineering & Science University, Howrah, Prof. Material Science, IIT, Kharagpur, along with all the regional heads of NTH as members. The Director, NTH (ER) has been nominated as Member-Secretary. The main functions of the Advisory Council is to advise for 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 and also identification of new business areas.

10.14 Details of Non-Commercial activities undertaken by NTH as follows:

- (i) Assisting BIS in framing Specifications of varied engineering and consumable products through representation in its various Sectional Committees.
- (ii) NTH Scientists represent as Lead Assessors and Assessors in National Accreditation Board for Testing & Calibration Laboratories (NABL).
- (iii) Providing training to the professionals belongs to Govt. Departments and Autonomous Bodies viz. Railways, SAIL, BIS in the field of testing and calibration with very nominal charge.
- (iv) Assisting various Court of Laws, Legal custodians and Vigilance



Departments for quality assurance as a third party reference laboratory. Although NTH receives testing fees but the intangible value for this sort of testing is enormous in the consumer interests of the country.

- (v) NTH undertakes Social Welfare Service in sectors like, health, environment and ecology, safe inhabitation etc. NTH accepts fees but cannot be considered as commercial in true sense of the terms, since the main role of NTH is that of providing service to the Society & Nation.

10.15 Plan Activity

- (i) To enable 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.
- (ii) During the 11th Five Year Plan, an amount of Rs.74.84 Crore was approved by EFC, out of which

an amount of Rs.20.20 Crore has been placed under the head "Land & Building", Rs.36.98 Crore for procurement of Equipment and Machinery and Rs.17.66 Crore for recurring nature of items (including Rs.1.89 crore for Information & Technology). Out of the above allocated funds an amount of Rs. 60.29 crore has been utilized from the years 2007-08, 2008-09 & 2009-10, 2010-11, 2011-12 (upto 31st Dec'11).

The construction of residential quarters at NTH(NER), Guwahati has been completed. The construction of additional floor at NTH(NR), Ghaziabad for modernization of the region and the construction of Training centre at NTH(ER), Alipore have been completed. The construction of phase II building at NTH(SR), Chennai is likely to be completed by 31st March, 2012. The construction of the Office-cum-Laboratory Building at NTH(NER), Guwahati is under progress and as per the schedule submitted by CPWD(NEZ), the construction of the said building is likely to be completed by the year 2013-14.

- (iii) Expenditure (Plan & Non-plan) incurred at the six centres of NTH (with previous two years) are as follows :-



Expenditure incurred (excluding major works outlay) :

(Rupees in lakh)										
Sl. No.	Name of the Region	2009-10			2010-11			2011-12 (up to 31 st December, 2011)		
		Plan	Non-Plan	Total	Plan	Non-Plan	Total	Plan	Non-Plan	Total
1	ER, Kolkata, incl .Head qrs	704.65	1076.68	1781.33	730.92	1005.59	1736.51	182.71	889.68	1072.39
2	WR, Mumbai	37.17	344.51	381.68	32.65	327.58	360.23	30.71	291.51	322.22
3	SR, Chennai	46.81	371.54	418.35	36.27	339.47	375.74	17.73	297.40	315.13
4	NR, Ghaziabad	68.31	332.31	400.62	94.88	324.32	419.20	16.40	320.97	337.37
5	NWR, Jaipur	28.09	142.23	170.32	20.25	114.97	135.22	12.05	77.48	89.53
6	N E R , Guwahati	10.26	68.53	78.79	14.82	61.21	76.03	9.10	53.38	62.48
	Total	895.29	2335.80	3231.09	929.79	2173.14	3102.93	268.72	1930.42	2199.12

Expenditure for Land & Building under Plan Head: Authorized to CPWD for the year 2009-10 Rs. 552.00 lakh, for the year 2010-11 Rs. 629 .00 lakh & Rs. 1043.00 lakh as on 31.12.2011 for the year 2011-12 [including NTH (NER), Guwahati].

10.16 Performance :

(ii) Revenue Earned in 2011-12 along with previous two years:

(i) Human resources as on 31.12.2011
(details in Annexure-I)

(Rupees in lakh)				
Sl No.	Name of the Region	2009-10	2010-11	2011-12(up to 31 st December, 2011)
1	NTH(ER), Kolkata	262.08	302.18	246.75
2	NTH(WR), Mumbai	162.45	201.85	182.42
3	NTH(SR), Chennai	145.27	147.92	140.24
4	NTH(NR), Ghaziabad	386.84	538.12	321.63
5	NTH(NWR), Jaipur	67.84	79.05	75.19
6	NTH(NER), Guwahati	23.34	17.46	14.84
	Total	1047.82	1286.57	981.07



(iii) Number of Test reports issued and Revenue earned Region –wise:

(Rupees in lakh)				
Name of the Region	2010-11		2011-12(upto December, 11)	
	No of T.Cs issued	Revenue earned in lakh	No of T.Cs issued	Revenue earned in lakh
NTH (ER), Kolkata	3621	302.18	2642	246.75
NTH (WR), Mumbai	2793	201.85	2150	182.42
NTH (SR), Chennai	2175	147.92	1581	140.24
NTH (NR), Ghaziabad	4727	538.12	3331	321.63
NTH (NWR), Jaipur	1691	79.05	1589	75.19
NTH (NER), Guwahati	309	17.46	274	14.84
Total	15316	1286.57	11567	981.07

(iv) Performance with respect of expenditure for present and previous year Region wise:

Regions	2010-11			2011-12(upto December, 2011)		
	Non-Plan Expenditure	Revenue earned	% of revenue to Non-Plan Expenditure	Non-Plan Expenditure	Revenue earned	% of revenue to Non-Plan Expenditure
NTH(ER)	1005.60	302.18	30.04	889.68	246.75	27.73
NTH(WR)	327.58	201.85	61.61	291.51	182.42	62.57
NTH(SR)	339.47	147.92	43.57	297.40	140.24	47.15
NTH(NR)	324.32	538.12	166.00	320.97	321.63	100.20
NTH(JPR)	114.98	79.05	68.75	77.48	75.19	97.04
NTH(GUW)	61.21	17.46	28.52	53.38	14.84	27.80
Total	2173.16	1286.57	59.20	1930.42	981.07	50.82

v) **Activities of Special Importance during the year 2011-12 (up to 31st December, 2011)**

- a) The Chemical & Civil Engg. Laboratory of NTH(ER), Kolkata jointly carried out the Tensile Strength of varnish film & also the adhesion of varnish with steel at elevated

temperature (130o C) on UTM , 25 kN (make Tinius Olsen) received from Chittoranjan Locomotive works. Fixers (temperature controlled heating jacket) used in this testing process was designed & manufactured indigenously .

- b) Comparative study report of exterior



enamels, subjected to Accelerator Weathering Test in QUV and Xenon Arc Weather-o- Meter, has been sent to BIS for modification of IS Standards.

- c) The Chemical Laboratory of NTH(ER), Salt Lake, Kolkata tested and confirmed the presence of 4-aminodiphenyl amine in a sample named as such. This is used as an intermediate in the manufacturing unit of dyes, photochemical & rubber chemicals. The scientists contributed best effort to sort out the testing procedure for identification & purity evaluation of this special type of sample.
- d) The Projection Engine and Data Wall Display Screen of Airport Display System has been tested by the Electrical Laboratory under Electro-Technical Division of NTH(NR), Ghaziabad . The sample was sent by M/s Mitsubishi Electric India Pvt. Ltd., Gurgaon. The parameters tested ANSI Uniformity, Contrast ratio, ANSI Brightness and effect of Environmental Conditions on these parameters. The Level of brightness, for the projector i.e American National Standard Institute (ANSI) brightness has been quoted as “ANSI lumens” whereas the lumen is basically a measure of the total amount of visible light emitted from the projector.
- e) Ballastless track system includes long life cycles, high speeds ride comfort and great load-carrying capability
- with practical maintenance free system which has been integrated in underground Railways or surface commuter train lines. Civil Engg. Laboratory of NTH(ER), Salt Lake, Kolkata carried out the study of the failure characteristics of different type of Grout dowels at different time of curing with ballastless track for holding down the bolt to fix the railway line. The in-situ Pull out test has been undertaken successfully at Tollygunge Metro Rail station.
- f) The RPPT Laboratory of NTH(ER), Salt Lake, Kolkata tested Fire retardant curtain cloth for A.C coaches received from Dy. Chief Material Manager , Eastern Railway , Liluah as per RDSO Specification No C-9911 Rev 3. Length of time of continued burning & glowing after extinction of burner , area of fire damaged surface & release of burning particles etc. are some of the tests done.
- g) The Electrical Laboratory of NTH(SR), Chennai evaluated Transformer Core Loss as per IS:649,1997 on Transformers received from TamilNadu Industrial Development Corporation. Transformer core Loss is the Electric Power Loss when the primary winding of Transformers are subjected to A.C Voltage source. This loss generated in transformer cores can be minimized in order to increase the efficiency of Transformer.
- h) A special tailor made Training



Programme for “AMET” University, (Formerly known as *ACADEMY OF MARITIME EDUCATION AND TRAINING*) for third year Harbour Engineering Students on “*Concrete Technology-an exposure and basic concepts of mix design of concrete*”

was conducted on 18th-21st October 2011 by the Civil Engineering Laboratory, National Test House(SR), Chennai. The Civil Engineering laboratory of NTH(SR),Chennai has made a milestone in training and earned a revenue of Rs. 2.1 Lakhs .



Presentation of Participation Certificate to the trainee by the Director, NTH (SR), Chennai.

- i) A programme was organized on 25th November,2011 under the supervision of Director, NTH (ER), Kolkata for the observance of “Communal Harmony Campaign Week” & “Quami Ekta Week” from 19th to 25th November,2011. The programme was inaugurated with Pledge taking on **National Integration** on “Communal

Harmony Campaign Week” & “Quami Ekta Week”. The Pledge was administered in Hindi by Dr. Sunil Kr. Saha, Director NTH, (ER), Kolkata and in English by Sri A. K. Sengupta, Deputy Director (Admn.), NTH, Kolkata. The Director (ER), Kolkata in his speech laid special emphasis on the secular character of India.



The Director(ER), Kolkata & The Deputy Director Administration, NTH, Kolkata at the pledge taking ceremony



The programme ended with a cultural programme staged by the staff of NTH, Kolkata

NTH(ER), Kolkata

NTH(ER), Kolkata participated in 15th National Exhibition held at Kolkata from 7th to 11th September'11 . The exhibition

was arranged by Central Kolkata Science & Culture Organization for Youth. The response at the stall from visitors was good which can help NTH(ER), Kolkata in business promotion .



Inside view of the Exhibition Centre



Dr. M. Bhunia, the Hon'ble Minister of Irrigation, Govt. of West Bengal at the Exhibition.



Dr. M. Bhunia the Honourable Minister, of Irrigation Govt. of West Bengal is presenting memento to the representatives of NTH(ER), Kolkata.

NTH(SR), Chennai

NTH(SR), Chennai participated in the Haritholsavam, 2011 from 3rd September, 2011 to 7th September, 2011. It was held at Agricultural Wholesale Market, Nettoor, Maradu, Kochi. This scope provided NTH a first and on the spot opportunity to interact with professionals from reputed Organizations including Scientific and Research Institutions in the State of Kerala as well as provided a platform to publicize

the activities of NTH to the general public in this Region.

Hon'ble **Chief Minister of Kerala, Shri .Oommen Chandy** had inaugurated the Haritholsavam 2011 at 4.00 p.m on 3rd September 2011. **Prof K.V. Thomas, Hon'ble Minister of State (Independent Charge) Ministry of Consumer Affairs, Food & Public Distribution** and many other dignitaries were present for the inauguration ceremony.



Hon'ble Chief Minister of Kerala, Shri Oommen Chandy inaugurating Haritholsavam 2011 at Kochi on 3rd September, 2011



Prof K.V. Thomas, Hon'ble Minister of State (Independent charge), Ministry of Consumer Affairs, Food & Public Distribution addressing the inaugural function of the fair



View of NTH(SR), Chennai Stall at the Haritholsavam, 2011



Shri Pankaj Agrawala, Addl. Secretary, Department of Consumer Affairs signing the visitor's book at the stall of NTH(SR), Chennai.



Visitors at the NTH (SR), Chennai Stall interacting with the scientists at Haritholsavam, 2011



District Collector of Ernakulam, Shri. Sheik Pareeth, presenting memento at the final day of Haritholsavam, 2011



Cultural Programme staged by the artists at Haritholsavam, 2011



Cultural event at Haritholsavam, 2011

NTH(WR), Mumbai :

“Annapurna World Food India 2011” exhibition was held at Mumbai Exhibition Centre from 16th to 18th November, 2011

FICCI along with Federal Ministry of Food, Agriculture and Consumer Protection, Germany organized the exhibition cum Work-shop.



Entrance at Food Exhibition, 'Annapurna World Food India 2011'



NTH (WR), Mumbai Stall at the exhibition



Director, NTH(WR), Mumbai with other scientists at the stall



The Director, NTH (WR) Mumbai at the NTH Stall



Failure analysis:-

- 1) Sample of Cement 'Mortar Mix' and 'Bricks' collected at a site of Delhi Metro Rail Corporation Ltd. (D.M.R.C) at Jaipur and were tested by Civil Engg. Laboratory of NTH(NWR), Jaipur. Under inquiry taken up by Division Commissioner, Jaipur, Govt. of Rajasthan, similar samples had also been sent to the laboratory from Jaipur Metro Rail Corporation Ltd. (J.M.R.C) because of an accident incurred at that site.
- 2) The Pile cap of Bridge under construction under Eastern Railway on river Brahmain at Nalhati has been subjected to ND testing to assess the strength. The on- site test was handled by the scientists from Civil Engg. Laboratory of NTH(ER) Salt Lake, Kolkata successfully.
- 3) The Mechanical Laboratory under Physico-Mechanical Division of NTH(ER), Kolkata conducted failure analysis on the Stainless Steel tube received from M/s Jindal Steel & Power Ltd, Angul, Orissa. This tube is generally used at power plants in condensor for condensing steam using river water for cooling purpose. Failure analysis reveals deviation from chemical composition, overall brittleness of the structure along with corrosion failure due to pitting and Stress Corrosion Cracking.
- 4) NDT Laboratory of NTH(SR), Chennai tested Drum Brakes for Metallurgical and Mechanical tests, one drum was from service vehicle (failure case) and another was fresh one. The tests were for analysis and comparison of various properties (Micro structure, Chemical Composition, Brinel Hardness etc.) of the two as per IS: 7371, 1982. Some difference of testing results regarding Hardness & Microstructure between fresh & servicing samples appeared. These drums are used in light vehicles and testing required to avoid failures in service .

Inspection Service:-

One senior scientist from Civil Engg. Laboratory of NTH(SR), Chennai visited Zirconium Project Complex under Department of Atomic Energy at Tuticorin for inspection of the construction work . Core has been drawn at different footings and also Design Mix samples forwarded to NTH for testing.

10.17 Equipments purchased / likely to be purchased during 2011-12 for augmentation/ creating of new facilities for testing are given below :-



SI No	Name of Equipments	Region	Laboratory
1	Environmental Chamber	NTH(NR) Ghaziabad	Civil Engg.
2	Humidity Chamber	NTH(SR) Chennai	Civil Engg.
3	Compression Testing Machine, 3000kN	NTH(ER), Kolkata	Civil Engg.
4	Compression Testing Machine, 3000kN	NTH(WR)Mumbai	Civil Engg.
5	Compression Testing Machine, 3000kN	NTH(NWR)Jaipur	Civil Engg.
6	Universal Testing Machine, 100 kN	NTH(NWR) Jaipur	Physico-Mechanical
7	DIGITAL X-RAY MACHINE with COMPUTER RADIOGRAPHY (CR) IMAGING SYSTEM	NTH(WR) Mumbai	NDT
8	Critical Oxygen Index Test Apparatus	NTH(WR) Mumbai	Electrical
9	Critical Oxygen Index Test Apparatus	NTH(ER) Kolkata	Electrical
10	Critical Oxygen Index Test Apparatus	NTH(NR)	Electrical
11	Smoothness & Porosity Tester for Paper	NTH(ER) Kolkata	RPPT
12	Smoothness & Porosity Tester for Paper	NTH(NR) Ghaziabad	RPPT
13	Smoothness & Porosity Tester for Paper	NTH(NWR) Jaipur	RPPT
14	Smoothness & Porosity Tester for Paper	NTH(SR) Chennai	RPPT
15	Smoothness & Porosity Tester for Paper	NTH(WR) Mumbai	RPPT
16	Vertical Flame Retardance Test Set-up	NTH(WR) Mumbai	Electrical
17	Vertical Flame Retardance Test Set-up	NTH(ER) Kolkata	Electrical
18	Vertical Flame Retardance Test Set-up	NTH(NR) Ghaziabad	Electrical
19	Rotating Disc Abraser	NTH(ER) Kolkata	Chemical
20	Digital Micro Ohm –Meter	NTH(NWR) Jaipur	Electrical
21	Digital Million Mega Ohm –Meter	NTH(NWR), Jaipur	Electrical
22	Hydrostatic Pressure Testing Machine for PVC & HDPE Pipe	NTH(ER)Kolkata	RPPT
23	Hydrostatic Pressure Testing Machine for PVC & HDPE Pipe	NTH(NR), Ghaziabad	RPPT
24	Hydrostatic Pressure Testing Machine for PVC & HDPE Pipe	NTH(SR) Chennai	RPPT



SI No	Name of Equipments	Region	Laboratory
25	Hydrostatic Pressure Testing Machine for PVC & HDPE Pipe	NTH(WR) Mumbai	RPPT
26	OPTICAL EMISSION SPECTROMETER(OES)	NTH(WR) Mumbai	Chemical
27	Impulse Test & Measuring System	NTH(SR) Chennai	Electrical
28	Partial Discharge Test Measuring System	NTH(SR) Chennai	Electrical
29	Dielectric Power Factor Test & Measuring System	NTH(SR) Chennai	Electrical
30	Stress Relaxation Testing Machine for Pre-stressed Concrete Wire	NTH(ER) Kolkata	Mechanical
31	Portable Digital Glossmeter Specular 45°	NTH(ER) Kolkata	Chemical
32	Universal Testing Machine, 1000 kN	NTH(SR)Chennai	Mechanical
33	Universal Testing Machine, 1000 kN	NTH(WR) Mumbai	Mechanical
34	Universal Testing Machine, 1000 kN	NTH(ER) Kolkata	Mechanical
35	Wet Abrasion Scrub Tester	NTH(WR)Mumbai	Chemical

10.18 Public Grievance Cell set up in NTH :

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 from deposition of sample and receipt of sample and test fee etc. These facilities are available in all the units of NTH through computerized system and it functions through a single window "Sample Room. In spite of these, there is public grievance cell in each region of NTH to monitor Public Grievances for registration and prompt redress. The Regional Head of each region chairs the cell .

10.19 Vigilance Set up at NTH :

Vigilance Department of NTH(HQ)

is under the direct control of the Director General, National Test House and comprises one Vigilance Officer , one Office Superintendent and one UD Clerk. Six Officers from the six regional branches of NTH act as Assistant Vigilance Officers under the direct control of the Vigilance Officer of NTH(HQ). All the six Assistant Vigilance Officers of the regions and the Vigilance Officer of NTH(HQ) perform their duties for vigilance as Part-Time in addition to their regular duties assigned to them. At present , there are 3 (Three) Vigilance/ Disciplinary Cases pending with NTH.

10.20 Performance of Hindi :

The use of Hindi in NTH has been satisfactory during the period under report. The report of Hindi performance in NTH is as under:-

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 office & branch offices. Complying with the Section 3(3) of official Language Act and Rule 5 of the official language rules fully. NTH Headquarters along with its regional offices observed Hindi Fortnight during 14.09.2011 to 30.09.2011. Various competitions were organized during the fortnight and prizes were given to winners. Representatives of NTH attended the meetings of the Hindi Salahkar Samiti. Meetings of the official Language Implementation Committee were held regularly. One Hindi workshops was organized exclusively for gazetted officers during the year in order to help them to do their official work in Hindi. One typist and a stenographer was trained in Hindi typing and Hindi stenography respectively.

During the Hindi Fortnight NTH(SR) Chennai published the trilingual House magazine 'Sandhan'.

10.21 The position of ATNs in respect of the Audit Observation is furnished as under:

Action Taken Notes on outstanding paras related to NTH with its regional units:

NTH(WR), MUMBAI :

The action taken on the audit paras upto 2010-11 are yet to be completed .

NTH(ER) , KOLKATA

Reply have been forwarded for the five paras pertaining to Local Audit in 2010-11.

NTH(NR) , GHAZIABAD :

Internal Audit: for 2010-11 not completed, so no audit observation is available till date.

NTH(SR), CHENNAI : Action taken note on the observations contained in the Local Audit Report conducted by the office of the Principal Director of Audit (Scientific Departments, Chennai during 24th to 30th June'11 for the periods 2008-09 to 2010-11 have been completed and reply given to all the eleven paras.

NTH(NWR) , JAIPUR : Action Taken reply notes on Internal Audit paras, for the financial Year 2010-11 have been completed and reply given to all the sixteen paras.

NTH(NER)GUWAHATI: Action Taken reply notes on Internal Audit & Inspection reports for nineteen paras have been given for the period 2005-06 to 2010-11.

10.22 Salient Test & Quality Evaluation Services provided by NTH are as follows :

- i) The NDT Laboratory under Physico-Mechanical Division of NTH(WR), Mumbai tested welded field joints and weld metal in steel as per IS:3600 for Transverse Tensile test & Bend Test required for project of construction of tunnel originating from Maroshi to Rupatel College , Dadar. The samples received from the project under BMC (Brihan Mumbai Municipal Corporation) for drinking water supply in greater Mumbai.



- (ii) Samples of Roof-Bolt with dome washer and conical seat were tested by Mechanical Engineering Laboratory of NTH(ER), Salt Lake, Kolkata as per circular of Directorate General of Mine Safety (DGMS) No: DGMS/S&T/Tech-cir (Approval) No. 3 dt 3rd June, 2010. The Roof Bolt Assembly (Roof Bolt, thread, nut, conical seat, domes washer plate as well as domed bearing plate) have been tested as per requirements of the DGMS circular.
- iii) **NTH(NR), Ghaziabad , Electrical Division** carried out R&D Work and offered consultancy on reflectance and orientation of the lamp samples of 400W flood light luminare submitted by M/s Sarja Electricals, Nagpur for increasing Light output (lux) at 10 meters. The firm improved the product after four attempts and succeeded in attaining 8500 lux at 10 meters distance.
- iv) Electrical Tesing Division of NTH(ER), Kolkata, Procured a “20 Channel Secondary Battery Cycle Tester” in 2009, for testing of Secondary (LeadAcid) Batteries as per various Indian Standard Specification and International Specifications like IEC, SAE (U.S.A.), DIN (Germany), JIS (Japan) etc.

The Laboratory conducted testing of Lead acid automotive starter batteries received from Thailand through Sri Lanka Standards Institution, Colombo. The Laboratory also works on Lead Acid Batteries meant for ‘Inverters and’ ‘Solar System Battery Pack’. This is the **only**

laboratory in the country having NABL accreditation for testing of Secondary Batteries’

10.23 Meeting with the Parliamentary Standing Committee of Food, Consumer Affairs and Public Distribution at Kolkata

Meeting with the Parliamentary Standing Committee of Food, Consumer Affairs and Public Distribution dated 17th Nov’ 11 with the representatives of National Test House regarding facilities for Testing, Evaluation and Calibration of Engineering Equipments was held at Hyat Regency, Kolkata. The Director, Department of Consumer Affairs, The Under Secretary, Department of Consumer Affairs, The Director General, NTH Director, NTH(ER), Kolkata, D.D.A, NTH, Kolkata and senior scientists from NTH(ER), Kolkata attended the meeting.



Sri Vilas Muttemwar, Hon’ble Chairman, Parliamentary Standing Committee with Sri P. K. Misra, Joint Secretary (Lok Sabha Sectt.)



The Hon'ble Chairman of the Parliamentary Standing Committee, Sri Vilas Muttemwar addressing the delegates



The Hon'ble Chairman, Parliamentary Standing Committee, Sri Vilas Muttemwar, Sri P.K. Misra, Jt. Secretary (Lok Sabha Sectt.), Smt. Veena Sharma, Director, Lok Sabha Secretariat, Smt. T.N.Seema, Member of Parliament at the discussion meeting (from left to right)



Presentation by Director General, NTH, Kolkata before Hon'ble Members of the Parliament on NTH affairs.



Hon'ble Members of the Parliament at the venue



The Director, D.o.C.A, Under Secretary, D.o.C.A, The Director General , NTH, Kolkata, The Director, NTH(ER) Kolkata, D.D.A, NTH, Kolkata and senior scientists at the discussion meeting.



Full view of the meeting hall at Hyat Regency



The Director General, NTH, Kolkata handing over the bouquet to the Honourable Chairman, PSC, Sri Vilas Muttemwar



The Director General, NTH, Kolkata greets the Honourable Members of Parliament



The Director General, NTH, Kolkata greets the Honourable Members of Parliament



The Director, NTH, Kolkata in interaction with the Honourable Members of Parliament



DETAILS OF STAFF POSITION OF NTH AS A WHOLE AS ON 31.12.2011

HQ.	NTH/ER		NTH/WR		NTH/SR		NTH/NR			NTH/NWR			NTH/NER			TOTA	
	S.S.	A.S.	S.S.	A.S.	S.S.	A.S.	S.S.	A.S.	S.S.	A.S.	S.S.	A.S.	S.S.	A.S.	S.S.	A.S.	VAC.
Designation																	
Director General	01	1	0	0	0	0	0	0	0	0	0	0	0	0	1	1	0
Director	0	0	1	1	1	1	1	1	1	0	0	0	0	0	4	3	1
DY. DIR (ADMN)	1	1	0	0	0	0	0	0	0	0	0	0	0	0	1	1	0
ASSTT. DIR (ADMN)GR.I	0	0	1	1	0	0	0	0	0	0	0	0	0	0	1	1	0
ASSTT. DIRECTOR(OL)	0	0	1	0	1	0	0	0	0	0	0	0	0	0	2	0	2
Group A post																	
Chemical			13	12	3	3	3	2	4	4	3	2	3	2	29	25	4
Electrical			8	7	3	2	2	2	6	4	1	0	0	0	20	15	5
Mechanical			5	5	1	1	3	1	2	2	1	1	1	0	13	10	3
PRPPT			3	2	1	1	1	1	1	1	0	0	0	0	6	5	1
CIVIL			3	3	2	1	1	1	1	1	0	0	1	0	8	6	2
NDT			6	2	2	1	3	1	1	1	0	0	0	0	12	5	7
TOTAL	2	2	41	33	14	10	14	9	16	13	5	3	5	2	97	72	25
GROUP B GAZETTED																	
S.O. (CHEM)			16	11	5	4	4	4	8	8	4	3	3	0	40	30	10
S.O. (ELECTRICAL)			5	1	5	3	3	3	4	4	1	1	0	0	18	12	6
S.O. (MECH)			4	2	2	2	3	3	2	2	1	1	0	0	12	10	2
S.O. (PRPPT)			2	1	2	2	1	0	1	1	0	0	1	0	7	4	3
S.O. (CIVIL)			2	2	1	1	1	1	3	3	1	1	0*	0	8	8	0
S.O.(NDT)			3	0	3	0	1	0	1	0	0	0	0	0	8	0	8
TOTAL (SO)			32	17	18	12	13	11	19	18	7	6	4	0	93	64	29
ASSTT. DIRECTOR ADMN (GR.II)	1	1	1	1	1	1	1	1	1	1	1	1	1	1	7	7	0



HQ.	NTH/ER		NTH/WR		NTH/SR		NTH/NR			NTH/NWR			NTH/NER		TOTAL		
PA TO DG	1	1	0	0	0	0	0	0	0	0	0	0	0	1	1	0	
ACCOUNTS OFFICER	1	0	1	0	0	0	0	0	0	0	0	0	0	2	0	2	
S&P.O.	0	0	1	0	1	0	0	0	0	0	0	0	0	2	0	2	
TOTAL	3	2	3	1	2	1	12	8	4								
GROUP-B(NGO) S.A. (CHEM)	0	0	12	3	3	2	6	1	8	2	8	0	4	1	41	9	32
S.A. (ELECTRICAL)	0	0	5	0	2	0	3	2	6	1	1	0	0	0	17	3	14
S.A. (MECHANICAL)	0	0	4	0	1	0	2	1	2	0	2	1	1	1	12	3	9
S.A. (PRPPT)	0	0	2	0	2	0	1	1	2	2	1	0	1	0	9	3	6
S.A. (CIVIL)	0	0	5	1	1	1	2	0	2	1	3	1	2	1	15	5	10
S.A. (NDT)	0	0	2	0	1	1	1	0	1	0	0	0	0	0	5	1	4
TOTAL	0	0	30	4	10	4	15	5	21	6	15	2	8	3	99	24	75
GROUP-C (ADMIN)	0	0	79	73	19	14	21	18	12	10	2	0	4	3	137	118	19
GROUP-C (TECH)	0	0	61	55	20	14	8	8	5	4	2	2	3	3	99	86	13
GROUP-C (SWA)	0	0	83	55	22	17	16	12	21	15	4	2	3	2	149	103	46
TOTAL	5	4	329	238	105	72	88	64	95	67	36	16	28	14	686	475	211





Eat Healthy Live Healthy

Always Buy AGMARK Certified Products !

Because ...

For filing of complaints, consumers can also log on to www.core.nic.in or call Toll Free No. **1800 180 4566**

For any help / clarification, feel free to call National Consumer Help Line **1800-11-4000** (Toll free : Monday-Saturday 9.30 am to 5.30 pm)

011-27662955-58 (Normal call charges apply)

- AGMARK is quality Certification Mark of the Government of India.
- Products certified under AGMARK confirm to the scientifically laid down quality standards.
- AGMARK certified products are processed packed in hygienic conditions.

Products certified under **AGMARK** bear the following details:

- (i) AGMARK insignia affixed/printed on the container
- (ii) Name of the commodity (iii) Grade (iv) Lot/ Batch no
- (v) Date of packing (vi) Best before date (vii) Net weight
- (viii) Name and address of the authorized packer

For details log on to www.agmarknet.nic.in

Issued in Public Interest by:

Ministry of Agriculture
Department of Agriculture and Cooperation
Government of India, Krishi Bhawan, New Delhi-110 001

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

Eat Healthy
Live Healthy

Densha



CHAPTER – XI

NUMBER OF SC/ST/OBC/PH/EX-M OFFICERS

11.1 The instructions issued by the Department of Personnel and Training from time to time regarding representation of Scheduled Caste/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 Tribe, Other

Backward Castes, Persons with Disabilities and Ex-Servicemen employed in the Department of Consumer Affairs and its attached/subordinate offices are indicated.

STATEMENT SHOWING THE NUMBER OF SC/ST/OBC/PWD/EXM/ WOMEN (As on 31.12.2011)

Group of Post	Sanctioned Strength	Total Number of employees in position	Number of employees out of Col.3 belonging to							
			SC	ST	OBC	Persons with Disabilities			Exm	Women
						VH	HH	OH		
1.	2.	3.	4.	5.	6.	7.	8.	9.	10.	11.
Group A	224	161	25	9	8	1	-	1	3	22
Group B Gazetted	189	146	21	4	8	-	-	-	-	31
Non-Gazetted Group C	197	95	18	6	9	-	-	4	-	27
Group C	636	508	129	36	45	2	6	8	11	62
TOTAL	1246	910	193	55	70	3	6	13	14	142

VH – Visually Handicapped

HH – Hearing Handicapped

OH – Orthopedically 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.





16th October
World Food Day

When it comes to grain storage, our motto is 'NO DAMAGE, NO WASTAGE'



Smt. Sonia Gandhi
Hon'ble Chairperson, UPA



Dr. Manmohan Singh
Hon'ble Prime Minister



Prof. K.V. Thomas
Hon'ble MOS (IC) Consumer Affairs, Food & Public Distribution

Adequate Stock: Appropriate Distribution



- Total stock of rice and wheat in the central pool as on 1st September 2011 is 563.35 lakh tonnes. Allocation being made @35 kg per month for 6.52 crores. Antyodaya Anna Yojana (AAY) and Below Poverty Line (BPL) families. For APL families, allocation varies from 15kg to 35 kg in different States.
- Total release of foodgrains during the current year so far is 610.83 lakh tonnes. Normal TPDS allocation made alone is 439.70 lakh tonnes. 47.45 lakh tonnes allocated for Other Welfare Schemes (OWS) such as Mid Day Meal Scheme, ICDS, Annapurna etc.
- An extra 100 lakh tonnes of wheat and rice allotted for BPL and APL families in 2011-12. Also, 23.66 lakh tonnes of wheat and rice released for 174 backward districts.
- Total storage capacity of 629.97 lakh tonnes available with FCI and State agencies (both own and hired).
- Damage to FCI food grain stocks reduced from 1.82 lakh tonnes in 2000-01 to 0.03 lakh tonnes in 2010-11. Percentage of damaged food grains handled by FCI reduced from 0.33% in 2000-01 to 0.009% in 2010-11.
- Creation of 152 lakh tonnes of new scientific storage capacity under Public-Private Partnership in 19 States.
- 35 lakh tonnes of new storage capacity to be completed by March, 2012. 20 lakh tonnes of new storage capacity to be constructed through modern silos.
- Special plan scheme sanctioned for creation of 5.4 lakh tonnes of additional storage capacity in N.E. States at a cost of Rs 568 crores.
- A new National Consumer Policy being framed.
- Consumer Protection Act being amended to strengthen the grievance redressal machinery.
- Financial assistance being provided by Central Government to States/Union Territories for augmentation of the infrastructure of Consumer Forums.

dapp 081011130031112

For any help / clarification on consumer issues, call National Consumer Help Line

1800-11-4000
(Toll free: Monday-Saturday 9.30 am to 5.30 pm)

011-27662955-58
(Normal call charges apply)

Issued in Public Interest by:
Ministry of Consumer Affairs, Food and Public Distribution
Government of India
Krishi Bhawan, New Delhi- 110 001
Website : 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 29.11.2010. 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:

a) To attend to and co-ordinate the action for improvement of working conditions for women employees of the Department.

b) To attend to and expedite action on the complaints received from the women employees.

c) 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.





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 2011-2012 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 One meeting of the Hindi Salahakar Samiti of the Ministry was 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 01.09.2011 to 15.9.2011. 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 Hindi 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.





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 22 essential commodities from the North Eastern States continued.

WEIGHTS AND MEASURES

14.2 RRSL Guwahati is functioning from new campus from 1st May, 2009 and provides services in the seven states for the verification of their Secondary Standards and Calibration of Industrial equipments. Grant-in-aid of Rs.1.32 Cr. has been provided to Nagaland and Meghalaya for construction of Working Standard Laboratories and Secondary Standards Laboratories etc.

BUREAU OF INDIAN STANDARDS

14.3 Bureau of Indian Standards has got a Branch Office at Guwahati (GBO), 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 the quality management systems. It also provides information on the certified goods to the State Governments. To cater better services in the industries BIS has already purchased approx. 9900 sq. feet of space for office building and approx. 900 sq. feet of space for laboratory building from HOUSEFED (Assam State Co-operative Housing Federation Limited). The new office and laboratory is expected to start from March 2012.

14.4 Position of licenses as on 31/12/2011 was 418 (325 licenses on product and 93 licenses on Hallmarking). There was about 10% growth in product licenses in the period of 9 months starting from 1st April 2011.

14.5 Out of 325 Product Certification Licences in operation as on 31/12/2011 in 7 North Eastern States, state-wise distribution of product licenses are given below:-

Assam	-	-	-	-	-	207
Tripura	-	-	-	-	-	23
Manipur	-	-	-	-	-	8
Arunachal Pradesh	-	-	-	-	-	10
Mizoram	-	-	-	-	-	3
Meghalaya	-	-	-	-	-	58
Nagaland	-	-	-	-	-	16
	Total					325



i) GBO has got a laboratory attached to it where physical testing of products like galvanized steel sheets (plain and corrugated), M.S. wire rods for general engineering purposes and High strength deformed steel bars, structural steel, corrugated and semi-corrugated asbestos cement sheet and A.C. fittings are carried out.

STATE CONSUMER HELPLINE

14.6 State Consumer Helpline have already been functioning in 6 States in North Eastern Region namely, Arunachal Pradesh, Mizoram, Sikkim, Assam, Nagaland and Manipur.

Financial assistance from CWF to create consumer awareness and strengthen consumer movement under Non-Plan Scheme.

14.7 In order to strengthen consumer movement throughout the North Eastern Region this Department has provided financial assistance to the following NGOs/VCOs.

- 1) Consumer Unity Trust Society (CUTS) for their project Indian Consumer in the New Age to address the concerns of common man in the State of Tripura.
- 2) An amount of Rs.15 lakh has been sanctioned to Ayolta Human Resource Society, Nagaland for awareness programme in Longlen Distt. Of Nagaland.

3) V.Kikhi Welfare Society, Association for Development of Society have been sanctioned Rs. 10 lakhs and Rs.5 lakhs respectively for conducting consumer awareness campaign in Kohima.

4) Sunrise Mission Home an NGO in Wokha district has been provided financial assistance for conducting consumer awareness in backward region of Wokha district of Nagaland.

PUBLICITY CAMPAIGN FOR CREATING CONSUMER AWARENESS

14.8 Department has utilized services of Doordarshan Kendras of North Eastern States to ensure that the message reaches out in the local language. Audio and video spots have been got produced in the local languages specific to North-Eastern region such as Assamese, Khasi, Garo, Mizo, Manipuri, Naga. The AIR Kendras in NE region, private FM channels in the NE regions and the newspapers having editions in NE regions are being utilized for taking the campaign to north east. Special campaigns have been carried out through the print and electronic media. Based on real life judgments, serials have been got prepared and are being telecast in the North-East.

NATIONAL TEST HOUSE

14.9 A Satellite branch of NTH was established in the year 1996 at C.I.T.I Complex, Kalapahar, Guwahati-781016



which was taken on rent from Govt. of Assam with a view to meet the Testing, Evaluation & Quality Control requirements of materials and finished products from the North-Eastern region of the country. The seven nos. of sheds for its office and laboratory premises with an approx. area of 12,600 square ft. and a hostel block was provided by the Director of Commerce, Govt. of Assam. NTH (NER), Guwahati has been established keeping in view the development of North Eastern region of the country through quality assurance of the consumable engineering products.

1. At present, NTH (NER), Guwahati, provides the following services to the clients:

- (i) Testing & Quality Evaluation of various Engineering 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, 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.

2. To serve the consumers as a whole, NTH(NER), Guwahati, 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 organic and inorganic products, 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) Augmentation of Mechanical Laboratory by creating new test facilities in Mech. Engg. Products like TMT Bar , billets, Steel Plates etc.
- (iv) Opening of new laboratories in the field of Rubber, Plastic, Paper & Textiles Engg.

Functions & present scenario of NTH(NER), Guwahati:

14.10 All the laboratories of NTH(NER), Guwahati are functioning temporarily from newly constructed residential building till the completion of construction of the Office cum Laboratory Building. Maintaining of sophisticated testing equipments in the existing laboratory environment are becoming difficult leaving aside further augmentation till the completion of new laboratory building. In order to



comply with the Govt. of India policy for streamlining infrastructural development in the North-Eastern region, NTH has decided to construct a **permanent building for NTH (NER), Guwahati** during the 11th five year plan by demolishing the existing semi-permanent sheds phase-wise. The permanent laboratory building once operational, NTH(NER), Guwahati can deliver quality assurance of industrial products in a more structured way.

14.11 The proposal has been included in the 11th Plan Scheme of NTH which has been duly approved by the Expenditure Finance Committee (EFC). An allocation of Rs.140.00 lakh and Rs.200.00 lakh, Rs. 222.00 lakh, Rs. 400.00 respectively was made by the Department for NTH(NER), Guwahati during the years 2008-09 and 2009-10, 2010-11, 2011-12 respectively. Out of which the allocated fund for the

construction of building were Rs. 94.00 lakh, Rs. 100.00 lakh, Rs.152.00 lakh, & Rs. 400.00 lakh. respectively. The construction of Residential Quarters at NTH(NER), Guwahati, has already been completed at the cost of Rs. 99.73 lakh. An allocation of Rs.543.00 lakh has been made till date for construction of the Laboratory cum Office Building at NTH(NER), Guwahati as against estimated cost submitted by CPWD to the tune of Rs. 1206 .00 lakh. The new building is expected to be completed by the year 2013-14.

14.12 **NTH (NER)**, Guwahati, manifests the optimum utilization of the facilities overcoming the constraints in regulating the region. The region expects that emerging industries in and around and consumers from all walks of life will utilize the scope of evaluation and quality assurance of most of their products under one umbrella.





CHAPTER - XV

INTEGRATED FINANCE DIVISION

INTRODUCTION

15.1 The Internal Finance Division of the Ministry of Consumer Affairs, Food and Public Distribution (Department of Consumer Affairs) is headed by an Additional Secretary and Financial Adviser.

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 sanctions issued by Administrative Ministry in exercise of delegated powers clearly indicate that they issue after consultation with IF Division.
- (viii) To be involved in and coordinate the preparation of Outcome Budget of the Department;



- | | |
|--|--|
| <ul style="list-style-type: none"> (ix) To ensure high quality appraisal and evaluation of Schemes/Projects with requisite rigor. (x) To scrutinize proposals for re-delegation of powers to subordinate authorities; (xi) To keep itself closely associated with the formulation of schemes and important expenditure proposals from their initial stages; (xii) To associate itself 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; (xiii) To watch the settlement of audit objections, inspection reports, draft audit paras, etc; (xiv) To examine foreign deputation proposals in respect of officers of the | <ul style="list-style-type: none"> Department and organizations under its administrative Control. (xv) To represent Central Government in the Finance Committee and Executive Committee of BIS. (xvi) To ensure prompt action on Audit Reports and Appropriation Accounts, (xvii) To screen all expenditure proposals requiring to be referred to Finance Ministry for concurrence or advice. (xviii) To ensure regular and timely submission of the prescribed statements, reports and returns required by Finance Ministry. |
|--|--|

SUMMARY OF AUDIT OBSERVATIONS

15.3 Action Taken Notes on the Outstanding Audit Reports of the C&AG.

Position of ATNs in respect of Audit observations pertaining to the Department of Consumer Affairs (as on 31.12.2011) is as under:

Sl. No.	Audit Report No. & Year	No. of Paras / PA Reports on which ATNs have been submitted to PAC after vetting by Audit.	Details of the Paras / PA Reports on which ATNs are pending.		
			No. of ATNs not sent by the Ministry even for the first time	No. of ATNs sent but returned with observations and Audit is awaiting their resubmission by the Ministry.	No. of ATNs which have been finally vetted by Audit but have not been submitted by the Ministry to PAC.
1	CA13 of 2007	1*	0	0	0
2	CA13 of 2007-08	2	0	0	0
3.	1 of 2008-09	1	0	0	0
4	23 of 2009-10	3	0	0	0
5	38 of 2010-11	1	2**	0	0



* Out of 2 Paras on which ATNs were sent to Audit, 1 ATN vetted by Audit has been sent to Monitoring Cell (Deptt. of Expdtr.) and vetting comments of Audit are awaited on the other ATN.

** As regards 2 Paras, draft ATN / draft revised ATN is awaited from concerned Divisions.

15.4 DEPARTMENTALISED PAYMENT AND ACCOUNTING ORGANISATION

1. ORGANISATIONAL SET UP:

The Secretary of Department of Consumer Affairs is the Chief Accounting Authority who is assisted by AS & FA and Chief Controller Accounts of the Department of Consumer Affairs.

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 of Department of Consumer Affairs.

2. FUNCTIONS & RESPONSIBILITY:-

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 for 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 4 PAOs, 1 CDDO and 21 Non-CDDOs in the Department of Consumer Affairs. The Non-CDDOs present their claims/bills to the accredited PAOs who issue cheque after scrutiny of the bills. The CDDO is authorized to make payments for salaries and contingent claims after observing the relevant checks. The CDDO issues cheques on the basis of Letter of Credit (LOC) issued in their favour by the concerned PAO to the accredited bank branch.

- (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 Govts/PSUs/ Autonomous Bodies
- (v) Submission of information under FRBM Act-2003
- (vi) Technical Advice to Ministry/ Department/PSUs/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 DDOs and other auditable units of the Departments of the Ministry.



15.5 **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 provide an overall Head-wise picture of Receipts & Payments. The Principal Accounts Office compiles the monthly accounts submitted to it by the various PAOs through a software called “CONTACT”. The consolidated account of the Ministry is sent to the Controller General of Accounts, Ministry of Finance for further consolidation of accounts of the Union of India. Several important reports are generated by using ‘CONTACT’

15.6 **In the Pay and Accounts Offices**, ‘COMPACT’ software covers the major accounting tasks of the PAO’s and supplies input through E-lekha. It is designed and developed with an attempt to address all the SoftwareSystemAttributes 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 ExpenditureControlRegister, Receipts versus Expenditure comparison, Date wise Monthly Statement (DMS) etc.

- (v) It would help in preparation/printing of cheques to be issued by the PAOs.

15.7 **E-Lekha** is a G2G e-governance initiative. 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 more than 300 odd PAOs are received at the Database server, this web-based application will facilitate an ONLINE Financial Information System for fact based fiscal management.

15.8 **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 aids decision making by management, points out financial irregularities & procedural lapses with reference to rules and procedures.

15.9 A number of paras raised by internal audit resulted in recovery of over payment of Rs.7,03,583/- from various Auditees/ Authorities/Institution. Suggestions were also made by Internal Audit Parties to DDOs from proper maintenance of records and Accounts with reference of rules and procedures.

15.10 ACHIEVEMENTS (UP TO 31st December, 2011):

1. During the financial year 2011-12, 21



- units came under the purview of Audit. Out of this 15 units were audited upto 31st December, 2011 and 10 Grants-in-aid institutions were identified as to be covered under audit, out of which audit of 01 institution was conducted. Four Grantee Institutions were left as no further grant was released to them.
2. The audit of Non-Government Organization is also being under taken by IA wing.
 3. 'Account at a glance' for the financial year 2010-11, Monthly Expenditure, sanctions regarding advices to state Govt. etc. are available on the ministry web-site.
 4. 55 Employees have got training from INGAF & other training institutions at Delhi, Mumbai, Chennai, Kolkata. 2 officers are under training at NIFM, Faridabad.

Statement showing BE, RE and Actuals in respect of Department of Consumer Affairs for fiscal years 2000-2001 to 2011-2012

(Rs. In Crore)											
Year	Department	Demand No.	Budget Estimates			Revised Estimates			Actuals		
			Plan	Non-Plan	Total	Plan	Non-Plan	Total	Plan	Non-Plan	Total
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



Year	Department	Demand No.	Budget Estimates			Revised Estimates			Actuals		
			Plan	Non-Plan	Total	Plan	Non-Plan	Total	Plan	Non-Plan	Total
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
2009-2010	Department of Consumer Affairs	16	209.00	271.90	480.90	164.00	264.86	428.86	146.23	231.52	377.75
2010-2011	Department of Consumer Affairs	16	220.00	269.00	489.00	198.00	521.72	719.72	187.92	513.96	701.88
2011-2012	Department of Consumer Affairs	16	225.00	375.36	600.36	185.00	337.61	522.61	146.09*	242.13*	388.22 *

All figures are gross.

* Expenditure upto 31st December, 2011 as intimated by Pr. Accounts Office and includes the amount of Rs. 58.76 crores authorized in favour of other Ministries/Departments.





CHAPTER-XVI

SCHEMES FOR THE BENEFIT OF THE PERSONS WITH DISABILITIES

STATEMENT SHOWING THE NUMBER OF PERSONS WITH DISABILITIES IN VARIOUS GROUPS (AS ON 31.12. 2011)

16.1 Name of Ministry/Department: Department of Consumer Affairs
Office/Organization:

Group of Post	Sanctioned Strength	Total Number of Employees in position	Number of Persons with Disabilities Out of col. 3		
			VH	HH	OH
1.	2.	3.	4.	5.	6.
Group A	224	161	1	-	1
Group B	386	241	-	-	4
Group C	636	508	2	6	8
Total	1246	910	3	6	13

VH – Visually Handicapped

HH – Hearing Handicapped

OH – Orthopedically Handicapped







Mobile Banking

Some facts you need to know



- You can now use your mobile phone to daily transfer upto Rs.5000 and make payment for purchase of goods/services upto Rs.10,000.
- All banks which are licensed and regulated in India, have a physical presence in India and have implemented core banking solutions are permitted to offer mobile banking services through their branches / Business Correspondents.
- Customers of banks and/or holders of debit/credit cards can use these services.
- At present, mobile banking services are offered for domestic transactions.
- Customer complaints/grievances arising out of mobile banking facility are covered under the Banking Ombudsman Scheme.
- Banks are required to tell you about risks, responsibilities and liabilities while using mobile banking services.



davp 08101/13/0070/0910

Issued in public interest by:

 भारतीय रिज़र्व बैंक RESERVE BANK OF INDIA Website: www.rbi.org.in	 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 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)