

Annual Report 2012-13



सत्यमेव जयते



Government of India

Ministry of Consumer Affairs, Food & Public Distribution

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

Website: <http://fcamin.nic.in>, www.consumeraffairs.nic.in

National Consumer Helpline Number: 1800-11-4000

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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 conferred independent charge of the Department with effect from 19th January 2011.

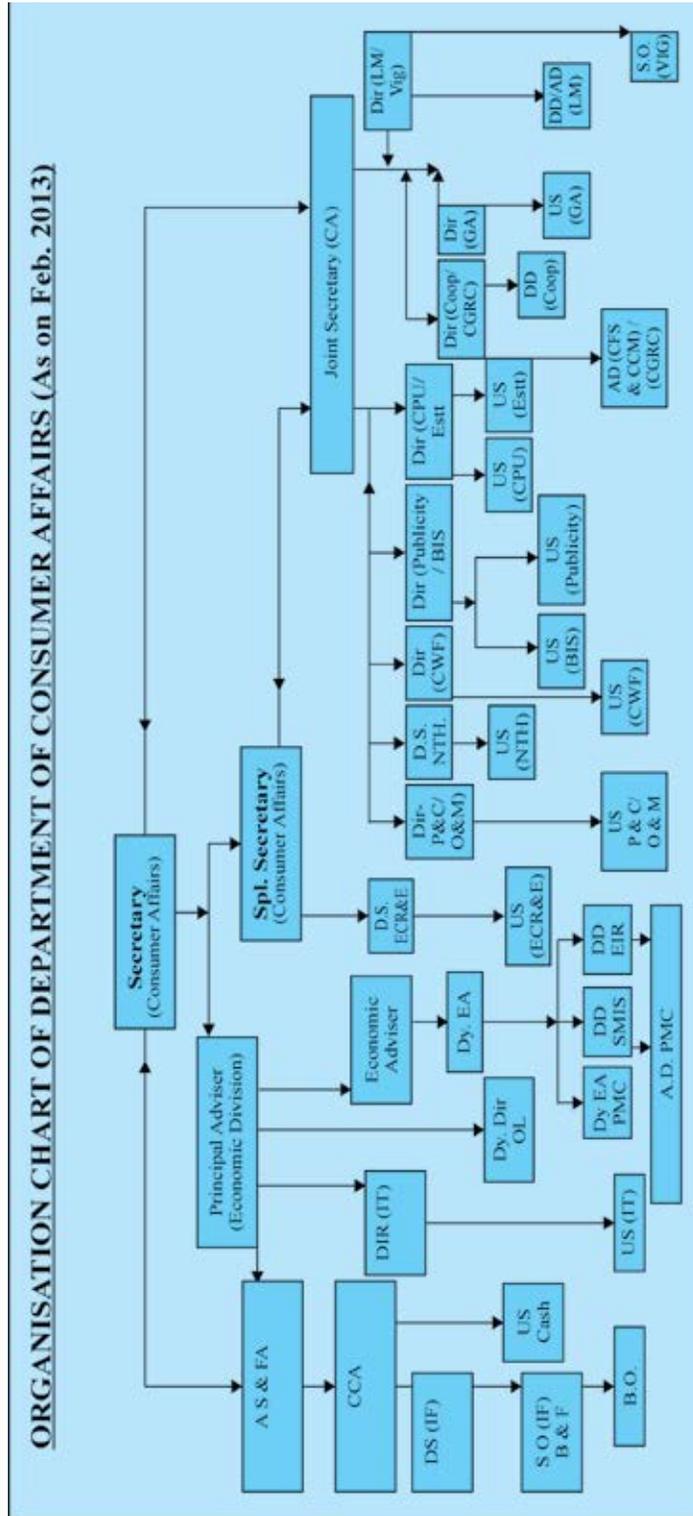
1.2 Shri Pankaj Agrawala assumed charge as Secretary, Consumer Affairs with effect from 31.8.2012(AN). Secretary (CA) is assisted by Special Secretary, Principal Adviser and Joint Secretary.

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

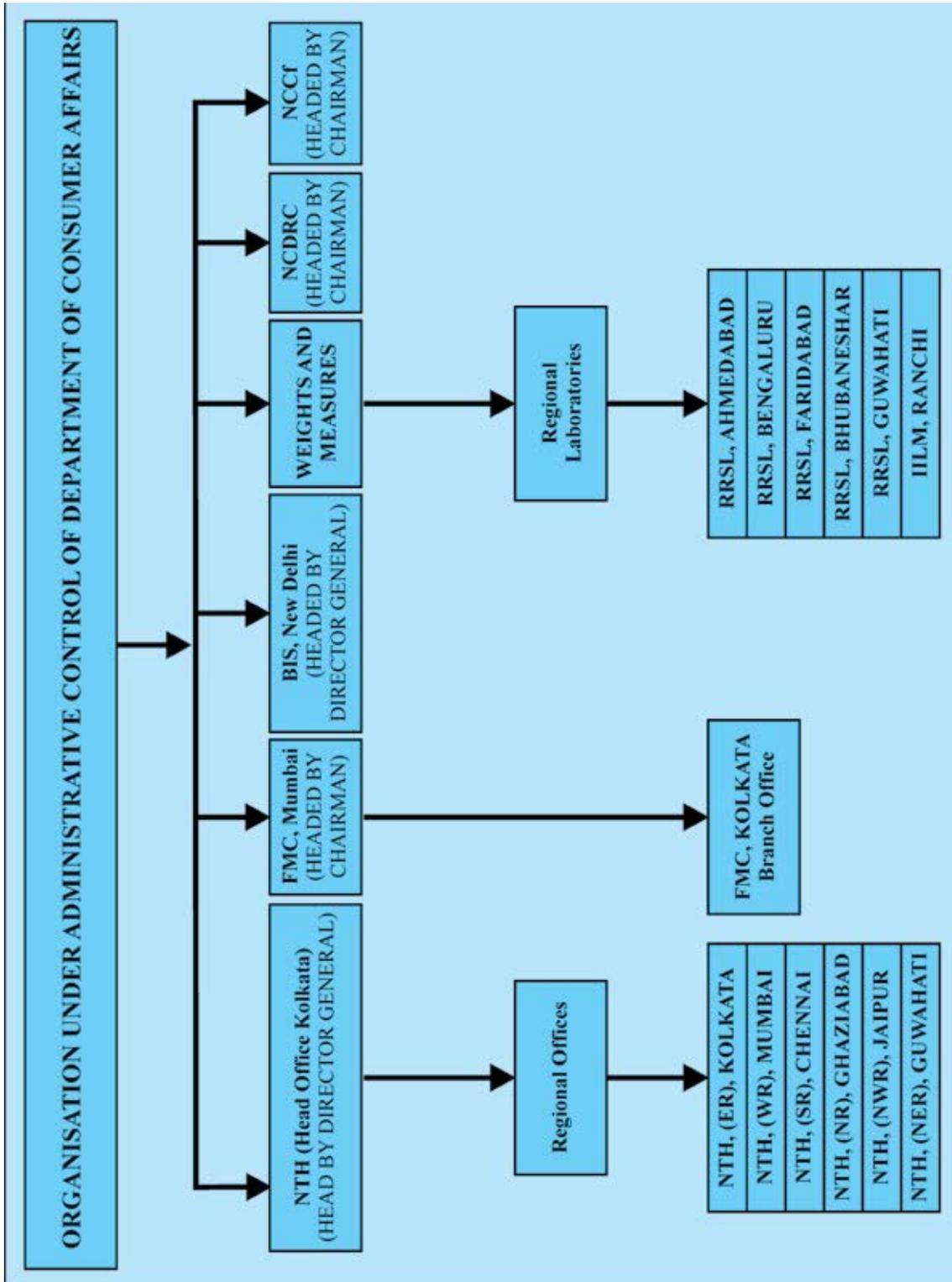
Maintenance of Supply of Essential Commodities Act, 1980(7 of 1980).

- 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 Legal Metrology Act, 2009.
- 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 Pankaj Agrawala (IAS) Special Secretary (CA) - Shri Afzal Amanullah (IAS) Principal Adviser - Smt Ganga Murthy (IES)
 Joint Secretary (CA) - Shri Manoj Parida (IAS) Economic Adviser - Dr K.G. Radhakrishnan (IES)

Directors/Deputy Secretaries S/Shree	Division	Under Secretaries S/Shree	Branch/Section	Deputy / Asstt Directors S/Shree	Branch/Section
1. Brij Mohan	Internal Trade	1. Kishan Pal	B I S	1. Y.N. Khare	E I R / PMC
2. S.K. Nag	Consumer Welfare Fund, Genl Admn., Parl & Coordn / O&M	2. Ms. Prema Bhatt	C P U	2. Raj Kumar	W&M/LM
3. G.N. Singh	Establishment, Consumer Protection Unit	3. Rakesh Kumar	P&C, O&M	3. A.S. Khan	W&M/LM
4. B.N. Dixit	Bureau of Indian Standards, Weights & Measures, Vigilance	4. Purnchinkup Guite	ECR & E	4. S.S. Thakur,	Cooperation
5. Ashok Kumar Jain	Essential Commodities Regulation & Enforcement Act	5. M.A. Chaudhury	Establishment, Cash	5. K.S. Tanganiya	Hindi
6. H.S. Saini (DS)	Internal Finance	6. Rajesh Budgujar	NTH	6. B.S. Kardam, AD	CCM CFS
7. Om Prakash (DS)	National Test House	7. T.T.K. Muan	Genl. Administration	7. A. Singh, AD	W&M/LM
8. Robin Chatterjee (DS)	Essential Commodities Regulation & Enforcement Act	8. Charanjit Gulati	Publicity	8. Ashutosh Agarwal, AD	W&M/LM
9. M Ramesh Chandra (Dy,EA)	Economic Division	9. D. C. Devgune	Internal Trade	9. K. Kavi Arasan, A D	PMC EIR
10. M.S. Ashokan	Cooperation, CGRC				
11. Ms. A. Pratibha (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 re-designed website at www.consumeraffairs.nic.in.

As per the recommendation of Administrative Reforms Commission (ARC) this department has modified the Citizen's Charter as 'Sevottam' compliant. The third party evaluation of the website is separately done by the appropriate agencies under the Cabinet Secretariat.

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 Divisions for providing information to the public under the Act is also available on the Departmental website alongwith details of Appellate Authorities concerned. The status of implementation of RTI Act in the department is also displayed in the website under RTI section.

All tender notices and other decisions of public importance are being posted on this website regularly.

E-procurement and e-processing of tenders in the CPP Portal (eprocare.gov.in) in case of procurements costing more than the prescribed limit as stipulated by the Ministry of Finance, Department of Expenditure instructions for all Ministries/Departments is being followed.

Vigilance

In the Department of Consumer Affairs Additional Secretary presently Special 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 surprise vigilance



inspections, especially in sensitive areas;

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 Periodic meetings are held to review the pending disciplinary/vigilance cases which have been brought down considerably.

1.10 The Department observed Vigilance Awareness Week between 29th October to 3rd November, 2012 as per the directions of the Central Vigilance Commission. A seminar was held on 29th October, 2012 with active participation from officers of the Department on the theme " Transparency in Public Procurement".



National Test House, Kolkata
1912 – 2012

celebrates

100 years

in the Service of the Nation

Venue: Town Hall, 4, Esplanade Row (West),
Kolkata-700 001
January 20th, 2013 at 16.45 hrs.

Chief Guest
Shri Pranab Mukherjee
Hon'ble President of India

In the august presence of
Shri M. K. Narayanan
Hon'ble Governor of West Bengal

Prof. K.V. Thomas
Hon'ble Union Minister of State
(Independent Charge),
Consumer Affairs,
Food & Public Distribution

Shri Sachhan Pandey
Hon'ble Minister-in-Charge
Consumer Affairs Department
Govt. of West Bengal

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






Shri Pranab Mukherjee
Hon'ble President of India



Shri M. K. Narayanan
Hon'ble Governor of West Bengal



Prof. K.V. Thomas
Hon'ble Minister of State
(Independent Charge),
Consumer Affairs,
Food & Public Distribution

National Test House, Kolkata – Century old track record of inspiring trust

- A trusted name for quality testing and evaluation of engineering materials & calibration
- Helping Indian engineering products meet national & international standards of excellence
- Providing solutions for qualitative improvements of products to keep pace with changing technology
- Helping improve and sustain quality to meet the demands of a constantly changing scenario
- Working with consumers, producers and industry to foster quality, business and trade
- Serving the nation in a fast changing global economic scenario with a human face and social values
- Network of six regional laboratories located in Kolkata, Mumbai, Chennai, Jaipur, Guwahati and Ghaziabad

National Consumer Helpline No.
1800-11-4000 (Toll Free from BSNL-MTNL)
011-24006500 (12 Lines) (Normal call charges apply)
or contact NCH by sending as SMS to 8800939717
from your mobile

Consumers! To file online complaint, log on to: www.core.nic.in or call toll free No. 18001804566



CHAPTER – II

EXECUTIVE SUMMARY

2.1. PRICE TREND AND AVAILABILITY OF ESSENTIAL COMMODITIES

2.1.1 Prices of select essential commodities were closely monitored and various measures were taken to bring in price stability of these essential commodities during the year 2012-13 (April – December, 2012). The Price Monitoring Cell (PMC) besides monitoring the prices of essential commodities is also concerned with the policy relating to ensuring availability of pulses in the economy. A Subsidy Scheme for pulses was operational since November, 2008 to June, 2012 which enabled State Governments to supply pulses at subsidized prices through the Public Distribution System. It has been decided to resume the scheme for subsidized imported pulses through PDS in a varied form with the nomenclature ‘Scheme for Supply of Imported Pulses at Subsidized Rates to States/UTs for Distribution under Public Distribution System to Below Poverty Line (BPL) Card Holders’.

2.1.2 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,

palm oil, sunflower oil, gur, potato, onion and tomato. Retail and wholesale prices are collated daily from 55 centres based on the information furnished by the State Food and Civil Supplies Departments.

2.1.3 The Wholesale Price Index (WPI) based monthly rate of inflation for ‘all commodities’ stood at 7.18% in December, 2012, as compared to 7.74% in December, 2011. The prices of some of the essential commodities monitored by this Department such as vanaspati, palm oil, potato and tomato have shown steady to declining trend while there has been an increase in the case of rice, wheat, atta, pulses such as gram dal, tur dal, urad dal, moong dal, masoor dal; sugar, gur, salt, milk, groundnut oil, mustard oil, tea (loose) and onion during the period under review (April- December, 2012).

2.1.4 Foodgrains: To ensure better returns to the farmers and augment the availability of foodgrains in the Public Distribution System (PDS), Government approved a MSP of Rs. 1250 per quintal for paddy (common variety) and wheat at Rs.1350 per quintal during the Marketing Season 2012-13. The Central pool stock of wheat as on 1.12.2012 was 376.52 lakh tonnes and that of rice was 306.07 lakh tonnes respectively.



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

- Retained import duties at zero – for wheat, onion, pulses, crude palmolein and to 7.5% for refined & hydrogenated oils & vegetable oils.
- Duty-free import of white and raw sugar was extended up to 30.6.2012; presently the import duty has been kept at 10%.
- Banned export of edible oils (except coconut oil and forest based oil) and edible oils in blended consumer packs upto 5 kg with a capacity of 20,000 tonnes per annum and pulses (except Kabuli chana and organic pulses and lentils up to a maximum of 10000 tonnes per annum).
- Imposed stock limits from time to time in the case of select essential commodities such as pulses, edible oil, and edible oilseeds for a period up to 30.9.2013 and in the case of paddy and rice up to 30.11.2013.
- Ban on export of onion was imposed for short periods of time whenever required. Exports of onion were calibrated through the mechanism of Minimum Export Prices (MEP).
- Maintained the Central Issue Price

(CIP) 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.

- Suspended Futures trading in rice, urad, tur, guar gum and guar seed.
- To ensure adequate availability of sugar for the households covered under TPDS, the levy obligation on sugar factories was restored to 10% for sugar season 2011-12.
- Government allocated rice and wheat under Open Market Sale Scheme (OMSS).
- Decided to resume the scheme for subsidized imported pulses through PDS in a varied form with the nomenclature “Scheme for Supply of Imported Pulses at Subsidized rates to States/UTs for Distribution under PDS to BPL card holders” with a subsidy element of Rs. 20/- per Kg for the residual part of the current year and extended the scheme for subsidized imported edible oils to 30.9.2013 with subsidy of Rs.15/- per Kg for import of upto 10 lakh tonnes of edible oils for this period.

2.2. CONSUMER PROTECTION PROGRAMME

2.2.1 Consumer movement is a socio-economic movement to protect the rights



of consumers in relation to the goods purchased and services availed.

2.2.2 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.

2.2.3 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.

2.3. CONSUMER WELFARE FUND

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.

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.

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. A sum of Rs. 82.10 crore is available in the fund. An amount of Rs.26.27 crore was utilised from the fund in 2011-12 and Rs. 28.66 crore have been utilised during the current financial year till 28.02.13.

2.4. FORWARD MARKETS COMMISSION:

The important developments during 2012-13 (till December 2012) are briefly enumerated below:

FUTURES MARKET OPERATIONS:

2.4.1 Regulation of the Market:



The cumulative total value of trade for the year 2012-2013 upto the end of December 2012 was ₹129.62 lakh crore as against ₹137.23 lakh crore in the corresponding period of the preceding year, registering a decline of 5.5%. The decline in volume of trade is mainly due to reduction in the volume of trade in bullion futures during this period, although other sectors grew significantly. The Forward Markets Commission, as the regulator of the commodity futures market, has taken various regulatory and developmental initiatives which are as under:

2.4.2 Regulatory initiatives taken by the Forward Markets Commission :

2.4.2.1 Issued directives to the National and Regional Commodity Exchanges on the following issues:

- Reduced penalty on delivery default by sellers in respect of Rape seed/ Mustard seed, Chana and Pepper in compulsory delivery contracts from 3% to 1.5%.
- Discontinued Early Delivery System with effect from June 2012 expiry in the case of Pepper, Mentha Oil, Guar seed, Soya bean, Soy oil, Steel long contracts, except in case of Natural Rubber.
- Introduced staggered delivery system to limit excessive speculation, especially in near month contracts and to make threat of delivery credible in the

near month contracts at National Commodity and Derivatives Exchange, (NCDEX) Mumbai and Multi Commodity Exchange (MCE), Mumbai, in specific commodities.

- In order to promote transparency in the Commodity Futures Market, directions were issued to the National Commodity Exchanges to display daily the percentage of the proprietary trade to total traded value, percentage of client trade to total traded value and the percentage of trade registered through HFT/ Algo trading on their web-sites.
- Exchanges were also directed to disclose information about the behaviour of the contract during the life cycle of the contracts traded at their exchanges on their respective websites.
- Soyabean Futures contracts scheduled to be launched in the month of April 2012 was not allowed.
- Limit on open position was revised in case of Soyabean, Rapeseed, Chana and Refined soy oil for aggregate and the near month's contracts and was made applicable to all contracts traded across all exchanges.
- The minimum initial margin was increased from 5% to 10% of the value of the contract or Value at Risk (VaR) based margin



whichever is higher, on the essential commodities, viz. Chana, Potato, Rapeseed/Mustardseed, Wheat, Sugar, Soyabean and Soya oil contracts traded on National Exchanges.

- No objection given to the National Board of Trade, Indore to conduct hybrid trading.
- Algo/High Frequency Trade in mini and micro contracts not allowed with effect from 1st January 2013.

2.4.3 Grant of recognition to the Universal Commodity Exchange Ltd (UCX), Navi Mumbai.

Recognition was granted to the Universal Commodity Exchange Ltd (UCX), Mahape, Navi Mumbai on a permanent basis for conducting forward contracts in all the commodities for which Section 15 is applicable and the commodities to which neither Section 17 nor Section 15 of the Forward Contracts (Regulation) Act, is applicable.

2.4.4 Constitution of Advisory Committee:

Department of Consumer Affairs constituted an Advisory committee under Section 25 of the Forward Contracts (Regulation) Act, 1952 to advise the Government and FMC on various issues pertaining to Commodity Futures trading. The Committee consists of representatives of various stakeholders such as farmers,

co-operatives, value chain participants, commodity exchanges, experts and other regulators such as SEBI and WDRA. The first meeting of the Advisory Committee was held on 16th October 2012 at Mumbai. Various important Commodity market related issues were discussed in the meeting.

2.4.5 Renewed recognition/registration of the following Exchanges:

- (a) Renewed registration of the Chamber of Commerce, Hapur, in respect of forward contracts in Gur for the period 1st April 2012 to 31st March 2014.
- (b) Renewed registration of the Bikaner Commodity Exchange Ltd., Bikaner in respect of forward contracts in Guarseed for the period 1st April 2012 to 31st March 2013. Recognition of the Bikaner Commodity Exchange, Bikaner was renewed for the period 1st July 2012 to 30th June, 2014 in respect of forward contracts in Gram seed and Mustard seed.
- (c) Renewed registration of Rajdhani Oil & Oilseeds Exchange Ltd., Delhi in respect of forward contracts in Rapeseed/Mustard seed for the period 1st April, 2012 to 31st March, 2013.
- (d) Renewed registration of the Central India Commercial Exchange, Gwalior, in respect of forward



- contracts of Rapeseed/Mustardseed for the period 1st April 2012 to 31st March 2013.
- (e) Renewed recognition and registration of the National Board of Trade, Indore in respect of Cottonseed cake, Guar Gum, Guar seed, Wheat and Chana for the period 1st July 2012 to 30th June, 2014.
- (f) Renewed recognition and registration of the First Commodity Exchange of India Ltd. Kochi, in respect of forward contracts in Coconut Oil and Copra for the period 1st June, 2012 to 31st May, 2013 (both days inclusive)
- lectures on the subject at various events across the country.
- A meeting of the Regional Commodity Exchanges was held at New Delhi on the 9th May 2012.
 - Advisory Committee meeting was held on 16th October 2012 in Mumbai.
 - Seven meetings were organized to discuss various issues faced by the trade participants and to increase hedgers' participation in the futures market.
 - The Commission has tied up with various training institutions for conducting training for various segments of the market and other stakeholders. During 2012-13, till December 2012, 74 Capacity Building Programmes were conducted.
 - The Commission, also nominated FMC officials for two training programmes organized by the Regional Training Centre, Mumbai
 - 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 2012-13 till December 2012, 409

2.4.6 Developmental Activities:

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

- During the year 2012-13, 609 awareness programmes were conducted till December 2012 which included 360 programmes for farmers. The officers of the Commission also participated in discussions on commodity market in various fora and delivered



Price Ticker Boards were installed.

2.5. ESSENTIAL COMMODITIES REGULATIONS AND ENFORCEMENT

2.5.1 This Department, *inter alia*, as also administers 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).

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, **132336 raids were conducted, 4057 persons arrested, 3269**

persons prosecuted and 413 persons convicted during the year 2012 (updated as on 02.01.2013).

2.5.2. 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.

2.5.3. 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 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 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. This was further extended upto 30.09.2013 vide Central Order No.S.O.2320(E) dated 27.09.2012 . In respect of paddy and rice the validity was extended upto 31.10.2011 vide Central Order No.2227(E) dated 27.09.2011 which was further extended upto 30.11.2011 vide Central Order No. S.O.2447(E) dated

28.10.2011. This was further extended upto 30.11.2012 vide Central Order No. 2716 dated 27.09.2012. At present stock limits are permitted for rice and paddy upto 30.11.2013 vide Central Order No.2968(E) dated 20.12.2012.

2.5.4. 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 have been withdrawn from the ambit of these orders w.e.f. 01.04.2009 and 01.12.2011 respectively.

2.5.5. In pursuance to the above Orders all State Governments/UTs were requested to implement them 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.

2.5.6. 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. Remaining 4 States/UTs have issued licensing requirements/ stock declarations).

2.5.7. 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 **231** persons under the Act during the period from **01.01.2012 to 31.12.2012**. The Central Government and the State Governments also have powers to revoke the detention orders.

2.6. BUREAU OF INDIAN STANDARDS (BIS)

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 05 regional offices, 34 branch offices, 04 inspection offices and 08 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, Product certification, Management system certification and Hallmarking.

(A) STANDARD FORMULATION, REVIEW AND UPDATING

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 2012 - Dec 2012, 344 new and revised standards were formulated and 216 Indian Standards were harmonized with International Standards. A total of 5021 Indian standards have so far been harmonized with International Standards, which is 84.65 % of International Standards where corresponding ISO/ IEC Standards exist.



Standards are reviewed minimum once in five years. During Apr 2012 - Dec 2012, 1912 Standards were reviewed.

(B) PRODUCT AND SYSTEM CERTIFICATION

(I) Product Certification

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 90 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 another 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 the period Apr 2012 - Dec 2012, 37 licenses were issued under Foreign Manufacturers Certification Scheme, taking the total number of such licenses to 253 for products such as Cement, HDPE Pipes, Infant formula, Plastic Feeding Bottles, Switchgear, Plug and sockets, Miniature circuit breakers, Residual Current Circuit Breakers, PVC Insulated Cables, XLP Insulated Cables Safety of Electric Irons, Dry Cell batteries, Steel and 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

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 license from BIS to get



his jewellery hallmarked. Assaying and 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.

(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 and Critical Control Point (HACCP) Scheme as per IS 15000:1998;
- d. Occupational Health and 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

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 Bangalore 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 in line 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 140 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 Government laboratories of specialized nature are also being utilized by BIS as and when required for different products.

(D) INTERNATIONAL ACTIVITIES

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.

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 the 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.

Besides above, BIS also receives several documents from Ministry of Commerce (MoC)/ Ministry of Consumer Affairs (MoCA) relating to WTO-TBT, negotiations relating to NAMA etc. These documents are examined w.r.t. BIS functions, standard setting principles, conformity assessment, regulatory practices etc. as per the provisions given in the BIS Act and appropriate feedback/input is provided to MoC/ MoCA.

(E) COMPUTERIZATION OF BIS ACTIVITIES

BIS Website:

In order to disseminate information regarding activities of BIS, the website of BIS has been enriched with latest information. Link regarding RTI Act 2005 has been displayed prominently. Online information on BIS activities relating to Standards formulation, Certification,



Laboratory, Hallmarking, Management system certification etc. are available on this web-site. Under XIth Plan, a website pertaining to National Standards and Regulatory database i.e. <http://www.standardsdata.in> has been developed. This portal gives reference to 51 websites of standards developing organizations and provides information relating to Standards and Technical regulations of various products through a single window.

E-sale of standards:

Digitization of standards of ten (10) divisional councils has been completed. BIS has started leasing of Indian Standards on DVDs since May 2011. So far, about 200 customers from various government/private /public sector undertakings are successfully using the facility.

Enriching IT infrastructure:

A work order has been placed with NIC for enhancement of bandwidth of BIS-VPN i.e. new VPN over NIC-NET. The networking hardware has been supplied by NICS. BSNL has commenced the work of commissioning leased lines and installation of modems at various locations of BIS. One hundred PCs were procured and are being installed in various departments at BIS-HQs.

E-procurement through CPP Portal:

In accordance with the directives of Department of Expenditure, GOI and the Ministry of Consumer Affairs, e-procurement through CPP portal is being implemented in BIS in a phased manner. A committee

has been constituted for implementation of e-procurement and presentation on its salient features was done by officials of NIC's e-procurement division.

IEC GM 2013 Website work:

Domain name for the 77th General Meeting of IEC GM 2013 have been registered and 4 GB web-space has been allocated.

2.7. WEIGHTS AND MEASURES

Legal Metrology in India

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 of 2010). The said Act has unified the establishment 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.

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 (Approval of Model) 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**

The Department is in 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 etc.

2.8. NATIONAL TEST HOUSE (NTH)

- 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.

- NTH submitted the 11th Plan proposal consisting of 13 projects having outlay to the tune of Rs. 88.84 crores. Finally one project comprising of setting up of two new satellite centers at Ranchi and Jalandhar was dropped and some of the project costs reduced. Ultimately, after detail scrutiny and analysis, EFC approved 12 projects at a total outlay of Rs. 74.84 crores.

An expenditure of Rs. 62.11 crores has been incurred under the scheme from the allocated amount of Rs. 69.51 crores (RE figures) during the 11th 5- Year Plan period reflecting an utilization of around 90%.

Some of the salient objectives as projected by NTH during the submission of 11th Plan and the status of its implementation are noted below:

Table-5 (Actual Status of 11th Five Year Plan)

Year	Land& Building (Major Works) (Rs. In Cr.)			Machinery & Equipments (M & E) (Rs. In. Cr.)			Recurring Expenditure (Rs. In Cr.)			Information Technology (IT) (Rs. In Cr.)			Total (Rs. In Cr.)		
	BE	RE	Actual Ex-penditure	BE	RE	Actual Ex-penditure	BE	RE	Actual Ex-penditure	BE	RE	Actual Ex-penditure	BE	RE	Actual Ex-penditure
2007-08	20.19	3.55	1.65	3.06	3.24	2.41	1.20	1.38	1.23	0.45	0.10	0.096	24.90	8.27	5.39
2008-09	4.64	4.64	3.72	6.00	4.46	4.57	2.51	1.67	1.43	0.85	0.85	0.27	14.00	11.62	9.99
2009-10	5.25	5.25	4.52	7.00	7.00	6.87	2.35	1.80	1.68	0.40	0.40	0.40	15.00	14.45	13.47
2010-11	7.70	7.20	6.11	7.70	7.70	7.57	1.25	1.75	1.61	0.52	0.52	0.37	17.17	17.17	15.66
2011-12	11.52	11.02	11.01	6.70	4.60	4.57	2.30	1.68	1.47	0.70	0.70	0.55	21.22	18.00	17.60
Toal	49.3	31.66	27.01	30.46	27.00	25.99	9.61	8.28	7.42	2.92	2.57	1.69	92.29	69.51	62.11

1. Procurement of Machinery and Equipments for adapting advanced testing technology and also maintaining high accuracy-

During the plan period an amount of Rs. 27 crores was allocated (RE figures) out of which an amount of Rs. 25.99 crores was utilized reflecting an utilization of nearly 96%.

Some of the major equipments procured were Impulse Generator, MCB Test setup, 20 channel cycle tester for secondary batteries, Vibration test setup for batteries and other electronic assembled PCBs, Universal Testing Machines, Compression Testing Machines, Non-destructive test facilities for ascertaining the health of buildings etc.

2. Increasing the laboratory space in some of the NTH regions.

During the Plan period an amount of Rs. 31.66 crores was allocated (RE figures) out of which an amount of Rs. 27.01 crores was utilized reflecting an utilization of nearly 85%.

Some of the works carried out were:-

- a. Phase-II building of NTH (SR) at an approximate cost of Rs. 6.59 crores.
- b. Laboratory cum Office Building at NTH(NER), Guwahati at an approximate cost of Rs. 12.06 crores out of which Rs. 5.75 crores was authorized in the 11th Plan.
- c. Construction of an additional floor at



NTH(NR), Ghaziabad at a cost of Rs. 54 lakhs.

- d. Construction of Training Centre at NTH (ER), Kolkata at a cost of Rs. 71 lakhs.

Performance of NTH:

Revenue earned by NTH during the 11th Plan period:

Year	Revenue Earned (Rs. In Lakh)
2007-08	667.63
2008-09	869.13
2009-10	1047.82
2010-11	1286.57
2011-12	1385.60

Revenue earned in the year 2012-13 upto December, 2012 is Rs. 1040.09 Lakh which is on the rise when compared to Revenue earned in the year 2011-12 upto December, 2011 which was then Rs. 981.08 Lakh

2.9. CONSUMER AWARENESS

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. For the 12th plan an allocation of Rs. 409.29 crores has been made.



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 2012-13. The prices of some of the essential commodities monitored by this department such as vanaspati, palm oil, potato and tomato have shown steady to declining trend while there has been an increase in the case of rice, wheat, atta, pulses such as gram dal, tur dal, urad dal, moong dal, masoor dal; sugar, gur, salt, milk, groundnut oil, mustard oil, tea (loose) and onion during the period under review (April- December,2012).

PRICE MONITORING CELL

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 55 centres based on the information furnished by the State Food and Civil Supplies Departments.

3.4 Analysis on price movement in relation to production, procurement & exports/import of select essential commodities, international prices and other relevant factors are made for arriving at policy interventions.

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

3.5 During 2012 (April to December, 2012), the WPI based variation (December/April), 2012 in inflation rate for all commodities stood at 5.1% as compared to 5.2% in the corresponding period a year ago. The annual rate of inflation for 'All commodities' during the month of December, 2012 was lower at 7.18% as compared to 7.74% in the month of December, 2011.

The WPI based variation (December/April), 2012 in inflation rate for Food Articles group was at 5.0% as compared to 4.1% during the corresponding period last year.

3.6 The table showing the annual Inflation rate of select essential commodities in December,2012 and December,2011 and the comparative variation in WPI during April to December for both years are given in Annexure-I.



Inflation Rate based on Consumer Price Index Numbers (CPI) for Industrial Workers and WPI during April to December, 2012:-

3.7 A statement showing the trend in the rate of inflation in CPI (IW) vis-à-vis WPI during April to December, 2012 is given below:

Inflation Rate (%)	Apr., 2012	May., 2012	Jun., 2012	July., 2012	Aug., 2012	Sep., 2012	Oct. 2012	Nov. 2012	Dec. 2012
CPI	10.22	10.16	10.05	9.84	10.31	9.14	9.60	9.55	NA
WPI	7.50	7.55	7.58	7.52	8.01	8.07	7.32	7.24	7.18

Source: Department of Industrial Policy & Promotion, Labour Bureau.

NA - Not Available.

3.8 The CPI (IW) based inflation rate at 10.31% in August, 2012 was the highest recorded during this period, while the WPI based inflation rate peaked at 8.07% for the month of September, 2012 during the period from April to December, 2012.

at major metropolitan cities from April, 2012 to December, 2012 are given in Annexure-II. Commodity-wise position on prices, production and availability of essential commodities are briefly analyzed in the following paragraphs.

COMMODITY-WISE TREND IN AVAILABILITY & PRICE OF ESSENTIAL COMMODITIES

RICE

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 were 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

3.10 During the current year (April-December, 2012), the retail prices of rice have shown an increasing trend at most of the reporting centres. The retail prices of rice across centres were in the range of Rs. 14.00 to Rs. 48.00 per kg during April-December, 2012 whereas it lay between Rs. 14.00 to Rs. 28.00 per kg during April-December, 2011. The All India average month end retail and wholesale prices of rice are given in the graph below:



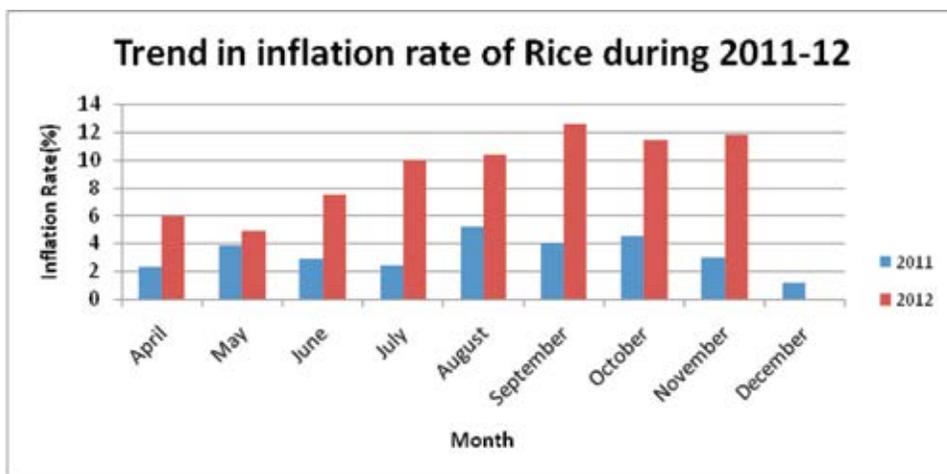
Source: State Civil Supplies Departments.

3.11 During 2012-13, the kharif production of rice, as per the 1st Advance Estimates of the Department of Agriculture and Cooperation, was estimated at 85.59 million tonnes, which is lower than the first advance estimate of last year at 87.10 million tonnes.

3.12 The stocks of rice in the Central Pool

available with Food Corporation of India and State agencies as on 1.12.2012 were 30.61 million tonnes. The procurement of rice during KMS 2012-13 (till 28.12.2012) was 16.06 million tonnes and procurement of rice during KMS 2011-12 was 35.04 million tonnes.

3.13 The trend in inflation rate of rice during 2011 and 2012 (till December, 2012) 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.10 to Rs.32 per kg during April-December,2012

as compared to Rs.12 to Rs.25.00 per kg during April-December, 2011. The All India average month end retail and wholesale prices of Wheat are given in the graph below:



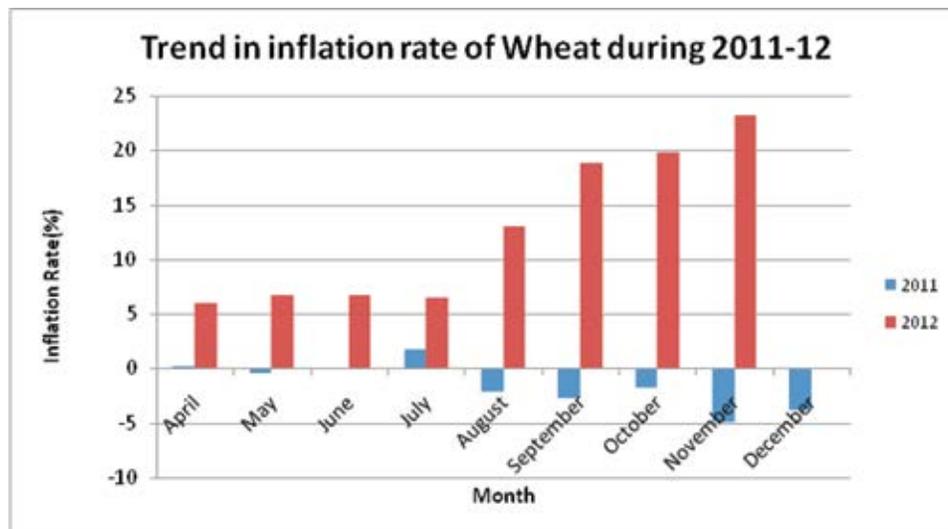
Source: State Civil Supplies Department.

3.15 The production of wheat during the year 2012-13 is targeted at 86.00 million tonnes. According to the fourth Advance Estimates of Department of Agriculture and Cooperation, the production of wheat stood at 93.90 million tonnes during the year 2011-12.

Central Pool as on 1.12.2012 was 37.65 million tonnes of wheat. Procurement of wheat during marketing season RMS, 2012-13 was 38.15 million tonnes as compared to 28.34 million tonnes in RMS, 2011-12.

3.16 The opening stock of wheat in the

3.17 The comparative trend in inflation rate of Wheat during 2011 and 2012 (till December, 2012) is graphically depicted below:-



Source: Department of Industrial Policy and Promotion



PULSES

3.18 The Price Monitoring Cell (PMC) besides monitoring the prices of essential commodities is also concerned with the policy relating to ensuring availability of pulses in the economy. A Subsidy scheme for pulses was operational since November, 2008 to June, 2012 which enabled State Governments to supply pulses at subsidized prices through the Public Distribution System. It has been decided to resume the scheme for subsidized imported pulses through PDS in a varied form with the nomenclature 'Scheme for Supply of Imported Pulses at Subsidized Rates to States/UTs for Distribution under Public Distribution System to Below Poverty Line (BPL) Card Holders'.

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 under Kharif pulses during 2012-13 (as per the 1st Advance Estimates) declined to 9.52 million hectares as against 11.35 million hectares during Kharif 2011-12 (as per 4th Advance Estimates), according to Crops & TMOP Division of DAC (as on 24.9.2012). Areas under tur, urad and moong have declined by 8.66%, 5.79% and 26.87% respectively as compared to the corresponding period last year. Area under pulses production stood at 24.78 million hectares during 2011-12 (as per 4th advance estimates) as compared to 26.41 million hectares during 2010-11 (Final estimates) of the Ministry of Agriculture.

3.21 India achieved a production of 17.21 million tonnes of pulses in 2011-12 which was lower than the production of 2010-11 at 18.24 million tonnes. Table showing kharif pulses production during 2011-12 and 2012-13 is given below as per the 1st Advance estimates released on 24.09.2012 by the M/o Agriculture:

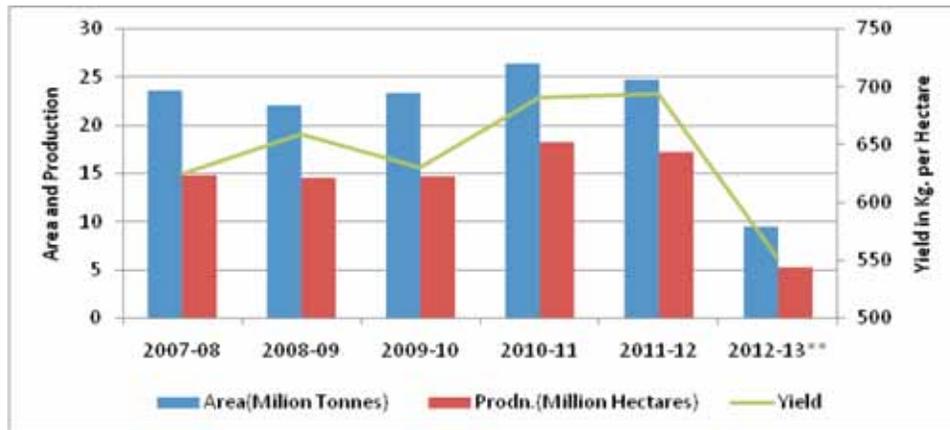
Table showing the Kharif pulses production during 2010-11 and 2011-12*			
(figures in million tonnes)			
	2011-12	2012-13	Variation in (%)
Tur	2.90	2.78	-4.14
Urad	1.17	1.14	-2.56
Moong	1.20	0.73	-39.17
Other Kharif	1.15	0.61	-46.96
Total Kharif	6.43	5.26	-18.20

Note * :- 1st Advance Estimate
Source : Ministry of Agriculture



Pulses yield in India improved from 625 kg per hectare in 2007-08 to 659 kg per hectare in 2008-09. After a decline in 2009-10, it

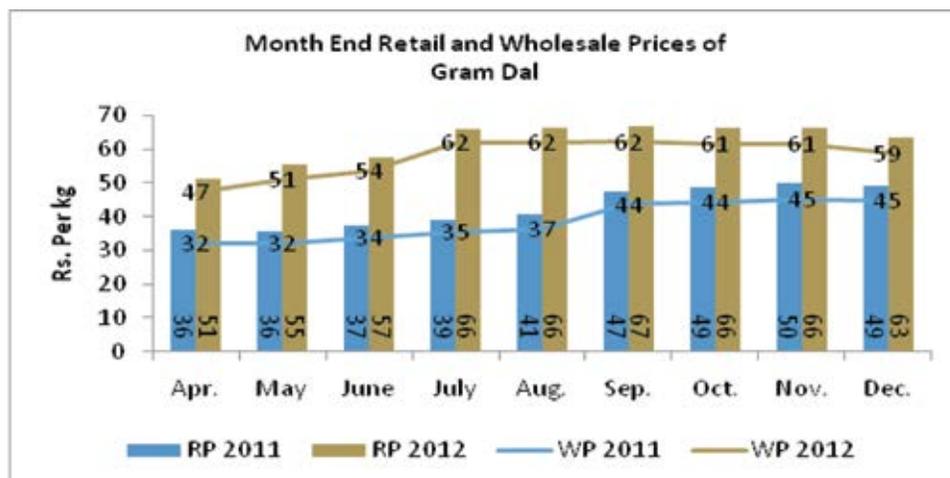
jumped to 694 kg per hectare in 2011-12. The area, production and yield of pulses are shown in the graph given below:

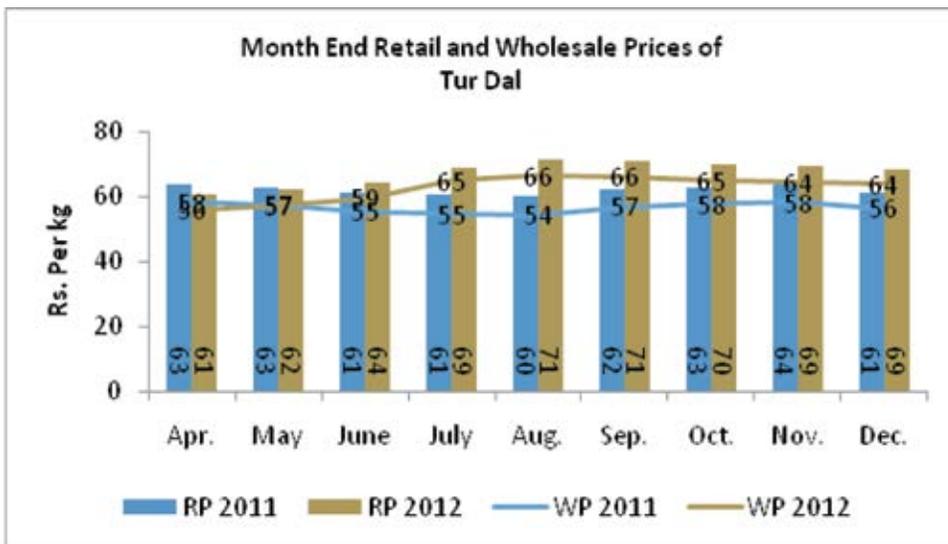
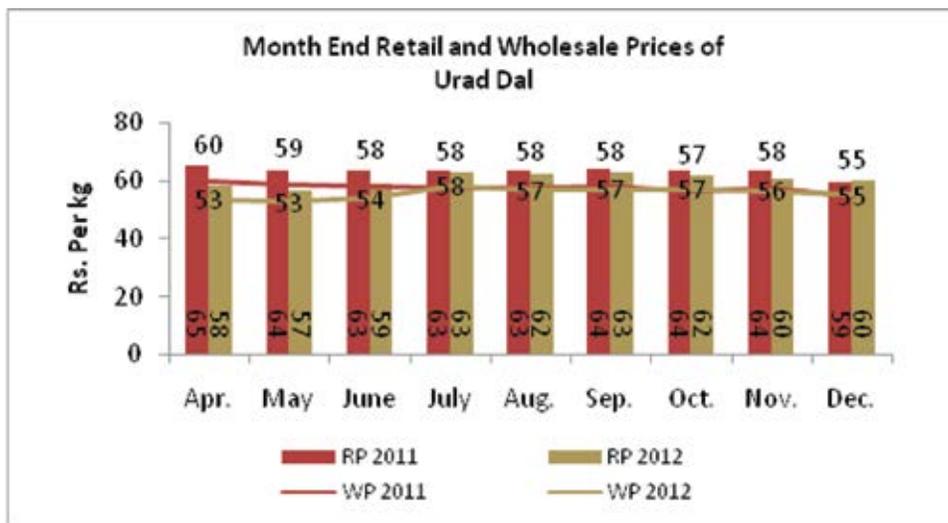


Source: Ministry of Agriculture.

3.22 Demand for pulses has been increasing steadily mainly due to increase in population and preference for enhanced protein requirements in food. The gap between demand and supply is met through imports. As per the DGCIS data, (provisional) about 19.85 lakh tonnes of pulses have been imported during April-October, 2012 as compared to 18.24 lakh tonnes during the corresponding period last year.

3.23 The retail prices of pulses have shown an increasing trend during 2012-13 (April-December) as compared to corresponding period last year. The details of the All India average month end retail and wholesale prices of Pulses such as Gram dal, Tur dal, Urad dal, Moong dal, Masur dal are given in the Graph below:

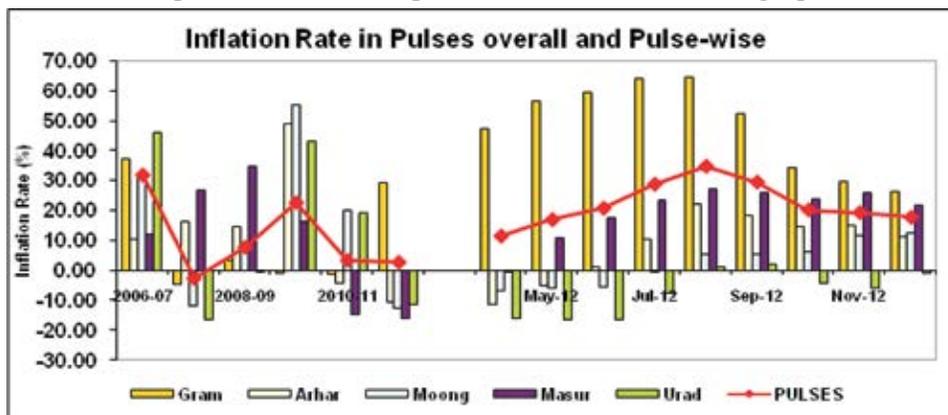






Source: State Civil Supplies Departments.

The inflation rate of pulses overall and pulse-wise is shown in the graph as under:



Source: Department of Industrial Policy and Promotion

Pulses Subsidy Scheme

3.24 To augment domestic availability of pulses, a subsidy scheme for pulses was operational since November 2008. Under the scheme, a Subsidy @ Rs. 10/- per kg was given on the distribution of imported pulses under the PDS @ 1 kg per family per month. Pulses were imported by the five designated agencies (viz., NAFED, PEC Ltd., STC Ltd., MMTCL Ltd. and NCCF) and supplied by them to the State Governments.

3.25 The Scheme was conceived and introduced as a one-time measure in November, 2008 for one year, but was subsequently extended periodically and was valid till 30.6.2012. 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 Scheme is given in the Table below:

Quantity of Pulses Imported and Distributed by Designated agencies (2008-09 to 2012-13)						
<i>(In Tonnes)</i>						
Agency	2008-09	2009-10	2010-11	2011-12	2012-13*	Total
MMTC	4200	25150	59000	11000	0	99350
PEC		144165	151490	92786	8093	396534
STC	507	79409	75475	82610	0	238001
NCCF		6207	18737	0	0	24944
NAFED			10005	0	0	10005
Total	4707	254931	314707	186396	8093	758829

Note: * Scheme ended in June, 2012

Source: Designated importing Agencies

SUGAR

3.26 Retail prices of sugar have increased during the current financial year (up to December, 2012). Prices of sugar across centres were in the range of Rs. 31 per kg to Rs. 46.00 per kg during April-December,

2012 as compared to prices in the range of Rs. 28.00 per kg to Rs. 45.00 per kg during April- December, 2011.

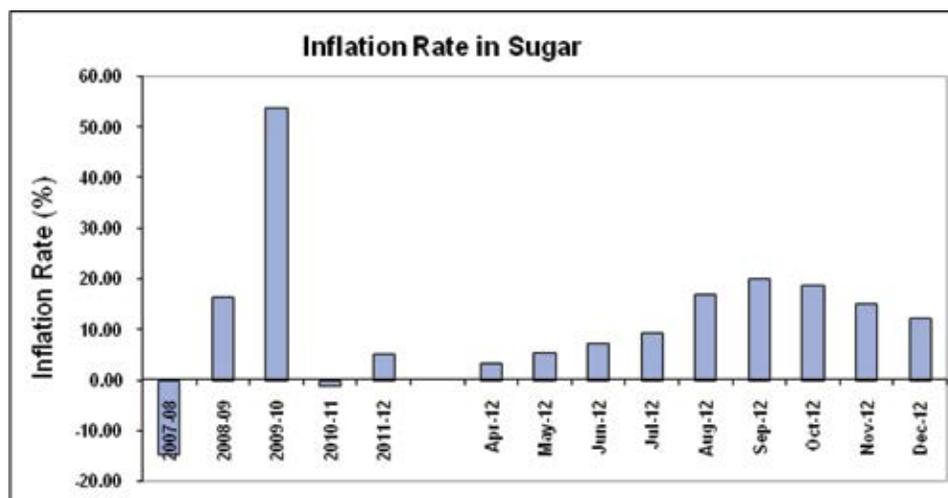
The All India average month end retail and wholesale prices of Sugar are given in the graph below:



Source: State Civil Supplies Departments.

3.27 As per the 1st Advance Estimates released by Ministry of Agriculture during 2012-13, the sugarcane production is estimated at 335.33 million tonnes, which is lower than

the 1st Advance Estimates during 2011-12 of 342.20 million tonnes. The inflation rate in sugar during the period April to December, 2012 is graphically given below:



Source: Department of Industrial Policy and Promotion

EDIBLE OILS

3.28 According to the First Advance Estimates for the year 2012-13 released by Ministry of Agriculture, on 24.9.2012, kharif oilseed production is estimated at 18.78 million tonnes as against the first advance estimates of last year which was 20.89 million tonnes.

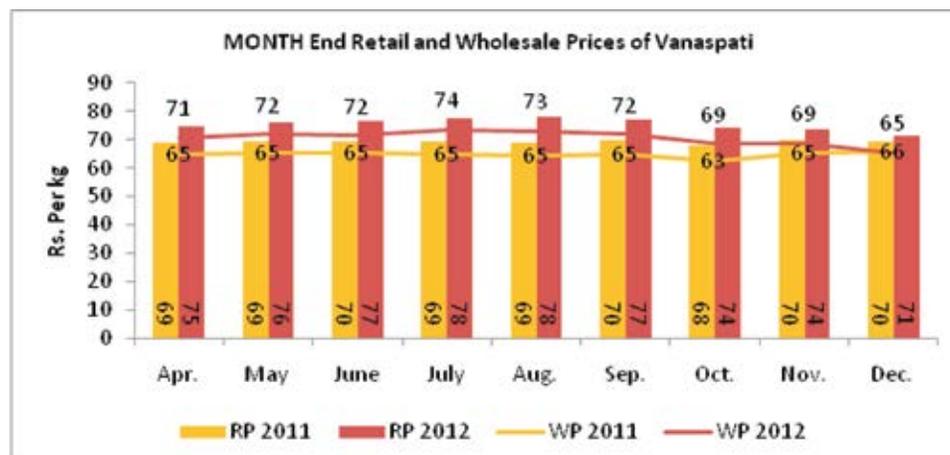
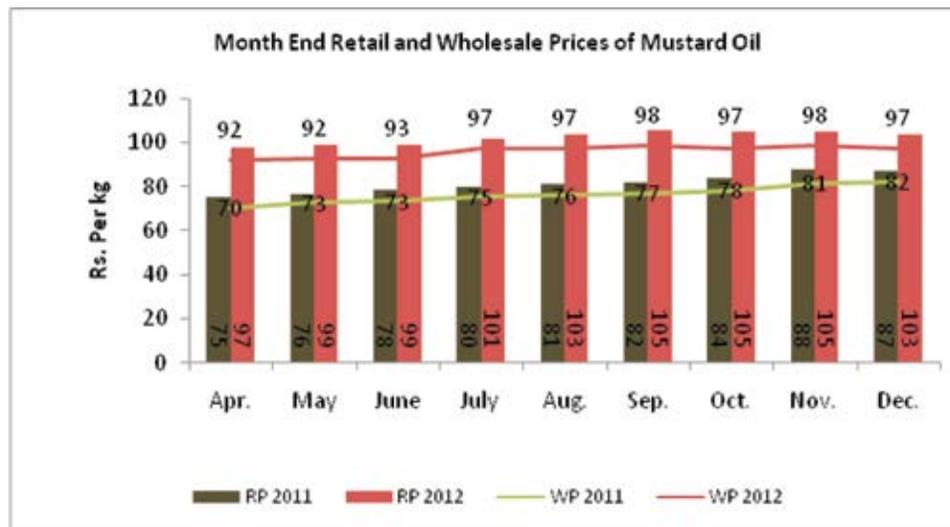
3.29 During the current year (April to December, 2012), the edible oil prices have shown an upward trend as compared to last year across centres. The table showing the price range of Edible oils during April-December, 2012 and April- December, 2011 is given below:

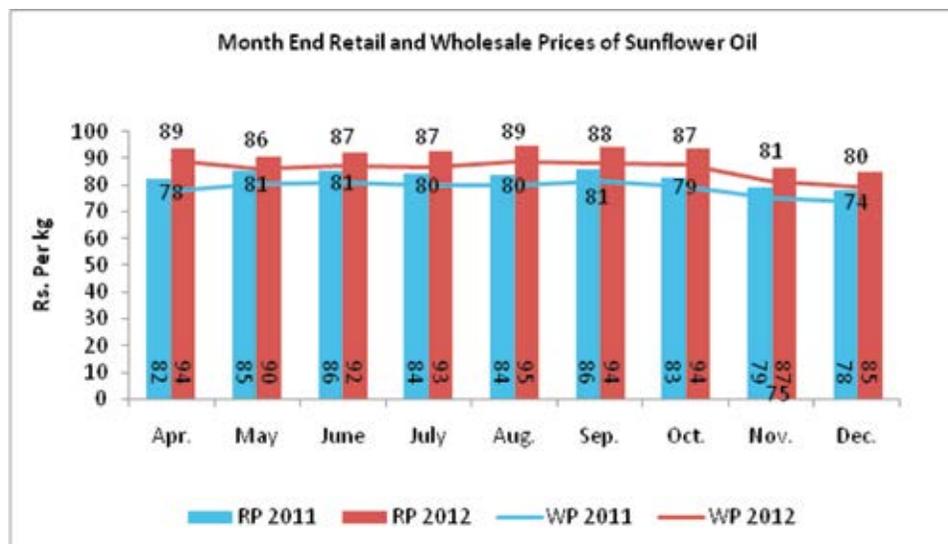
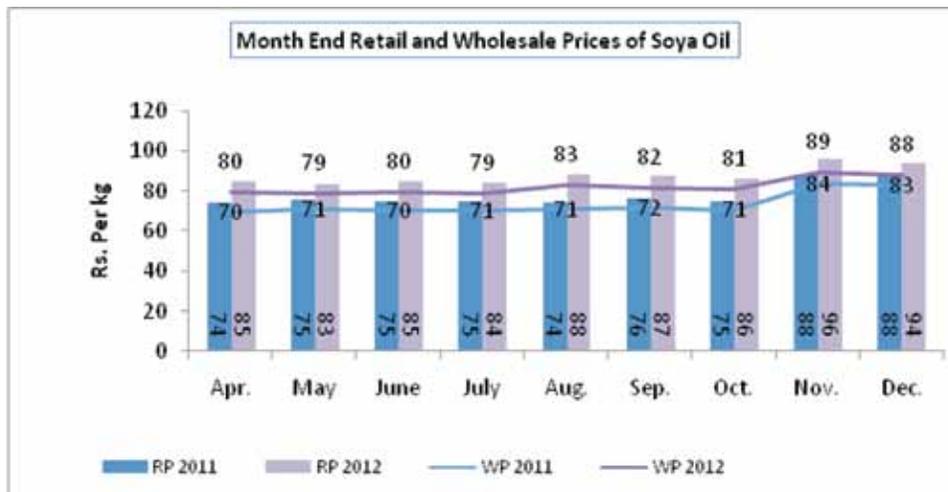
Edible oils	Price Range (April-December 2012) (Rs/kg)	Price Range (April- December 2011) (Rs/kg)
Mustard oil	74-154	60-113
Vanaspati	50-107	54-97
Groundnut oil	81-176	69-143
Palm oil	54-108	52-107
Soya oil	61-121	64-99
Sunflower oil	57-159	58-147

Source: - State Civil Supplies Departments

The All India average month end retail and wholesale prices of Groundnut oil, Mustard oil, Vanaspati, Sunflower

Oil, Soya Oil, Palm Oil are given in the Graph below:





Source: State Civil Supplies Departments



3.30 Around 50% of the domestic requirement of edible oils is met by imports, of which Crude Palm Oil constitutes about 77% and Soyabean oil about 12%. During the current year 2011-12 (Oil year November-October), the total import of edible oils is reported at 99.43 lakh tonnes as compared to 74.94 lakh tonnes during last year; an increase of 32.67%.

VEGETABLES

3.31 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

3.32. The National Horticultural Research & Development Foundation (NHRDF) estimates Onion production for 2011-12 at 163.41 lakh tonnes which is 8.09% higher

as compared to 151.18 lakh tonnes during 2010-11. (Source: NHRDF)

3.33 Onion is mainly exported to Bangladesh, Malaysia, Dubai, Sri Lanka, Bahrain, Nepal, Singapore, Muscat, Kuwait, Doha/Qatar, Mauritius etc. Onion export during 2011-12 was 15.53 lakh tonnes, as compared to 13.41 lakh tonnes the previous year. During 2012-13, 12.80 lakh tonnes of Onion has been exported between April to December, 2012 as compared to 11.02 lakh tonnes during the corresponding period of last year.

3.34 Retail prices of onion across centres were in the range of Rs. 6.00-53.00 per kg during April-December, 2012 as compared to Rs. 5.00-35.00 per kg during April-December, 2011. The All India average month end retail and wholesale prices of Onion are given below:



Source: State Civil Supplies Department.



(ii) POTATO

3.35 Potato area and production during the year 2011-12 is expected to be at 18.88 lakh hectares and 415.68 lakh MT respectively as compared to previous year's area of 18.63 lakh hectares and production of 423.39 lakh tonnes. (Source: NHRDF)

3.36 Retail prices of potato across centres were in the range of Rs. 7.00-30.00 per kg during April-December, 2012 as compared to Rs. 4.00-22.00 per kg during April-December, 2011. The All India average month end retail and wholesale prices of Potato are given below:



Source: State Civil Supplies Department.

(iii) TOMATO

3.37 The area and production of tomato during 2010-11 was 8.65 lakh hectares and 165.26 lakh tonnes as compared to area of 6.34 lakh hectares and production of 124.33 lakh tonnes during 2009-10.(Source: National Horticulture Board, 2011).

3.38 Retail prices of tomato across centres were in the range of Rs. 4.00-80.00 per kg during April-December, 2012 as compared to Rs. 4.00-60.00 per kg during April-December, 2011. The All India average month end retail and wholesale prices of Tomato are given below:



Source: State Civil Supplies Department.



TEA

3.39 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. 100.00-340.00 per kg during April-December, 2012 as compared to Rs. 100.00-314.00 per kg during April-December, 2011. Exports of tea during 2012-13(April-October) were 14.9 million kg as against 15.80 million kg in the corresponding period a year ago. (Source: DGCI&S).

MILK

3.40 Retail prices of milk across centres were in the range of Rs. 20.00-44.00 per kg during April-December, 2012 as compared to Rs. 16.00-40.00 per kg during April-December,2011.

SALT

3.41 Retail prices of salt increased and were in the range of Rs. 5.00-20.00 per kg during April-December, 2012 as compared to Rs. 5.00-15.00 per kg during April-December, 2011.

Annexure I

Point to Point Inflation and Variation in the Wholesale Price Index Numbers of Major Groups and Commodities during the Month of December,2012 and December,2011.

Commodity/Sub-group	Weight	Annual Rate of Inflation		Variation of WPI of December / April, 2012 and December / April .2011	
		December, 2012	December, 2011	December /April, 2012	December /April, 2011
ALL COMMODITIES	100.00	7.18	7.74	5.1	5.2
I PRIMARY ARTICLES	20.12	10.61	3.59	4.4	2.1
(A) FOOD ARTICLES	14.34	11.16	0.79	5.0	4.1
a. FOOD GRAINS (CEREALS+PULSES)	4.09	18.73	3.94	27.3	6.6
a1. CEREALS	3.37	19.02	1.74	24.7	3.1
Rice	1.79	17.10	1.17	25.4	5.8
Wheat	1.12	23.23	-3.87	26.0	-2.6
a2. PULSES	0.72	17.57	13.73	39.3	23.3
Gram	0.33	26.47	43.64	56.7	70.0
Arhar	0.14	10.97	-0.17	25.8	-16.5
Moong	0.08	12.60	-3.30	34.2	-14.1
Masur	0.06	21.59	-7.50	29.4	-6.8
Urad	0.10	-0.83	-10.61	10.9	-28.4
b1. VEGETABLES	1.74	23.25	-34.55	-43.6	10.6
Potato	0.20	89.08	-35.39	35.7	1.7
Onion	0.18	69.24	-61.62	165.2	23.2
b2. FRUITS	2.11	5.76	8.78	-13.5	-59.2
Milk	3.24	5.85	11.02	7.1	23.0
d. EGGS, MEAT& FISH	2.41	10.18	13.10	14.7	26.4
Tea	0.11	37.47	-4.97	20.2	-6.6
(B) NON-FOOD ARTICLES	4.26	13.23	1.82	8.0	-13.0
b. OIL SEEDS	1.78	28.94	10.57	24.3	4.4



II FUEL & POWER	14.91	9.38	14.98	10.1	13.2
III MANUFACTURED PRODUCTS	64.97	5.04	7.64	4.2	4.3
(A) FOOD PRODUCTS	9.97	9.00	6.31	11.6	7.1
Wheat Flour (Atta)	0.39	8.73	2.26	15.6	-2.0
Sugar	1.74	12.22	4.69	26.5	9.8
Gur	0.08	14.56	-2.85	12.6	7.8
Salt	0.05	0.66	4.82	0.0	8.3
f. EDIBLE OILS	3.04	9.49	11.93	5.8	7.3
Vanaspati	0.71	4.88	1.09	5.6	-1.6
Groundnut Oil	0.30	21.89	9.72	9.9	12.9
Palm Oil	0.42	0.41	9.95	-7.7	5.5
Mustard & Rapeseed Oil	0.45	9.88	21.21	4.1	19.0
Soyabean Oil	0.38	10.88	16.28	4.8	6.7
Sunflower Oil	0.17	3.34	5.06	4.7	8.5

Source: Department of Industrial Policy & Promotion.



Annexure-II

**Month-end retail p rices of 22 essential commodities at major metropolitan cities
from April 2012 to December 2012(Rs per kg)**

Centres/ Months	April 12	May 12	June 12	July 12	Aug 12	Sep 12	Oct 12	Nov 12	Dec 12
Rice									
Delhi	25	NR	25	NR	25	26	26	25	26
Mumbai	22	27	27	28	26	25	25	26	26
Kolkata	19	NR	20	NR	20	21	21	21	20
Chennai	23	23	25	27	29	31	31	32	34
Wheat									
Delhi	16	NR	16	NR	19	19	18	19	19
Mumbai	21	23	24	26	24	25	24	24	28
Kolkata	NR	NR	NR	NR	NR	NR	NR	NR	NR
Chennai	22	22	22	23	25	25	27	28	28
Atta									
Delhi	17	NR	17	NR	20	20	19	21	20
Mumbai	22	26	26	32	28	29	28	28	32
Kolkata	16	NR	17	NR	19	19	20	21	21
Chennai	26	26	26	26	24	24	28	28	28
Gram Dal									
Delhi	52	NR	59	NR	72	70	72	73	74
Mumbai	60	64	64	74	76	82	78	78	85
Kolkata	50	NR	60	NR	70	70	75	68	68
Chennai	56	60	64	72	74	72	72	72	66
Tur Dal									
Delhi	70	NR	71	NR	82	83	82	81	81
Mumbai	72	71	71	78	80	85	80	84	80
Kolkata	64	NR	72	NR	75	74	76	74	70
Chennai	64	64	70	75	78	74	76	80	76
Urad Dal									
Delhi	70	NR	65	NR	75	75	72	72	74
Mumbai	72	72	73	78	82	83	80	74	76
Kolkata	58	NR	62	NR	65	60	64	60	60
Chennai	58	58	58	68	65	65	63	63	62



Centres/ Months	April 12	May 12	June 12	July 12	Aug 12	Sep 12	Oct 12	Nov 12	Dec 12
Moong Dal									
Delhi	70	NR	68	NR	75	76	74	77	80
Mumbai	73	71	69	77	80	84	82	82	87
Kolkata	75	NR	72	NR	80	80	82	80	84
Chennai	64	64	66	70	76	76	76	76	78
Masoor Dal									
Delhi	51	NR	54	NR	66	65	63	62	61
Mumbai	66	64	60	60	60	58	56	56	56
Kolkata	48	NR	48	NR	52	48	50	50	50
Chennai	45	45	50	50	52	52	52	52	52
Sugar									
Delhi	35	NR	34	NR	40	41	41	39	40
Mumbai	33	33	33	40	42	40	40	40	38
Kolkata	33	NR	34	NR	40	41	41	40	39
Chennai	31	32	32	37	40	39	37	38	36
Milk (in litres)									
Delhi	29	NR	29	NR	29	30	30	30	30
Mumbai	36	36	36	36	36	36	36	36	36
Kolkata	26	NR	28	NR	28	28	28	28	28
Chennai	27	27	27	27	27	27	27	27	27
Groundnut oil									
Delhi	170	NR	166	NR	166	166	162	161	162
Mumbai	129	130	132	136	137	129	131	140	141
Kolkata	130	NR	140	NR	140	140	137	138	160
Chennai	141	138	138	141	142	142	126	136	140
Mustard oil									
Delhi	108	NR	101	NR	105	108	105	108	108
Mumbai	99	95	96	99	102	95	91	91	88
Kolkata	100	NR	100	NR	105	104	105	106	106
Chennai	108	108	108	108	108	121	121	121	121
Vanaspati									
Delhi	86	NR	85	NR	88	87	81	77	77
Mumbai	88	86	92	96	97	88	88	90	79
Kolkata	76	NR	76	NR	78	74	65	64	63
Chennai	81	84	85	88	87	88	86	86	88



Centres/ Months	April 12	May 12	June 12	July 12	Aug 12	Sep 12	Oct 12	Nov 12	Dec 12
Soya Oil									
Delhi	94	NR	92	NR	95	97	94	94	97
Mumbai	84	81	82	88	90	90	82	88	84
Kolkata	85	NR	86	NR	88	86	86	86	88
Chennai	NR	NR	NR	NR	NR	NR	NR	NR	NR
Sunflower Oil									
Delhi	108	NR	105	NR	107	107	106	106	108
Mumbai	92	91	NR	90	91	95	96	96	96
Kolkata	100	NR	100	NR	95	90	93	93	94
Chennai	90	90	88	90	92	93	91	93	93
Palm Oil									
Delhi	NR	NR	NR	NR	NR	NR	NR	NR	NR
Mumbai	68	65	73	70	73	63	63	63	62
Kolkata	71	NR	67	NR	70	68	56	56	55
Chennai	74	74	71	70	71	68	60	59	56
Gur									
Delhi	38	NR	42	NR	43	41	40	38	38
Mumbai	46	46	47	45	45	46	48	48	47
Kolkata	NR	NR	NR	NR	NR	NR	NR	NR	NR
Chennai	35	35	35	37	37	38	35	37	37
Tea Loose									
Delhi	174	NR	176	NR	177	180	185	188	190
Mumbai	200	200	200	200	220	260	270	280	280
Kolkata	120	NR	120	NR	120	120	120	120	NR
Chennai	260	260	260	260	260	260	260	260	260
Salt Pack (Iodised)									
Delhi	16	NR	16	NR	16	16	16	16	16
Mumbai	14	14	14	15	15	16	16	16	16
Kolkata	9	NR	8	NR	8	8	8	8	8
Chennai	14	14	16	16	16	16	16	16	16
Potato									
Delhi	17	NR	18	NR	20	19	18	17	12
Mumbai	16	16	20	22	23	18	17	19	19
Kolkata	12	NR	15	NR	15	14	14	15	12



CHAPTER – III
General Price Situation and Availability of Essential Commodities

Centres/ Months	April 12	May 12	June 12	July 12	Aug 12	Sep 12	Oct 12	Nov 12	Dec 12
Chennai	14	14	16	16	16	16	16	16	16
Onion									
Delhi	14	NR	13	NR	16	16	19	21	23
Mumbai	12	16	15	15	14	14	19	18	18
Kolkata	11	NR	14	NR	16	16	18	20	20
Chennai	9	10	11	11	13	12	18	20	20
Tomato									
Delhi	21	NR	19	NR	27	21	20	18	14
Mumbai	24	26	22	32	20	16	10	16	17
Kolkata	15	NR	30	NR	30	30	30	20	16
Chennai	12	15	21	21	21	10	20	20	16

Source: State Civil Supplies Department.



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 2012 (**updated as on 06.02.2013**) are as under:

- i) No. of raids conducted - 132336
- ii) No. of persons arrested - 4057
- iii) No. of persons prosecuted - 3269
- iv) No. of persons convicted - 413
- v) Value of goods confiscated - Rs. 22978.392 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 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. This was further extended upto 30.09.2013 vide Central Order No.S.O.2320(E) dated 27.09.2012 . In respect of paddy and rice the validity was extended upto 31.10.2011 vide Central Order No.2227(E) dated 27.09.2011 which was further extended upto 30.11.2011 vide Central Order No. S.O.2447(E) dated 28.10.2011. This was further extended upto 30.11.2012 vide Central Order No. 2716 dated 27.09.2012. At present stock limits are permitted for rice and paddy upto 30.11.2013 vide Central Order No.2968(E) dated 20.12.2012.



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 Blackmarketing and Maintenance of Supplies of Essential Commodities Act, 1980 is being implemented by the State Governments/ UT Administrations for the prevention of unethical trade practices like hoarding and blackmarketing etc. The Act empowers the



Central and State Governments to detain persons whose activities are found to be prejudicial to the maintenance of supplies of commodities essential to the community. Detentions are made by the States/UTs in selective cases to prevent hoarding and blackmarketing of the essential

commodities. Detention orders were made in **231 cases by the State Governments during the period from 01.01.2012 to 31.12.2012.** 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.

(i) 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 as to not 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.

5.3 The Consumer Protection Act, 1986

One of the most important milestones in the area of consumer protection /consumer movement in the country has been the enactment of Consumer Protection Act, 1986. This Act was enacted to better protect the interests of Consumer by creating an alternative disputes resolution mechanism exclusively for consumers. It is one of the most progressive and comprehensive piece of legislations creating an exclusive three-tier quasi-judicial consumer dispute redressal machinery at the national, state and district levels. As on date 632 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, 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 Consumers Fora in the country is an impressive 90.97%. The total number of cases filed and disposed of in the National Commission, State Commissions and District Fora, as on 31.12.2012, since inception, are given below:-

Sl. No.	Name of Agency	Cases filed Since inception	Cases disposed of since inception	Cases Pending	% of total Disposal
1.	National Commission	78471	68241	10230	86.96%
2.	State Commissions	591880	498095	93785	84.15%
3.	District Fora	3214824	2967966	246858	92.32%
	Total	3885175	3534302	350873	90.97%

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 these provision in the law, the National

Commission has been holding Circuit Bench sittings every year since 2005. During the last Circuit Bench sitting held in Bhopal in January & February, 2012, 73 cases have been disposed off by the National Commission.



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

5.6 'CONFONET' Scheme :- A project for 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 crore. The project is being implemented by the National Informatics Centre (NIC) on a turnkey basis.

The CONFONET project has been extended to 11th Plan with a total outlay of Rs.25.00 crore. In the extended period of project, stress is being laid upon continued HR support by means of Technical Support Personnel (TSP) and training for eventual adoption of the system by the Consumer For a themselves. Hundred percent expenditure of Rs.6.60 crore has been incurred during 2012-13 under the CONFONET project. As on December 2012, out of 640 locations being covered, the CONFONET is operational in 340 Consumer Fora. 288 Consumer Fora are uploading cause lists while 191 Consumer Fora are uploading judgments.

5.7 An allocation of Rs.66.00 lakhs

has been earmarked for **North-Eastern Region** (Major Head 2552) under the 'CONFONET' scheme in BE-2012-13. Similarly, in the scheme "Strengthening Consumer Fora (SCF)" an allocation of Rs.55.00 lac has been kept for North-Eastern Region in BE 2012-13.

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.

5.8 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. During 2012-13, under the Scheme for "Strengthening of Consumer Fora (SCF)" an amount Rs.384.28 lakhs has been released so far to 4 States, namely, Mizoram (Rs.15.75 lac) Punjab (Rs.4.33 lac), Tamil Nadu (Rs.197.41 lac) & West Bengal (Rs.166.79 lac).

5.9 Statement of Cases filed/disposed of/pending in District Fora, State Commission and National Commission is in Annexure-I & II.

**ANNEXURE-I**

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

(Update on 31.12.2012)

Sl. No.	Name of State	Cases filed since inception	Cases disposed of since inception	Cases Pending	% of Disposal	As On
National Commission		78471	68241	10230	86.96	30.11.2012
1	Andhra Pradesh	28600	27297	1303	95.44	30.11.2012
2	A & N Islands	42	38	4	90.48	31.01.2008
3	Arunachal Pradesh	63	59	4	93.65	31.10.2012
4	Assam	2474	1603	871	64.79	29.02.2012
5	Bihar	15333	10770	4563	70.24	30.09.2012
6	Chandigarh	12142	11976	166	98.63	30.11.2012
7	Chattisgarh	8359	7896	463	94.46	30.11.2012
8	Daman & Diu and DNH	25	20	5	80.00	31.03.2011
9	Delhi	34318	32739	1579	95.40	30.11.2012
10	Goa	2304	2233	71	96.92	30.11.2012
11	Gujarat	43136	35399	7737	82.06	31.10.2012
12	Haryana	42648	42373	275	99.36	30.11.2012
13	Himachal Pradesh	7814	7535	279	96.43	30.11.2012
14	Jammu & Kashmir	6396	5755	641	89.98	31.03.2012
15	Jharkhand	4918	4155	763	84.49	31.12.2011
16	Karnataka	44219	39462	4757	89.24	30.11.2012
17	Kerala	25353	24200	1153	95.45	31.10.2012
18	Lakshadweep	17	16	1	94.12	30.11.2012
19	Madhya Pradesh	41290	36477	4813	88.34	31.10.2012
20	Maharashtra	57109	41344	15765	72.39	30.06.2012
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	25	6	19	24.00	31.12.2011
25	Odisha	21265	15338	5927	72.13	30.06.2012
26	Puducherry	956	925	31	96.76	31.08.2012
27	Punjab	29346	23144	6202	78.87	31.10.2012
28	Rajasthan	50950	46744	4206	91.74	31.10.2012
29	Sikkim	40	40	0	100.00	31.12.2011
30	Tamil Nadu	24050	22064	1986	91.74	31.10.2012
31	Tripura	1410	1388	22	98.44	30.11.2012
32	Uttar Pradesh	65859	37686	28173	57.22	31.08.2012
33	Uttarakhand	4623	3846	777	83.19	30.11.2012
34	West Bengal	16221	15125	1096	93.24	30.06.2012
TOTAL		591880	498095	93785	84.15	



ANNEXURE-II

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

(Update on 31.12.2012)

Sl. No.	Name of State	Cases filed since inception	Cases disposed of since inception	Cases Pending	% of Disposal	As On
1	Andhra Pradesh	191957	186197	5760	97.00	30.11.2012
2	A & N Islands	330	301	29	91.21	31.03.2006
3	Arunachal Pradesh	404	338	66	83.66	31.10.2012
4	Assam	13704	11976	1728	87.39	31.08.2010
5	Bihar	84369	73573	10796	87.20	30.09.2012
6	Chandigarh	46629	45441	1188	97.45	30.11.2012
7	Chattisgarh	36831	33721	3110	91.56	30.11.2012
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	6341	5792	549	91.34	30.11.2012
11	Gujarat	171555	159522	12033	92.99	31.10.2012
12	Haryana	219763	201980	17783	91.91	30.11.2012
13	Himachal Pradesh	56745	53351	3394	94.02	30.11.2012
14	Jammu & Kashmir	20792	18855	1937	90.68	31.12.2007
15	Jharkhand	32572	29835	2737	91.60	31.12.2011
16	Karnataka	154184	149549	4635	96.99	30.11.2012
17	Kerala	178920	171541	7379	95.88	30.09.2012
18	Lakshadweep	75	65	10	86.67	30.11.2012
19	Madhya Pradesh	182232	166614	15618	91.43	31.10.2012
20	Maharashtra	255993	236744	19249	92.48	30.06.2012
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	290	266	24	91.72	31.12.2011
25	Odisha	90805	84613	6192	93.18	30.06.2012
26	Puducherry	2882	2714	168	94.17	31.08.2012
27	Punjab	153896	148210	5686	96.31	31.10.2012
28	Rajasthan	286929	259855	27074	90.56	31.10.2012
29	Sikkim	283	262	21	92.58	31.12.2011
30	Tamil Nadu	102229	96692	5537	94.58	31.10.2012
31	Tripura	2751	2538	213	92.26	31.10.2012
32	Uttar Pradesh	558254	482532	75722	86.44	31.08.2012
33	Uttarakhand	34654	32546	2108	93.92	30.11.2012
34	West Bengal	83807	78832	4975	94.06	30.06.2012
TOTAL		3214824	2967966	246858	92.32	



CONSUMER WELFARE FUND

(Schemes currently funded from Consumer Welfare Fund)

Presently the following schemes are being administered from Consumer Welfare Fund.

5.10 Setting up of consumer product testing laboratories.

Under this scheme projects have been sanctioned to

a) A project for Comparative Testing of Products and Services has been sanctioned to VOICE Society, New Delhi. 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.

The second phase of the project started from November 2010 at a cost of Rs.2.70 Crore for 3 years. The society has to conduct comparative testing of 16 products and 3 service per year and test results have to be published.

b) **Federation of Consumer Association West Bengal** for up gradation of Food and water testing laboratory with

NABL, Accreditation at a cost of Rs.2.08 Crore.

c) **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

d) **Consumer Education Research Centre, Ahmedabad** for up gradation of their testing lab with NABL accreditation at a cost of Rs.2.18 Crore.

e) **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.

5.11. 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.105lakhs in 2009-2010 , Rs.10 lakh in 2010-11 , Rs.37 lakh in 2011-12 and Rs.50 lakh during 2012-13 till date.. So far, 7749 consumer clubs have been sanctioned



in 23 States/UTs. The remaining States/UTs have been vigorously pursued to implement the scheme.

5.12. 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.2.98 Crore.

5.13. 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), Bangalore at a cost of Rs.90,00,000 with the objective of the Chair is 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

5.14. 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.

5.15. Information, Education and Communication programmes for consumer awareness.

VCOs/NGOs are provided financial assistance under this scheme to spread Consumer awareness & responsibilities. The following are some of the important project administered presently M/s Consumer Unity and Trust Society(CUTS), Jaipur (i) has been sanctioned an amount of Rs.62.32 lakh for grassroots reach out and networking in India through Consumer Action (GRANIRICA)in 12 districts of Rajasthan.



(ii) An amount of Rs.90 lakh has been sanctioned to CUTS for their project Indian Consumer in the New Age and to address the common concern of Common Man in 4 States viz. Tripura, Jharkhand, Karnataka and Haryana.

b) M/s Mounda Dhunpur Kalyan Samiti has been granted an amount of Rs.45 lakh for undertaking consumer welfare activities in 2 districts of Kumaon region of Uttarakhand State.

c) A project has been sanctioned to M/s BINTY, New Delhi for consumer education and awareness among visually impaired persons by distributing consumer protection Act in Braille as well as CD format to all district forums and state commissions all over the country and to blind association institutes.

d) A project has been sanctioned to M/s Gowthami Foundation,Prakasam District, Andhra Pradesh for spreading Consumer Education and Empowerment initiative in rural and tribal villages of Andhra Pradesh at a cost of Rs.1 Crore.

e) M/s **Ayolta Human Resource Society, Orangkong Village, Longleng** has been sanctioned Rs. 49.50 lakhs for three years for consumer awareness programme out of which Department contribution will be Rs. 45.00 lakhs. An amount of Rs. 15.00 lakhs has already released as first year grant.

f) A Project has been sanctioned to M/s Sunrise Mission Home, Wokha Nagaland at a cost of Rs. 11.12 lakhs for one year for Consumer Awareness programme in Wokha District of Nagaland.

g) Project sanctioned to M/s

Association for Development of Society, Kohima, Nagaland for Consumer Awareness Programme at a cost of Rs. 16.50 lakhs.

h) A project has been sanctioned to **M/s Nari Mangal Mahila Samity, District Puri, Orissa** for Consumer Awareness Programme in Odisha at a cost of Rs. 16.50 lakhs.

i) M/s **V. Khikki Welfare Society, Kohima District, Nagaland** has been sanctioned a project for Rs. 33.00 lakhs for three years for Consumer Awareness programme in Nagaland

j) A project has been sanctioned to M/s Bhartiya Dalit Vikas Parishad, Aurangabad Maharashtra at a cost of Rs. 11.00 lakhs for two year for consumer awareness programme in Aurangabad district of Maharashtra.

k) An amount of Rs. 22,50,0000 to **Kerala State Cooperative Consumer Federation Ltd. (CONSUMERFED), Kochi** for procurement of 10 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 article and for consumer awareness campaign.

5.16. 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 for second phase of the National Consumer Helpline.

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) Project sanctioned to IIPA for setting up and running the State Consumer Helpline Knowledge Resource Management Portal for Coordination and Monitoring of the Central Plan Scheme of State Consumer Helpline at cost of Rs.1.67 Crore for 3 Years.

5.17. Training Programmes

a) Two projects for training programmes has been sanctioned to Govt. of Tamil Nadu.

i) Project for conduction training programmes in the field of consumer protection for the benefits of self Help groups and consumers in 31 district of Tamil Nadu at a total cost of Rs.69.91 lakhs.

ii) Proposal for orientation-cum-training programme for State Govt officials and other stakeholders of consumer rights.

which is having duration period for 2 years at the total cost of Rs.21.84 lakhs

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 second phase of the project has been evaluated through IIPA and the 3rd phase of the project will be started soon.

c) Administrative Staff College of India(ASCI) Hyderabad was sanctioned an amount of Rs.10 lakh for conducting training programme for officials and members of Consumer Dispute Redressal Bodies.

5. 18. Corpus Fund 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). The Scheme was implemented in Madhya Pradesh, Kerala and West Bengal. A part payment has also release to State of Bihar, Odisha, Nagaland and Karnataka under this scheme.

5. 19. State Consumer Helpline Consumer



Help line is a Plan scheme set up in States on similar lines as National Consumer Help Line, which is a partnership effort between State and active VCOS of the States. These Help lines extend service in the regional language of the State Concerned and in Hindi & English. So far 28 States/UTs have been sanctioned funds to set up Consumer Help lines. The scheme has been extended in 12th Five Year Plan.

CONSUMER COOPERATIVES

5.20. 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.

5.21 NATIONAL COOPERATIVE CONSUMERS' FEDERATION OF INDIA LTD. (NCCF)

(i) NCCF is the National level

Consumer Cooperative organization in the country. 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 27 Branches/sub-branches located in the State Capitals and other important centers in the country. The NCCF also runs three Industrial Units at Bhiwani (Haryana), Mohali, (Punjab) and Noida (U.P).

(ii) The total paid up share capital of the NCCF as on 31.03.2012 was Rs.12.63 crores. This amount had been contributed by the members, out of which the contribution of the Government of India is Rs. 9.48 crores. The Govt. of India now holds about 75% of the total paid up share capital in the NCCF.

(iii) 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.

(iv) The details of the turnover of the NCCF as also the profitability during the



last three years were as under:

(Rs. In crores)

Category	2010-11 (Audited)	2011-12 (Audited)	2012-13 (Upto Nov.'12)
Sales	1464.55	847.62	677.64
Gross Margin	28.32	16.88	13.00
Other Receipts	6.52	11.82	3.68
Net Profit /(Loss)	6.81	3.62	2.21

(v) The sales turnover achieved by the NCCF during the year 2011-12 was Rs. 847.62 crores as against Rs. 1464.55 crores achieved during the year 2010-11. The bulk of the sales related to supply of grocery, general merchandise items and import/export (including outright & through Associate Shippers). NCCF earned a net profit of Rs. 3.62 crores during the year 2011 -12.

(vi) The Federation during the year has undertaken various projects, which include construction/renovation/modernization of existing Medical infrastructure. NCCF has also successfully executed Housing Project at Kolkatta.

5.22 CONSUMER GRIEVANCE REDRESSAL CELL (CGRC)

(i) The Department has been receiving a large number of complaints from consumers relating to shortfall in the supplies/expectation, 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 a Consumer Grievance Redressal Cell (CGRC) for providing services for redressal of the complaints of the Consumers.

(ii) The Cell had received a large number of complaints covering 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.

(iii) The Consumer Grievance 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, Sated Commission or the National Consumer Disputes Redressal Commission as the case may be, to get redressal as per law.





Be Sure. Buy Pure.

Look for the Hallmark Stamp of Purity in the gold jewellery you buy this Deepawali

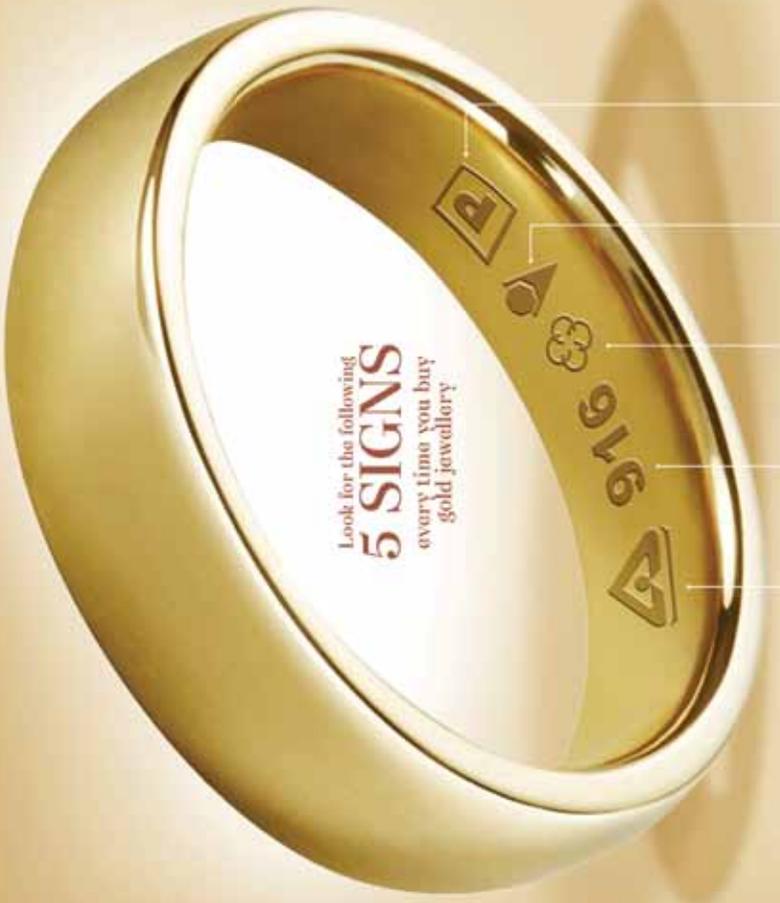
Hallmarking is the accurate determination and recording of the proportionate content of precious metal in gold. Hallmark is thus the official BIS mark that guarantees the purity or fineness of gold jewellery.

- + Hallmarking does not add to the cost of Gold Jewellery because Hallmarking charges for Gold Jewellery are Rs. 18/- per article only.
- + There is nothing like instant Hallmarking. Remember it takes time to check the purity of Gold.
- + Always insist on Cash receipt.

ambaj.s

National Consumer Helpline No.
1800-11-4000 (Toll Free from BSNL-NETEL)
011-24006500 (12 Lines) (Normal call charges apply)
or contact NCH by sending an SMS to 880093717 from your mobile

Issues 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



Look for the following **5 SIGNS** every time you buy gold jewellery

				
23 CARAT	21 CARAT	708 CARAT	14 CARAT	9 CARAT
958 CARAT	875 CARAT	585 CARAT	375 CARAT	375 CARAT
916 CARAT	750 CARAT	18 CARAT	17 CARAT	14 CARAT
916 CARAT	750 CARAT	18 CARAT	14 CARAT	9 CARAT

Consumer? To file online complaint, log on to: www.core.nic.in or call toll free No. 18001804566



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 life affecting all of us, 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 or 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 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 and in the year 2012-13 is as below :-



**The year-wise allocation and expenditure in 11th Plan and 2012-13
(Consumer Awareness)**

(Rs. In crore)

S.No.	Year	BE	RE	Expenditure
1	2007-08	67.00	58.00	44.34
2	2008-09	75.00	91.00	80.50
3	2009-10	77.90	78.00	70.60
4	2010-11	84.02	80.67	80.27
5	2011-12	87.23	87.23	85.73
6	2012-13	89.00	65.00	56.53 (as on 28.2.2013)

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 a meeting of all concerned stakeholders on 4.8.2011. The Department has subsequently

made countrywide consultation so that a consensual, strong and effective mechanism can be decided upon.

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, etc. The Department also continued to take out ads on its own core issues. The campaign has been continuing in a holistic manner with simultaneous 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.

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 and telefilms 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.

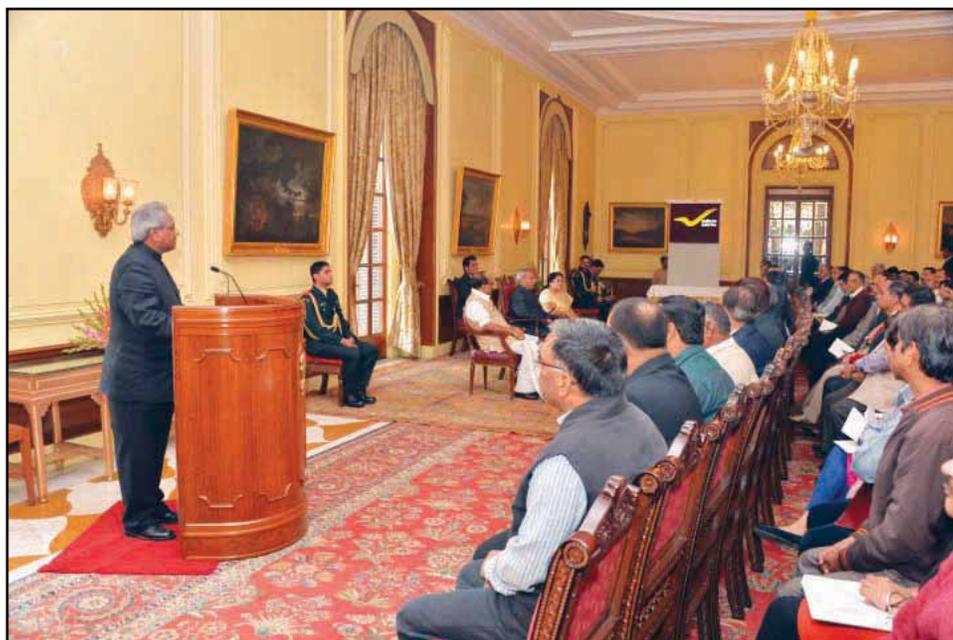
6.21 Consumers, even if they are aware of their rights, hesitate to go to consumer forums, because of inordinate delay and also procedural technicalities. Hence, institutional mechanism for alternate redressal mechanisms and out of court settlements, are being looked at to supplement the existing mechanism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



Prof. K.V. Thomas, Hon'ble Minister of State (Independent Charge), Consumer Affairs, Food and Public Distribution and Dr. (Smt.) Kill Kruparani, MOS (C&IT) welcoming the President of India.



Prof. K.V. Thomas, Hon'ble Minister of State (Independent Charge), Consumer Affairs, Food and Public Distribution addressing on the occasion of release of Commemorative Postage Stamp on **Consumer Protection Act at Rashtrapati Bhawan on 29th November, 2012**



Shri Pankaj Agrawala, Secretary (Consumer Affairs) addressing on the occasion of release of Commemorative Postage Stamp on **Consumer Protection Act at Rashtrapati Bhawan on 29th November, 2012**



Shri Pranab Mukherjee, Hon'ble President of India, Prof. K.V. Thomas, Hon'ble Minister of State (Independent Charge), Consumer Affairs, Food and Public Distribution and Dr. (Smt.) Kill Kruparani, MOS (C&IT) releasing the Commemorative Postage Stamp on **Consumer Protection Act at Rashtrapati Bhawan on 29th November, 2012**



Shri Pranab Mukherjee, Hon'ble President of India, Prof. K.V. Thomas, Hon'ble Minister of State (Independent Charge), Consumer Affairs, Food and Public Distribution, Dr. (Smt.) Kill Kruparani, MOS (C&IT), Shri Pankaj Agrawala, Secretary(CA) and Shri Kamleshwar Prasad, Member, Deptt. of Post on the occasion of release of the Commemorative Postage Stamp on **Consumer Protection Act at Rashtrapati Bhawan on 29th November, 2012**



Shri Pankaj Agrawala, Secretary (Consumer Affairs) inaugurated the stall of Department of Consumer Affairs in India International Trade Fair – 2012



Shri Pankaj Agrawala, Secretary (Consumer Affairs) inside the stall of Department of Consumer Affairs in India International Trade Fair – 2012



Happy HOLI!

But why does your skin feel so unhappy?

Make sure you are not playing with synthetic colours which contain harmful chemicals that can really hurt and permanently damage your skin, your hair and your eyes... What's worse, many of these chemicals are carcinogenic or cancer causing.

So play this Holi with natural/skin friendly and herbal colours or colours made by reputed manufacturers using natural products. They are safe and will give you colours not scars.

National Consumer Helpline No. 1800-11-4000 (Toll Free from BSNL-MTNL)
011-27006500 (12 Lines) (Normal call charges apply) or contact NCH by sending SMS to 8800939717 from your mobile

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 – 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, Government of India.

7.2 The Commission at present comprises of Shri Ramesh Abhishek, Chairman and Dr. M. Mathisekaran, Member. The Commission has its headquarter at Mumbai and one regional office at Kolkata. The Forward Markets Commission is organized into nine administrative divisions to carry out its various tasks.

7.3 To carry out its activities of the Commission has 131 sanctioned staff strength, of which 71 are in position, while 60 posts are lying vacant as on 31.12.2012 as given in **Annexure I**. The sanctioned strength of the office comprises of 68 officers and 63 support staff members.

7.4 There have been no complaints 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 2012-13 plan schemes is given at **Annexure II**.

REGULATION OF COMMODITY FORWARD MARKETS

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

7.7 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. They are useful to all segments of the economy. They provide 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 regulating futures trading as on 31st December 2012 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 2012 notified under Section 15 of the FCR Act, 1952 for conducting futures trading.

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 31st DECEMBER 2012 DURING 2012-13 IN ACHIEVING ITS OBJECTIVES AND SPECIFIED TARGETS AND THE OUTLOOK FOR 2012-13.

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 2012-13, 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 2012-13 (upto 31st December 2012) was Rs. 129.62 lakh crore as against Rs. 137.23 lakh crore during the corresponding period in 2011-12.

7.16 Regulatory initiatives taken by the Forward Markets Commission

(a) 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.

(b) Revision in regulatory measures:

In the interest of trade and in public interest, the Commission monitored trading activities of the Commodity Exchanges and resorted to policy tools like revision of open position limits, in respect of Soyabean, Rape/ Mustard seed, Chana and Refined Soya Oil, increase in the minimum initial margin in respect of the essential commodities, viz. Chana, Potato, Rape/Mustard seed, Soyabean and Soy oil contracts traded on the National Exchanges, and also revision in the special margins of the agricultural commodities to deal with price volatility and curtail excessive leverage in trading of some agricultural commodities.

Owing to reports of deficient monsoon in some parts of the country, Commission kept a close watch on price trends of all agricultural commodities and resorted to revision of Special Margin/ Additional margins applicable to Barley, Cottonseed oil cake, Castorseed, Chana, Cardamom, Mentha oil, Potato, Rapeseed/ Mustard seed, Soyabean, Soya meal, Turmeric, Pepper and Wheat contracts.

(c) Approval to object clause of Investor Protection Fund:

The Commission, on 1st November 2012, approved the modification to the object clause of the Investor Protection fund Trust Deed of the ACE Derivatives and Commodity Exchange Ltd., Mumbai and National Commodity and Derivatives Exchange Ltd., Mumbai.

(d) Approval to memorandum and articles of Bikaner Commodity Exchange :

Pursuant to Section 17 and other applicable provisions of the Companies Act, 1956 the



new set of Memorandum and Articles of Association of the Bikaner Commodity Exchange were approved on 12th November 2012 for conversion of Exchange from Guarantee Company to the Company Limited by shares and for adoption of new set of Memorandum of Association and Articles of Association,.

(e) Amendments to Byelaws of Indian Commodity Exchange Ltd., Mumbai

The Commission, on 5th December 2012 approved the amendment to the byelaws of Indian Commodity Exchange of India Ltd., (ICEX), Mumbai inserting new chapter on Regulatory Framework for Market Access through Authorized Persons.

(f) Approval to Rule 5.33.10 of the Rules of the ACE Derivatives and Commodity Exchange Ltd., Mumbai.

The Commission, on 13th December 2012 approved amendment to Rule 5.33.10 of the Rules of the ACE Derivatives and Commodity Exchange Ltd., Mumbai providing for the refund of initial security deposit to the member only after 3 years from the date of issue of advertisement with respect to surrender of membership so as to ensure that the deposit remains with the Exchange in case of complaints filed within 3 years.

(g) Prior approval of the Commission for effecting changes in Membership Database:

All the Exchanges are required to seek Commission's prior approval for making changes pertaining to change in name, shareholding pattern, change in proprietorship etc. of Members.

(h) Appointment of MD/CEO of the NMCE, Ahmedabad

In view of the Hon'ble Supreme Court's order dated 23rd March 2012 staying the operation of the order of the Hon'ble High Court of Gujarat, Shri. Anil Kumar Mishra was appointed as the MD & CEO of the NMCE, Ahmedabad with the approval of the Commission. The appointment was for one year effective from 10th April 2012, subject to the orders of Hon'ble Supreme Court in the SLPs filed.

(i) Appointment of new MD/CEO of the MCX, Mumbai

The Commission, on 3rd July, 2012 approved the appointment of Shri Shreekant Javalkar, as the Managing Director & CEO of MCX, Mumbai for a period of three years w.e.f. the date of his appointment.

(j) Appointment of Independent Directors on the Board of the Recognized Exchanges:

The Commission, under Section 6 (2) of the Forward Contracts (Regulation) Act, 1952 conveyed its approval to the appointment of Independent Directors on the Board of the First Commodity Exchange of India Ltd., (FCEI) Kochi, National Board of Trade, (NBOT) Indore, Bombay Commodity Exchange Ltd., (BCEL) Mumbai, and Rajdhani Oils and Oilseeds Exchange Ltd., Delhi for a period specified below or co-terminus with the period of recognition of the Exchange, whichever is earlier. Details of the same are given below;

Sr. No.	Name of the Exchange	Name of the Independent Director	Tenure of appointment	Date of approval
1	First Commodity Exchange of India Ltd., (FCEI) Kochi	Mr. George T Valy. Mr.Paul Joseph	Upto 31st March 2014.	30th November 2012
2	National Board of Trade, (NBOT) Indore	Mr.Sherif Marakkar. Prof. Sunil Kumar Maheshwari.	Upto 31st March 2014.	4th December 2012
3	Bombay Commodity Exchange Ltd., (BCEL) Mumbai,	Mr.Harish Bhagchanakda	Upto 31st March 2014	4th December 2012
4	Rajdhani Oils and Oilseeds Exchange Ltd., Delhi	Mr. Pradeesh Lawrence. Mr.MSA Kumar	Upto 31st March 2014.	11th December 2012

7.17 Appointment of Executive Director of the National Board of Trade (NBOT), Indore

The Commission, on 27th December, 2012 approved the re-appointment of Shri Jeyakumar A.S. as Executive Director of National Board of Trade (NBOT), Indore for a period of three years from 30th December, 2012 to 30th December, 2015.

7.18 Important Policy Decisions:

(a) Reduction in Penalty on Delivery default by seller:

The Commission reduced the penalty on delivery default by seller in respect of Rape/Mustardseed, Chana and Pepper in compulsory delivery contract. The penalty has been reduced from 3% to 1.5% out of which 0.75% component of the penalty will be deposited in the Investor

Protection Fund, 0.5% to the buyer who was entitled to receive delivery and 0.25% to the exchange towards administrative expenses. The buyers are not allowed to default. The exchanges have been directed to put a mechanism in place so that the seller who has got requisite stock in the accredited warehouse will not be allowed to default.

(b) Discontinuation of Early Delivery System:

The Commission decided to discontinue the early delivery system with effect from June 2012 expiry in Pepper, Mentha Oil, Guarseed, Soya Bean, Soya Oil, Steel Long contracts except in case of Natural Rubber.

(c) Staggered delivery system at National Commodity and Derivatives Exchange, (NCDEX) Mumbai and Multi Commodity Exchange (MCX), Mumbai.



To limit the excessive speculation especially in the near month contracts and make the threat of delivery in the near month credible, the Commission, on 3rd May 2012 conveyed its approval to the introduction of staggered delivery system at NCDEX, Mumbai in case of Pepper, Chana, Rapeseed/Mustardseed and Potato contracts expiring in the month of May 2012. Staggered delivery period in these commodity contracts expiring in the month of May 2012 was 5 days. Staggered delivery period for subsequent delivery contract from the month of June 2012 onwards was 15 days i.e. commencing from 5th day of the delivery month for Barley, Castor seed, Chana, Red Chili, Cotton seed oil cake, Coriander, Jeera, Maize (industrial), Sugar M200, Wheat, Potato, R/Mustard seed, Turmeric, Pepper, Rubber, Steel long, Gold 100 gms and PVC contracts. The staggered delivery was also approved by the Commission on 24th May 2012 in Soya bean contract at NCDEX, Mumbai and was introduced by NCDEX for contracts expiring in October 2012 and onwards.

The Commission also approved the staggered delivery mechanism in Potato (Agra and Tarkeshwar) contracts in MCX, Mumbai.

Under this system, the sellers can indicate their delivery intentions on any day during the last 15 days of the contract which would be allocated to the buyers in a random manner. This is to ensure that only the genuine buyers would remain in the contract during this period

and there would be greater convergence with spot markets. This system has already yielded good results in terms of reducing the excess speculation in the near month and showing a more mature trading pattern in the concerned commodity contracts.

(d) Public disclosure of information regarding trading activity during the life cycle of a contract:

In order to improve transparency in the trading practices, the Commission directed all the National Commodity Exchanges to disclose information about trading activity in the contracts traded at their exchanges on their respective websites.

(e) Display of percentage of proprietary and clients' trades on websites:

In order to ensure transparency in the Commodity Futures Markets, the Commission, on 7th August 2012 issued directions to all the five National Exchanges to display on their websites, the percentage of proprietary trade to total traded value and percentage of client trade to total trade registered through HFT/ Algo-trading. Accordingly, the National Exchanges have started displaying the above information on their respective websites.

(f) Direction to the Exchanges to take steps to improve the performance of the contracts:

The Commission undertook analysis



of volume and open interest ratio in comparison with international practices to review the level of hedging in the Domestic Commodity Futures Markets and issued directions to the five National Commodity Exchanges on 7th August 2012 to take steps to improve the performance of the contracts, including illiquid contracts. Exchanges have also been asked to frame a time bound program in this regard and report the progress in the matter to the Commission on a quarterly basis.

(g) Approval to the National Commodity & Derivatives Exchange Ltd., (NCDEX) to acquire 65% stake of National Stock Exchange India Ltd., in the National Commodity Clearing Ltd.

The Commission, on 13th December 2012 conveyed its approval to the proposal of the National Commodity & Derivatives Exchange Ltd., (NCDEX) Mumbai to acquire 65% stake of National Stock Exchange India Ltd., in the National Commodity Clearing (NCCL) Ltd.

(h) Non-Launch of yet to be launched futures contracts in Pepper:

The commission is reviewing the quality standards of Pepper in the contract specifications of Pepper futures contracts. Therefore, the Exchanges have been asked not to launch the futures contracts in Pepper which are yet to be launched.

7.19 Registration of Members and Intermediaries:

The system of membership

registration continued during the period 01.04.2012 to 31.12.2012. The total number of members registered upto December 2012 is 5451. Total 293 Intermediaries registered out of which 42 are Warehouses and 251 are others. (Viz. Assayers, Depository Participants, Clearing Banks and others).

7.20 Client Complaints/Grievances

The Commission receives complaints from clients registered with the exchange members, alleging inter alia, 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.

7.21 Approval to recover arbitration costs and payment of award amount to constituents of Bhavishya Advisory and Comtrade (India) Pvt. Ltd.

The Commission, on 11th December 2012, approved the proposal of National Commodity and Derivatives Exchange Ltd., (NCDEX), Mumbai to recover arbitration costs and payment of award amounts to constituents in respect of Bhavishya Advisory and Comtrade (India) Pvt. Ltd.

7.22 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.

During the year, 79 firms of Chartered Accountants have been empanelled with the Commission for the inspection of Exchanges/members of Exchanges. 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 2012, the Commission assigned audit of 378 members of the Exchanges, audit of 01 National Exchange, 09 Regional Commodity Exchanges to the auditors.

7.23 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(s) in the following court cases filed in the Supreme Court of India and various High Courts / Tribunals:



S.No	Case No.	Particulars of the Cases.	Stage of the Case
1	S.B. Civil Writ Petition No. 1681 of 2012	M/s. Hindustan Technosol Pvt. Ltd., praying for setting aside the order dated 31.01.2012 passed by the Commission suspending their membership of National Exchanges for a period of six months, before the Hon'ble High Court of Rajasthan at Jaipur Bench.	<p>(1) The Hon'ble Rajasthan High Court, Jaipur Bench has heard the Petition on 18th April, 2012 and stayed the future operation of the Order dated 31st January, 2012 passed by the Commission with the rider that the respondent will be at liberty to take all safety measures while permitting petitioner for undergoing its business.</p> <p>(2) The Commission has filed a Special Appeal (Writ) against the aforesaid stay order before Division Bench of the Hon'ble Rajasthan High Court in May 2012.</p> <p>(3) The Division Bench has not passed any orders in the aforesaid Special Appeal (Writ).</p>
2	S.B. Civil Writ Petition Nos. 1559 of 2012, 1560 of 2012 and 1732 of 2012	M/s. Shresth Commodities and Financial Services Ltd & its Director Shri Subhash Jain, and M/s. Vinod Commodities Ltd, praying for setting aside the order dated 20-01-2012 passed by the Commission suspending their membership of National Exchanges for a period of six months and one year respectively, before the Hon'ble High Court of Rajasthan at Jodhpur.	<p>(1) The Hon'ble Rajasthan High Court, Jodhpur Bench heard the Petitions on 29th May, 2012 and stayed the future operation of the Order dated 20th January, 2012 passed by the Commission.</p> <p>(2) The Commission has filed the Spl. Appeals (Writ) before the Division Bench against the stay order dated 29-05-2012 passed by the single bench in the matter.</p> <p>(3) The Division Bench on 15th December, 2012 passed the order and directed to list the Writ Petitions before the single bench for final disposal.</p>



S.No	Case No.	Particulars of the Cases.	Stage of the Case
3	Original Application No. 16 of 2011	Shri M. R. Pillai claiming 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 Single Bench of the Hon'ble Tribunal has dismissed the OA on 28 th September, 2012 and referred the same to Division Bench.
4	Writ Petition (Civil) No. 2730 of 2012	M/s. ACN Financial Services Limited ("AFSL"), New Delhi prayed for issue of writ of mandamus or any other writ or appropriate direction directing R-3 (i.e, NCDEX) to effect the delivery of approved quality of steel 203.383 Mt Plus 139.678 Mt respectively to Petitioner 1 & 2 either from the R- 4 (i.e.IEML) or from any other accredited warehouse of R-3 in favour of the petitioners and proper invoices for the steel delivery delivered in installments prior to order of Mumbai High Court dated 9-3-2012 by the R-4 (IEML), before the Hon'ble Delhi High Court .	The Hon'ble High Court heard the matter on 11 th October 2012. During the hearing the petitioners agreed to withdraw the said WP to settle the matter with NCDEX through negotiations. The Hon'ble High Court dismissed the said WP as withdrawn.
5	SLP (C) No.10225-10227 of 2012, SLP(C) No 6246 of 2012, and SLP (C) No. 7479 of 2012.	The Forward Markets Commission (FMC) M/s. National Multi Commodity Exchange of India Limited (NMCE) and Shri Anil Mishra challenging the order dated 9.2.2012 passed by the Hon'ble Gujarat High Court in the matter of LPA No.1039 of 2011, before the Hon'ble Supreme Court of India.	The Hon'ble Supreme Court has heard the matter on 3 rd December, 2012 and directed to issue a notice to the investigating authorities for impleading them as a Respondent.

S.No	Case No.	Particulars of the Cases.	Stage of the Case
6	SB Civil Writ Petition No.10638 of 2012	M/s. Maverick Commodities Brokers Private Limited praying for setting aside the fine imposed by MCX for not uploading the Unique Client code (UCC), before the Hon'ble Rajasthan High court Jaipur Bench.	The matter was last heard on 5 th November 2012, and the Hon'ble High Court did not pass any interim order.
7	Original Application No. 389 of 2012	Shri S. K. Parida, praying for appointment of Assistant Director in FMC on deputation basis, before the Central Administrative Bench (CAT), Mumbai.	The matter was last listed on 20 th December 2012, but not heard. The Commission has filed its Written Statement in the matter. The Hon'ble Tribunal did not pass any interim order.
8	Original Application No. 587 of 2012	Shri Shri V. C. Chaturvedi, against the grading made by the Reviewing Officer in his ACRs for the year 2001-02, 2002-03 and 2003-04, before the Central Administrative Bench (CAT), Mumbai.	The matter is not yet heard.

7.24 Meeting of the Advisory Committee:

The first meeting of the Advisory Committee was held in Mumbai on 16th October 2012. The following points were discussed in the said meeting.

- Steps to be taken to improve hedging in the Commodity Futures market and to benefit farmers more effectively.
- Review of the contract specifications to align the same with the needs of the physical market participants.
- Review of futures trading in narrow commodities.
- Rationale of delivery logic used in futures contract.
- Need for permitting futures contracts in the lean months.
- Rationale for deciding the basis/ additional delivery centres in the futures contract traded on the Commodity Exchanges.
- Issues pertaining to permission to trade in illiquid contracts and market making.
- Issues pertaining to relaunch of Guar contracts.

7.25 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.

7.26 In principle approval to conduct media campaign and awareness program from interest income of IPF

The Commission, on 10th December 2012, conveyed its in-principle approval to Multi Commodity Exchange of India Ltd., (MCX) Mumbai to conduct media campaign and awareness program from interest income of Investor Protection Fund.

The Commission, on 18th December 2012 and 20th December, 2012 also conveyed in-principle approval to the proposal of National Multi Commodity Exchange Ltd., (NMCE) Ahmedabad and Indian Commodity Exchange (ICEX) Ltd., Mumbai respectively for conducting media campaign and awareness programme from interest amount of Investor Protection Fund.



Stakeholders' Meeting for Base Metal, Mumbai 30th October 2012



Stakeholders meet for Chilli and Turmeric held on 18th December 2012.



Stakeholders Meeting for Bullion Participants, Mumbai,
4th December 2012



Stakeholders meeting for Edible oils and Castor seed - 17th November 2012



Stakeholders Meeting for Members of National Commodity Exchanges, New Delhi, 15th December 2012



Stakeholders Meeting for Members of National Commodity Exchanges, New Delhi, 15th December 2012



Stakeholders Meeting for Members of National Commodity Exchanges, New Delhi, 15th December 2012



7.27 Meeting with the stakeholders:

During the period (April-December 2012), seven meetings of various stakeholders of the commodity futures markets were

organized to discuss various issues faced by the trade participants and to increase hedgers' participation in futures market. Details of the meetings are given below:

S.No.	Stakeholders	Date of the meeting	Place
1	A meeting of the Regional Commodity Exchanges	9th May 2012	New Delhi
2	Advisory Committee Meeting	16th Octoebr 2012	Mumbai
3	Base metals participants	30-10-2012	Mumbai
4	Edible Oils and Castor seed participants	17-11-2012	New Delhi
5	'Bullion' Participants	4.12.2012	Mumbai
6	Members of the Commodity Exchanges	15.12.2012	New Delhi
7	Chilli and Turmeric Particippants	18-12-2012	Hyderabad

7.28 Meeting with MD CEOs of the National Exchanges:

The Commission held meetings with the MD & CEO of the National Commodity and Derivatives Exchange Ltd., (NCDEX) and the Multi Commodity Exchange, (MCX) Mumbai on 7th November and 20th November 2012 respectively to review the progress made by the Exchanges with regard to Commission's directives relating to uploading of Unique Client Codes, sending of email/SMS alerts to clients, quarterly settlement of client accounts, dissemination of membership data on Exchanges' websites, among other issues. During the meetings progress made in registration of IPF Trust was also reviewed. Exchanges were asked to be pro-active in clients' grievances redressal and to

train their regional officers in mediation. Alternate measures to disseminate prices through SMS were also discussed during the meting. Issues like Base Minimum Capital, uniformity of net worth criteria across Exchanges, Settlement Guarantee Fund, margin funding were also deliberated upon during these meetings.

7. 29 Awareness programme

During the year 2012-13, 609 awareness programmes were held till December 2012 which included 360 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.



Prof. K.V. Thomas, Hon'ble Minister of State (Independent Charge), Consumer Affairs, Food and Public Distribution Addressing the participants of awareness programme held at Kochi 30-06-2012.



Erattupetta, Kerala 22nd September 2012

Awareness Programme on Commodities Markets, Ahmedabad, 22nd September 2012



Awareness Programme for Commodities Markets, Ranchi, 8th November 2012

7.30 Capacity Building programme

The Commission has tied up with various training institutions for conducting training

for various segments of the market and other stakeholders. During 2012-13, till December 2012, 74 Capacity Building Programmes were conducted.



Capacity Building programme at Assam Agricultural University, Jorhat 6-7 September, 2012.



Annexure I

STATEMENT SHOWING THE STAFF POSITION
(AS ON 31.12.2012)

Name of Ministry/Department : Ministry of Consumer Affairs, Food & Public Distribution, Deptt. of Consumer Affairs.

Office : Forward Markets Commission, Mumbai

S. No.	Name of Post Group (Gazetted/Non-Gazetted) and Pay Band + Grade Pay	Sanctioned	Number of Post(s)	
			In position	Vacant (date since when)
1.	2.	3.	4.	5.
	GROUP 'A'			
1.	Chairman Rs.67000 -79000 +HAG	1	1	0
2.	Member Rs.37400-67000 - 10000	2	1	01
3.	Economic Adviser,(IES)FMC Rs. 37400-67000 - 10000	1+1**	1+1**	00
4.	Director,IES Rs.15600-39100 + 8700 Director (Ex-cadre) Rs.15600-39100 + 8700. Director (Ex-cadre) Rs.15600-39100 + 7600.	1 10	01 05	00 05
5.	A. Deputy Director (Gr.III IES) Rs.15600-39100 + 6600	03	02	01
6.	B. Deputy Director(Ex-cadre) 15600-39100 + 6600	13	03	10
7.	(A) Assistant Director(Gr.IV IES) Rs.15600-39100 + 5400 (B) Assistant Director (Ex cadre) Rs15600-39100+ 5400	05 14	04 6	01 8



S. No.	Name of Post Group (Gazetted/Non-Gazetted) and Pay Band + Grade Pay	Sanctioned	Number of Post(s)	
			In position	Vacant (date since when)
1.	2.	3.	4.	5.
	Total Group 'A'	50+1**	24+1**	26
	GROUP 'B'			
8.	Hindi Officer Rs. 15600-39100 + 5400	01	01	00
9.	Assistant Secretary Rs. 9300-34800 + 4600	01	00	01
9.	Senior P.S. Rs. 9300-34800 + 4800	01	01	00
10.	Private Secretary Rs. 9300-34800 + 4600	02	02	00
11.	Economic Officer Rs. 9300-34800 + 4600	13	11	02
	Total 'B' Gazetted	18	15	3
12.	GROUP 'B' Non-gazetted Superintendent Rs. 9300-34800 + 4600	01	00	01
	Total 'B' Non-gazetted	1	0	1
	GROUP 'C'			
13.	Deputy Superintendent Rs. 9300-34800 + 4200	1	1	0
14.	Stenographer Grade I Rs. 9300-34800 + 4200	2	0	2
15.	Translator (Mudia) Rs. 9300-34800 + 4200	1	0	1
16.	Translator (Gujarati) Rs. 9300-34800 + 4200	1	1	0
17.	Jr.Hindi Translator Rs. 9300-34800 + 4200	2	1	1
18.	Junior Research Assistant Rs. 9300-34800 + 4200	12	5	7



S. No.	Name of Post Group (Gazetted/Non-Gazetted) and Pay Band + Grade Pay	Sanctioned	Number of Post(s)	
			In position	Vacant (date since when)
1.	2.	3.	4.	5.
19.	Stenographer Gr.II Rs. 9300-34800 + 4200	2	2	0
20.	Assistant Rs. 9300-34800 + 4200	2	2	0
21.	Stenographer Gr.III Rs.4000-100-6000	5	0	5
22.	Upper Division Clerk Rs.5200-20200 + 2400	7	4	3
23.	Lower Division Clerk Rs. .5200-20200 + 1900	6	5	1
24.	HindiTypist Rs.5200-20200+1900	1	1	0
25.	Staff Car Driver Rs. .5200-20200 + 1800	1	0	1
26.	Computer Rs. .5200-20200 + 1900	4	1	3
	Total of Group 'C'	47	23	24
	GROUP 'D'			
27.	Gestetner Operator Rs. .5200-20200 + 1800	1	1	0
28.	Daftary Rs. .5200-20200 + 1800	3	3	0
29.	Sr. Peon Rs. .5200-20200 + 1800	1	1	0
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	0
	Total Group 'D'	15	9	6
	TOTAL:(A+B+C+D)	131+1	71+1	60



**FORWARD MARKETS COMMISSION
GOVERNMENT OF INDIA
MUMBAI
PLAN**

BUDGET DURING THE PERIOD APRIL 2012 to DECEMBER 2012

(Figures in Rs.)

S. NO	Head of Account	Budget Estimate for 2012-2013	Revised Estimate 2012-2013	Re-appropriated from NER	Actual Expenditure incurred from 1/04/2012 to 31/12/2012 (Provisional)	Balance Fund available as 31/12/2012
A	B	C	D	E	F	G
1	DTE	6000000	5000000		3642176	1357824
2	FTE	10000000	4000000		2264388	1735612
3	OE	5000000	2000000		1442156	557844
4	OE - IT	13000000	4000000		1476034	2523966
5	PROF. SERVICE	15000000	11500000		8909650	2590350
6	ADVT. & PUBLICITY	20000000	14500000	5000000	14534042	-34042
7	GRANT FOR CAP. ASSETS	37500000	11500000	551000	3049711	8450289
8	OC	20000000	13500000	2500000	14321328	-821328
9	IOSCO	1500000	1500000		0	1500000
10	IT - PROF.	1000000	400000		350487	49513
11	GRANT IN AID	5000000	4000000		0	4000000
12	RENT RATE & TAXES	500000	50000		0	50000
13	OTHER ADM. EXP.	500000	50000		0	50000
	TOTAL	135000000	72000000	8051000	49989972	22010028



FORWARD MARKETS COMMISSION
GOVERNMENT OF INDIA
MUMBAI
NON-PLAN

BUDGET DURING THE PERIOD APRIL 2012 to DECEMBER 2012

(Figures in Rs.)

S. NO	Head of Account	Budget Estimate for 2012-2013	Proposed Revised Estimate for 2012 - 2013	Actual Expenditure incurred from 1/04/2012 to 31/12/2012 (Provisional)	Balance Fund available as 31/12/2012
A	B	C	D	F	G
1	SALARY	47500000	55000000	37505819	9994181
2	MEDICAL	1240000	1000000	319601	920399
3	OTA	10000	10000	0	10000
4	DTE	1500000	1500000	32818	1467182
5	FTE	450000	450000	0	450000
6	PROF. SER.	2200000	3200000	1837745	362255
7	S.S.E.	90000	90000	0	90000
8	OE	7000000	8000000	4155379	2844621
9	OE - IT	2200000	1500000	797715	1402285
TOTAL		62190000	70750000	44649077	17540923



FORWARD MARKETS COMMISSION

GOVERNMENT OF INDIA

MUMBAI

FOR NER

BUDGET DURING THE PERIOD APRIL 2012 to DECEMBER 2012

(Figures in Rs.)

S. NO	Head of Account	Budget Estimate for 2012-2013	Revised Estimate for 2012 - 2013	Re-appropriated to General	Actual Expenditure incurred from 1/04/2012 to 31/12/2012 (Provisional)	Balance Fund available as 31/12/2012
A	B	C	D		F	G
1	D.T.E	1000000	50000	0	0	50000
2	Adv.& Publicity	5000000	4599000	5000000	2000000	2599000
3	Grants-in-Aid General	500000	300000	0	0	300000
4	Grant for creation of capital Assets	6000000	551000	551000	550294	706
5	Other Charges	2500000	2500000	2500000	1519933	980067
TOTAL		15000000	8000000	8051000	4070227	3929773

Note:

1. Re-appropriated from **NER Advertising and Publicity** to **General Advertising and Publicity** Rs.50,00,000/- vide Minsitry Order No.G-20011/4/2011 B & F dated 5th July 2012.
2. Re-appropriated from **NER Grants for Creation Capital Assets** to **General Grants for Creation Capital Assets** Rs.5,51,000/- vide Minsitry Order No.G-20011/6/2012 B & F dated 8th August, 2012.
3. Re-appropriated from **NER Other Charges** to **General Other Charges** Rs.25,00,000/- vide Minsitry Order No.G-20011/6/2012 B & F dated 8th October, 2012



Annexure III

List of the Exchanges

S. No.	Name of the Exchanges
A.	<u>National Multi Commodity Exchanges</u>
1	<u>Multi Commodity Exchange of India Ltd., Mumbai (MCX)</u>
2	<u>National Commodity & Derivatives Exchange Ltd., Mumbai (NCDEX)</u>
3	<u>ACE Derivatives and Commodity Exchange, Mumbai. (ACE)</u>
4	<u>National Multi Commodity Exchange of India Ltd., Ahmedabad (NMCE)</u>
5	<u>Indian Commodity Exchange Ltd., Mumbai (ICEX)</u>
6	<u>Universal Commodity Exchange Ltd (UCX), Mahape, Navi Mumbai</u>
B.	<u>Commodity Specific Regional Exchanges</u>
7	Bikaner Commodity Exchange Ltd, Bikaner
8	Bombay Commodity Exchange Ltd, Mumbai
9	Central India Commercial Exchange Ltd, Gwalior
10	Cotton Association of India, Mumbai
11	The Chamber of Commerce, Hapur
12	East India Jute & Hessian Exchange Ltd., Kolkata
13	First Commodity Exchange of India Ltd, Kochi
14	Haryana Commodities Ltd., Sirsa
15	India Pepper & Spice Trade Association, Kochi
16	The Meerut Agro Commodities Exchange Company Ltd, Meerut
17	National Board of Trade, Indore
18	<u>Rajkot Commodity Exchange Ltd., Rajkot</u>
19	Spices & Oilseeds Exchange Ltd, Sangli
20	Surendranagar Cotton Oil & Oilseeds Association Ltd, Surendranagar
21	The Rajdhani Oil & Oilseeds Exchange Ltd, Delhi
22	Vijai Beopar Chamber Ltd., Muzaffarnagar



Smt. Sonia Gandhi
Hon'ble Chairperson, UPA



Dr. Manmohan Singh
Hon'ble Prime Minister
of India



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

Wake up!
CONSUMERS

**Be aware.
Be safe.**

To assess Quality
Always check
what it
contains - in what
proportions.

Check MRP and
insist on bill for
every purchase

Make sure that
the product is
safe to use.

Without bowing to
allurements or pressures,
choose only that
which is right for you.

Ensure that your
complaint,
is properly heard
by the seller and
manufacturer.

Seek assistance from
the appropriate
Consumer Forum,
if your complaint
is not properly redressed.

You have the rights, you have the power!



National Consumer Helpline No.
1800-11-4000 (Toll Free from BSNL-MTNL)
011-27006500 (12Lines) (Normal call charges apply)
or contact NCH by sending an SMS to 8800939717
from your mobile



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 – VIII

BUREAU OF INDIAN STANDARDS

GENERAL

8.1 The Bureau of Indian Standards, the National Standards Body of India became functional as a statutory body under the Bureau of Indian Standards Act, 1986 with effect from 1 April 1987 taking over staff, assets and liabilities of Indian Standards Institution established in 1947. The Bureau is successfully promoting and nurturing the standardization movement in the country. During the period Apr 2012 - Dec 2012, BIS has made all-round progress in its key activities relating to standardization and certification (Product and Management Systems Certification).

STANDARDS FORMULATION

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

Sl. no.	Activities	Performance	
		2011-12	Apr - Dec 2012
1.	New and revised standards formulated	410	344
2.	Standards in force	18742	18901
3.	Standards Reviewed	3784	1912

RAJIV GANDHI NATIONAL QUALITY AWARDS

8.3 With a view to encourage 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; Employee satisfaction; Impact on environment and society; and Business results. For Small Scale organizations, there are



only six parameters based on which the assessment is made.

The awards presentation ceremony for Rajiv Gandhi National Quality Awards for the year 2010 was organized at Scope Complex, New Delhi on 18 April 2012. Prof. K.V. Thomas, Hon'ble Minister of State (Independent Charge) for Consumer Affairs, Food and Public Distribution and President, BIS presided over this function. The awards presented include 'Best of All Award' and 03 Category awards (01 Large Scale Manufacturing Industry, 01 Small Scale Manufacturing Industry and 01 Small Scale Service Industry). In addition, 10 Commendation Certificates were also presented.

The process for the year 2011 awards started in April 2012. After the preliminary assessment of the applications received, Regional Evaluation Committees completed the process of evaluation through fact finding visits to the short listed applicants. Award winners and recipients of the commendation certificate will be finalized in the forthcoming meeting of National Award Committee scheduled to be held on 10 January 2013 under the chairmanship of Secretary, Department of Consumer Affairs, MoCA, Govt. of India.

PRODUCT CERTIFICATION

8.4 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 90 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** and **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 2011-12, 73 licenses were granted under Foreign Manufacturers Certification Scheme. During the period Apr 2012 - Dec 2012, 37 licenses were issued under Foreign Manufacturers Certification Scheme, taking the total number of such licenses to



253 for products such as Cement, HDPE Pipes, Infant formula, Plastic Feeding Bottles, Switchgear, Plug and sockets, Miniature circuit breakers, Residual Current Circuit Breakers, PVC Insulated Cables, XLP Insulated Cables Safety of Electric Irons, Dry Cell batteries, Steel and 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 including foreign manufacturers certification scheme licences is as under:

Sl. No.	Activities	Progress during	
		2011-12	2012-13 (up to Dec 2012)
(i)	Licences granted	3099	2025
(ii)	Total Licences in operation (excluding Hallmarking)	25330	25932
(iii)	products covered for the first time	11	04

(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 a license from BIS to get his jewellery hallmarked. Assaying and Hallmarking (A&H) Centres where the purity of jewellery/ artefacts is assessed are recognized by BIS after ensuring that the Centres have required infrastructure for assaying and hallmarking of gold and silver jewellery/ artefacts.

(i) Progress of Hallmarking Scheme:

The scheme for Hallmarking has further grown during the period 1stApr 2012 to 31st Dec 2012. The number of licences for

Hallmarking of gold jewellery has grown from 9292 as on 31st Mar 2012 to 10231 as on 25th Dec 2012 with an average of 104 licences granted per month. 204 lakh articles of gold jewellery/ artefacts have been hallmarked during 1st Apr to 25th Nov 2012. The number of BIS recognized assaying and hallmarking centres is 199 as on 25th Dec 2012.

The number of operative licences for Hallmarking of silver jewellery/ artefacts has increased from 580 to 679 during the period 1stApr 2012 to 25th Dec 2012. Income from Hallmarking activity from 1st Apr to 25th Dec 2012 is Rs. 1164.19 lakhs.

(ii) Implementation of the Scheme for setting up of gold hallmarking/ assaying



centres in India with central assistance: Under the Government Scheme for Central Assistance for creating infrastructure, the total number of centres under scheme as on 31st Oct 2012 is 39.

(iii) Publicity on Hallmarking

(a) To promote hallmarking in the country for effective consumer protection in gold jewellery trade, awareness programmes for jewellers/consumers are organized by BIS through its various Regional and Branch offices across the country. 17 Jewellers awareness programmes have been organized during 1st Apr to 25th Dec 2012

(b) During the period from 1st Apr to 25th Nov 2012, 61 advertisements have been released in various newspapers across the country for spreading awareness among the consumers about the benefits of hallmarked Gold Jewellery.

**MANAGEMENT SYSTEMS
CERTIFICATION**

8.5 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”.

During the period Apr 2012 – Dec 2012, 37 Quality Management System Certification licences were granted making a total of operative licenses to 944 as on 31 December 2012 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 System (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 2012 – Dec 2012, 11 EMS new licenses have been granted making a total of operative licenses to 174 as on 31 December 2012. These licenses cover technology areas like integrated steel plants, thermal power plants, aeronautical industries, atomic power wagon workshops, pharmaceuticals, machinery, mining, public administration (Pollution Control Board) etc.

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

BIS launched Occupational Health and



Safety Management System (OHSMS) certification as per IS 18001:2007 which essentially enables an organization to define, plan and manage a policies 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 2012 – Dec 2012, 12 OHSMS licenses have been granted making the total operative licenses to 67 as on 31 December 2012. The licenses cover technology areas like thermal power plants, ceramic industry, cycle industry, gas power station, health services and employee development centre, stations, textiles, plastic, cement, construction, electrical and telecommunication cables, petroleum refinery, insecticides, industrial and explosive chemicals, railway

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

BIS also offers a stand alone HACCP Certification Scheme as per IS 15000. As on 31 December 2012, 02 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 organization within the food chain to

implement a food safety management system. As on 31 December 2012, 08 FSMS licences were in operation.

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

The BIS Service Quality Management System (SQMS) Certification has been launched in April 2007. This is based on the Indian Standard IS 15700:2005, Quality Management Systems – Requirements for service quality by public service organizations. This standard focuses on delivery of quality service across the counter. Further, the organizations implementing this standard can be certified by Bureau of Indian Standards. As on 31 December 2012, 05 licences were in operation from government and public sector units and 19 applications are under progress.

g) Accreditation of QMS and EMS by NABCB

BIS is in the process of getting accreditation from National Accreditation Board for Certification Bodies (NABCB), Quality Council of India, New Delhi.

h) Promotion of Management Systems Certification:

BIS team had delivered lectures on IS 15700 for implementation of SQMS certification and also had conducted meetings with CBDT, CBEC and Department of Post, whom have applied for SQMS certification.

i) Auditors' Meet

During the period Apr 2012 to Dec 2012,



02 Auditors' Meet were organized, 01 by Central Regional Office, New Delhi and 01 by Western Regional Office, Mumbai which were attended by BIS officers and external auditors who are registered for carrying out system certification audit.

j) Licensees' Review Meet

For the purpose of creating awareness and to receive first hand feed back about our services from the licensees, two Management Systems Licensees Review Meetings were organized, 01 by SRO at Kochi and 01 by WRO at Mumbai. Satisfactory feed back were received from the licensees during the meetings.

LABORATORY ACTIVITIES

8.6 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. These laboratories are located at Sahibabad, Mohali, Kolkata, Mumbai, Chennai, Bangalore, Patna and Guwahati. For the period from Apr 2012 to Dec 2012, BIS laboratories have issued 14685 test reports covering wide range of products.

In order to ensure that BIS laboratories services keep pace with the developments at the International level, the laboratories at Sahibabad, Mohali, Kolkata, Mumbai, Chennai have been accredited by the National Accreditation Board for Calibration and Testing Laboratories (NABL) as per the International Standards ISO/IEC 17025. Compression Testing Machine for Cement testing has been

added in Chennai lab and Tensile Testing Machine of 100 ton capacity for testing of Steel products has been added in Kolkata lab in the current financial year so far. These laboratories are audited by NABL as per their norms.

Gold Referral Assaying Laboratory at Southern Region of office Laboratory, Chennai has issued 269 test reports from Apr. 2012 to Dec. 2012. It has also participated in Inter Laboratory Comparison programme for testing of samples of Gold Jewellery. All reports of samples tested by BIS labs are scanned and sent through Intranet to all Branch Offices instead of hard copies for quicker and tamper proof transmission of test results.

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) Seventeen students from various Universities and colleges were given training in the Laboratory as part of their Summer Training Programs for 6-8 weeks duration.

Lab Recognition Scheme

As the existing capacity of the BIS laboratories is not sufficient to test all the samples generated from our Product Certification Scheme, BIS is recognizing outside laboratories that are technically competent and capable of implementing Laboratory Quality Management System



(LQMS) and performing test as per the specified test methods. The recognition is granted and operated as per BIS Laboratory Recognition Scheme 2000. There are 140 outside laboratories which are BIS recognized as on 31 Dec 2012 (Government labs - 61, Semi-Government labs - 01 and Private labs - 78). 10 new outside labs have been recognized during the period from Apr 2012 to Dec 2012. In addition, facilities of 24 Government laboratories (specialized labs/ other labs) are being utilized by BIS as and when required.

AWARENESS PROGRAMMES

8.7 (a) Consumer Awareness Programmes: 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. 2012 – Dec 2012), 49 such programmes were organized by ROs/BOs of BIS throughout the country.

(b) Industry Awareness Programmes: To propagate the concept of standardization, product certification, management systems certification and other BIS activities amongst small scale industries, 07 Industry Awareness Programmes were conducted during the period Apr 2012 – Dec 2012. 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) Educational Utilization of Standards Programmes: BIS is organizing Educational Utilization of Standards Programmes (EUS) for students and faculties of schools, colleges etc. to inculcate the young minds with the concepts and benefits of standardization. The need for familiarizing the students of technical institutions with the principles and practices of standardization is being increasingly felt due to the importance of standardization to industrial development of the country. During the period, Apr 2012 – Dec 2012 BIS has organized 01 EUS Programme.

(d) Standards Promotion through Tender Enquiries : Efforts are being made to have close collaboration and interaction with Govt. Departments and purchase agencies through State Level Committees to implement and promote Indian Standards. Based on tender notices published in newspapers by various Government and Non-Government organizations, requests are being sent for purchase of ISI marked products for all their requirements. During the period, Apr 2012 – Dec 2012, 10 letters issued to Tender inviting authority.

(e) World Standards Day: As for every year BIS celebrated World Standards Day on 15th December 2012 to pay tribute to the collaborative efforts of thousands of experts worldwide, who develop voluntary technical agreements that are published as International or National Standards. This year the theme for World Standards Day was “**Less Waste, Better Results – Standards Increase Efficiency**”. The Seminar at HQ was inaugurated by Prof. K. V. Thomas, Hon'ble



Minister of State (Independent Charge) for Consumer Affairs, Food and Public Distribution and President, BIS. Three eminent speakers have presented technical papers on the theme. Technical seminars were organized by 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.

(f) 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.

(g) Public Grievances: Consumer complaints relating to BIS certified products are reviewed and monitored every month for redressal. Efforts are made to redress the grievances within the stipulated time frame.

(h) Citizen Charter: Citizen's Charter has been implemented and being monitored.

(i) Seminars/Workshops: During Apr - Dec 2012, 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:

1. National Seminars on 'Food Safety – Role of Standards'

Bureau of Indian Standards (BIS) organized

a series of one day National Seminars on 'Food Safety – Role of Standards' at Kochi, Chennai, Mumbai and Kolkata on 28.05.2012, 20.06.2012, 25.06.2012 and 10.07.2012 respectively. Prof. K. V. Thomas, Hon'ble Minister of State (Independent Charge) for Consumer Affairs, Food and Public Distribution, Govt. of India released IS 16019:2012 Indian Standard on Food Retail Management — Basic Requirements, IS 16020:2012 Indian Standard on Food Safety Management – Requirements for Good Hygiene Practices and IS 16021:2012 Indian Standard on Good Manufacturing Practices (GMP) — Requirements at Kochi seminar. The subsequent seminars at Chennai, Mumbai and Kolkata aimed at creating awareness on these standards. These seminars were inaugurated by His Excellency, Dr. K. Rosaiah, the Governor of Tamil Nadu, His Excellency, Sh. K. Sankaranarayanan, the Governor of Maharashtra and His Excellency, Sh. M. K. Narayanan, the Governor of West Bengal respectively.

During the seminars eminent personalities in the field of Food Safety addressed the delegates. The technical sessions focused on Indian Standards on 'Good Hygiene Practices (GHP)'; 'Good Manufacturing Practices (GMP)' and 'Food Retail Management (FRM)' which are envisaged to act as pillars of Food Safety Management System and also dwelled on the salient features of Indian standard on Food Safety Management System, IS/ISO 22000: 2005, Quick methods to detect adulteration and contamination of common food products and role of regulators in food safety.



2. Release of Indian Standard on “Devnagri Lipi and Hindi Spellings” (IS 16500:2012)

Indian Standard on ‘*noukxjh fyfi dk fgah orZhi* [Devnagri Script and Hindi Spellings] (IS 16500:2012) was released on 29 August 2012 at BIS, New Delhi. It is hoped that this standard would be useful for students particularly who are interested in learning Hindi specially from abroad and non-Hindi speaking states of India, teachers, writers, scholars, educational institutions and the students. This standard would provide much needed uniformity in development for Devanagri script and spelling system of Hindi language.

3. Seminar on ‘Awareness of Indian Standards on Fire Extinguishers’

A seminar on ‘Awareness of Indian Standards on Fire Extinguishers’ was organized on 12 December 2012 in Mumbai jointly with Institution of Fire Engineers and Fire Protection Association of India.

4. Workshop on ‘Awareness of Indian Standards in Civil Engineering with particular reference to National Building Code of India 2005’

A Workshop on ‘Awareness of Indian Standards in Civil Engineering with Particular Reference to National Building Code of India 2005’ was organized at Raipur on 27 April 2012 jointly by BIS and the Institution of Engineers (India), Chattisgarh State Centre, Raipur.

5. Special lecture on ‘From Footprints towards Life Cycle Sustainability Assessment’

A special lecture on ‘From Footprints towards Life Cycle Sustainability Assessment’ was delivered by Dr. Matthias Finkbeiner, Chairman, ISO/TC 207/SC5 on 24 August 2012 at Auditorium, BIS, New Delhi with an objective to enlighten on ‘Developments in Carbon Footprint, Water Footprint and Sustainability’.

6. Seminar on ‘IT Architecture for Indian Power Utilities’

A seminar on ‘IT Architecture for Indian Power Utilities’ was held at Central Board of Irrigation and Power (CBIP), New Delhi on 30 May 2012.

7. Workshop on Geomatics

A workshop on Geomatics was held at New Delhi on 6 June 2012. Standardization in the field of Geospatial Information at National and International level was discussed during this workshop.

8. Workshop on ‘Presentation of R&D study for the revision of IS 73 Paving bitumen’

A workshop Titled ‘Presentation of R&D study for the revision of IS 73 Paving bitumen’ was held on 24 August 2012 at Bureau of Indian Standards, New Delhi. The main objective of this workshop was to share the results of R&D study and to make all stake holders aware about the requirements of the Draft Indian Standard on Paving Bitumen (fourth revision of IS 73).

9. Seminar on ‘Role of Standards in Promotion of Technical Textiles’

A seminar on ‘Role of Standards in



Promotion of Technical Textiles' was held on 21 Nov 2012 at Amritsar. During the seminar, a number of papers were presented and participants were apprised of the latest Indian Standards on the subject.

10. Seminar on 'Dams and Spillways in Himalayan Regions'

A Seminar on 'Dams and Spillways in Himalayan Regions' was held on 30 Nov 2012 at New Delhi. A total of 12 papers were presented during the seminar. It received good and proactive participation from delegates from all over India.

11. Seminar on 'Latest trend in speciality Glass and Ceramics'

A seminar on 'Latest trend in speciality Glass and Ceramics' was held on 11 December 2012 at Kolkata.

12. Seminar on 'Fire retardant textiles - Standards and regulation'

A seminar on 'Fire retardant textiles - Standards and regulation' was held on 14 December 2012 at Mumbai. The participants were apprised of the latest Indian Standards on the subject.

13. Seminar on 'Sedimentation in Reservoirs'

A Seminar on 'Sedimentation in Reservoirs' was held on 21 December 2012 at New Delhi. During the seminar 9 papers were presented. It received good and proactive participation from delegates from all over India.

INFORMATION SERVICES

(i) Library

8.8 (i) 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 **2754** visitors by way of preparing **06** 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 **2038** long and short range queries as received from them. The Library maintains the updation of mechanized database of all standards received in the library under the title "Manaksandarbhika". **1391** standards were 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 Apr – Dec 2012.



(iii) Sponsorship of Identification Numbers

(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). 08 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. 05 applications were processed for the allotment of WMI Code during the period.

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

As per instructions by DGFT, 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, 90 products fall within the ambit

of instructions. BIS issued 34 clarifications during the year on different products.

TRAINING SERVICES

8.9 (i) Training Programmes for Industry

During the period Apr 2012 – Dec 2012, National Institute of Training for Standardization (NITS) organized 22 In-house programmes, 35 Open Programmes including 09 Lead Auditors Courses for the industry thus generating revenue of around Rs. 79.99 lakhs.

(ii) International Training Programmes for Developing Countries

The 44th International Training Programme for eight weeks duration on the subject, Standardization and Quality Assurance was organized From 19 March to 11 May 2012 which was attended by 41 participants from 22 developing countries with the financial support from Ministry of External Affairs, Government of India.

(iii) Training Programmes for BIS Employees

During the period Apr 2012 – Dec 2012, 11 programmes were exclusively organized for BIS officials, which included 2 Induction Training Programmes, 5 Training Programmes on Preventive Vigilance, 1 Programme on APAR & CCS, Disciplinary Proceedings, Leave, Medical and Travel rules, 1 Programme on Finance and Purchase management, 1 Programme on Client and Behavioural Management and a Workshop on Hindi. Around 412 BIS employees have been trained.



INTERNATIONAL ACTIVITIES

8.10 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 standard bodies. BIS also holds secretariat of some of the important ISO 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 and industry. It is actively involved in Regional and Bilateral Cooperation Programmes pertaining to standardization, conformity assessment and 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 2012 - Dec 2012 are highlighted below:

(i) International Organization for Standardization (ISO)

(a) ISO General Assembly 2012

The 35th General Assembly of International Organization for Standardization (ISO) was held at San Diego, USA during 16-22 Sep 2012. The Indian delegation comprised of Shri Pankaj Agrawala, Secretary (CA) and Shri E. Devendar, Sc. G and Chief (Standardization), BIS. During the event, bilateral and multilateral meetings were also held with the delegations from various national standard bodies. The discussions included entering into MoUs/MRAs with the national standard bodies and devise

mechanism for structured implementation of the existing MoUs / MRAs. Discussions were also held to devise strategies to safeguard common interests at the international fora.

(b) BIS actively participated in ISO Committees/ Subcommittees, where India is a 'P' member.

(ii) International Electro-technical Commission (IEC)

BIS actively participated in the various IEC committees. IEC – INC meeting was held on 26 Sep 2012. BIS delegation participated in the 76th IEC General Meeting from 01 - 06 Dec 2012 held at Oslo, Norway.

The IEC General Meeting Coordinator Ms. Sophie Chardon visited India during 26 - 30 Nov 2012 to assess the preparations done by BIS for organizing IEC GM 2013 at New Delhi in October 2013.

(iii) Bilateral Co-operation Programmes

BIS continued to work towards closer bilateral cooperation with countries such as USA, Pakistan, UAE, Germany, Kenya, South Korea, Bangladesh, Russia, Iran and Saudi Arabia in close association with Ministry of Commerce and Ministry of External Affairs.

- A meeting was held on 20 Sep 2012 with delegation from Mexico to discuss issues related to standards and conformity assessment in the field of food products.
- A delegation from Australian High Commission visited BIS on 24 Aug 2012 to discuss legislative frame work relating to Food Standards.



- A delegation from USA alongwith representative of the American Embassy visited BIS on 30 Aug 2012 for discussion with respect to procedures of Conformity Assessment exercised by BIS.
- The 5th Meeting of Indian-Russian Working Group on Science & Technology was held on 12 Oct 2012 at New Delhi. A draft MoU for the cooperation between BIS and Federal Agency on Technical Regulating and Metrology (GOSTR) in the field of Standards and Conformity Assessment has been offered by BIS.
- A meeting of Secretary, Dept. of Consumer Affairs was organized by BIS with Mr. Scott Steedman, Director (Standards), British Standards Institute on 05 Nov 2012 at BIS Hqrs. Areas of mutual cooperation in the field of Standards and Conformity Assessment were discussed.
- A delegation from Canadian Standards Association (CSA), Canada visited BIS on 05 Dec 2012 to discuss issues on Conformity Assessment and Laboratory Recognition Activities.
- BIS signed an MoU with the Ministry of Economic Development and Trade of Ukraine in the field of Standards, Conformity Assessment and Quality on 10 Dec 2012.
- A Digital Video Conference (DVC) was organized with officials from ANSI at American Centre, New Delhi on 19 Dec 2012 by the Ministry of Commerce. During the DVC, BIS officials gave presentation on “Standard Development process” and “Conformity Assessment Procedures”.

(iv) Regional Co-operation Programmes:

- The 2nd Tripartite Meeting of the delegates of National Organizations of Standards, Technical Regulations (including Legal Metrology) and Conformity Assessment (including Accreditation and Metrology) of India, Brazil and South Africa (IBSA) for the Implementation of the MoU on Trade Facilitation for Standards, Technical Regulations and Conformity Assessment was held in Bureau of Indian Standards, New Delhi during 6-9 August 2012. Detailed deliberations were held between the delegates of the three countries based on which an Action Plan for the implementation of the IBSA MoU on Trade Facilitation were chalked out.

REVENUE MOBILISATION

8.11 BIS derives its income mainly from certification, training and sale of Indian standards. The income mobilized from these activities is as under:

Sl. No.	Activity	Progress (Rs. in crores)	
		2011 - 12	2012-13 (upto Dec 2012)
1.	Certification (Including hallmarking)	235.25	183.85
2.	Training Institute	1.54	0.69
3.	Sale of BIS Publications	10.32	9.64
	Total	247.11	194.18



PUBLICATIONS

8.12 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 Indian Standards published by BIS (updated up to the 31st December), International Standards adopted as Indian Standards, Indian Standards in Hindi (translation), Special publications and 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.

PUBLICITY

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

Telecast of TV Spots on ISI Mark/Hallmarking

TV Spot on ISI Mark titled "Kaun Banega Consumer King." was telecast for 10 days through Cable and Satellite channels during April 2012.



Rajiv Gandhi National Quality Awards Presentation Ceremony

On this occasion, an advertisement was released on 18 April 2012 on all-India basis and the same was published in 50 different newspapers from various places. An interview was organized with regard to BIS activities, which was broadcast on All India Radio on 19 April 2012. The function was widely covered by electronic media. Besides, a press release was issued which was published by different newspapers across the country.

Jingle on Hallmarking/ ISI Mark

Jingle on Hallmarking and ISI mark was run on 139 Rail Sampark with effect from 20 June 2012 to 19 August 2012 for consumer awareness.

TV Spots in Cinema Halls

TV spots on ISI Mark and Hallmarking were telecast in the cinema halls of semi-urban areas.

Radio Spots

A Publicity campaign to broadcast 20 sec radio spots on ISI Mark and Hallmarking on 37 Vividh Bharati stations and 22 FM stations of All India Radio was undertaken for 45 days with effect from 2 Nov 2012 through Prasar Bharati Broadcasting Corporation of India.

Outdoor Publicity Campaign

An outdoor publicity campaign was undertaken on ISI Mark and Hallmarking through Hoardings at Railway stations (Delhi zone), Backlit Glowsign at Railway

station (Delhi zone), Bus Queue Shelters (Delhi zone), Electronic Display (Delhi), Animation Display (All India), LCD Screens at Railway stations (Rajasthan), Bus Panels (All India), Frontlit Bridge Panels on Railway lands, Bus Queue Shelters (All India), Kiosks at Mumbai & Kolkata, Traffic Signal at Kolkata, Railway Bridge Panels (Unipole), Backlit Unipole on Highway, etc. for consumer awareness during November 2012.

Metro Rail

Publicity on ISI Mark and Hallmarking was undertaken through Metro Inside Panels, Metro Rail Display Boards and Public Utility Metro Rail at different stations of Delhi Metro Rail during November 2012.

Print Media

An advertisement campaign on Hallmarking of Gold Jewellery was released during September and November 2012 on all-India basis. An advertisement campaign on ISI Mark was published during July and November 2012. Advertisements on various activities of BIS were also published in different magazines. Tender Notice advertisements were also published in different newspapers.

Food Safety Seminars – Role of Standards

- On 28 May 2012 Food Safety Seminar was held at Kochi. On this occasion, an advertisement was released which was published in 13 different newspapers of Kochi.
- On 20 June 2012 Food Safety



Seminar was held at Chennai and an advertisement was released which was published in 6 different newspapers of Chennai.

- On 25 June 2012 Food Safety Seminar was held at Mumbai and an advertisement was released which was published in 6 different newspapers of Mumbai.
- On 10 July 2012 Food Safety Seminar was held at Kolkata and an advertisement was released which was published in 9 different newspapers of Kolkata.
- On 12 December 2012 Food Safety Seminar was held at New Delhi and an advertisement was released which was published in 16 different newspapers from various places.

Coverage of National Seminar

The National Seminar on Food Safety – Role of Standards was held on 12 Dec 2012 at Vigyan Bhavan, New Delhi which was inaugurated by Hon'ble President of India. The event was telecast live by DD National and All India Radio. The function was also covered by over 20 different TV channels.

Participation in exhibitions through regional offices

BIS participated in Grand Kerala Shopping Festival (GKSF), being held in the State of Kerala from 15 Dec 2012 to 31 Jan 2013. During this festival, exclusive publicity on Hallmarked Jewellery is being undertaken for consumer awareness through hoardings, display boards inside Global

Village, Display Boards inside 07 Theme Exhibitions, participation in exhibition, BIS logo in advertisement, BIS Logo on GKSF website, etc.

BIS also participated in various exhibitions through regional offices

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.

PROGRESSIVE USE OF HINDI IN BIS WORK

8.14 Bureau of Indian Standards implements the Official Language policy of Govt. of India as per Official Language Act, 1963, Official Language Rules, 1976 and instructions received from the Ministry, the Department of Official Language and Committee of Parliament on Official Language. In compliance of these Rules and instructions, BIS executes Hindi implementation, standard translation and general translation works and also publishes a quarterly Hindi magazine. During the period under review, the Bureau continued to progress in these areas, details of which are as under:

a) Hindi implementation

Under this activity, 03 quarterly meetings were held in time, took necessary decisions regarding Hindi implementation and ensured follow up actions. Two quarterly progressive reports of Hindi were sent to



the Ministry in time. During the period, 08 Hindi workshops were held in which about 150 officers and employees were trained in Hindi noting and drafting and were informed about Hindi incentive schemes, standards translation, Rajbhasha Rules etc. Action on compliance of all items of Annual Programme of Hindi was also taken.

Hindi fortnight was celebrated in BIS from 14th September to 28th September 2012, in which six competitions regarding Hindi were organized. Successful participants were awarded at Hindi Award Function held on 28th September. Bureau also implemented all incentive schemes of GOI such as Cash Incentive Scheme of Hindi Noting and Drafting, Hindi Incentive Allowance Scheme, Hindi Typing and Stenography scheme, Rajbhasha Shield Scheme. Actions were also taken time to time to ensure the bilingual facility on computers. Action for filling up vacant Hindi posts was also taken. During the period, Committee of Parliament on Official Language inspected Northern Regional Office, Chandigarh Office and Nagpur Branch Office and appreciated the progress made by the office in use of Hindi in official work. Inspection of Hindi work of 09 Regional/ Branch offices of BIS was carried out.

b) Standards and General translation work

To enhance translation work of Indian Standards, BIS took a number of steps which included vetting of translation of trial works of outside translators and also work for including more number of translators in the panel. Besides, about

325 titles of standards were also made bilingual. Fresh copies of Consolidated Glossary of Scientific and Technical Terms were distributed to the offices of the Bureau to facilitate the standards translation work. A committee was set up to formulate the guidelines for the incentive scheme of standards translation and their vetting. The concerned committee made the recommendations and suggestions to the competent authority. Under this, approximately 550 pages of different types of materials were translated which related to Proforma, Annual Report, Hallmarking material, World Standards Day, Rajiv Gandhi National Quality Awards, Standing Parliamentary Committee material, Gazette Notifications, Training material etc.

c) Participation in Town Official Language Committee (Central)

Bureau Participated in meetings of Town official Language Implementation Committee constituted by Department of Official Language. Bureau ensured the compliance of decisions taken in the meeting.

VIGILANCE ACTIVITIES

8.15 Vigilance Set up of Bureau of Indian Standard (BIS) is headed by the Chief Vigilance Officer (CVO) and comprises of Vigilance Department at BIS Headquarters and seven Vigilance Sections in the secretariat of each of the Disciplinary Authority for Group B, C and D employees (Deputy Director General concerned). CVO is supported by one Senior Director (Vigilance) and three Vigilance Officers at Vigilance Department at BIS Headquarters.



Vigilance Sections comprise of one Vigilance Officer and support staff.

The Vigilance Department functions in close coordination with Central Vigilance Commission (CVC), Central Bureau of Investigations (CBI) and Ministry of Consumer Affairs, Food and Public Distribution. It is entrusted with the responsibility of managing all vigilance related activities in the Bureau in accordance with the guidelines on the subject issued by Central Vigilance Commission and DOPT etc. This inter-alia include activities related to the following:

- (a) Preventive vigilance (e.g. streamlining of procedures, training, preparation of 'Agreed list' and 'List of officers of doubtful integrity' etc.)
- (b) Punitive Vigilance (e.g. scrutiny of complaints received, investigations, disciplinary action against the officers at fault etc.)
- (c) Surveillance and detection (e.g. inspections, scrutiny of annual property returns, monitoring, review meetings etc.)

A number of activities were undertaken by the Vigilance Department during the period of Apr 2012 to Dec 2012. Some significant activities are as under:

Handbook – Guidelines on the Subject of Vigilance Clearance and Related Matters

In order to ensure that various vigilance related issues are dealt with correctly and appropriately in uniform manner across

various offices of BIS in the country, Vigilance Department consolidated all rules/instructions/orders concerned and brought out a **“Handbook – Guidelines on the Subject of Vigilance Clearance and Related Matters”**.

This Handbook was released by His Excellency Shri M.K. Narayanan, Governor of West Bengal in a function presided over by Prof. K.V. Thomas, Hon'ble Minister of State (Independent Charge), Ministry of Consumer Affairs, Food and Public Distribution on 10 July 2012 at Kolkata.

Training

A training programme on “Vigilance” was designed covering various aspects related to vigilance matters for senior officers of BIS. First Training Programme for HQ and Central Laboratory was held in June 2012 at BIS Headquarters, New Delhi for 18 Officers. Second Training Programme for Eastern Region was held in July 2012 at Gwahati for 24 officers. Third Training Programme for Southern and Western Region was held in October 2012 at Bangalore for 22 Officers. Fourth Training Programme for Central and Northern Region was held in November 2012 at Jaipur for 21 Officers.

Transparency

As per CVC's directions, all organizations are required to post on their websites the details of all the contracts awarded/purchases made above a threshold value to be fixed by the organization. The threshold value of Rs. 1 lakh was fixed for BIS. Details of all contracts awarded/ purchases



made above this threshold value are being uploaded on BIS website w.e.f. 01 Sep 2012.

Vigilance Awareness Week

Vigilance Awareness Week was observed in all Regional offices, Branch offices, Laboratories and Inspection Offices as well as at BIS Headquarters and National Institute of Training for Standardization from 29 October to 3rd November 2012. A number of activities e.g. display of banners/posters on the theme of vigilance, training programmes, seminars, essay and slogan competitions, quiz etc. were organized and prizes distributed to the winners of these competitions.

ENFORCEMENT

8.16 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 2012 to 31 December 2012, BIS has carried out 76 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, Pressure Cooker, UPVC

Pipes, Block Board etc. were seized. Efforts are made for timely processing of the enforcement cases and consequent launching of prosecution against the offenders in the Court of law.

Apart from above, BIS has also issued number of press releases about the enforcement raids for giving wide publicity with the intention to create awareness among the consumers about the unscrupulous manufacturers who are misusing ISI Mark.

SEXUAL HARASSMENT OF WORKING WOMEN AT WORKPLACE

8.17 Following the guidelines and norms laid by the Hon'ble Supreme Court of India in Vishaka and Others v/s State of Rajasthan and Others, the Sexual Harassment Committee was set up in the Bureau of Indian Standards. The Committee at BIS Headquarters has been re-constituted on 20.06.2012 for a period of two years. 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 Jun 2012 – Dec 2012.

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.



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

was 1586 as on 31 December 2012. Group-wise representation of SC/ST/OBC and Physically Handicapped (PH) persons are indicated below:

8.18 The total staff strength of the BIS

Group	Existing strength	SC	ST	OBC	PH	PH - ST	Ex- ser.
A	523	91	15	55	03	01	04
B	473	96	13	09	06	-	02
C	323	69	17	18	06	-	-
D*	267	97	16	04	07	-	-
Total	1586	353	61	86	22	01	06

* 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 they are also deputed to training programmes organized by various agencies (within India).

TARGETS FOR ANNUAL ACTION PLAN 2012-13

Activity	Projection 2012-13 (Jan - Mar 2013)
A. FINANCIAL TARGETS (Revenue Income – Rs. in crores)	
Product Certification	49.2
Hallmarking	3.45
Management System Certification	0.71
Training Institute	0.15
Sale of BIS Publications	2.52



B. PHYSICAL TARGETS

Standardization	
a) Standards Formulated	130
b) Review of standards	1100
Certification	
1. Product Certification: Net increase in operative licenses (excluding Hall marking) vis-vis 2011-12	275
2. Hallmarking: Grant of new licenses	450
3. Management System certification:	
a) Grant of new licenses	50
(b) Licensee Review Meetings	2

Activity	Projection 2012-13
	(Jan - Mar 2013)
Laboratory: No. of Test reports by BIS Labs	5465
Enforcement: No. of Raids	50
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.	10
b) International Training Programmes (ITP)	1
c) Organizational Development No. of training programs for BIS employees	6
ii) SPCAD:	
a) Educational Utilization of Standards(EUS)	12
b) Industry Awareness Programme on Standardization and Quality systems (AW)	11
c) Consumer awareness programmes	40
iii) Hallmarking: Awareness programmes for Hallmarking	15



Sh. Rajiv Agarwal, Secretary (Consumer Affairs) Releasing IS 16500: 2012 of Devnagri Lipi and Hindi Vartani at BIS Auditorium on 29-08-2012



Shri Pranab Mukherjee, Hon'ble President of India inaugurated the National Seminar on "Food Safety - Role of Standards" at Vigyan Bhawan, Delhi on 12th December 2012.



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.

A. Legal Metrology

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 packages has been omitted w.e.f. 01.11.2012 through the following amendments:

1. The GSR 426 (E) - Legal Metrology (Packaged Commodities) (Second Amendment) Amendment Rules, 2012. The following changes have been made in the Legal Metrology (Packaged Commodities) (Third Amendment) Rules, 2011

“provisio to rule 5 shall be omitted from 1st November, 2012”

2. The GSR 427 (E) - Legal Metrology (Packaged Commodities) Amendment Rules, 2012. The following changes have been made in the Legal Metrology (Packaged Commodities) Rules, 2011 :

- a *Introduction of retail package on promotional offer*
- b *Introduction of value based package in terms of Rs. 1/- to Rs. 10/-*
- c *Prevention of Food Adulteration Act 1954 has been substituted with Food*



Safety and Standards Act 2006.

- d Package containing genetically modified food shall bear the word (GM) on its principal display panel.*
- e Increase in Standard pack size in second schedule.*

B. 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.

C. Regional Reference Standards Laboratories

9.4 The Central Government has established five Regional Reference Standards Laboratories (RRSLs) 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. These laboratories also conduct model approval test of working and measuring instruments. They also facilitates industries

by calibration of industrial equipment used in R&D. Time to time various seminars are also being conducted by them. During 12th Five year Plan, Government has proposed to conduct two new RRSL at Nagpur and Varanasi.

D. Work under taken during the 11th Five year plan

9.5 The Department has taken up schemes Strengthening of Regional Reference Standards Laboratories and Indian Institute of Legal Metrology, Ranchi 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/UTs. The construction of a new laboratory for testing/ calibration of flow meter has been completed at RRSL Ahmedabad and Bhubaneswar and is likely to be completed shortly at the RRSL Faridabad and Bangalore. 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.

9.7 The Department has provided special training at NPL New Delhi on 27-29 August 2012 and for flow meter testing at FCRI on 04-8 June 2012 & 15-19 October 2012. More than 100 officers & States / UTs have been trained.

E: 12th Five year plan

9.8 Under the scheme “Strengthening of Weights and Measures of States/ UTs”, Rs. 300 Crores have been allocated for the Legal Metrology Department in the 12th Five year Plan.

F. Expenditure Statement

9.9 Revenue & Expenditure of RRSLs is enclosed in Annexure 1-6.

G. International Cooperation:

9.10 The Legal Metrology Act & Rules in India are based on the recommendation of the OIML of which India is a member country. Director (Legal Metrology) is member of various Technical Committees in OIML. Joint Secretary(CA), Director(LM) and Deputy Secretary(IF) participated in OIML conference during 1st to 5th October, 2012 at Bukarest, Rmania.

H. Awareness regarding new Legal Metrology Act 2009

9.11 The Department has undertaken meeting with industry associations like ASSOCHAM, FICCI & CII etc. for spreading awareness regarding provisions of new Legal Metrology Act, 2009 and Rules made there under.



Shri Rajiv Agarwal, Secretary Govt. of India Ministry of Consumer Affairs, Food & Public Distribution, Department of Consumers Affairs entering the main building of IILM.



Shri Rajiv Agarwal, Secretary Govt. of India Ministry of Consumer Affairs, Food & Public Distribution, Department of Consumers Affairs visiting the laboratory of IILM



Shri Rajiv Agarwal, Secretary Govt. of India Ministry of Consumer Affairs, Food & Public Distribution, Department of Consumers Affairs visiting the recently renovated IILM hostel room



Shri Rajiv Agarwal, Secretary Govt. of India Ministry of Consumer Affairs, Food & Public Distribution, Department of Consumers Affairs addressing the faculty & participants of BTC session Dec' 11 to Mar' 12



Prof.B.D.Konar.Dr.D.K.Dwivedi, Asstt.Prof & Manish Prasad ,Asstt.Prof explaining trainees from Maldives regarding Secondary Standard length Measures.



Demonstration on automatic rail weighbridge during the field visit of BTC Session April to July 2012 by Sh. Manish Prasad, Asstt. Prof. IILM.



Trainees of Basic Training Course Participants in the Hindi Essay Writing Competition.



Prize distribution by Director among the participants of Hindi Essay writing competition.



Group photograph of the participants of Special course on Fuel dispenser for Motor Vehicles, LPG dispenser & CNG measuring system for vehicles along with Director, IILM & faculty members.



Professor R. Kumar taking over as Director IILM on 31st October, 2012 after superannuation of Sh. A.M. Pathak, Director, IILM.



Trainees of Basic Training Course performing experiment in new Non-Automatic Weighing Instruments Laboratory.



Seminar on Legal Metrology (Packaged Commodities) Rule, 2011 organised by FICCI



Seminar on Legal Metrology (Packaged Commodities) Rule, 2011 organised by PHD



Seminar on Legal Metrology (Packaged Commodities) Rule, 2011 organised by ASSOCHAM



Government of India
Ministry of Consumer Affairs, Food and public Distribution,
Department of Consumer Affairs,
Indian Institute of Legal Metrology, Ranchi

ANNUAL REPORT FOR THE YEAR 2012-2013
TRAINING PROGRAMME FOR THE CALENDER YEAR 2012-2013

SL.No	Name of the course	Duration of course	
		From	To
1	Basic Training Course(Eng. Med)	02.4.12	31.07.12
2	Basic Training. Course (Hindi med.)	02.4.12	31.07.12
3	Special Course on The Legal Metrology (Packaged Commodities) Rules,2011	23.4.12	27.4.12
4	Special Course on Non-automatic Weighing Machines	14.05.12	18.05.12
5	Special Course on Automatic Rail W/Bridge & Static W/Bridge	11.6.12	15.6.12
6	Special Course for Repairers of Electronic weighing machine	1.6.12	29.6.12
7	Special course on The Legal Metrology Act,2009 and Rules made there under	16.7.12	20.7.12
8	Basic Training Course (Eng. Med.)	1.8.12	30.11.12
9	Basic Training Course (Hindi Med.)	1.8.12	30.11.12
10	Foundation course for Foreign Officials in Legal Metrology	1.8.12	30.12.12
11	Special Course on Calibration & Verification of Std. Balance (Mechanical and Digital)	27.8.12	31.8.12
12	Seminar on Law's relating to Weights & Measures	13.9.12	14.9.12
13	Special Course on Fuel Dispenser of Petroleum products/liquid and CNG measuring systems for vehicles	24.9.12	28.9.12
14	Special Course on mass comparator(Weighing techniques and calibration of weights)	8.10.12	12.10.12
15	Special course on The Legal Metrology Act,2009 and Rules made there under	19.11.12	23.11.12
16	Basic Training Course (Eng. med.)	3.12.12	29.3.13
17	Special. Course on Fuel Dispenser of Petroleum products/liquid and CNG measuring systems for vehicles	10.12.12	14.12.12
18	Special Course on Auto/Taxi Fare meter (Testing & Calibration),Clinical Thermometer & Blood pressure measuring Instrument	07.1.13	11.1.13
19	Seminar on Consumer Education	04.2.13	08.2.13
20	Special course on The Legal Metrology Act,2009 and Rules made there under	18.3.13	23.3.13



Number of Participants under Basic Training Course

(Duration of Four Month)

For

The Year 2012-2013

Name of the course	Duration of the course	Total No of participants	Passed	Compartment/Failed	Result in %
Basic Training course	01.12.2011 to 31.03.2012	38	34	4	89
Basic Training course	01.04.2012 to 31.07.2012	31	24	7	77
Basic Training course	01.08.2012 to 30.11.2012	60	Result awaited.		
Basic Training course	01.12.2012 To 31.03.2013	32	Undergoing training.		



**Number of Participants
In Special Course/Seminars/Workshop for the year 2012-2013**

Sl 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	09/01/2012-13/01/2012	07
2	Special Course on Auto/ Taxi Fare meter (Testing & Calibration),Clinical Thermometer & Blood pressure measuring Instrument	06/02/2012-10/02/2012	03
3	Special course on Legal Metrology Act,2009& The Model Draft Legal Metrology (Enforcement) Rule,2010	19/03/2012-23/03/2012	03
4.	Special course for foreign officials (Maldives)	09/04/2012- 20/04/2012	10
5	Special course on pre-packed commodities, Rules 2011	23/04/2012-27/04/2012	11
6	Special course on Non Automatic weighing instruments	14/05/2012-18/05/2012	09
7	Special course on Automatic Rail weigh bridge & Static Weigh bridge	11/06/2012-15/06/2012	18
8	Special course on Legal Metrology Act,2009& Rules made there under	16/07/2012-20/07/2012	15
9	Special course for Manual Assistant	01/08/2012- /08/2012	09
10	Special Course on Calibration & Verification of Std. Balance (Mechanical and Digital)	27/08/2012-31/08/2012	12
11	Special. Course on Fuel Dispenser of Petroleum products/liquid and CNG measuring systems for vehicles	24/09/2012-28/09/2012	04
12	Special Course on mass comparator(Weighing techniques and calibration of weights)	08/10/2012-12/10/2012	04
13	Special Course on Fuel Dispenser for Motor Vehicles, LPG Dispenser & CNG Measuring system for Vehicles	10/12/2012-14/12/2012	05



Other activities at IILM

1. Shri Rajeev Agrawal, Secretary Govt. of India Ministry of Consumer Affairs, Food & Public Distribution, Department of Consumers Affairs visited IILM on 3rd February 2012.
2. I.I.L.M has started to publish quarterly news letter from July 2012 and the 1st issue was inaugurated by Shri Rajeev Agrawal, Secretary Govt. of India Ministry of Consumer Affairs, Food & Public Distribution, Department of Consumers Affairs at new Delhi in presence of other senior officials of the department
3. Prof.R Kumar has taken over as Director IILM on 31st October 2012 after superannuation of Sh.A.M.Pathak,director IILM.
4. To enrich the knowledge of the legal metrology officials, study tour programme was conducted in the various important organizations & establishments of our country relating to the legal metrology in the Basic Training Course during the year 2012
5. Anti terrorist day was observed on 20/05/2012.
6. Vigilance awareness week was conducted in IILM commencing from 29th October 2012 to 3rd November 2012.
7. Renovation work is going on at IILM main building, hostel, residential quarters, roads and peripheral wall by the CPWD.

Activities relating to Raj Bhasa

1. Sh. A.M. Pathak, Director of Institute, Dr. D.K. Dwivedi, Asstt. Prof., Sh. K.P. Mishra, UDC have attended meeting of Ranchi City Rajbhasa Coordination Committee on 20th August, 2012 at C.I.P., Ranchi
2. Dr. D.K. Dwivedi, Asstt. Prof., IILM as the nominated member of Hindi Inspection Committee of Ranchi City Rajbhasa Coordination Committee inspected various member offices along with other member on 03.08.12 and 09.08.12.
3. Under the Chairmanship of the Director of the Institute, Rajbhasa Coordination Committee was formed in the Institute and a meeting was held on 11.09.2012.
to organize the Hindi Pakwada successfully at the Institute,
4. Hindi Pakwada was organized at the Institute from 14.09.12 to 28.09.12. During Hindi Pakwada, Workshop on Hindi, Essay writing and Prize distribution was held on 17.09.12 to 18.09.12, 21.09.12 and 28.09.12 respectively.
5. Twenty four participants under Basic Training Course have attended the Essay writing competition and among them 1st, 2nd, 3rd and consolation prize was distributed at the closing ceremony of Hindi Pakwada.

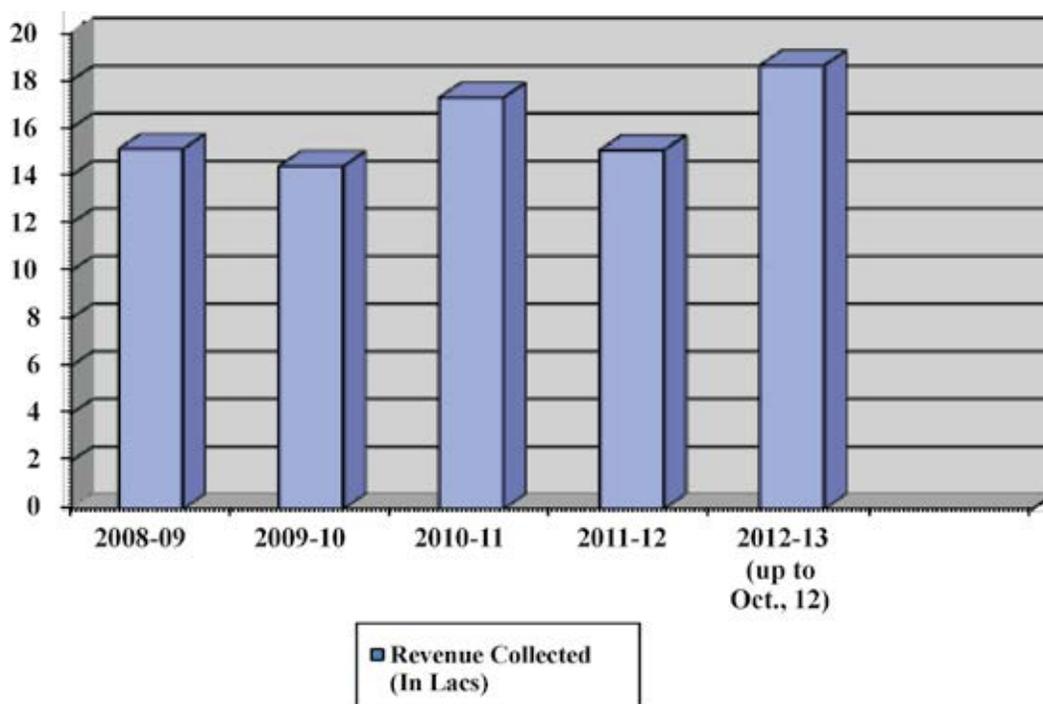


Flow Laboratory installed at RSSL, Bhubaneswar



Performance of Regional Reference Standards Laboratory, Faridabad

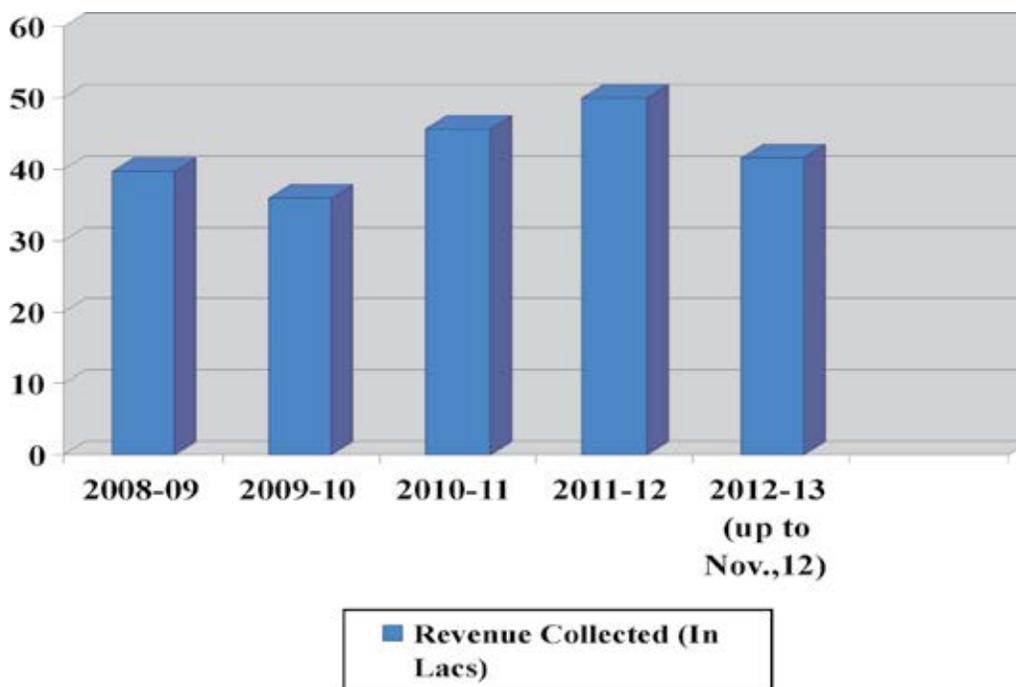
Description	2008-09	2009-10	2010-11	2011-12	2012-13 (up to Oct., 12)
No. of Standards verified	153	58	135	24	98
No. of industries benefited	210	202	215	115	130
No. of certificates issued	431	343	417	223	245
No. of models tested	115	108	115	92	125
No. of seminars conducted	16	11	6	4	5
Revenue collected (in Lacs)	15.13	14.40	17.29	15.08	18.64





Performance of Regional Reference Standards Laboratory, Bangalore

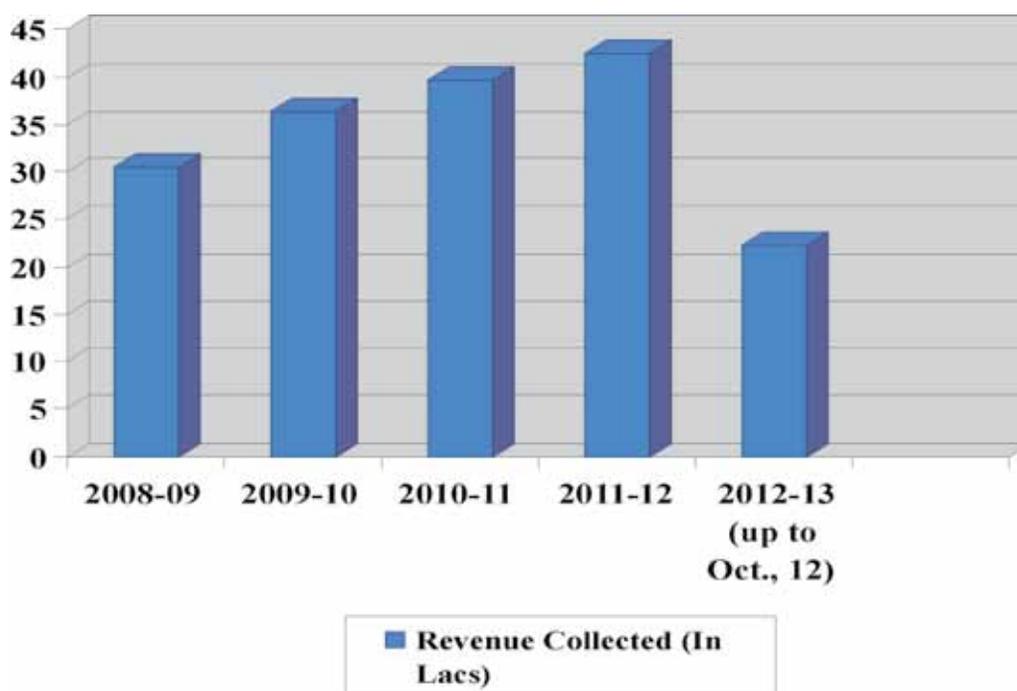
Description	2008-09	2009-10	2010-11	2011-12	2012-13 (up to Nov.,12)
No. of Standards verified	178	15	85	68	50
No. of industries benefited	592	554	676	684	441
No. of certificates issued	4909	5139	6848	6988	4386
No. of models tested	207	76	143	120	90
No. of seminars conducted	09	03	03	02	02
Revenue collected (in lacs)	39.83	35.87	45.64	50.05	41.65





Performance of Regional Reference Standards Laboratory, Ahmedabad

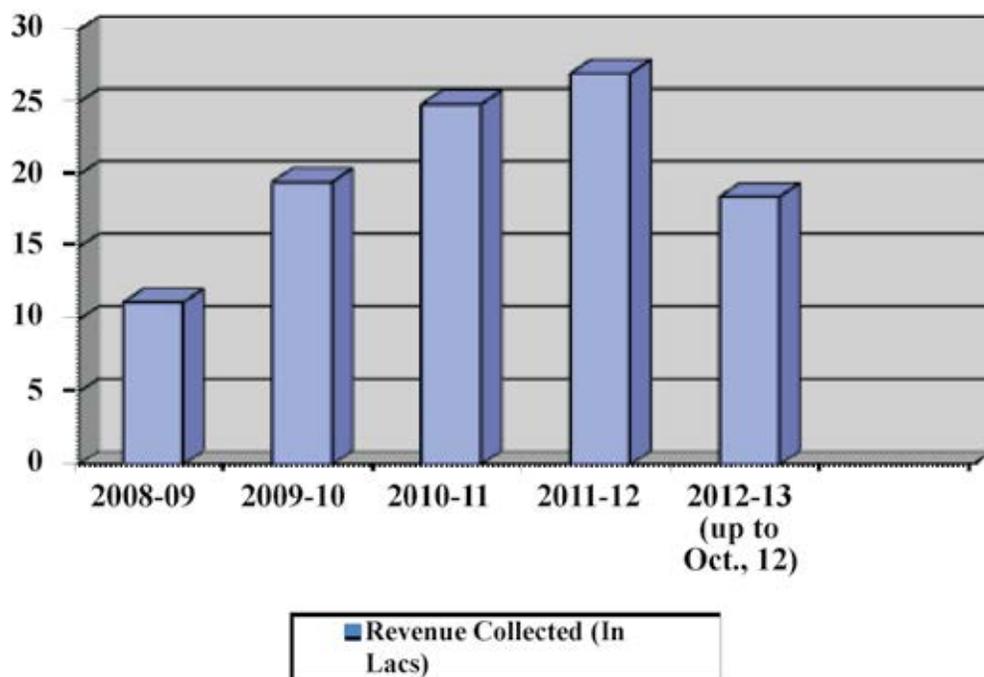
Description	2008-09	2009-10	2010-11	2011-12	2012-13 (up to Oct., 12)
No. of Standards verified	10	42	11	41	30
No. of industries benefited	500	538	562	604	435
No. of certificates issued	1800	2300	2000	1235	790
No. of models tested	170	165	196	92	30
No. of seminars conducted	2	3	2	3	2
Revenue collected (in lacs)	30.5	36.4	39.6	42.5	22.3





Performance of Regional Reference Standards Laboratory, Bhubaneswar

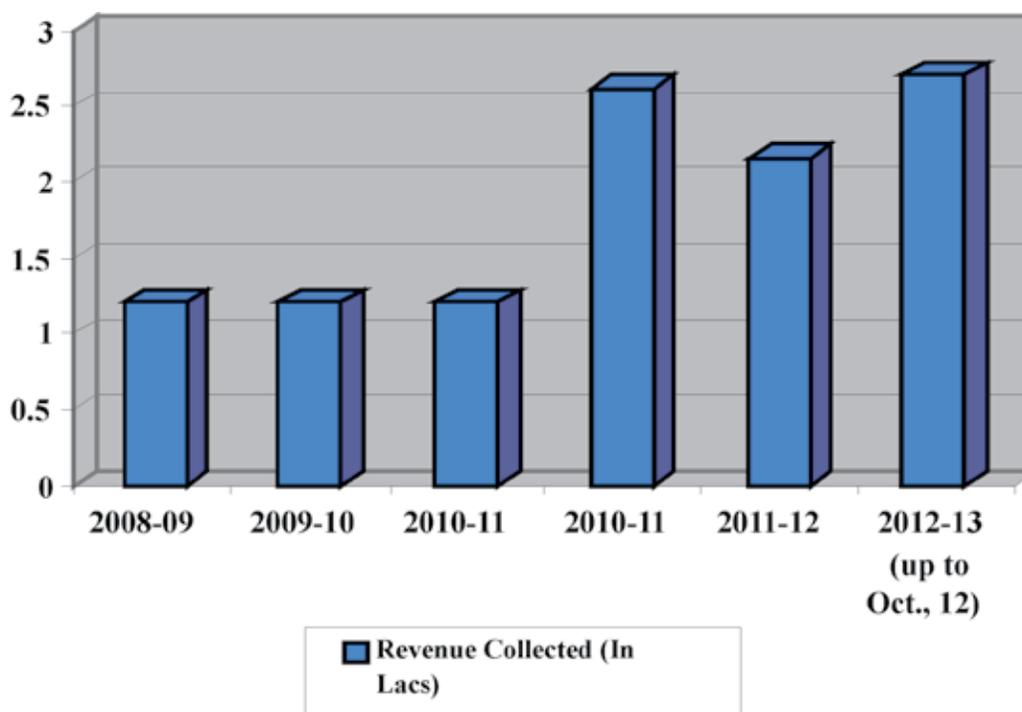
Description	2008-09	2009-10	2010-11	2011-12	2012-13 (up to Oct., 12)
No. of Standards verified	16	46	51	78	45
No. of industries benefited	250	271	263	239	152
No. of certificates issued	1135	1136	1218	1267	908
No. of models tested	49	121	159	118	38
No. of seminars conducted	3	2	2	1	1
Revenue collected (in lacs)	11.22	19.51	24.88	27.03	18.50





Performance of Regional Reference Standards Laboratory, Guwahati

Description	2008-09	2009-10	2010-11	2011-12	2012-13 (up to Oct., 12)
No. of Standards verified	10	--	41	3	3
No. of industries benefited	07	10	23	10	10
No. of certificates issued	16	05	64	31	31
No. of models tested	08	05	08	19	23
No. of seminars conducted	Nil	04	07	05	Nil
Revenue collected (in Lacs)	1.2	1.2	2.6	2.15	2.7



CHAPTER – X

NATIONAL TEST HOUSE



Introduction:

10.1 National Test House formerly known as the Govt. Test House originated at Alipore, Kolkata in the month of August, 1912, under the then Railway Board. In the backdrop of the "Swadeshi Movement" the use of indigenously manufactured goods became inevitable and National Test House (the then Government Test House) was formed to evaluate these items mainly to be used by the Railway Board.

10.2 After independence, Govt. 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. To make the Indian Railways less dependent on supplies from abroad, it was realized Indian Industries should be encouraged. Realizing, the immense potential of National Test House in the field of test and quality evaluation of various industrial products, it was subsequently brought under the Indian Stores Department and its facilities in the field of test and quality evaluation was made open for all (Government, Private, Research institutions) and even to individuals. It also started undertaking Research and Development on Testing Technology. **National Test House**, a subordinate office under the administrative



control of Department of Consumer Affairs, Ministry of Consumer Affairs, Food & Public Distribution, Government of India is one of the premier scientific institutions of National importance, **travelled a long journey and presently, in the year 2012 completed 100 years of dedicated services to the Nation.**

10.3 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.

10.4 National Test House participates in various National as well as International Seminars and Symposia of relevance and also arranges workshops/training for creating quality consciousness among small entrepreneurs and the public at large. Scientists/officers are sponsored for various specialized training courses in the country and abroad with a view to up-dating their knowledge.

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

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:

10.6 NTH network 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

10.7 Details of staff strength as on 31.12.12 are given in **Annexure-I**

Functions :

10.8 National Test House works in the field of Testing , Evaluation and Quality Control of various engineering materials and finished products, Calibration of measuring equipments/instruments and devices on chargeable basis. 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.

NTH services offered:

10.9 The functions and activities of National Test House in broad spectrum

- (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
- (iv) Helping industries in developing indigenous products for Import substitution & Export promotion
- (v) **Consultancy on all sorts of failure analysis of engineering materials** as well as in small scale industrial development related to engineering & material products.
- (vi) Structural Evaluation & Rehabilitation of Heritage Buildings
- (vii) Assistance to NABL in the process of Laboratory Accreditation
- (vii) Assistance to BIS in Standardizing the Indian Specifications
- (viii) Imparts training in 'Testing and Measurement Technology'
- (ix) Certifying welders under the scheme of 'Central Authority for Testing and Certification of Welders' of Indian Boilers Regulation Act, 1950.
- (x) Acts as Third Party Arbitrator in the case of disputes relating consumer goods.
- (xi) Arranges discussions and demonstrations in work-shop and fairs for creating consciousness in quality standard among small entrepreneurs and the customers.
- (xii) Central Pollution Control Board

entrusts NTH(NR), Ghaziabad to carry out Noise Pollution Measurement test of Diesel Generator sets.

In ascertaining the quantity of adulteration in "Special Denatured Spirit" Chemical Lab. of NTH (ER), Kolkata was declared as state notified laboratory by the Govt. of West Bengal in Gazette Notification.

10.10 Facilities available :

Testing & Evaluation services in the following fields:

- Chemical,
- Mechanical,
- Electrical,
- Civil Engineering,
- Non-Destructive Testing,
- RPPT(Rubber, Plastics, Paper & Textiles)

Calibration services (Echelon level-II)

- Mechanical parameters
- Electrical & Thermal parameters

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

NABL accreditation status of the laboratories of NTH:

All the testing laboratories of NTH (WR), Mumbai, NTH(NR), Ghaziabad



& NTH(NWR), Jaipur (Chemical, Mechanical, Civil Engg.) & NTH(ER), Kolkata (Mechanical, Civil Engg., RPPT Laboratories in testing) are having valid accreditation as on date by NABL as per the latest version of ISO/IEC-17025. In addition to this NTH(WR), Mumbai in Mechanical Calibration & NTH(SR), Chennai in Electrical, Thermal & Mechanical Calibration have valid accreditation certificate as on date.

NABL re-assessment audit was conducted during October, 2012 for all testing laboratories of NTH(SR), Chennai .

Chemical, Electrical (Battery & Lamp testing) & Electrical & Mechanical Calibration Laboratories of NTH(ER), Kolkata have been under process for renewal of NABL accreditation.

NTH position in BIS Laboratory recognition scheme:

10.11 All the Laboratories of NTH(WR), Mumbai, NTH(NR), Ghaziabad & NTH(NWR), Jaipur (Building Materials, Metals, Plastic, Electrical for thirty five products) and NTH(SR), Chennai (for Electrical wing) and NTH(ER), Kolkata for Chemical (Paint) & Electrical (Secondary Battery) have been recognized by BIS for product certification.

10.12 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:

10.13 During the 11th Plan Period (2007-12), NTH had the mandate to complete the Extension of Management Information System operational at NTH, Kolkata to the other Three major Regions of NTH, i.e., NTH(SR), Chennai, NTH(NR), Ghaziabad & NTH(WR), Mumbai.

At the end of the Plan period all these regions of NTH have been connected with the Main Data Centre at Kolkata and users (specially the Scientific Community) of these regions are enjoying the advantage of this MIS.

In addition to that, the customers of these four regions which almost cover the entire



geographic panorama of India, are getting benefit of this MIS. Now, these customers can download the text version of their required Test / Calibration Certificate through these MIS and can instantaneously know the status of their samples submitted to NTH for testing.

As per proposal of the 12th Plan Period of NTH, this MIS is further to be extended to the remaining two regions of NTH, first to NTH(NWR), Jaipur and then to NTH (NER), Guwahati for the benefit of the people of North Eastern Region.

Facilitation Centre :

10.14 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 respective region.

High Power Advisory Committees for NTH:

10.15 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 with DG, NTH as one of the members to consider administrative and financial matters related to NTH. The Member-Secretary of the Committee is Director, NTH (ER). Members from Government Departments and Scientific and Technical Institution /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.

10.16 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) for conducting Technical & Managerial Audit.

(iii) Providing training to the professionals belonging to Govt. Departments and Autonomous Bodies viz. Railways, SAIL, BIS in the field of testing and calibration with very nominal 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 these sort of testing are 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 to provide services to the Society & Nation.

Plan Activity :

10.17 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 for the benefit of small scale industries in particular. The activities of the NTH are being regularly covered under the scheme since 5th Five Year Plan.

10.18 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 & Machinery and Rs.17.66 crore for recurring nature of items (including 2.00 crore for Information & Technology). However out of the above allocated funds an amount of Rs. 62.11 crore has been utilized from the years 2007-08, 2008-09 2009-10, 2010-11 & 2011-12 .

The actual allocation (as per RE) & Actual expenditure under different heads are as under;

Under Heads:---L&B, M&E, Recurring, IT , Total RE allocation was **Rs. 69.51** crore and Expenditure incurred was **Rs. 62.11** crore thereby Utilization was around **90%**.

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.

However the construction of residential quarters at NTH(NER), Guwahati has been completed during 11th plan period and at present the all work and functions of NTH(NER), Guwahati has been running from this building. 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 during 11th plan period.

The new phase-II building at NTH(SR), Chennai has been inaugurated by Prof. K.V. Thomas Hon'ble Minister of State (independent charge), Ministry

of Consumer Affairs, Food & Public Distribution, Govt. of India on 6th October, 2012. Shri Pankaj Agrawala, IAS, Secretary to the Govt. of India, Department of Consumer Affairs also graced the program.

10.19 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	2010-11			2011-12			2012-13 (up to 31 st October, 2012)		
		Plan	Non-Plan	Total	Plan	Non-Plan	Total	Plan	Non-Plan	total
1	ER, Kolkata, incl .Head qrs	756.25	1005.59	1761.84	460.42	1079.87	1540.29	192.58	978.08	1170.66
2	WR, Mumbai	32.65	327.58	360.23	63.73	355.68	419.41	19.84	346.69	366.53
3	SR, Chennai	36.27	339.47	375.74	50.02	361.02	411.04	33.49	320.00	353.49
4	NR, Ghaziabad	94.89	324.32	419.20	47.68	395.03	442.71	28.02	388.23	416.25
5	NWR, Jaipur	20.25	114.97	135.22	22.79	96.63	119.42	19.50	82.84	102.34
6	NER, Guwahati	14.82	61.21	76.03	14.12	63.58	77.70	7.07	53.61	60.68
	Total	955.13	2173.15	3128.27	658.76	2351.82	3010.59	300.50	2169.45	2469.95

Expenditure for Land & Building under Plan Head : Authorized to CPWD for the year 2010-11 Rs. 611 .00 lakh & in the year 2011-12 Rs. 1101.00 lakh [including expenditure for NTH(NER), Guwahati] In the year 2012-13 allocation under Head of Land & Building is Rs. 800.00 lakh and utilization upto December,2012 is Rs. 530 lakh.

Performance :

10.20 Human resources as on 31.12. 2012 (details in Annexure-I

10.20.1 Revenue Earned in 2012-13 along with previous two years:

(Rupees in lakh)

Sl No.	Name of the Region	2010-11	2011-12	2012-13 (upto 31.12.12)
1	NTH(ER), Kolkata	302.18	353.95	249.86
2	NTH(WR), Mumbai	201.85	254.54	176.64
3	NTH(SR), Chennai	147.92	200.45	142.50
4	NTH(NR), Ghaziabad	538.12	444.73	358.29
5	NTH(NWR), Jaipur	79.05	108.93	90.02
6	NTH(NER), Guwahati	17.46	23.00	22.79
	Total	1286.57	1385.60	1040.10

10.20.2 No of Test reports issued and Revenue earned Region –wise :

Name of the Region	2011-12		2012-13 (upto31 st December, 2012)	
	No of T.Cs issued	Revenue earned in lakh	No of T.Cs issued	Revenue earned in lakh
NTH(ER), Kolkata	3624	353.95	2442	249.86
NTH(WR), Mumbai	2979	254.54	1928	176.64
NTH(SR), Chennai	2279	200.45	1600	142.50
NTH(NR), Ghaziabad	4662	444.73	2800	358.29
NTH(NWR), Jaipur	2224	108.93	1732	90.02
NTH(NER), Guwahati	415	23.00	374	22.79
Total	16,183	1385.60	10876	1040.10

10.20.3 Performance with respect of expenditure for present and previous year Region wise:**(Rupees in lakh)**

Regions	2011-12			2012-13 (upto31 st December,2012)		
	Non-Plan Expenditure	Revenue earned	% of revenue to Non-Plan Expenditure	Non-Plan Expenditure	Revenue earned	% of revenue to Non-Plan Expenditure
NTH(ER)	1079.87	353.95	32.78	978.08	249.86	25.54
NTH(WR)	355.68	254.54	71.56	346.69	176.64	50.95
NTH(SR)	361.02	200.45	55.52	320.00	142.50	44.53
NTH(NR)	395.03	444.73	112.58	388.23	358.29	92.29
NTH(JPR)	96.63	108.93	112.73	82.84	90.02	108.67
NTH(GUW)	63.58	23.00	36.17	53.61	22.79	42.51
Total	2351.82	1385.60	58.92	2169.45	1040.10	47.94

10.20.4 Activities of Special Importance during the year 2012-13 (up to 31st December, 2012)

a) Civil Laboratory along with Mechanical Laboratory under Physico-Mechanical Division of NTH(ER), Kolkata has

conducted a detail experimental studies to assess the structural stability, safety, health of the “Model House” build as per National Building Code (NBC) using Galvanized Cold Formed Steel Section, corrugated Profile Sheets, Fibre Cement Sheets for partitions. These Buildings were termed as



“Dwelling Unit”, extended for possible use as “Low Cost Housing”, for low income group people.

Following tests were carried out on the structure:

- a. Non Destructive (ND) Testing of the Foundation.
 - b. Load bearing capacity of the entire structure.
 - c. Testing of structural members.
 - d. Proof load testing at connection joints of the structure.
 - e. Wind pressure test.
 - f. Resistance to damage of foundation during sudden force.
- b)** Relaxation during stressing is an important property for seven ply stranded wire used in the construction of pre-stressed concrete structure. In mechanical laboratory stress relaxation tests were carried out continuously for 1000 hours with continuous recording of load and relaxation values. This test facility is presently available in IIT Chennai, other than National Test House(ER), Kolkata.
- c)** Testing of D.C resistance test of GS earth wire, 7/3.66 mm diameter selected & sealed by the Dy. Manage -QA&I, Power Grid Corporation of India Ltd. (PGCIL), Kolkata to be used by PGCIL in 765kV Tower Package at Bhiwani, Jaipur carried out as per PGCILs specification at NTH(ER), Salt Lake in presence of DGM, PGCIL, Kolkata.

d) An Oscilloscope, make—Scientific, Model—HM1004 received from the Commanding Officer, Indian Coast Guard, NSCBI Airport, Kolkata has been successfully calibrated by the Electrical Calibration Laboratory of NTH(ER), Kolkata.

e) Comparative study of Bending Test & Abrasion Test of Rods coated with seven different types of paint coatings (Cold galvanizing coating, Cement coating, Fusion bonded Epoxy coating, Polyurethane coating, Solvent free Epoxy coating, Acrylic polyester with glass flake coating & Coal Tar epoxy coating) have been carried out by the Chemical Laboratory NTH(ER), Alipore, Kolkata. This is in accordance with a R & D work being carried out by Mallabhum Institute of Technology, Bankura.

f) 3-phase Meter Box made of Sheet Moulded Compound (SMC) has been tested jointly by RPPT Laboratory, Electrical Laboratory and Chemical Laboratory of NTH(ER), Kolkata as per relevant specification. Mechanical Strength (Hammer test), Heat Deflection Temperature, Melting point, Resistance to Heat & Fire, Di-electric properties verification test, Insulation test, Electrical Shock resistance test etc, Material identification test are some of the type tests performed by the concerned laboratories. This is a new type of sample taken up for testing by NTH(ER), Kolkata.

g) For a project of M/s HAL, Nashik NDT Laboratory of NTH(WR), Mumbai was entrusted to work out suitable NDT technique for checking the welded joints



at the fabrication site. On 8th Aug'12 and 14th Aug'12 the laboratory undertook ND testing on the welded joints of Rafter, Beam, Column, Overhaul Hanger, Fuel Aggregate Hanger at the premises of M/s Octamic Building systems, Mumbai.

h) Electrical Laboratory under Electro-Technical Division of NTH(SR), Chennai carried out on-site Mechanical Endurance test (10,000 cycles) as per relevant IEC Specification for the Vacuum Circuit Breaker (VCB) of M/s Megawin Industries Institute at Salem. VCB acts as an automatically operated to protect.

i) Electrical Laboratory under Electro-Technical Division of NTH(SR), Chennai carried out Antistatic Floor test at ISRO (Satellite Engine Testing Centre of **Indian Space Research Org.**), Nagerkovil, TamilNadu on the lines of BIS specification. Electro Static Discharge can cause harmful effects as well as can cause failure of solid state electronic components

j) Mechanical Laboratory of NTH(NWR), Jaipur received five nos of Steel angles(structural steel of different trade & different size) from Rajasthan State VidyutVitran Nigam Ltd . Samples & have been tested as per IS:2062 for Physical & Chemical parameters of structural steel. These types of angles are used in side arms of 765 kV Transmission Tower and this testing job is enlisted as a special type of work.

10.20.5 Rendering benefit to the society by job manifestation:

a) Civil Engg. Laboratory scientists from NTH(NR), Ghaziabad have conducted

Non-Destructive testing on Residential quarters of Oil India Ltd., Noida to ascertain serviceability of the structures.

The Raft foundations for the Multistoried Concrete Structures of MES have been analysed by the Civil Engg. Laboratory scientists through Non-Destructive test techniques to evaluate the quality of the constructions.

b) Sewing Machine Head, Stand & Tables were tested by Mechanical Engineering Laboratory under Physico-Mechanical division of NTH(NR), Ghaziabad. This work is under the programme of Municipal Corporation of Delhi to be distributed to widows and poor for their self-employment schemes.

c) The RPPT Laboratory of NTH(SR), Chennai offered suggestion to Pondicherry Social Welfare Department in finalizing Technical Specification for PVC coated raincoats. Dimension, strength , water-proofing were some of the aspects taken into consideration for raincoat specifications. This is a project of social cause aiming to distribute raincoats to the students(boys & Girls) of schools under Social Welfare Department of Pondicherry.

10.20.6 Work related to Public Health Engineering :

a) Mechanical Calibration Laboratory of NTH(ER), Kolkata successfully conducted very precise dimensional measurement and volume calibration of few medical equipments, i.e.

a. Filter and Filter Chamber for Blood Transfusion.

- b. Blood Specimen containers and Glass Slides.
- c. Blood Transfusion and Infusion set both for adults and child patients.

These tests were carried out, first time in NTH using different Indian Standards

b) The NDT Laboratory of NTH(WR), Mumbai tested Microslides as per IS:3099pt—2 for Commissionerate of Health, Medical Services and Medical Education (Health Section), Govt. of Gujarat. Refractive Index, Parallelism, Dimensions were some of the specific tests done by the NDT Laboratory. The

Microslides are enormously used in Public Health Service and NTH has been suitably entrusted to this value added job.

c) Nine samples of water collected from the water supply project of Public Health Engineering Department(PHED), Jaipur from different locations of pipeline originated from Bisalpur Dam to Jaipur city. M/s L&T Construction Ltd., Jaipur sent the samples for testing to the Chemical Laboratory of NTH(NWR), Jaipur. All the water samples received were yellow coloured & their pot ability have been checked as per IS 10500-1991 by the Laboratory scientists. NTH has taken up the job for the cause of the society and successfully completed it.

10.20. List of new equipments through which NTH system is being improvised:

List of equipments to be procured during 12th Five Year Plan of NTH for the year 2012-13

Sl No	Name of the Equipments	Discipline	Estimated Cost (Rs. In lakh)	Justification
	NTH(WR), Mumbai			
1.	Climatic Test Chamber, 1000 Liters, -40°C to 180°C, RH:10% to 98% (Imported)	Electrical	20	Augmentation of existing facility for testing of electrical accessories & appliances under simulated environmental conditions including cyclic changes
2.	Projection Microscope, Binocular, X – Y Stage with accessories & software for Image processing & analyzing. Magnification : up-to 2400 X, (Imported)	RPPT	20	Augmentation of existing facility for Identification of textile fibers, measurement of yarns & fabrics, examination of various structures under epy&diascopy under high magnification.

Sl No	Name of the Equipments	Discipline	Estimated Cost (Rs. In lakh)	Justification
	NTH(SR), Chennai :			
3.	Thermal Shock apparatus, For ceramic, porcelain & vitrified tiles	Civil Engg.	3	Augmentation of existing facility
4.	Tensio meter-PC attached, 20kN with resolution of 10N for Testing strips and sheets	Mechanical	6	Augmentation of existing facility
5.	Projection Microscope, Binocular, X – Y Stage with accessories & software for Image processing & analyzing. Magnification : up-to 2400 X, (Imported)	RPPT	20	Augmentation of existing facility for Identification of textile fibers, measurement of yarns & fabrics, examination of various structures under epy&diascopy under high magnification.
6.	Climatic Test Chamber, 1000 Liters, 950mmH x 800mmW x 800mmD, -40°C to 180°C, RH:10% to 98% (Imported)	Electrical	20	Augmentation of existing facility for testing of electrical accessories & appliances under simulated environmental conditions including cyclic changes
	NTH(NR), Ghaziabad			
7.	Projection Microscope, Binocular, X – Y Stage with accessories & software for Image processing & analyzing. Magnification : up-to 2400 X, (Imported)	RPPT	20	Augmentation of existing facility for Identification of textile fibers, measurement of yarns & fabrics, examination of various structures under epy&diascopy under high magnification.

Sl No	Name of the Equipments	Discipline	Estimated Cost (Rs. In lakh)	Justification
	NTH(ER), Kolkata			
8.	Petrol analyzer (Mid FTIR Based, Computer controlled with Library, Computer, Printer & UPS and essential accessories for the determination of the RON, MON for petrol., (Imported)	Chemical	20	Augmentation of existing facility in the field of Petrol analysis
9.	Atomic Absorption Spectrometer , fully PC controlled, capable to hold six different hollow cathode lamps Wave length range : 190-900nm Slit width 0.1 to 2.0 nm (Imported)	Chemical	20	Replacement as the present one is approx 10 years old and has undergone repairing several times.
10.	Projection Microscope, Binocular, X – Y Stage with accessories & software for Image processing & analyzing. Magnification : up-to 2400 X, (Imported)	RPPT	20	Augmentation of existing facility for Identification of textile fibers, measurement of yarns & fabrics, examination of various structures under epy&diascopy under high magnification.
11.	Climatic Test Chamber, 1000 Liters, 950mmH x 800mmW x 800mmD, -40°C to 180°C, RH:10% to 98%	Electrical	20	Augmentation of existing facility for testing of electrical accessories & appliances under simulated environmental conditions including cyclic changes



10.21 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 redressal. The Regional Head of each region chairs the cell .

Achievement :

Report on Public Grievance for the year 2012-13 up to 31st December, 2012 is as under:-

- a) No. of grievances pending as on 01.4.2012 = NIL
- b) No. of grievances received during 01.4.12 to 31.12.12 = NIL
- c) No. of grievances disposed of during 01.4.12 to 31.12.12 = NIL
- d) No. of grievances pending as on 1.1.2013 = NIL

10.22 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 5 (five) Vigilance/ Disciplinary Cases pending with NTH.

10.23 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 Rules made thereunder in its Head Quarters and regional office & branch offices. Complying with the Section 3(3) of official Language rules fully. NTH Headquarters along with its regional offices observed Hindi Fortnight during 14.09.2012 to 03.10.2012 Various competitions 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.

10.24. Information regarding Disabled persons, SC/ST employees, activities of NTH(NER), etc.

10.25. SC/ST employees in NTH :

The position of SC/ST/OBC candidates against the number of employees in position, as on 31.12.2012,



is furnished in **Annexure-II**.

10.26. Schemes for the benefit of persons with disabilities :

The position of the number of disabled persons in NTH as on 31.12.2012 is furnished in **Annexure-II**.

10.27. Activities of NTH, Guwahati in North-Eastern Region :

A Report on the Projects and schemes being operated in the North Eastern Region of National Test House at Guwahati is furnished in **Annexure-III**.

10.28. Sexual Harassment of Women at workplace :

No such report yet received till date.

10.29. The position of ATNs in respect of the Audit Observation is furnished in Annexure-IV.

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

- i) The Civil Engg. Lab. of NTH(WR), Mumbai has created facility for Mix Design of self compacting concrete widely used in European countries and specified by EFNARC(European Federation of Specialist Construction Chemicals & Concrete Systems) and carried out the same for Grade M.50 concrete. The lab.has created facility for Pull-off Bond Strength of concrete coatings as per ASTM D.7234 and tested the varieties of concrete coatings.
- ii) New test facilities had been created for testing of **Fire Retardant Low Smoke & Halogen(FRLSH)** cables by the Electrical Laboratory of NTH(WR), Mumbai.
- iii) State of the art MCB test facility

has been created and is fully functional in Electrical Division of NTH(NR), Ghaziabad. This is the only Laboratory in Northern India having complete type test facility including Short Circuit Withstand Capabilities upto 12 KA & for MCB upto 125 Amperes rating.

In addition to, Foreign Electricity Boards like Kenya Lighting Power Corporation, Ethiopia Electric power Company etc. have recognized & witnessed Lighting Impulse Voltage Test in High Voltage Laboratory of NTH(NR), Ghaziabad for their imports from India.

iv) The performance of Poly Uraethene foam (PUF) insulated steel panels, used in construction of Modular Operation Theatre for Orthopaedic Hospital, was evaluated jointly by three labs, namely Mechanical, Chemical and RPT laboratories of NTH(ER), Kolkata. Other than general tests, some specific tests viz. Fire resistance, Self extinguishing, Dimensional stability, etc also carried out.

v) Electrical Testing Division of NTH(ER), Kolkata, Procured a “20 Channel Secondary Battery Cycle Tester” in 2009,for testing of Secondary (Lead Acid) 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’.



Annexure - I

3.2 The details of staff strength as on 31.12.2012 are given below : -

Table-1

	Gazetted	Non-Gazetted	TOTAL
Sanctioned	201	482	683
Actual	149	324	473

ANNEXURE-II

Statement showing the no. of SC/ST/OBC/PH/Ex-Serviceman Officers as on 31.12.2012.

Name of Department/Ministry : Ministry of Consumer Affairs, Food & Public Distribution, Department of Consumer Affairs
Office/Organization : National Test House

Group of post	Sancti- oned Post	Total no. of employees in position	No. of employees out of Col.3 belonging to									
			SC	ST	OBC	PH			Ex- serviceman	Women employees in position		
						VH	HH	OH				
1	2	3	4	5	6	7	8	9	10			
Group – A	96	72	10	3	7	NIL	Nil	Nil	1		7	
Group – B												
Gazetted	105	77	15	1	7	NIL	Nil	1	Nil		13	
Non Gazetted	110	33	6	4	6	NIL	Nil	1	Nil		6	
Group – C	226	189	45	14	12	Nil	1	2	3		31	
Group – D	146	102	36	3	9	Nil	2	4	2		7	
Total	683	473	112	25	41	Nil	3	8	6		64	

VH- Visually Handicapped
HH- Hearing Handicapped
OH- Orthopaedically Handicapped
EXM- Ex-serviceman
SC,ST,OBC, Ex.



ANNEXURE-III

**A Report on the Projects and Schemes
being operated in the North Eastern Region
of National Test House at Guwahati, since its inception.**

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 (building materials, paver blocks, coal, admixture etc.), Mechanical (TMT, Structural steel, Aluminium section etc.)
- (ii) Providing Training in Testing Methodologies for Cement, Water, General Chemicals, Steel, etc.
- (iii) Providing Consultancy Services in the fields of Laboratory Set-up, quality of 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 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:

All the laboratories of NTH(NER),



Guwahati are functioning temporarily from the newly constructed Four Storied 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 had decided to construct a **Permanent Office-cum-Laboratory-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 the service for better quality

assurance of industrial products in a more structured way.

The estimate submitted by CPWD(NEZ) for construction of the said building was Rs.12.06 crore and same was approved by DoCA . The construction of the **Permanent Office-cum-Laboratory-Building** is in the final stage and expected to be completed during the year 2013-14 as per the information provided by CPWD.

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.



ANNEXURE-IV.

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. Reply to Audit paras (six paras)for 2008-11 and Part IIB (Inspection Report for 2008-11) have been completed.

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 Reply of the paras (for fifteen paras) raised for the period 2005-06 to 2010-11 by the Audit observation have been given

**Major Events in connection to NTH activities:
PHOTOGRAPHS OF THE PROGRAMME HELD AT NTH
REGIONS NTH (ER), Kolkata**



Prof. K.V.Thomas, Hon'ble Minister of State (Independent Charge), Ministry of Consumer Affairs Food & Public Distribution, Govt. of India ; Ex Director General , NTH, Kolkata ; DDA , NTH & Personal Secretary of the Hon'ble Minister at the hall discussing NTH affairs during visit at NTH on 2nd Mar'12



Prof. K.V.Thomas, Hon'ble Minister of State (Independent Charge), Ministry of Consumer Affairs Food & Public Distribution, Govt. of India ; Sri P. Agrawala, Then Special Secretary, D.o.C.A; Ex-Director General , NTH at lobby of NTH(HQ), Kolkata during visit at NTH, Kolkata on 2nd Mar'12



The Oldest part of Alipore Office Building , the Mitra Block is being prepared for prayer on the auspicious day, 31st August,2012



A cultural programme named, “Amar Janmabhumi & Amar Karmabhumi” in trilingual form being performed by the staff of NTH(ER), Kolkata on 31st August, 2012 at Auditorium , NTH(ER), Kolkata



Centenary day celebration at the evening on 31st August, 2012 by the employees of NTH(ER), Kolkata

NTH(WR), Mumbai :



Shri N. Singh, Scientist-in-charge, NTH(WR), Mumbai inaugurating Hindi Pakhwara programme at NTH(WR), Mumbai on 16/9/2012



Shri N. Singh, Scientist-in-charge, NTH(WR), Mumbai, along with the senior scientists of the region & Smt. S. Sheno, ADA, NTH(WR), Mumbai at Hindi Pakhwara programme at NTH(WR), Mumbai



Floral Decorated Gate at NTH, Kolkata (HQ) on the event of foundation day of Centenary Celebration on 31st August, 2012 (1912 to 2012)



Centenary Celebration on 31st August, 2012 by the staff of NTH(WR), Mumbai



“ Hands-on Training” on Pesticide Residue Analysis in Water covering Packaged Drinking Water on GCMS attended by the regional scientists of NTH at NTH(WR), Mumbai held for three days from 30th October to 1st November, 2012



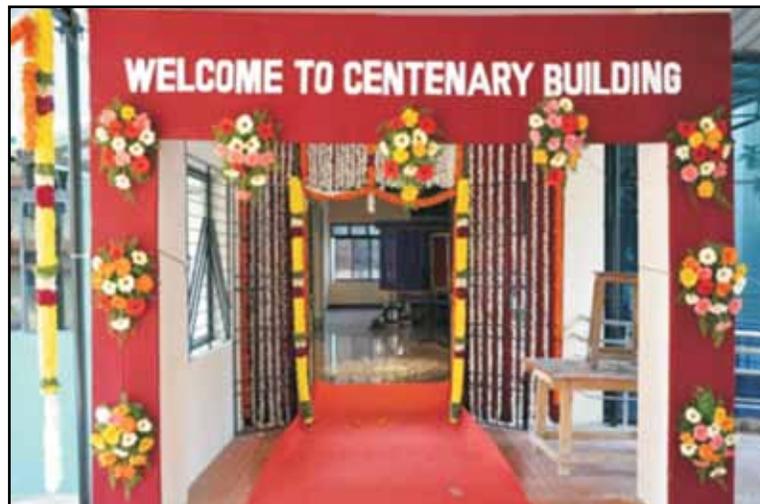
Shri N. Singh, Scientist-in-charge, NTH(WR), Mumbai giving certificates to the participants on Pesticide Residue Analysis covering Packaged Drinking Water on GCMS at NTH(WR), Mumbai



Shri N. Singh, Scientist-in-charge, NTH(WR), Mumbai, along with the senior scientists of the region & Smt. S. Shenoi, ADA, NTH(WR), Mumbai at the VIGILANCE AWARENESS WEEK 2012 programme

NTH(SR), Chennai

**Photographs taken during Centenary Building inauguration ceremony at
NTH(SR), Chennai
on 6th October 2012**



Centenary Building inauguration ceremony at NTH(SR), Chennai on 6th October, 2012



Cutting of Ribbon by Hon'ble Minister of State (Independent Charge) Prof. K.V.Thomas, Ministry of Consumer Affairs, Food & Public Distribution during Centenary Building inauguration at National Test House(SR), Chennai



Hon'ble Minister of State (Independent Charge) Prof. K.V.Thomas , Ministry of Consumer Affairs Food & Public Distribution planting tree sapling during the inaugural function of Centenary Building of NTH(SR), Chennai



Shri PankajAgrawala, IAS, Secretary to the Govt. of India, D.o.C.A lighting the lamp in presence of Hon'ble Minister of State (Independent Charge) Prof. K.V.Thomas , Ministry of Consumer Affairs Food & Public Distribution & The Director General, NTH, Kolkata during the inaugural function of Centenary Building at National Test House(SR), Chennai on 6th October,2012



Inaugural address by Prof. K.V.Thomas Hon'ble Minister of State (Independent Charge), Ministry of Consumer Affairs Food & Public Distribution during Centenary Building inauguration at National Test House(SR), Chennai



Smt. Nirmala, Secretary, Food, Co-operative and Consumer protection, Tamil Nadu State Government, giving speech during Centenary Building inauguration at National Test House(SR), Chennai on 6th October, 2012

Photographs taken during the training programme conducted by Civil Engineering Laboratory for Harbour Engineering Students of AMET University



Demonstration by S.Thirumalaikolundu, Scientist (Civil) before the trainees during the training programme



Shri Y.Dhananjaya, Scientist- in-charge, NTH(SR), Chennai Presenting Certificates to the participants of the training programme

Celebration of Foundation day and Inauguration of Centenary Celebration at National Test House (SR), Chennai on 31st August,2012



Shri K. Anbarasu , DDG, BIS, Chennai giving inaugural address during the Celebration of Foundation day and Inauguration of Centenary Celebration at NTH(SR), Chennai



Shri K. Anbarasu, DDG, BIS, Chennai is giving prize to Selvi. K.J.Harinee, D/o Shri K.Jeyaraj, Scientist (Elect) for her performance of Bharatha Natiyam at the centenary celebration programme on 31st August, 2012. The Scientist-in-charge, NTH(SR), Chennai & Shri S. Jaya Paul, Ex Director, NTH(SR), Chennai also present at the programme



Shri Vilas Muttemwar, Hon'ble Chairman, Parliamentary Standing Committee with Shri P. K. Misra, Joint Secretary, Lok Sabha Sectt.



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



Shri Pranab Mukherjee, Hon'ble President of India, Lighting the lamp 'Deep Shikha' on the event of Commemorative of NTH Centenary Celebration at NTH, Kolkata on 21-01-2013.



Shri Pranab Mukherjee, Hon'ble President of India on the event of Commemorative of NTH Centenary Celebration at NTH, Kolkata on 21-01-2013.



Shri Pranab Mukherjee, Hon'ble President of India on the event of Commemorative of NTH Centenary Celebration at NTH, Kolkata on 21-01-2013.



Prof. K.V. Thomas, Hon'ble Minister of State (Independent Charge), Consumer Affairs, Food and Public Distribution Lighting the lamp on the event of Commemorative of NTH Centenary Celebration at NTH, Kolkata on 21-01-2013.



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 31.12.2012)

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	158	23	9	15	1	-	1	3	19
Group B Gazetted	188	144	21	1	11	-	-	1	-	34
Non- Gazetted	201	108	17	5	14	-	-	6	-	30
Group C	631	485	122	37	49	2	3	8	8	64
TOTAL	1244	895	183	52	89	3	3	16	11	147

VH – Visually Handicapped

National Test House-Kolkata

HH – Hearing Handicapped

Forward Markets Commission-Mumbai

OH – Orthopedically Handicapped

National Consumer Disputes Redressal Commission-New Delhi.

EXM – Ex-serviceman

Indian Institute of Legal Metrology-Ranchi.

Note: The compilation includes information in respect of the Deptt. of Consumer Affairs and the following attached/subordinate offices of the Deptt.

Regional Reference Standards Laboratories- (Ahmedabad, Bangalore, Bhubaneswar, Faridabad, Guwahati.



"There are people in the world so hungry, that God cannot appear to them except in the form of bread."
Mahatma Gandhi

Smt. Sonila Gandhi
Hon'ble Chairperson, OPA

Dr. Manmohan Singh
Hon'ble Prime Minister of India

Prof. K.V. Thomas
Hon'ble Union Minister of State (Independent Charge)
Food & Public Distribution

Celebrating

the 63rd anniversary of our Republic by putting food on everybody's plate

The time has come to eradicate the scourge of hunger from our Republic. A definitive step in that direction, the National Food Security Act was conceived as a human-rights law that's meant to protect especially the poor people's right of access to food.

- The National Food Security Act entitles every family below poverty line to food grains at subsidized prices
- The Central Food Stocks as on 01.06.2012 reached the highest ever recorded level of 823.17 lakh tonnes
- Additional storage capacity of 181.08 lakh tonnes to be built under Private Entrepreneur Guarantee Scheme
- Plans to create an extra storage capacity of 5.40 lakh tonnes for NE states in the next 3 to 4 years
- Bringing down the amount of damaged food grains to the lowest ever level of 0.005% during 2012-13
- Subsidized food grains @ 35kg per family per month for 6.52 crore eligible Below Poverty Line/ Antyodaya Anna Yojana families
- Revamping Public Distribution System through end-to-end computerization of PDS across the country for increased efficiency and transparency

Today we also reiterate our commitment to Consumer Rights

- Right to be informed
- Right to be heard
- Right to seek redressal
- Right to safety
- Right to choose
- Right to consumer education

Milestones in the Consumer Rights Movements

- Awareness generation about misleading advertisements and food wastage during social functions
- 629 District Fora, 35 State Commissions & NCDRC fully functional, ensuring fast track disposal of cases relating to Protection of Consumer Rights
- 25 State Consumer Helplines & 2 National Consumer Helplines fully active

National Consumer Helpline No.
1800-11-4000 (Toll Free from BSNL-MTNL)
 011-24005500 (12 Lines) (Normal call charges apply)
 or contact NCH by sending SMS to **8000939717**
 from your mobile

Ministry of Consumer Affairs, Food and Public Distribution
 Department of Consumer Affairs, Government of India
 Krishi Bhawan, New Delhi - 110 001.
 Website: www.famri.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.



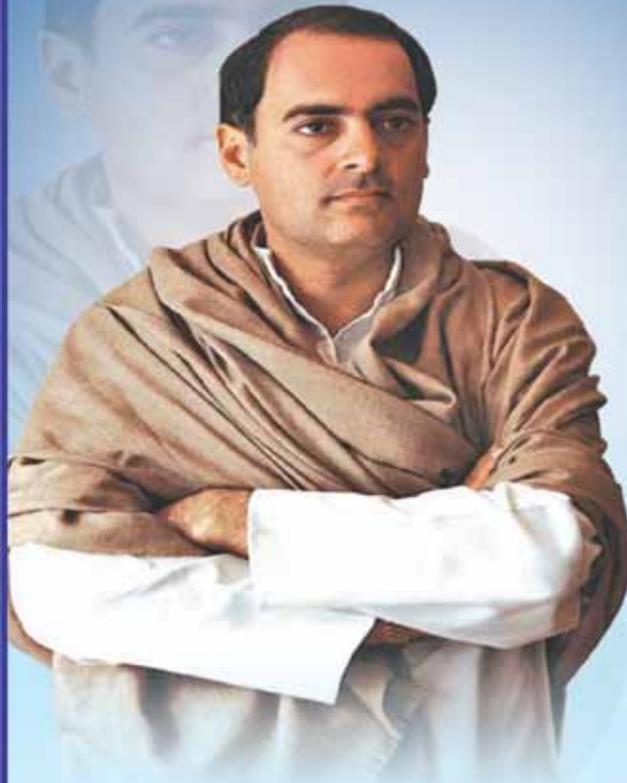
Smt. Susha Gandhi
Hon'ble Chairperson, UFI



Dr. Mammohan Singh
Hon'ble Prime Minister of India



Prof. K.V. Thomas
Hon'ble Union Minister of State
(Independent Charge)
Consumer Affairs,
Food & Public Distribution



Celebrating
the empowerment of
Indian
consumers.

**National
Consumer
Rights Day**
December 24

*"...I too have a dream.
I dream of India - strong,
independent, self-reliant
and in the front rank of the
nations of the world..."*

Rajiv Gandhi

The architect of the Consumer Protection Act, 1986

The Consumer Protection Act 1986 happens to be a landmark social welfare legislation, covering all sectors – public, private and co-operative, which was enacted to set up Consumer Protection Councils as well as Consumer Disputes Redressal Agencies at central, state and district levels to protect the consumers from exploitation and to find solutions to consumer grievances simply, speedily and effectively.

As of now 629 District Fora, 35 State Commissions & NCDRC are fully functional, ensuring fast track disposal of cases relating to Protection of Consumer Rights.

Consumer Rights

Right to be informed | Right to be heard | Right to seek redressal | Right to safety | Right to choose | Right to consumer education

Milestones in the Consumer Rights Movement

- Jago Grahak Jago campaign to educate & empower consumers
 - 8000 Consumer Clubs active in schools
- Awareness generation about quality benchmarks like ISI mark etc.
 - Standardised Product Packaging introduced
 - Improved infrastructure of State Fora
- Networking of Consumer Fora through CONFINET
- Awareness generation about misleading advertisements
- Awareness generation about food wastage during social functions
- 25 State Consumer Helplines & 2 National Consumer Helplines fully active



National Consumer Helpline No.
1800-11-4000 (Toll Free from BSNL-MTNL)
011-24006500 (13 Lines) (Normal call charges apply)
or contact NCH by sending an SMS to 8800939717
from your mobile



Ministry of Consumer Affairs, Food and Public Distribution
Department of Consumer Affairs, Government of India
Rishi Bhawan, New Delhi - 110 001.
Website: www.cain.nic.in

Consumers! To file online complaint, log on to: www.cain.nic.in or call toll free No. 18001804566.



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:

1 During the year, appropriate action was taken to ensure implementation of the provisions of the Official Languages Act and the Rules framed thereunder.

2 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.

3 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

13.2 The Annual Programme for the year 2012-2013 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.

13.3 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.

13.4 Meeting of the Hindi Salahkar Samiti of the Ministry was held on 19.12.2012. Follow up action on the minutes of the meeting will be taken in due course.



INCENTIVE SCHEMES

13.5. The scheme for awarding cash prizes to Central Govt. Employees for noting and drafting in Hindi continued to be implemented during the year.

13.6. Special incentive for Hindi typing in addition to English typing continued to be given to employees of the Department.

13.7. The Department observed Hindi fortnight from 01.09.2012 to 14.9.2012. During this fortnight various competitions were organized 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 in award distribution function by the Secy.(CA) and Principal Advisor.

OTHER ACTIVITIES

13.8. 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.

13.9. Employees not yet trained in the Official Language, Hindi stenography and Hindi typing were nominated for training in the respective field.

13.10. To impart training in noting and drafting in Hindi, workshops were organised in the Department.

13.11. Hindi Newspapers, Magazines and journals were purchased regularly for the library of the Department.

13.12. 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

14.2.1 RRS� Guwahati is functioning from new campus from 1st May, 2009 and providing verification and calibration services to the Legal Metrology Departments of the State Governments and industries sector in the seven North Eastern States including State of Sikkim.

14.2.2 A total of Rs. 5.22 Crore was allocated for NER during 2011-12 out of which Rs. 5.02 Crore was spent (Rs. 2.0 Crore under Grant-In-Aid for construction of Laboratories, Rs. 3.02 Crore for DGS&D for procurement of equipments like CNG/LPG kits, Weighbridge testing kits, Secondary Standard / Working Standard Weights and Check Measures etc.

BUREAU OF INDIAN STANDARDS

14.3.1 Bureau of Indian Standards has a Branch Office at Guwahati (GBO), which caters to Quality Control, Certification and training need of the industries in the North Eastern Region. GBO provides information on certified goods to the State Governments. To cater better service for 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 Assam State Co-operative Housing Federation Limited (HOUSEFED). The new office and laboratory is expected to start from March 2013.

BIS is carrying out publicity in all seven North Eastern States through DAVP, informing the consumers about the benefits of purchasing products with Standard Mark and jewellery with Hallmark. In this region, the first all India licence was granted for Bamboo Mat corrugated Sheet as per IS 15476:2004.

Total operative licenses as on 31 Dec 2012 are 467 (360 licenses for product and 107 licenses for Hallmarking). There was about 5% growth in product licenses during the period Apr 2012 - Dec 2012.

The state-wise distribution of 360 Product Certification Licences is as given below:

Assam	-	-	-	235
Tripura	-	-	-	25
Manipur	-	-	-	08
Arunachal Pradesh	-	-	-	13
Mizoram	-	-	-	06
Meghalaya	-	-	-	58
Nagaland	-	-	-	15



Total - **360**

GBO has 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, High strength deformed steel bars, structural steel, corrugated and semi-corrugated asbestos cement sheet etc. are carried out.

STATE CONSUMER HELPLINE

14.4 State Consumer Helpline have already been functioning in 7 States in North Eastern Region namely, Arunachal Pradesh, Mizoram, Sikkim, Assam, Nagaland, Manipur and Meghalaya.

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

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 Distt. has been provided financial assistance for conducting consumer awareness in backward region of Wokha Distt. Of Nagaland.
- 5) Charity Welfare Society an NGO in Phek Distt. has been sanctioned Rs. 20.00 Lakhs for conducting consumer awareness in backward region of Phek Distt. Of Nagaland.

PUBLICITY CAMPAIGN FOR CREATING CONSUMER AWARENESS

14.5 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

14.6 A Report on the Projects and schemes being operated in the North Eastern Region of National Test House at Guwahati is furnished in **Annexure-IV**.



**A Report on the Projects and Schemes
being operated in the North Eastern Region
of National Test House at Guwahati, since its inception.**

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 (building materials, paver blocks, coal, admixture etc.), Mechanical (TMT, Structural steel, Aluminium section etc.)
- (ii) Providing Training in Testing Methodologies for Cement, Water, General Chemicals, Steel, etc.
- (iii) Providing Consultancy Services in the fields of Laboratory Set-up, quality of 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 billets, Steel Plates etc.
- (iii) Opening of new laboratories in the field of Rubber, Plastic, Paper & Textiles Engg.

Functions & present scenario of NTH(NER), Guwahati:

All the laboratories of NTH(NER), Guwahati are functioning temporarily



from the newly constructed Four Storied 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 had decided to construct a **Permanent Office-cum-Laboratory-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 the service for better quality

assurance of industrial products in a more structured way.

The estimate submitted by CPWD(NEZ) for construction of the said building was Rs.12.06 crore and same was approved by DoCA . The construction of the **Permanent Office-cum-Laboratory-Building** is in the final stage and expected to be completed during the year 2013-14 as per the information provided by CPWD.

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:-

- 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.
- To scrutinize budget proposals thoroughly, before sending them to Ministry of Finance.
- 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;
- 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;
- 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;
- To screen the proposals for supplementary demands for grants;
- 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.

- To be involved in and coordinate the preparation of Outcome Budget of the Department;
- To ensure high quality appraisal and evaluation of Schemes/Projects with requisite rigor.
- To scrutinize proposals for re-delegation of powers to subordinate authorities;
- To keep itself closely associated with the formulation of schemes and important expenditure proposals from their initial stages;
- 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;

- To watch the settlement of audit objections, inspection reports, draft audit paras, etc;
- To examine foreign deputation proposals in respect of officers of the Department and organizations under its administrative Control.
- To represent Central Government in the Finance Committee and Executive Committee of BIS.
- To ensure prompt action on Audit Reports and Appropriation Accounts;
- To screen all expenditure proposals requiring to be referred to Finance Ministry for concurrence or advice.
- 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 31.12.2012) is as under:-

Name of Ministry/ Department	CAG Reports of 2009-10	CAG Reports of 2010-11	CAG Reports of 2011-12	Total (1+2+3)
	<u>(1)</u>	<u>(2)</u>	<u>(3)</u>	<u>(4)</u>
Ministry of Consumer Affairs, Food &PD (Department of Consumer Affairs)	0	0	3*	3*

* ATNs on 3 Paras contained in CAG's Performance Audit Report no. 26 of 2011-12 are under process for submission to Monitoring Cell, Ministry of Finance.



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 of 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 (IILM, Ranchi) and 18 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 Govt/PSU/Autonomous Bodies
- (v) Technical Advice to Ministry/Department/PSU/Autonomous Bodies
- (vi) Review of Expenditure under Modified Cash Management System
- (vii) 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 Government 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 Software System Attributes such as availability, portability, security and maintainability. The features of the software are:

- (i) It is at the lowest level of accounting and it provides information to the higher levels of accounting system for further processing.
- (ii) It covers all the major accounting and payment functions i.e. Pre Check, Budget, Compilation, GPF and Pension.
- (iii) It aims at generation of Monthly Consolidated Accounts data in the electronic format for incorporation of the Principal Accounts Offices in the CONTACT Software database.
- (iv) It provides various managerial reports for expenditure analysis like Expenditure Control Register, Receipts versus Expenditure comparison, Date wise Monthly Statement (DMS) etc.
- (v) It 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.7,19,356/- from various Auditees/ Authorities/Institution. Suggestions were also made by Internal Audit Parties to DDOs for proper maintenance of records and Accounts with reference of rules and procedures.

15.10 ACHIEVEMENTS (UP TO 31st December, 2012):

1. During the financial year 2012-13, 22 units came under the purview of Audit. Out of this 20 units were audited and 06 Grants-in-aid institutions were identified as to be covered under audit, out of which audit of 03 institutions were conducted. Remaining 5 units are due for audit every second year.
2. The audit of Non-Government Organization is also being under taken by IA wing.
3. 86 Employees have got training from INGAF, NIFM, ISTM at Delhi, Mumbai, Chennai, Kolkata.



SUMMARY OF IMPORTANT AUDIT OBSERVATIONS

The summary of important audit observations, appearing in the following most recent Audit reports of the year ended March 2011 are given below in the table:

1. No. 14 of 2012-13 Union Government (Civil) , (AB) Performance Audit

Report No.14 of 2012-13	
Ministry of Consumer Affairs, Food and Public Distribution	
Bureau of Indian Standards	<p>Considering the important role of standardisation for achieving competitive efficiency and quality production, the Government of India set up the Indian Standards Institution (ISI) in 1947 as a registered society. Later on, to bring the formulation of standards and other related work under legislation, the Government decided to restructure ISI and invest it with statutory authority for Indian Standards (ISs) by passing the Bureau of Indian Standards Act in November, 1986. As a result, the Bureau of Indian Standards (BIS) came into being on 1 April 1987, after taking over the staff, assets, liabilities and functions of the erstwhile ISI.</p> <p>BIS had formulated a total of 18222 standards, out of which 1627 were formulated during the audit period. Audit test-checked 214 standards and noticed delays in formulation of standards from one month to 18 years in 137 cases. Printing of standards also took considerable time against the prescribed norms with delays ranging from four to 55 months in 153 cases. There was poor adoption of standards under the product certification scheme. Significant delays in grant of licences, ranging between 121 days and more than two years, were noticed. BIS was unable to perform its monitoring and inspection roles adequately. Shortfalls in collection of factory samples ranging from 52 to 68 <i>per cent</i> and market samples ranging from 26 to 72 <i>per cent</i> as well as infrequent surveillance visits ranging from 39 to 62 <i>per cent</i> were observed.</p>



	<p>Testing facilities in the laboratories were not adequate. There were shortfalls in testing of samples (17 <i>per cent</i>), persistent accumulation of samples and non-availability of testing facilities in respect of certain products in BIS and outside laboratories.</p> <p>Awareness of standardisation and certification activities among consumers is vital for the success of these activities. Achievements against the targets fixed for programmes of 'consumer awareness', 'industry awareness' and 'educational utilization of standards' were 51 <i>per cent</i>, 43 <i>per cent</i> and 34 <i>per cent</i> respectively. Consumer were exposed to the risk of buying impure gold jewellery due to inadequate coverage of Indian jewellers and goldsmith under BIS's voluntary hallmarking scheme as the hallmarking of gold jewellery was not made mandatory. Shortage of manpower continued to persist, although the activities of BIS were predominantly manpower-based.</p>
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Statement showing BE, RE and Actual in respect of Department of Consumer Affairs for fiscal years 2001-02 to 2012-13 (upto December, 2012).

(Rs. In Crore)

Year	Demand No.	Budget Estimates			Revised Estimates			Actuals		
		Plan	Non-Plan	Total	Plan	Non-Plan	Total	Plan	Non-Plan	Total
2001-2002	36	8.50	37.55	46.05	10.77	63.24	74.01	9.24	60.90	70.14
2002-2003	39	10.15	52.48	62.63	7.50	75.33	82.83	7.13	88.85	95.98
2003-2004	18	9.67	24.76	34.43	9.67	32.98	42.65	8.24	34.85	43.09
2004-2005	18	18.25	32.55	50.80	18.25	64.81	83.06	36.11	43.26	79.37
2005-2006	17	107.94	56.90	164.84	90.00	59.89	149.89	86.09	34.04	120.13
2006-2007	17	163.00	68.00	231.00	150.00	52.66	202.66	133.96	35.43	169.39
2007-2008	17	213.00	57.24	270.24	150.00	54.35	204.35	105.83	36.68	142.51
2008-2009	15	209.00	55.03	264.03	160.00	253.65	413.65	142.33	189.42	331.75
2009-2010	16	209.00	271.90	480.90	164.00	264.86	428.86	146.23	231.52	377.75
2010-2011	16	220.00	269.00	489.00	198.00	521.72	719.72	187.92	513.96	701.88
2011-2012	16	225.00	375.36	600.36	185.00	337.61	522.61	175.62	330.89	506.51
2012-2013	16	241.00	383.09	624.09	150.00	363.10	513.10	109.05	289.70	398.75*

All figures are in gross.

* Expenditure upto 31st December, 2012 as intimated by Pr. Accounts Office and includes the amount of Rs. 54.36 crores authorized in favour of other Ministries/Departments.

No more less quantity in big packets.

End to cheating in packaged goods.

No more non-standard or sub-standard packs

These products are :

- Baby food • Weaning food • Biscuits • Bread • Butter & Margarine
- Cereals & Pulses • Coffee • Tea • Bread • Beverages material • Ghee, Vanaspati & Edible Oils • Milk powder • Detergent powder • Rice, Atta & Suji
- Soaps • Aerated soft drinks & beverages • Packaged Drinking Water
- Cement bags • Paints & Varnishes.

To prevent consumers from being misled and enable them to make informed choices, 19 commonly consumed products will now be sold only in specified uniform standard packing and weights.

Value based packaging from ₹ 1/- to ₹ 10/- has also been introduced in all consumer product for the benefit of poor people. Minimum pack size of baby food and biscuits will start from 25 grams.

National Consumer Helpline No.
1800-11-4000 (Toll Free from BSNL-MTNL)
011-27006500 (12Lines) (Normal call charges apply)
or contact NCH by sending an SMS to 8800939717 from your mobile

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

JAGO GRAHAK JAGO

SHARAD



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. 2012)

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	158	1	-	1
Group B	389	252	-	-	7
Group C	631	485	2	3	8
Total	1244	895	3	3	16

VH - Visually Handicapped
HH - Hearing Handicapped
OH - Orthopedically Handicapped



Happy Deepawali

Let's also make it a happy experience
for those affected by noise and smoke

Let's remember that
noise and smoke pollution caused by
busting of crackers pose severe
health problems especially for the
elders and the unwell.

Let's show that
WE CARE
and make
Deepawali
enjoyable for all.

Issues 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

National Consumer Helpline No.
1800-11-4000 (Toll Free from BSNL-MTNL)
011-24006500 (12 Lines) (Normal call charges apply)
or contact NCH by sending an SMS to 880093717 from your mobile
Consumer! To file online complaint, log on to: www.core.nic.in or
call toll free No. 18001804565



CHAPTER – XVII

RESULTS FRAMEWORK DOCUMENT OF THE DEPARTMENT OF CONSUMER AFFAIRS FOR THE YEAR 2011-12

17.1 The Results Framework Document (RFD) of the Department contains the agreed objectives, policies, programmes and projects, alongwith success indicators and targets to measure progress in implementing them. The implementation of RFD was started in 2009-10 under the supervision of the Cabinet Secretariat and full fledged evaluation through RFD started in the year 2010-11.

17.2. Outline of strategy as outlined in the Strategic Plan of the department:

Amending the important Acts administered by the Department and thereby bringing in provisions in tune with the time and necessitated by changes in economy, trade and business and consumer expectations is the basic strategy of the Department.

It has been decided to come up with National Consumer policy which will enable this Department to effectively coordinate and intervene in the functions of those Departments which have a consumer inter-phase.

On the basis of our experience and appraisal and feed back mechanism, we have formulated our Strategic Plan prioritising the targets as under:-

- o Promote a socio economic movement which seeks to protect the consumer

rights.

- o Create an administrative and legal mechanism including ADR which would be fast and efficient and within the reach of Consumers.
- o Engage media, civil society, organisations and business houses in enhancing awareness
- o Use of information technology tools for improved performance.
- o Streamlining the legal provisions through appropriate changes in the CP Act.
- o Setting up/ upgrading industrial testing labs
- o Regulate Future Commodity markets
- o Building a climate for quality culture and consciousness and greater participation of Consumers in formulation and implementation of National Standards
- o Setting up of State Consumer Helplines in all States/UTs and networking across the country as a major Grievances Redressal Mechanism



- o Continuous Price Monitoring and regulate Essential commodities.

17.3. The RFD 2011-12 identified action points, deliverables and milestones involving the main divisions in the department and achieved a composite score of 77.57 for 2011-12, improving over 59.51 achieved during the first evaluation year of 2010-11. The details are as given below.

17.3.1 Vision, Mission, Objectives and Functions of the department

Section 1

Vision

Our vision is to protect the rights and interests of consumers, to spread awareness about consumer rights, duties and responsibilities and to promote consumer welfare by strengthening consumer movement in the country.

Mission

We will fulfill our mission through progressive consumer related legislations and effective implementation of various consumer welfare schemes. Active participation of State Governments, academic and research institutions, schools and voluntary organizations is envisaged to create a vibrant consumer movement in the country. Strict standards for consumer products are developed and enforced. Price stability is ensured through effective use of legislation and direct market intervention.

Objectives

1. Enhancement of awareness of

consumers about their rights and responsibilities.

2. Provision of effective, inexpensive and speedy redressal system to Consumers.
3. Augmentation of infrastructure of the enforcement machinery of Legal Metrology Department of States/ UTs and implementation of The Legal Metrology Act, 2009
4. Strengthening of National Test House (NTH) laboratories and installation of MIS.
5. Completion of an independent evaluation of NTH laboratories.
6. Efficient Regulation of Commodity Futures Markets.
7. Strengthening of Forward Markets & Forward Markets Commission.
8. Formulation of Standards & to strengthen Conformity Assessment of Products and Services.
9. To promote and protect the interests of consumers through various Schemes.
10. Implementation and regulation of Essential Commodities Act.
11. Monitoring of prices of Essential Commodities

Functions

- I. CONSUMER PROTECTION



- i) Implementation of Consumer Protection Act, 1986
 - ii) National Consumer Disputes Redressal Commission (NCDRC).
 - iii) National Test House (NTH).
 - iv) Regulation of Packaged Commodities and implementation of new Act namely, The Legal Metrology Act, 2009.
- II. CONSUMER AWARENESS**
- i) Jago Grahak Jago Multimedia Campaign.
- III. SETTING STANDARDS**
- i) Implementation of Bureau of Indian Standards Act, 1986.
- IV. REGULATION OF ESSENTIAL COMMODITIES ACT, 1955**
- i) Implementation of Essential Commodities Act, 1955.
 - ii) Implementation of Prevention of Black Marketing & Maintenance of supply of Essential Commodities Act, 1980
- V. CONSUMER COOPERATIVES**
- i) National Consumer Cooperatives Federation (NCCF).
- VI. COMMODITY EXCHANGES**
- i) Regulation of Commodities futures through the Forward Markets Commission.
 - ii) Implementation of Forward Contract (Regulation) Act, 1952.
- VII. MONITORING OF PRICES OF ESSENTIAL COMMODITIES**
- i) Monitoring of prices and availability of essential commodities.
 - ii) Availability of Pulses.
- VIII. CONSUMER RELATED PROGRAMMES BY INVOLVING STATES / UTs / NGOs**
- i) Setting up Consumer Helplines in States and UTs
 - ii) Comparative Testing of Consumer Products and Services.



3.2 Achievement and composite score for the year 2011-12 - Table 1

Performance Evaluation Report for Department of Consumer Affairs [Achievement Submitted] (2011-2012)														
S. No.	Objective	Weight	Action	Success Indicator	Unit	Weight	Target / Criteria Value					Performance		
							Excellence	Very Good	Good	Fair	Poor	Achievement	Raw Score	Weighted Score
1	To Empower consumers by making them aware about their rights and responsibilities.	7	Action -1 Publicity through print advertisement	Release of advertisements in Hindi, English and regional newspapers	Number of Insertions	2	100%	90%	80%	70%	60%	8000	0	0
			Action - 2. Publicity through Electronic Media	Release of audio video spots through DD, AIR, Pvt TV Channels & Pvt. FM Radio Stations	Number of Insertions	2	55000	49500	44000	38500	33000	150000	100	2
			Action - 3 Publicity through other mediums	Advertisements through banners, hoardings, Department of Post, Grants in Aid to States	Number	1	9000	8100	7200	6300	5400	7000	77.78	0.78
			Action - 4 Development of a Composite Consumer Awareness Index (CAI)	Formulating a suitable design and identification of an agency to develop the index	Date	2	30/09/2011	31/08/2011	30/11/2011	31/12/2011	31/01/2012	09/12/2011	77.1	1.54



CHAPTER – XVII
Results Framework Document of the Department of
Consumer Affairs for the Year 2011-12

2	Provision of effective, inexpensive and speedy redressal system to Consumers.	19	Action-1 To complete the infrastructure in Consumer Fora for its effective functioning	Numbers of consumer fora benefited	Number	5	75	72	68	60	53	90	100	5
			Action-2 To complete the process of computerisation under the CONFONET scheme	Numbers of consumer fora benefited	Number	8	192	173	153	134	115	195	100	8
			Action-3 To further amend the provisions of the Consumer Protection Act, 1986	Submission of the revised Cabinet Note	Date	4	31/10/2011	30/11/2011	31/12/2011	31/01/2012	29/02/2012	02/08/2011	100	4
			Action 4 To set up State Consumer Helpline in States/ UTs	Number of additional States Helpline operationalized	Number	2	5	4	3	2	1	3	80	1.6
3	To Augment the infrastructure of the enforcement machinery of Legal Metrology Department of States/UTs and implementation of The Legal Metrology Act, 2009	16	Action-1 Setting up of standards laboratory in States/UTs	Grant in Aid to States/UTs for Construction of secondary/working standards Laboratories	Number	5	12	10	8	6	4	58	100	5



CHAPTER – XVII
Results Framework Document of the Department of
Consumer Affairs for the Year 2011-12

*	Improving Internal Efficiency / Responsiveness / Service delivery of Ministry / Department	10	Implementation of Sevottam	Resubmission of revised draft of Citizens' / Clients' Charter	Date	2	16/01/2012	18/01/2012	20/01/2012	23/01/2012	25/01/2012	18/01/2012	90	1.8
				Independent Audit of Implementation of Grievance Redress Mechanism	%	2	100	90	80	70	60	58.25	0	0
			Ensure compliance with Section 4(1) (b) of the RTI Act, 2005	No. of items on which information is uploaded by February 10, 2012	No	2	16	15	14	13	12	16	100	2
			Identify potential areas of corruption related to departmental activities and develop an action plan to mitigate them	Finalize an action plan to mitigate potential areas of corruption.	Date	2	26/03/2012	27/03/2012	28/03/2012	29/03/2012	30/03/2012		N/A	N/A
			Develop an action plan to implement ISO 9001 certification	Finalize an action plan to implement ISO 9001 certification	Date	2	16/04/2012	17/04/2012	18/04/2012	19/04/2012	20/04/2012	26/03/2012	100	2
*	Ensuring compliance to the Financial Accountability Framework	2	Timely submission of ATNS on Audit Paras of C&AG	Percentage of ATNS submitted within due date (4 months) from date of presentation of Report to Parliament by CAG during the year.	%	0.5	100	90	80	70	60	33.3	0	0



Government of India

Ministry of Consumer Affairs, Food & Public Distribution

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

Website: <http://fcamin.nic.in>, www.consumeraffairs.nic.in

National Consumer Helpline Number: 1800-11-4000