



JAGO
GRAHAK
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An aware consumer is an empowered Consumer.

Sayani Rani says....

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



WHO CAN FILE A COMPLAINT !

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



WHAT CONSTITUTES A COMPLAINT !

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

RELIEF AVAILABLE TO CONSUMERS !

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



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

Consumers can also call
National Consumer Helpline No. (1800-11-4000 Toll Free)
 (From BSNL/MTNL lines)
011-27662955,56,57,58 (Normal Call Charges Apply)
 (9.30 am to 5.30 pm - Monday to Saturday)



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Chapter 1

DEPARTMENT OF CONSUMER AFFAIRS: AN OVERVIEW

The Department of Consumer Affairs (DCA) is one of the two Departments under the Ministry of Consumer Affairs, Food & Public Distribution. The mandate of the Department is consumer advocacy.

India was a pioneer in consumer advocacy with the Consumer Protection Act (CPA), a path breaking legislation at the time, enacted in 1986 and the establishment of a separate government department dedicated to consumer affairs as early as in 1997. Translating this mandate into action entails:

- Enabling consumers to make informed choices;
- Ensuring fair, equitable and consistent outcomes for consumers; and
- Facilitating timely and effective consumer grievance redress.

1.1 The Year at a Glance:

Several new initiatives have been undertaken to mainstream consumer advocacy on a government wide basis. These include:

- Modernizing the legislative framework for consumer protection and quality assurance through comprehensive amendment of the Consumer Protection Act, 1986 and the Bureau of India Standards Act, 1986. The Consumer Protection Bill 2015 has been introduced in Lok Sabha on 10.08.2015 and is under reference to the Standing Committee on Food, Consumer Affairs and Public Distribution for examination and report. The Bureau of Indian Standards Bill 2015 was introduced in



Lok Sabha on 4.08.2015 and has been passed by the Lok Sabha on 3.12.2015. It is proposed to be considered by the Rajya Sabha during the Budget Session 2016.

- An Inter-ministerial Group on Consumer Advocacy (IMGCA) has been constituted comprising key sectors –Food, Agriculture, Health, Commerce, Industry, Transport, Financial Services and Housing – to foster policy coherence and coordinated action to prevent consumer detriment. It deliberated and considered formulation of standards on garbage disposal, implementation of a National Standards on pipe supply of potable water, joint action plans for training of street food vendors to ensure hygiene and sanitation in supply of street foods etc.
- A Conference on effective functioning of Consumer Fora was held on 29.05.2015 at Vigyan Bhavan under the Chairmanship of the Hon'ble Minister for Consumer Affairs, Food & Public Distribution Shri Ram Vilas Paswan and the Hon'ble Finance Minister, Shri Arun Jaitley as the Chief Guest. It was attended by the President and Members of the NCDRC, President of the SCDRC (State Commission), State Ministers of Consumer Affairs and State Secretaries of Consumer Affairs. During the meeting, the difficulties faced by the Consumer Fora and measures for improving and strengthening their infrastructure, providing adequate manpower and other facilities were discussed.
- Pulses were brought under the purview of stock limits to enable State Governments to impose stock limit on all stocks of pulses to ensure increased availability of pulses in the market. Pursuant to the decision various States have imposed stock limits and conducted raids against hoarding of pulses.



- The notification enabling States/UTs to impose stock limit on onion has been extended upto 02.07.2016.
- The number of price reporting centres were increased to 89 in order to strengthen price monitoring of essential commodities and are proposed to be increased to 100 by the end of 2017.
- The Grievance Redress mechanism was strengthened by integrating facilities provided by the National Consumer Helpline (NCH) and the Consumer Online

Resource & Empowerment Centre (CORE).

- A Complaint Application module has been made online in BIS to facilitate outside users to e-register complaints, track their status and view details. On successful submission of the complaints, an automated email is sent to the user, Consumer Affairs Department (CAD) and the concerned Branch. This module facilitates CAD to monitor, view and close the online complaint including paper/hardcopy complaints.
- The process of funding Voluntary Consumer Organisations (VCO's) through grants from the Consumer Welfare Fund has been simplified through the system of "Call for Proposals" and digitized for greater transparency. A call for proposal inviting proposals for financial assistance from the Consumer Welfare Fund from eligible VCOs/NGOs/Institutions in digital/electronic format was uploaded on the website of the Department of Consumer Affairs for the period from 1.06.2015 to 30.06.2015.
- Joint awareness campaigns were launched on consumer rights and responsibilities in key sectors - Health, Food, Financial Services and other Departments for greater consumer awareness.
- Financial assistance was released to State Governments for strengthening Consumer Courts and to modernise the testing laboratories under Legal Metrology.
- The Department had convened National Consultation Meeting of Ministers of States and UTs in-charge of Food and Consumer Affairs on 7th July, 2015 at Delhi wherein a six month Joint Action Plan (July-December 2015) for improving the availability and containing the prices of essential commodities was adopted for implementation.
- Under the Swacch Bharat Abhiyan, BIS has been entrusted with the work of preparation of various Standards on municipal solid wastes management including garbage segregation. Preliminary draft of the Standard has been prepared by BIS.



- Steps were initiated for setting up referral food testing laboratories in all branches of the National Test House to facilitate better food testing.
- Facilities were provided to engineering students for hands-on Skill Development in the National Test House laboratories.
- National Consumer's Rights day was celebrated on 22.12.2015 at Vigyan Bhavan under the Chairmanship of the Hon'ble Minister for Consumer Affairs, Food and Public Distribution on the theme 'Safe and Healthy Food: Combating Food Adulteration'.
- Grahak Suvidha Kendras to be managed by Voluntary Consumer Organisations – to provide a host of consumer support services – were launched on a pilot basis at six locations viz. Bangalore, Patna, Jaipur, Ahmedabad and Calcutta. Five Grahak Suvidha Kendras have come into effect from 30.06.2015.
- A web based portal to serve as a central registry for consumer complaints against misleading advertisements was launched.
- Regional Consultation Meeting with the States/UTs of Northern Region was held on Srinagar, Jammu & Kashmir on 4th to 5th September 2015 and in respect of States/UTs of Southern Region at Bangalore on 16th January 2016 to discuss progress of implementation of various schemes of the Department.



1.2 Commitment to Consumers

The DCA seeks to empower consumers through awareness and education; enhance consumer protection through prevention of unfair trade practices; enable quality assurance and safety through standards and their conformity; and ensure access to an affordable and effective grievance redress mechanism.

Consumer markets for goods and services have undergone profound transformation since the enactment of the Consumer Protection Act in 1986. Liberalization, privatization and

deregulation; innovations in new technologies and products; the growth of new consumer services; and the rising aspirations of the consumers for better goods and services have been the major drivers of change. The modern marketplace contains a plethora of increasingly complex products and services. The emergence of global supply chains, rise in international trade and the rapid development of e-commerce have led to new delivery systems for goods and services and have provided new opportunities for consumers. Equally, this has rendered the consumer vulnerable to new forms of unfair trade and unethical business practices.

Addressing these challenges requires policy coherence; coordinated programme implementation; harmonization of regulatory action and an institutional mechanism by which the interventions of government produce optimal results. Taking the benefits of good governance to the common citizen has been the primary focus of the Department. This is done in partnership with multiple stakeholders – relevant line departments of the government of India, state governments, regulatory agencies and voluntary consumer organizations.

1.3 Impact of Technology on Consumers

Information technology is quickly altering the way people do business all over the world. Business processes are transforming rapidly and Internet technology, mainly the World Wide Web (www) as an electronic medium of exchange has given rise to a de-territorial virtual market place. The new age consumer often engages with a remote but interactive marketplace characterized by high levels of heterogeneity and therefore needs to be digitally enabled. In the business-to-consumer segment, sales through the web have been increasing manifold over the last few years. The number of consumers who use the Internet not just for mining information but also for purchasing goods and availing services is growing.

Innovative product and service delivery systems like Direct Selling, Multi-Level Marketing and e-commerce do sometimes pose problems typical of cross-border transactions in both goods and services; risks of poor quality and unsafe products; as well as predatory, exploitative and unfair trade practices. These pose new challenges to creating awareness among consumers to prevent consumer detriment besides rendering the grievance redress process impersonal and the dispute resolution process complex, time consuming and expensive.

The department is, therefore, working on an institutional apparatus that combines the strengths of the government and the voluntary sector, is technology driven and is geared to making timely interventions. The Consumer Protection Bill, 2015 and the Bureau of Indian Standards Bill, 2015 are efforts to provide the basis for such praxis.



National Consultation Meeting with the Hon'ble Ministers of States & UTs, in-charge of Food & Consumer Affairs at Vigyan Bhawan, New Delhi



Regional Consultation Meeting of States/UTs of Northern Region at Srinagar,

Chapter 2

THE DEPARTMENT AND ITS MANDATE

The Department has been entrusted with administering:

- Internal Trade
- The Bureau of Indian Standards Act, 1986
- The Bureau of Indian Standards
- The Consumer Protection Act, 1986
- The Essential Commodities Act, 1955 (10 of 1955) (Supply, Prices and Distribution of Essential Commodities not dealt with specifically by any other Department).
- The Prevention of Black Marketing and Maintenance of Supply of Essential Commodities Act, 1980 (7 of 1980).
- Consumer Cooperatives
- Regulation of Packaged Commodities.
- The National Test House

2.1 Functional and Organizational Set up

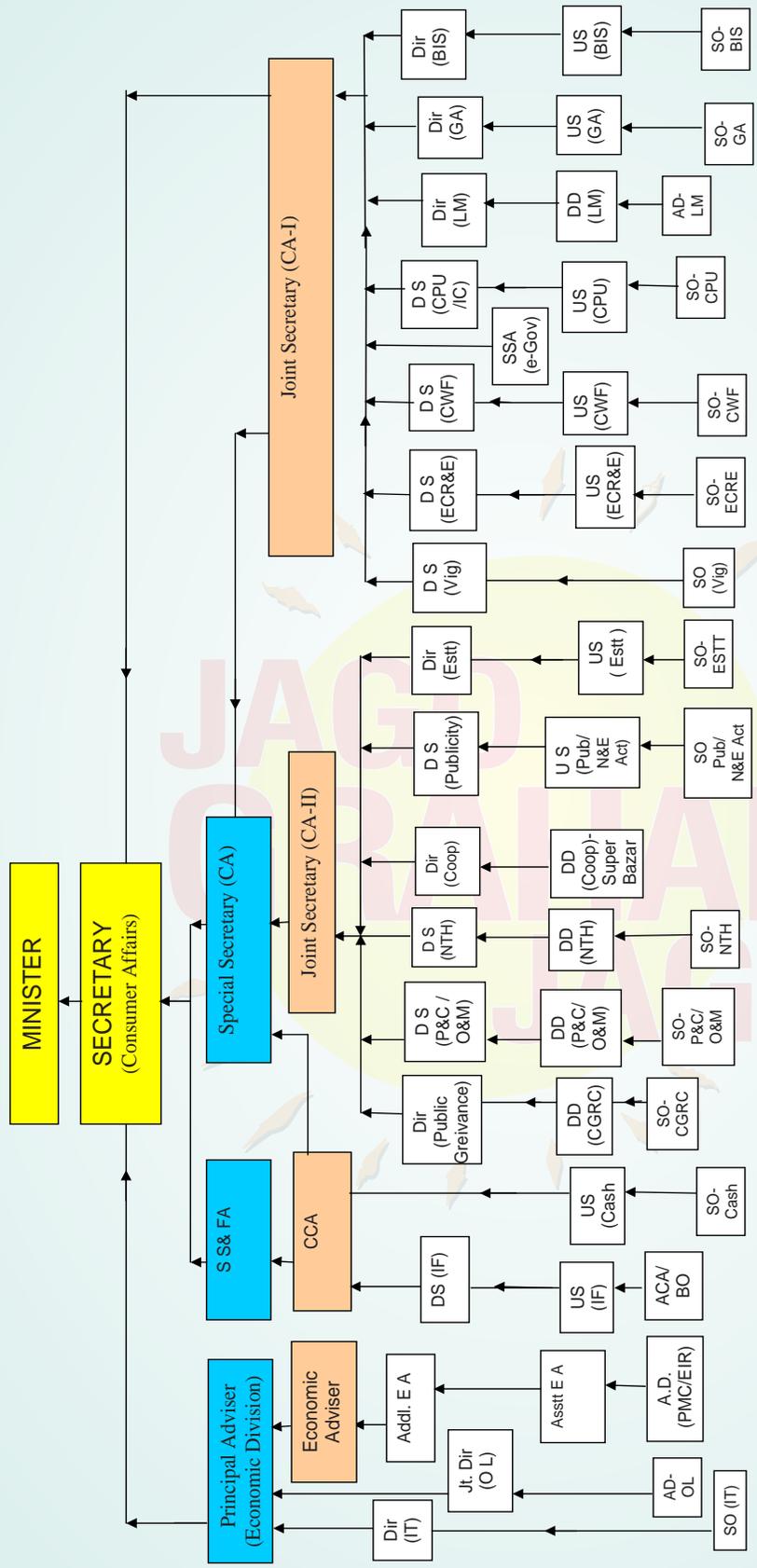
Shri Ram Vilas Paswan took charge as Cabinet Minister in the Ministry of Consumer Affairs, Food & Public Distribution with effect from 26th May 2014.

Shri C. Viswanath, IAS assumed charge as Secretary, Consumer Affairs (CA) with effect from 03.06.2015. A Principal Economic Adviser, a Special Secretary and two Joint Secretaries assist the Secretary (CA).

2.2 Citizens' Charter

Citizens' Charter of the Department of Consumer Affairs, 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 <http://consumeraffairs.nic.in>.

ORGANISATION CHART OF DEPARTMENT OF CONSUMER AFFAIRS (As on 1st – March -2016)



PMC – Price Monitoring Cell, **EIR** – Economic Intelligence Research, **ECRE** – Essential Commodities Regulation & Enforcement, **NTH** – National Test House, **BIS** – Bureau of Indian Standards, **CGRC** – Consumer Grievances Redressal Cell, **CWF** – Consumer Welfare Fund, **CPU** – Consumer Protection Unit, **P&C** – Parliament & Coordination, **O&M** – Organisation & Methods, **GA** – General Administration, **Estt** – Establishment, **IT** – Internal Trade, **Vig** – Vigilance, **IF** – Integrated Finance, **OL** – Official Language, **IC** – International Cooperation, **Coop** - Cooperation

2.3 Right to Information Act 2005

The information required to be made available to the citizens under Section 4 of the Right to Information Act 2005 is posted on the Departmental website <http://consumeraffairs.nic.in>. The list of Central Public Information Officers of various Divisions for providing information to the public under the Act is also available on the Department's website along with the details of the Appellate Authorities concerned. The status of implementation of the RTI Act in the department and the details of the reports sent to CIC are displayed on the website under RTI section. Online RTI applications and First Appeals are being disposed online since the launch of RTI web portal with effect from 22nd May 2013. Till 31st December, 2015, 5974 RTI applications and above 199 First Appeals have been received through the online RTI portal, in addition to physically received applications in the department.

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 (eprocure.gov.in) in procurements costing more than the prescribed limit as stipulated by the Ministry of Finance, Department of Expenditure instructions for all Ministries/Departments are being followed from 1st January 2012 onwards.

2.4 Vigilance

The Department of Consumer Affairs has a Chief Vigilance Officer (CVO). The Joint Secretary (CA) is designated as the CVO in addition to his normal duties assigned to the post. The Deputy Secretary (Vigilance) and the Vigilance Section support the CVO.

This Department monitors the vigilance work of the Bureau of Indian Standards (BIS), the National Consumer Cooperative Federation of India Ltd. (NCCF), the National Test House (NTH) Kolkata, the Indian Institute of Legal Metrology (IILM) Ranchi and the National Consumer Disputes Redress Commission (NCDRC).

The CVOs of the subordinate organizations report to CVO of the Department in vigilance matters where necessary in addition to sending their progress reports to the Central Vigilance Commission. Vigilance Officers have also been appointed in all attached/subordinate Offices under this Department like NTH and its regional labs, IILM to coordinate with CVO in vigilance related matters and issue of Vigilance Clearances.



Chapter 3

CONSUMER ADVOCACY

The DCA operates the Consumer Welfare Fund (CWF) to provide grants for strengthening consumer protection and to catalyze the Voluntary Consumer Movement in India. A wide network of Voluntary Consumer Organizations (VCOs) is doing commendable work to raise awareness amongst consumers of their rights and responsibilities and enhance consumer welfare by way of consumer awareness programmes; counseling and guidance; grievance redress and mediation services. These VCOs are supported through CWF grants for diverse projects including consumer education, training, legal support, the comparative testing of products and services, and dissemination of the findings. Steps have been taken to enhance the transparency in and to digitize the process of approving projects for grants under the CWF through a ‘Call for Proposals’ made twice a year and published on the department’s website. The proposals received in response are examined and shortlisted by an intra-departmental appraisal committee chaired by the Joint Secretary, Consumer Affairs and the final approval of projects done by an empowered inter departmental committee chaired by the Secretary, CA.

3.1 Consumer Awareness

The Department has been conducting a countrywide multimedia awareness campaign since 2005 on various issues related to consumer rights and responsibilities across diverse subjects. “Jago Grahak Jago” has today become a household axiom. More recently, joint publicity campaigns have been launched in partnership with the related Government Departments/ Organizations that deal with a mass consumer clientele. For instance, on food, with the Food Safety & Standard Standards Authority of India (FSSAI); on financial services with the Reserve Bank of India (RBI); and on medicines with the National Pharmaceutical Pricing



Authority (NPPA) through various electronic and print media such as Television, Radio, Newspapers and outdoor advertising.

The consumer awareness campaign is implemented through the Directorate of Audio and Visual Publicity (DAVP), the Doordarshan Network (DD) and the All India Radio (AIR). The year-wise allocation and expenditure on the campaign during last five years is set out in table 1.

Table 1: Year-wise allocation and Expenditure on Consumer Awareness during the Last Five Years

(Rs. In crore)

S. No.	Year	BE	RE	Expenditure
1	2011-12	87.23	87.23	85.73
2	2012-13	89.00	58.00	66.46
3	2013-14	75.00	71.00	68.07
4	2014-15	75.00	76.47	71.50
5	2015-16	75.00	80.00	70.44 (approx. till 25.2.16)

A brief overview of the multi-media campaign to reach out to consumers across diverse sectors and geographies is given below:

3.1.1. Publicity through Doordarshan

Doordarshan (DD) has a significant geographic reach. It also has a diverse viewership cutting across the urban-rural population segments. DD has been the primary electronic medium for the “Jago Grahak Jago” campaign. DD enables the department to reach out to the target audience in remote areas and the vast rural population of the country.

3.1.2. Publicity through All India Radio and FM Stations

All India Radio provides the unique dimension of having access to almost 99% of the country’s population and on account of easy portability of radio sets the medium provides an effective platform for reaching out to the migrant population, construction workers, farm labourers and farmers who often carry radio sets with them while at work or during travel. FM Stations as a medium of publicity have shown tremendous growth. Therefore, the network of FM Stations of the AIR as well as private FM Stations empanelled by DAVP have been utilized as part of the publicity campaign under ‘Jago Grahak Jago’. The department is now exploring the ‘Community Radio’ network to access rural communities.

3.1.3 Publicity through Print Media using Newspaper Advertisements:

Advertisements have been released through DAVP in national dailies as well as regional newspapers in local languages in accordance with the new advertisement policy of the DAVP. Each advertisement has been released through a network of over 300 newspapers throughout the country. Leading DAVP empanelled magazines have also been used for the publicity. The print advertisements and Ad spots for the electronic media have focused on subjects of interest to a wide cross-section of society. Some of these include:

- Maximum Retail Price (MRP) by which consumers have been educated about the concept of MRP and related issues.
- The importance of quality assurance and safety standards for products and the different standards – voluntary and mandatory - notified by the Government and applicable to consumer centric products.
- Education and awareness on quantity assurance or the value for money through the various provisions of weights and measures.
- Issues in the education sector especially awareness about the credibility of institutions and the validity of their degrees/courses through print advertisements and TV/Radio spots.
- Issues concerning the banking and insurance sectors to educate consumers about their right to different services provided by the banks and insurance providers.
- Education and awareness about the 3-tier consumer dispute resolution mechanism.
- Information on how to file a complaint, where to file a complaint and the format of the complaint letter.
- Awareness and education about misleading advertisements.
- Anti Tobacco campaign.



3.1.4 Publicity through Electronic Medium by telecast of Video Spots:

The Department has promoted video spots on various consumer related issues such as the provisions of Consumer Protection Act, Banking Services, Medicines, Travel Services, Grievance Redress system, MRP, ISI and Hall-Mark which are telecast through Doordarshan and the Satellite channels such as Sony, Star Plus, Zee News, Star News, Doordarshan National Network, Kalyani programme of DD-I, Krishi Darshan, Regional channels such as the Sun Network, ETV Network, ZEE TV network, Discovery, Sahara Network and other popular satellite channels.

3.1.5 Publicity in North Eastern States:

The Doordarshan Kendras of North Eastern States ensure that the message reaches out in the local language. The audio as well as video spots were produced in the local languages specific to the North-eastern region such as Assamese, Khasi, Garo, Mizo, Manipuri and Naga. The AIR Kendras, the private FM channels and the newspapers having editions in NE region are being utilised for taking the campaign to the Northeast. A Special campaign has been carried out through the newspapers in the NE region.

3.1.6 Use of Sports Events:

In order to reach maximum number of consumers, the Department has telecast/ broadcast video/audio spots containing consumer related information during the popular sports events particularly the Cricket Series i.e. India-Bangladesh Cricket Series 2015, India-Zimbabwe Cricket Series 2015 and India-Australia Cricket series 2016, where the audience interest is maximum.

3.1.7 Publicity through the Outdoor Medium:

To reach out to consumers in a vast country like India outdoor publicity has to be an integral part of any Multi Media Publicity Campaign. The mediums available through DAVP such as Access Card, Airport (Hoarding/Unipole), Audio Advertisement at Bus Stand, Audio Advertisement on Railway Enquiry 139, Boarding Pass, Bridge Panel, Bus Queue Shelter, Display Board (Railway Station), Electricity Bill, Gantries, LCD/LED/ Plasma TV Screen, Railway Train Exterior Panel and Railway Train Inside Panel etc. are suitably utilized for the publicity campaign. Hoardings, at Suraj Kund Mela 2016 are installed for consumer awareness campaign.

Use of New Media: This year new mediums like SMS and internet (websites) have been utilized for consumer awareness campaign. For the first time, this Department

has produced two podcasts having Sign language interpretation. This was done in furtherance of Government of India's commitment towards creating accessible and inclusive society.

3.1.8 Special Scheme on Assistance to State Governments / UTs:

Considering the fact that active involvement of State Governments in awareness campaign is crucial in taking forward the movement to rural, remote and backward areas, State/UT Governments have been actively associated in expanding the area of consumer awareness. In fact the effectiveness of the scheme is enhanced by the involvement of States/UTs/PRIs. The provision for grant in-aid/support to States/UTs has been one of the key components of the Consumer awareness scheme.

3.1.9 National Consumer Helplines:

The National Consumer Help Line operates through the Toll Free Number 1800-11-4000 from the Indian Institute of Public Administration for counselling the consumers to redress their grievances. The timing of toll free number facility is available to consumers from 9-30 A.M. to 5-30 P.M. on all the working days. Through the various advertisements pertaining to Department of Consumer Awareness adequate publicity has been given to National Helplines so that the affected consumers could seek guidance/counselling through the national helpline.

The publicity around National Consumer Helpline has been increased comprehensively through both the print and electronic media. This has resulted in a significant increase in the number of calls being handled by the National Consumer Helpline - a measure of growing consumer awareness.

3.2 The Rural Consumer

The rural consumer was earlier not considered an important segment in the market due to low purchasing power and the limited size of the market. However, liberalization and privatization of the economy has resulted in our markets being integrated with global supply chains. This combined with the information explosion and aggressive marketing has given rise to a rapidly growing rural demand for consumer goods. Saturation of the urban markets and the lure of the vast untapped rural market are now market forces that the producers of consumer goods and the providers of services can no longer resist. However, as the exposure to mass media and information technology grows, rural consumers are emerging more informed about products and services, and their dependence on the traditional reference groups is gradually waning.

Gender Budgeting:

Female Population of the country constitutes a major chunk of consumers and hence one full page advertisement was released in all the DAVP empanelled women specific magazine.

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.

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 arrangements for alternate redressal mechanisms and out of court settlements are being looked at to supplement the existing mechanism by arbitration, mediation and conciliation.

3.3 Feedback/Evaluation mechanism

Evaluation of awareness programmes is done by engaging some of reputed organisations/agencies e.g. IIM Lucknow. These agencies conduct surveys across the country and submit reports about level of awareness among consumers regarding their rights/ responsibilities as a consumer, available provisions of redressal of their grievances etc. Another method of seeing the effectiveness of system as a whole is the number of requests received over consumer help lines, consumer fora's and other redressal units. As the number of requests received in the department for redressal has increased, publicity campaigns have resulted in increased awareness among consumers. However still there is a need to increase the awareness campaign with some of continuous /permanent schemes over different print, electronic media throughout the year. Moreover the interest in these campaigns depends upon the results consumers are getting from different provisions of redressal made by the Govt. Therefore strengthening the redressal machinery is even more important.

3.4 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 into which unclaimed central excise revenues not refundable to the manufacturers would be credited annually. The 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 the voluntary consumer movement in the country, particularly in rural areas. The Department of Consumer Affairs operates the fund, set up 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. Guidelines were revised in 2007 and again in 2014, any agency/organization engaged in consumer welfare activities for at least a period of five years and registered under the Companies Act, Societies Registration Act, Cooperative Societies Act or any other law for the time being in force are eligible for financial assistance from the Fund. Call for proposals seeking financial assistance from the Consumer Welfare Fund (CWF) shall be made twice a year usually in the month of January and July.

A Call for proposal inviting proposals for financial assistance from the Consumer Welfare Fund from eligible VCOs/NGOs/Institutions in digital/electronic format was uploaded on the website of the Department of Consumer Affairs for the period from 01.06.2015 to 30.06.2015. A sum of Rs. 51.08 crore was available in the Consumer Welfare Fund as on 31.03.2015. Of this balance, a budget provision of Rs. 15.00 crore was provided during the financial year 2015-16. An amount of Rs. 9.55 crore has been utilized as on 31.12.2015 from the Consumer Welfare Fund.



Prize Distribution by Hon'ble Minister to School Students on the occasion of National Consumer Day



Books released by Hon'ble Minister on the occasion of National Consumer Day



Participation of School Children in National Consumer Day at Vigyan Bhawan, New Delhi



Be alert. Be cautious.

While on road.

To ensure safety for yourself and others



**ALWAYS FOLLOW TRAFFIC RULES
& BE A RESPONSIBLE CITIZEN !**

- Use zebra crossing to cross a road
- Use seat belt while driving
- Don't use mobile phone while driving
- Wear helmet while driving two wheeler
- Obey traffic signals

Before we assert our right, it is our responsibility to follow rules



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.consumeraffairs.nic.in

For any help/clarification on
 consumer issues, call :

National Consumer Help Line No.

1800-11-4000

You can also log in your complaints at www.nationalconsumerhelpline.in & www.core.nic.in (Toll Free No. 1800-11-4566)
 For registering complaints about misleading advertisements please login in to: www.gama.gov.in



Chapter 4

CONSUMER PROTECTION

Asymmetry in market information, the explosive growth of advertising and aggressive marketing have constrained Consumer Sovereignty. Many of the problems encountered by consumers fall in the domain of other departments, which by the nature of the allocation of business to them, do not have a consumer centric focus. This fragmentation of roles and responsibilities has created an intrinsic contradiction in that; government policy on consumer advocacy is at one centralized location – the DCA – while the response apparatus is fragmented across several line departments. Price monitoring and interventions to moderate the market forces to stabilize prices in commodities of common consumption is a case in point. The outcome, as a result, measured in terms of mitigating consumer detriment, raising consumer awareness, enhancing consumer protection or enabling consumer grievance redress has been less than optimal.

Simply put, consumer protection needs to be mainstreamed in the policy frame of all related departments and organizations of government. The effort should be a seamless consumer protection thrust across government departments by which the whole is more than the sum of its parts. Clearly, the multiplier effect of pooling resources, leveraging the institutional outreach and integrating policy and programme content will strengthen consumer advocacy on an economy wide basis.

Hence the emphasis of the government is on seamless consumer protection on a government- wide basis by which the common consumers are better protected. An inter-ministerial Group on Consumer Advocacy has therefore been established with the Secretary, DCA as the chair. This group has now initiated several significant steps for consumer protection and welfare. These include specific actions to set quality assurance and safety standards for goods and services in diverse sectors under the Swachh Bharat Abhiyan as well as the Make in India Campaign.

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.

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
- (ii) To engage with both Government and non-Governmental Organizations to promote and protect the welfare of the consumers.
- (iii) To involve and motivate various stakeholders including consumer organizations, industry, regulators and citizens especially the women and youth to participate in the programme.
- (iv) To generate awareness among consumers about their rights and responsibilities; motivate them to assert their rights so as not to compromise on the quality and safety of goods and services; and to seek redress of their disputes in the appropriate consumer forum, when required.

4.1 The Consumer Protection Act, 1986

A key milestone in consumer advocacy in the country was the enactment of Consumer Protection Act, 1986. This Act provided the legislative framework to better protect the interests of the consumer by creating a formal but quasi-judicial dispute resolution mechanism exclusively for consumers. This progressive legislation established the three-tier quasi-judicial consumer dispute redress machinery at the National, State and District levels aimed at providing simple, speedy and affordable redress to consumers. As on date 644 District fora, 35 State Commissions and the National Commission at the apex level are functioning in the country.

4.2 Salient features of the Act:

- 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 redress & 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 redress 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 redress 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 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.

4.3 Strengthening of the Legal Framework.

An important step initiated by the government has been to modernise the legislative framework that governs consumer affairs. The Department of Consumer Affairs has proposed comprehensive amendments to the Consumer Protection Act and has introduced the Consumer Protection Bill,



2015 in Lok Sabha on 10.08.2015. The same has been referred by the House to the Standing Committee on Food, Consumer Affairs and Public Distribution for examination and report. The amendments proposed in the new Consumer Protection Bill, 2015 seek to ensure that the consumer disputes redress mechanism serves the consumers with quick, inexpensive and simple redress of their grievances, establish an institutional arrangement to prevent unfair trade practices, incorporate the concept of product liability in consumer protection and enable mediation as an Alternate Dispute Resolution (ADR) arrangement. The major amendments proposed include:

- Establishing an authority called the Central Consumer Protection Authority to investigate unfair trade practices; initiate class action in appropriate cases; order refund, recall or replacement of defective products; and the withdrawal of misleading advertisements and carrying out of corrective/compensatory advertisements.
- Introducing product liability to enable consumers to sue for damages for injury caused by defective products/ deficient services.
- Enhancing the pecuniary jurisdiction of the District Forum, State Commission and National Commission to Rs.50.00 lakhs, Rs.10.00 crores and above Rs.10.00 crores

respectively to provide greater access to citizens.

- Enabling e filing of cases and not requiring personal appearance till the stage of admission. Cases not admitted within 21 days will be deemed admitted.
- Enabling consumers to file cases in the District Forum with jurisdiction over his place of residence, rather than the place where the transaction was conducted, to provide for ease of access.

4.4 Setting up of Complaint Handling/Counseling/Guidance Mechanism.

The endeavor of the Department is to partner with credible and committed voluntary consumer organizations in the task of raising awareness amongst consumers as well as to redress their grievances where possible. Towards this end the department has created some key collaborative platforms. The brief outline of each of these is set out below.

4.4.1 Healix Sekhsarai Institute for Public Health

The Department of Consumer Affairs has approved in February, 2015 a project proposal for an amount of Rs. 1.50 crore over a period of two years to Healix Sekhsarai Institute for Public Health, Mumbai for Consumer Safety of Children from Health Hazards of Tobacco Products. Grant in aid of Rs. 75.00 lacs (1st installment) for the project was released in February 2015. The objectives of the project are as stated:-

- (a) Make 100,000 educational institutes COTPA compliant and tobacco free – in the states of Madhya Pradesh, Maharashtra and Uttar Pradesh.
- (b) Support Swachh Bharat campaign by reducing tobacco-product related litter and spitting in and around these educational institutes.
- (c) Create awareness about above by media activities in block/districts of project areas.

4.4.2 Consumer Education and Research Centre (CERC), Ahmedabad

The Department of Consumer Affairs has approved in July, 2015 a project proposal for an amount of Rs. 1.00 crore over a period of five years to be released in five equal instalments of Rs.20.00 lacs each year to Consumer Education and Research Centre (CERC), Ahmedabad for bringing out National Consumer Magazine INSIGHT in Hindi for 5 years. Grant in aid of Rs. 20.00 lacs (1st installment) for the project was released in August 2015.

4.4.3 Advertising Standards Council of India (ASCI), New Delhi

Advertising Standards Council of India (ASCI), New Delhi has been sanctioned in June, 2015 Rs.10.00 lacs for a period of one year in two equal instalments for resolving complaints on misleading and false advertisements. Grant in aid of Rs. 5.00 lacs (1st instalment) for the project was released in September 2015.

4.4.4 Consumer Unity & Trust Society (CUTS), Jaipur

The project of Consumer Unity & Trust Society (CUTS), Jaipur for conducting the study on consumer safety in India and to publish “State of Consumer Safety in India Report” has been approved with a total cost of Rs.33.45 lacs out of which financial assistance of Rs.25.00 lacs will be provided by this Department in three instalments. Grant in aid of Rs. 10.00 lacs (1st instalment) for the project was released in September 2015.

4.4.5 State Consumer Helpline Knowledge Resource Management Portal (SCHKRMP)

State Consumer Helpline Portal links State Consumer Helplines (SCH) located in different States. Presently states viz. Bihar, Haryana, Chhattisgarh, Gujarat, Madhya Pradesh, Maharashtra, Odisha, Rajasthan, Delhi, Himachal Pradesh, Utter Pradesh, Mizoram and Tamil Nadu are linked with Portal. The advisors at State Consumer Helpline (SCH) provide pre-purchase information, post-purchase advice, guidance and information and also offer “next-step advice” for resolution or redress.

The Department of Consumer Affairs has approved in March, 2011, a proposal for financial assistance for State Consumer Helpline Knowledge Resource Management Portal (SCHKRMP) for coordination and monitoring of the Scheme of State Consumer Helpline at an estimated cost of Rs.1,67,34,800/- spread over a period of 3 years. Three instalments have been released, first Rs.74.06 lacs in March 2011, second Rs.22.68 lacs in March, 2013 and third Rs.50.0 lacs in March, 2015.

An additional amount of Rs.11.00 lacs in September, 2013 has also been released for availing a lease line of 8 MPBS from MTNL. The objectives of the project are as under:-

- (a) Development of resource centre at State level which will be networked with national resource centre.
- (b) Develop alternate consumer disputes Redressal mechanism at state level.
- (c) Maximum number of disputes resolved out of court.
- (d) Early resolution of complaints.

- (e) Capacity building of State VCOs.
- (f) State level machinery gets experience.
- (g) Companies and service providers become more active in solving consumer disputes.
- (h) Provides service in regional language in addition to English language.

4.5 Comparative Testing of Products & Services

4.5.1. Centre for Comparative Testing of Products and Services (Voice Society)

The VOICE Society, New Delhi undertook comparative testing of 6 products and 2 services during the year 2014 at a cost of Rs. 40 lakh with the objective of disseminating to empirical data on product quality and safety. Grant in aid of Rs. 40.00 lakh for the project was released during the month of September 2014.

The objectives of comparative testing of products and services are to:

- Provide consumers unbiased information that will enable them to make a rational choice among major brands available in the market. This will help them get value for money.
- Help raise public awareness regarding quality and safety and bring demand pressure to bear on manufacturers to improve the quality of products.
- Serve as the basis for advocacy campaigns for policies that will enhance consumer protection.
- Communicate with government, regulatory and standards authorities on the test-results for appropriate action against malpractices, if any.
- Educate consumers about the product, amongst many in the market that will likely suit their needs best and thus strengthen consumer choice.
- Draw public attention to unsafe goods and unfair trade practices.
- Verify the claims made by different brands especially of health related products against the relevant national Standard for that product.

4.5.2 CONCERT Trust Chennai

The Department of Consumer Affairs has approved in August, 2014 the project proposal of Comparative Testing by CONCERT, Chennai of sixteen products and four services at the cost of Rs.142.30 lacs (Department's contribution Rs.128.07lacs), out of which grant in aid

of Rs.40.00 lacs was released in September 2014 for undertaking comparative testing of 3 products and 1 service and Rs.24.04 lacs was released in December 2015 for undertaking Comparative Testing of 5 products and 1 service during the financial year 2015-16.

4.5.3 M/s Consumer Education and Research Centre (CERC), Ahmedabad

CERC has been sanctioned an amount of Rs. 1.25 crore grant-in-aid to expand its consumer protection and service activities over a period of 5 years. Three instalments of Rs. 25 lakh each have been released, first in the month of December 2012 second, in the month of June 2014 and third in the month of March, 2015. The laboratory tests products in three categories, viz. food, chemicals, pharmaceuticals, domestic electrical appliances, accessories, lighting products, and fans. It also tests personal care products- hair, skin, and dental care products. The test reports are published in the magazine. The reports carry the manufacturers' response to the test findings as well. Consumers are provided with 'Best Buy' information for sustainable consumption by way of product comparative test reports.

The department has also approved in September, 2015 a project proposal of comparative testing of products for food adulteration, presence of heavy metals and pesticides by CERC for testing at total cost of Rs.20.00 lacs (Department's contribution Rs.17.00 lacs). The Department of Consumer Affairs has sanctioned and released one time grant in aid of Rs. 17.00 lacs in December 2015.

4.6 Scheme for promoting work at Research Institutions/Universities/ Colleges on Consumer Protection and Consumer Welfare

This scheme was launched in 2004 to foster research and empirical work in the field of consumer protection and to address the complex issues that consumers confront in the new and emerging modes of marketing and propose a robust framework that will best serve to prevent consumer detriment. This work will then feed into policy making and reforming the institutional apparatus for better consumer protection. The DCA partners with select universities to work on diverse consumer related domains. The Indian Institute of Public Administration, New Delhi, has been identified as the nodal organization to administer the scheme.

Out of the sanctioned amount, an amount of Rs. 2.95 crore has been released to IIPA till date. An additional amount of Rs.66.25 lacs has also been released to IIPA in June 2014 and the Consultancy Project on Consumer Protection and Consumer Welfare has been extended upto 30 June, 2015.

The main objectives of the project are as under:

- (a) To facilitate and promote better protection of consumer's rights, interests and welfare by involving Educational and Research institutions in research and other activities especially designed to further consumer protection and consumer welfare.
- (b) To enhance understanding of various aspects of consumer behaviour and implementation of consumer protection measures through applied research conducted by academic/research institutions.
- (c) To identify gaps in knowledge and conduct research to fill these gaps.
- (d) To develop material for training and dissemination to be used by academic institutions in their activities related to consumer protection and consumer welfare.
- (e) To promote knowledge links among educational institutions through (Research) Validation Seminar/Workshops etc. and publish and disseminate the findings of sponsored and other research studies undertaken by these educational/research institutions.

4.7 Creation of Chair/Centre of excellence in Institutions/Universities:

- (i) A Chair on Consumer Law and Practice has been established in National Law School of India University (NLSUI), Bangalore. The primary objective of the Chair is to act as a "Think Tank" for the DCA on research and policy related issues on consumer law and practice and also to develop Consumer Affairs as a distinct subject of study at Under Graduate and Graduate levels. Department has approved Rs.1.00 crore over a period of two years to be released in two equal instalments of Rs.50.00 lacs each year to National Law School of India University (NLSUI), Bangalore for setting up 'Online Consumer Mediation Centre'. Grant in aid of Rs. 50.00 lacs (1st instalment) for the project was released in August 2015.
- (ii) A project of the Administrative Staff College of India, Hyderabad to establish a Centre for Rural Consumer Studies at its campus at a cost of Rs. 1.50 crore over a period three years was approved and is underway. An amount of Rs.45.00 Lakhs as the first instalment and Rs.38 lakhs as second instalment have been released in 2012 and 2013 respectively. The project will be completed in 2015.
- (iii) The Department of Consumer Affairs has established a chair at the National Law Institute University, Bhopal, M.P. Grant in aid support of Rs.94.45 lakhs spread over a period for 5 years supported the activities of the chair from 2010-15.

The objectives of the project of NLIU, Bhopal are:

- a) To study how Consumer Protection Law adapts itself to changing socio economic realities.

- b) To study key issues relating to Unfair Trade Practices (UTP's) and propose equitable solutions.
 - c) To develop and promote knowledge, training and research capabilities in law related to Consumer Protection and UTP's.
 - d) To foster knowledge transfer and promote cooperation within areas affected by UTP's.
- (iv) The Department of Consumer Affairs has approved in 2015 a one time grant of Rs.1.00 crore with an endowment grant of Rs.90.00 lacs and Rs.10.00 lacs as grant-in-aid for first year only to National Academy of Legal Studies and Research (NALSAR) University of Law, Hyderabad for establishing Consumer Law Chair and running courses on consumer issues. The Grant in aid was released in September 2015.
- (v) Dr. Ambedkar Law University, Chennai was sanctioned an amount of Rs. 94.45 lacs in June, 2011 to set up a Chair on Consumer Law and jurisprudence over a period of five years from 2011 to 2016. Out of the sanctioned amount, an amount of Rs. 34.00 lacs was released on 11.07.2011. The objectives of the project of Dr. Ambedkar Law University, Chennai as under:
- (a) To provide for the advancement and dissemination of knowledge of law and their role in the development of better education.
 - (b) To promote legal education and well being of the community generally;
 - (c) To develop in the student and research scholar a sense of responsibility to serve the society in the field of law by developing skills in regard to advocacy legal services, legislation, law reforms and the like;
 - (d) To organize lectures, seminars, symposia and conferences;
 - (e) To provide access to legal education of large segments of the population and in particular to the disadvantaged groups;
 - (f) To promote acquisition of legal knowledge in rapidly developing and changing society and to continually offers opportunities for upgrading knowledge, training and skills in the context of innovation, research and discovery in all field of human endeavours.
- (vi) **Centre for Consumer Studies by IIPA:** - A grant of Rs.850.77 lacs spread over a period of five years was sanctioned to IIPA in 2007-08 for setting up Centre for Consumer Studies (CCS). An additional funds of Rs.137.55 lacs in July, 2010 and Rs.35.00 lacs in April, 2015 have also been sanctioned to IIPA. Centre for Consumer Studies (CCS) focuses on Consumer Protection and Consumer Welfare to sponsor research and evaluation studies

in the field of consumer welfare to provide solution to the practical problem being faced by the consumer to sponsor seminars/workshops/ conferences on the consumers 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. The scheme granted to IIPA was evaluated by an independent agency recently which concluded that the scheme of creating awareness among institutions/colleges through a premier institute like IIPA is successful. The objective of the scheme as under :

- To sponsor research and evaluation studies in the field of consumer welfare;
- To identify the practical problems faced by consumers;
- To provide solution to the practical problems being faced by the consumers;
- To have necessary inputs for formulation of policy/program/scheme for the protection and welfare of consumers;
- To provide grants for publication of the results of research and evaluation studies and other related literature;
- To sponsor Seminars/Workshops/Conferences, etc., on consumer related issues and to sanction grants for organizing such programs.

Now, the Department has approved the proposal for extension of the project of Centre for Consumer Studies (CCS), at IIPA, beyond June, 2015 with financial support of Rs.15.00 crores for a period of 5 years, out of which an amount of Rs.2.42 crore in the first year (2015-16) will be released in two equal installments. Grant in aid of Rs. 1.21 crore as first installment for the project was released in November 2015.

4.8 Consumer Clubs

The scheme for promoting consumer club in schools was launched in the year 2002, under which a Consumer club can be set up in a 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 was decentralized and transferred to the Government of States/UTs w.e.f.1.4.2004. Eligible Organisations / VCOs can submit proposals under the scheme to the Nodal Officers in the Food, Public Distribution and Consumer Affairs Departments of the respective States/UTs. Funds are released by Central Government to the nodal officers in the state on receipt of the list schools from the states. Till date about 7749 consumer clubs have been set up in Schools/Colleges in 23 States/UTs including Andhra Pradesh, Chhattisgarh, Gujarat, Haryana, Karnataka, Maharashtra, Orissa, Punjab, Rajasthan, Tamil Nadu, Uttarakhand, West Bengal, Himachal

Pradesh, Sikkim, Mizoram, Arunachal Pradesh, Lakshadweep, J&K, Tripura, Pondicherry, Kerala, Chandigarh, Nagaland. Presently, the scheme is being revised.

4.9 Consumer Welfare Funds in the States

In the year 2003, the States/UTs were encouraged to establish a Consumer Welfare Fund, as a corpus fund, at the State level to support voluntary organisations undertaking advocacy work at the grass root level. The scheme envisages a one-time grant from the DCA provided the state makes a contribution to the corpus from its own resources too. The states are free to adopt their own guidelines for administering this Fund, consistent with the Central guidelines. The State Governments are also required to designate a nodal agency in the State to operate the Scheme.

The ratio of sharing has been revised in 2004 from 50:50 to 75:25 by the Centre and State (90:10 in the case of Special Category States/UTs). In order to strengthen the Consumer Welfare Fund in all the States/UTs further, in the year 2010 it was decided that States/UTs which are willing to establish a corpus fund of Rs. 10.00 Crore will be supported by the Central Government by contributing 75% of that amount as Central share from the Central Consumer Welfare Fund. Such corpus fund is to be credited in separate account that can generate interest which could be utilised for financing state/local level programmes. Corpus Fund has been set up in Eleven States/UTs viz. Gujarat, Andhra Pradesh, Orissa, West Bengal, Bihar, Nagaland, Karnataka, Tamil Nadu, Madhya Pradesh, Kerala and Haryana.



Regional Consultation Meeting of Southern States/UTs. at Bengaluru



Chapter 5

CONSUMER GRIEVANCE REDRESS

The Consumer Protection Act, 1986 provides a three-tier quasi-judicial consumer dispute resolution mechanism in the country to adjudicate complaints filed before them and to provide speedy redress to consumers. This includes:

- The National Consumer Disputes Redressal Commission (National Commission) at the apex level with territorial jurisdiction over the whole country and pecuniary jurisdiction to consider consumer disputes/complaints involving claims above Rs.1.00 crore and with appellate jurisdiction over State Commissions.
- 36 State Consumer Disputes Redressal Commissions (State Commissions) with territorial jurisdiction over the State/ UT concerned and financial jurisdiction to entertain consumer complaints involving claims above Rs.20.00 lakhs and up to Rs.1.00 crore and with appellate jurisdiction over the District Fora.
- 644 District Consumer Dispute Redressal Fora (District Forum) with territorial jurisdiction over the district and pecuniary jurisdiction up to Rs.20.00 lakhs.



5.1 On-line Monitoring of Cases in Consumer Fora

A major initiative on consumer dispute resolution has been the programme to fully digitise the operations of the consumer courts. The Consumer Forum Network (CONFONET) has linked the Consumer Fora in the country through a Computer Network and any citizen with an internet connection can access the cause list of a district forum or a State Commission, check the status of his case and read the orders passed in a case, online, from the comfort of his home. This is fully operational in respect of 626 District Fora and 36 state commissions besides the National Commission. Other District Fora

are expected to go live soon. The DCA is working on the next level objective of enabling consumers to file complaints online.

5.2 Performance of the Commissions/Fora

Rs. 48.64 crores and Rs. 25.69 crores were spent during the Xth and XIth Five Year Plan periods and in the XIIth Plan a total outlay of the 70.00 cores has been allocated.

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 91.20%. The total number of cases filed and disposed of in the National Commission, State Commissions and District Fora as on 31.12.2015, since inception, is given below:

Sl. No.	Name of Agency	Cases filed Since inception	Cases disposed of since inception	Cases Pending	% of Disposal
1.	National Commission	98952	88893	10059	89.83
2.	State Commissions	697964	601216	96748	86.14
3.	District Fora	3659486	3373529	285957	92.19
	Total	4456402	4063638	392764	91.19

The Statement of Cases filed/disposed off/pending in the National Commission, State Commissions and District Fora are at **Annexure-I**.

5.3 Filing of Complaints in the Consumer Forum

Consumer complaints can be filed in a District Consumer Forum, State Commission or National Commission, as the case may be, by an aggrieved consumer, a recognized voluntary consumer organisation in which the aggrieved consumer is a member, one or more consumers having the same interests and the Central Government or State Government, as the case may be, either in its individual capacity or as a representative of the interests of the consumers in general. The complaint should contain particulars of the dispute and the relief claimed and should include copies of such documents as are necessary to prove the claim including photocopies of the bill/cash memo/voucher, brief details of the nature of the defect in the product or the deficiency in the service and the relief claimed. The fees payable on total value of goods or services plus compensation claimed in a case filed in a District Forum are Rs.100/-, Rs.200/-, Rs.400/- and Rs.500/- for a value of Rs.1.00 lakh, above Rs.1.00 lakh and up to Rs.5.00 lakhs, above Rs.5.00 lakhs and up to Rs.10.00 lakhs and above Rs.10.00 lakhs and up to Rs.20.00 lakhs respectively. For a

complaint up to a total value of Rs.1.00 lakh no fee is payable for Antyodaya Anna Yojana cardholders. In the State Commissions for a claim value including compensation of above Rs.20.00 lakhs and up to Rs.50.00 lakhs the fees payable is Rs.2000/- and Rs.4000/- for claim plus compensation of above Rs.50.00 lakhs and up to Rs.1.00 crore. In the National Commission the fee payable is Rs.5000/- for a claim plus compensation value of above Rs 1 crore.

5.4 Strengthening of Consumer Fora

The Central Government has been extending financial assistance to States/UTs for strengthening the infrastructure of consumer fora so that adequate facilities are made available at each consumer forum, required for their effective functioning. Infrastructure facilities being provided under the scheme include construction of new building for the consumer fora, carrying out additions/alterations/renovation of existing buildings and grant for acquiring non-building assets such as furniture and office equipment.

The Strengthening Consumer Fora (SCF) scheme has been extended during 12th Plan period with a total outlay of Rs.143.95 crore. Under the plan Scheme 'Strengthening Consumer Fora (SCF) Phase-II' during year 2015-16 up to 31.12.2015, an amount of Rs.16.12 crores has been released to State Government of West Bengal, Sikkim, Madhya Pradesh & Rajasthan.

5.5 State Consumer Helpline

Under this scheme State Consumer Help lines are being set up by State Governments with financial support from the Department. The objective is to encourage a dedicated Consumer Grievance Redress mechanism at the State level and help in resolving cases through Mediation. These State Help lines are being networked with the Nodal Portal set up at the Centre for Consumer Studies (CCS), located in the Indian Institute of Public Administration in New Delhi. Under this scheme the State Governments are being provided a one time non-recurring grant for establishing the State Helpline and a recurring grant for five years for operating the State Consumer Helpline. It is the responsibility of State Government to run the Helpline thereafter. This scheme has been extended during 12th Plan period with a total outlay of Rs.18 crore. So far 32 States/UTs have been sanctioned funds under this scheme. During financial year 2015-16 up to 31.12.2015, Rs.2.10 crores has been released to 11 State Governments.

5.6 National Consumer Helpline (NCH)

A National Consumer Helpline which was operating from Delhi University is now being operated from the Centre for Consumer Studies at IIPA from the 2nd Week of May 2014. The Project recognizes the need of consumers for a Telephone Helpline to deal with

a multitude of problems arising in their day-to-day engagement with the market, business and service providers.

Consumers from all over the country can access the toll-free number 1800-11-4000 and seek telephonic counseling for problems that they face as consumers relating to various sectors. The service is available in English and Hindi. The number of complaints received average 11,000 in a month and the redress success rate averages 40-45%. The project was sanctioned Rs.4.00 crore in 2014 for a period of three years, out of which grant-in-aid of Rs.1.00 crore each as first and second installments have already been released in April, 2014 and March 2015 respectively.

National Consumer Helpline supports consumers by:

- Guiding consumers in finding solutions to problems related to products and services.
- Providing information related to companies and regulatory authorities.
- Facilitating consumers in filing complaints against defaulting service providers
- Empowering consumers to use available consumer grievance redress mechanisms and educating consumers about their rights and responsibilities.

5.7 Consumer Online Research and Empowerment (CORE) Centre.

Consumer Online Research and Empowerment (CORE) Centre project is an initiative taken by the Ministry to institutionalize web based consumer awareness & protection information technology applications. The project is being executed through the Consumer Coordination Council (CCC), a federation of voluntary consumer organisations. It has a membership of over 77 grass roots Consumer Organizations, spread across the country, some of which are, or have been members of the Central Consumer Protection Council (CCPC), set up under the Consumer Protection Act.

The main objectives of the CORE Center Project are:

- I. Influencing policies, legislation and administrative frameworks towards promoting consumer interests.
- II. Empowering consumer protection groups to work towards strengthening the civil society in the democratic system of the country.

The project has been sanctioned in December 2013 at a cost of Rs.75.00 lakh spread over a period of eighteen months, out of which Rs.65.00 lakh has been released so far.

Now your own dream home

At just ₹12 lacs*

* Conditions Apply



What does* Conditions apply mean?

- Club membership fee extra
- Parking fee extra
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- External construction charges extra

Some luring advertisements may confuse you!

Don't decide by just viewing an advertisement. Think on every aspect before investing your hard earned money.



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Chapter 6

CONSUMER COOPERATIVES

6.1 National Cooperative Consumers' Federation of India Ltd (NCCF)

The NCCF was set up on 16 October 1965 to function as the apex body of consumer cooperative societies in the country; it is registered under the Multi-State Co-operative Societies Act, 2002 with its Head Office in Delhi and it operates through a network of 29 Regional Offices located in different parts of the country. With a 78 percent shareholding, Government is the majority owner of the NCCF.

6.2 The objectives of NCCF are as follows:

- i. To assist, aid and counsel its member institutions as per principles of cooperation and to facilitate their working including providing supply support to consumer cooperatives and other agencies for distribution of consumer goods at reasonable and affordable rates,
- ii. Rendering technical guidance and assistance to them for improving their managerial and operational efficiency,
- iii. To act as spokesman of consumer cooperative movement in India, and
- iv. To assist organization and promotion of consumer cooperative institutions in areas.

6.2 The NCCF has played a major role in strengthening the consumer cooperative movement in the country. It has ventured into activities like procurement of food grains, to ensure minimum support price to farmers. Equally, in times of scarcity, the NCCF has undertaken direct market intervention operations to ensure that vegetables of mass consumption like Potatoes and Onions are available in the market at reasonable rates to consumers. It has also contributed to consumer welfare by importing pulses and offering it to cardholders under the Public Distribution System under various subsidy schemes. It provides support in the distribution of essential consumer goods to its 145 member cooperatives and other Government agencies at reasonable prices through the retail outlets.

6.3 Business performance of NCCF

Year	Total (Sales)	Trading Revenue	Interest Income from FDs	Other Receipts	Total Income	Expenditure for the Year	Profit with interest on FDs
2013-14	97501	1538	1098	544	3180	2759	421
2014-15	61045	1618	1058	597	3273	2588	685
2015-16 (up to Jan '16)	51898	1263	637	214	2114	2214	(100)



Meeting of the Board of Directors of NCCF at Patna in progress



ICU at GSVM Medical College, Kanpur, UP constructed by NCCF

Be **SURE** Use **PURE**



Methods for Detection of Food Adulteration in Food Items

S.No	Food Article	Adulteration	Test / Method for Detection
1	Vegetable Oil	Castor Oil	Take 1 ml. of oil in a clean dry test tube. Add 10 ml. of acidified petroleum ether. Shake vigorously for 2 minutes. Add 1 drop of <i>Ammonium Molybdate reagent</i> . The formation of turbidity indicates presence of Castor oil in the sample.
		Argemone Oil	Add 5 ml, concentrated <i>Nitric Acid (HNO₃)</i> to 5ml of sample. Shake carefully. Allow to separate yellow & orange colour. Crimson colour in the lower acid layer indicates adulteration.
2	Wheat flour	Excessive sand & dirt	Shake a little quantity of sample with about 10 ml. of <i>Carbon tetrachloride (CCl₄)</i> and allow to stand. Grit and sandy matter will collect at the bottom.
		Excessive bran	Sprinkle on water surface. Bran will float on the surface.
		Chalk powder	Shake sample with diluted <i>Hydrochloric Acid (HCL)</i> Effervescence indicates presence of Chalk Powder.
3	Foodgrains	Hidden insect infestation	Take a filter paper impregnated with <i>Ninhydrin reagent (1% in alcohol)</i> . Put some grains on it and fold the filter paper and crush the grains with hammer. Spots of bluish purple colour indicate presence of hidden insect infestation.



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Chapter 7

QUALITY ASSURANCE AND STANDARDS

Quality assurance and safety of products and services are central to preventing consumer detriment. The Indian Standards Institution, later transformed into the Bureau of Indian Standards, was established in this backdrop. For a common consumer, it is normally not possible to assess the quality of the product purchased, at its face value by merely looking at it, touching or smelling it. Standards are used as the basis to assess the quality of the product to be purchased. The Presence of certification marks such as on a product implies that the product has been produced according to a specific standard. The ISI mark of the BIS is synonymous with quality and safety.



Standards are authoritative statements of the criteria necessary to ensure that the material, product or procedure is fit for its intended purpose. Product standards generally prescribe optimum levels of quality, safety and performance as well as sampling and methods of practical evaluation.

Prescribing stringent standards laid down by the Bureau of Indian Standards (BIS), the National Standards Body of India, facilitates quality assurance and safety. Adoption of Indian Standards is generally voluntary in nature and their implementation depends on adoption by concerned parties. An Indian Standard becomes binding if the Central or State Governments stipulates it in a contract referred to in legislation or makes mandatory by specific orders.

7.1 Bureau of Indian Standards

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, 32 branch offices and 08 laboratories which act as effective link between BIS, government, industry and consumers.



Inauguration of BIS office at Hyderabad

The Bureau has made steady progress in the various fields of its key activities namely Standards formulation, Product certification, Management system certification and Hallmarking.

The BIS has taken several measures to promote a culture of quality in the manufacturing process. The total number of BIS standards in force, as on 31 December, 2015 was 18640. Up to December 2015, 5116 Indian standards have been harmonized with International Standards, which is more than 90% of standards where corresponding ISO/IEC Standards exist with BIS Standards. Existing Indian Standards are reviewed once in five years. During April - December 2015, 371 Standards (New and revised) were formulated. Also a total number of 1728 Standards were reviewed.

7.2 Bureau of Indian Standards Bill, 2015

The Department of Consumer Affairs has proposed major amendments to the BIS Act and the Bureau of Indian Standards Bill 2015 introduced in Lok Sabha on 7th August, 2015 has been passed by Lok Sabha on 3rd December 2015. It is proposed to be considered and passed by Rajya Sabha during the budget session 2016. The Bureau of Indian Standards Bill, 2015 seeks to strengthen the quality assurance regime for goods and services in India;

prevent the entry of sub-standard goods; eliminate the dumping of poor quality products; provide for ease of doing business in India and make the market surveillance and testing of products more stringent.

The salient features of the proposed Bill are as follows:

- Multiple conformity assessment schemes to provide the ease of doing business
- Enabling the Central government to declare agencies, in addition to BIS (including private agencies) to undertake conformity assessment against Indian Standards.
- Enabling recognition of standards developed by other standard setting bodies as the National Standards.
- Enabling the Central Government to notify such products for mandatory compliance to standards on the grounds of health, safety, environment, prevention of deceptive practices, security considerations which do not find entry in the First Schedule of the Industrial (Development and Regulation) Act, 1951.
- Providing for provisions relating to Hallmarking of jewellery and also an enabling provision to declare hallmarking as mandatory
- Provides for consumer protection measures like recall of non-conforming standard marked products, compensation to consumers and stringent penal provisions



International participants in the 48th International Training Program on Standardization and Quality Assurance held during Oct- Dec 2015 at BIS Training Institute at Noida

- Provides for casting responsibility on the entire supply chain, including inter alia, the distributors and retailers,
- Enable compounding of offences under the BIS Act, and
- Misuse of the Standard Mark on items covered under mandatory certification has been made cognizable.

The list of products under mandatory certification will be expanded significantly to provide Indian consumers products of better quality. This transformation in our quality assurance eco system will catalyze the 'zero defect, zero effect' approach under the Make in India campaign.

Some of the recent initiatives undertaken on standards include:

1. A Trade Facilitation Cell in the BIS to facilitate trade with other countries.
2. Simplified types of conformity schemes have been launched so that industry can adopt the quality standards with ease and manufacture standardized products in the country.
3. A scheme of marking unique ID numbers on every piece of hallmarked Jewellery is proposed to be launched so that hallmarked articles can be traced and consumers are assured of the purity of the gold and are not misled or cheated by jewelers / assaying centres.
4. For better enforcement of standards, a new scheme has been launched wherein common consumers can send the ISI marked products for testing in BIS labs or BIS recognised labs.
5. A mobile App is being launched which will allow consumers to verify the genuineness of the BIS marked products.

Under the Swacch Bharat Abhiyan, the department has asked the BIS to formulate / update the national quality assurance standards for:

- a) Potable piped water supplied by Municipal / Government agencies
- b) Street food and
- c) Garbage and solid waste disposal

7.3 Compulsory Registration Scheme operated by BIS

Registration Scheme is being operated by BIS as per BIS Rules-Chapter IV A 'REGISTRATION'. The Department of Electronics and Information Technology (DeitY),

Ministry of Communication and Information Technology, had issued 'Electronics and Information Technology Goods (Requirements for Compulsory Registration) Order, 2012' notifying 15 products for compulsory registration w.e.f. 3rd April, 2013. The 15 products notified by DeitY include LED/LCD TVs, Laptops, Printers, Set Top Box, Microwave Oven, Notebook/Tablets, Projectors, Servers, Storage etc. Registration for self-declaration by the manufacturer is a simplified process of conformity assessment, in which a manufacturer himself makes a declaration that his product conforms to the Indian Standard. Under this Scheme, a manufacturer applies for registration of the notified products along with the test report(s) issued by BIS recognized laboratories.

7.4 International activities of BIS

International Organization for Standardization (ISO) – ISO is an independent, non-governmental organization and the world's largest developer of voluntary International Standards. BIS is a founder member of ISO and is actively involved in development of International Standards by acting as Participating (P) member or Observer (O) member on various Technical Committees, Sub-Committees, Working Groups, etc. As on December 2015, BIS was a 'P' member in 424 Technical Committees/ Subcommittees of ISO, and an 'O' Member in 239 Technical Committees/ Subcommittees of ISO. During the period, BIS is a member of the ISO Technical Management Board (ISO TMB) which deals with policy related matters w.r.t Standardization in ISO. BIS holds the secretariat of some important ISO Committees dealing with subjects that are of interest to India from the viewpoint of international trade. Indian delegation participated in the ISO General Assembly held during September 2015 at Seoul, South Korea.

International Electro-technical Commission (IEC) – IEC was founded in 1906 and is the world's leading organization for the preparation and publication of International Standards for all electrical, electronic and related technologies. India is represented in IEC through the Indian National Committee of IEC of which DG, BIS is the President. The other members of the National Committee represent the various stakeholders of electro-technology activity in India. As on December 2015, India was a 'P' member in 77 Technical Committees/ Subcommittees of IEC, and an 'O' Member in 76 Technical Committees/ Subcommittees of IEC. Such participation by BIS in the development of International Standards helps in protecting the interests of Indian trade and industry. Indian National Committee of IEC is a member of Standardization Management Board of IEC, which deals with policy related matters concerning Standardization. Indian delegation participated in the ISO General Meetings held during October 2015 at Minsk, Belarus.

Regional and Bilateral Cooperation – BIS was also actively involved in the Regional and Bi-lateral Co-operation Programmes pertaining to standardization, testing, certification, training etc. So far, BIS has signed 28 MoUs and 5 Mutual Recognition Agreements (MRAs) with national standards bodies of various countries, and is in the process of having such arrangements with 15 other countries. BIS played an active role in formulation and implementation of regional standards and on conformity assessment scheme for the SAARC countries under the South Asian Regional Standards Organization (SARSO). Representative of BIS chaired the Third Meeting of Technical Management Board (TMB) of SARSO held on December 12, 2015 at Dhaka, Bangladesh and attended the Fourth Meeting of Governing Board of SARSO held on December 14-15, 2015 at Dhaka, Bangladesh.

WTO-TBT Matters – BIS continued its activities as the WTO/TBT Enquiry Point. It worked in close interaction with the Ministry of Commerce and Industry on various issues of national interest. All queries pertaining to Standards and Conformity Assessment systems, both national and from other countries were replied.



First International Conference on Low Voltage Direct Current (LVDC) at New Delhi

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- You can not get instant Hallmarking. Remember it takes approximately 5-6 hours to check the purity of jewellery



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Five Components of Hallmark on Gold Jewellery

Look for these Marks to Ensure Purity

916 = 22 Carat, 750 = 18 Carat & 585 = 14 Carat
e.g. S for 2014; T for 2015

dayp 08101/13/0052/1516





Chapter 8

NATIONAL TEST HOUSE

The National Test House (NTH) is a premier test and quality evaluation laboratory for industrial, engineering and consumer products under the administrative control of the Government of India since the year 1912. This century old Scientific and Technological Organization was established originally by the Indian Railway Board as a captive test and quality evaluation laboratory (originally known as Government Test House) at Alipore, Kolkata with a view to examine the quality of the various products meant to be used by the Indian Railways. The first regional laboratory was set up by NTH in Mumbai in the year 1963 and at Chennai (1975), Ghaziabad (1977), Jaipur (1994) and Guwahati (1996).



Hon'ble Minister addressing the participant at the inauguration ceremony of new building of NTH at Guwahati

The National Test House works in the field of Testing, Evaluation and Quality Control of various engineering materials and finished products, calibration of measuring equipment /instruments and devices. To be precise, the NTH issues test certificates in scientific & engineering fields to certify conformity to national/international specifications or customer standard specifications.

Revenue performance for the three year period 2013-2016

(Rupees in lakhs)

Sl.No.	Name of the Region	2013-14	2014-15	2015-16 (Upto Dec, 2015)
1	NTH (ER), Kolkata	477.4	496.05	346.27
2	NTH (WR), Mumbai	235.54	238.77	213.49
3	NTH (SR), Chennai	280.36	329.31	301.75
4	NTH (NR), Ghaziabad	451.97	476.86	386.99
5	NTH (NWR), Jaipur	125.09	145.67	121.50
6	NTH (NER), Guwahati	24.67	41.22	29.75
	Total	1595.03	1727.88	1399.75



Lighting of Lamp by Hon'ble Minister and other dignitaries at the inauguration ceremony of new building of NTH at Guwahati



Training Programme for M.Sc. Students conducted by Chemical Laboratory of NTH (WR)



Practical Training for M.Sc. Students conducted by Chemical Laboratory of NTH (WR)



BEWARE YOUR LIPSTICK MIGHT HAVE LEAD

Some of the ingredients in beauty products aren't that pretty

- Lead, a neurotoxin, found in many cosmetic products, including lipsticks, sunscreens, foundation, nail polish etc. may cause learning and behavioral problems.
- Parabens, a chemical used in skin care as well as hair care products to increase their shelf life may cause cancer.
- Sodium Lauryl Sulfate present in many shampoos and hair color may cause irritation in eyes and possible eye damage.



Health issues linked to toxic chemicals in the body



“Please check out the ingredients of the beauty product before use.”

dayp 08/10/13/0027/1516



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Chapter 9

WEIGHTS AND MEASURES

Legal Metrology (Weights and Measures) Laws form the basis of commercial transactions in the modern market place. It is the basis of quantity assurance to a consumer by ensuring the accuracy of measurement in such transactions, thus guaranteeing value for money. The Government enacted the Legal Metrology Act, 2009. (1 to 2010), consolidating two older legislations: the Standards of Weights & Measures Act, 1976 and the Standards of Weights & Measures (Enforcement) Act, 1985. The Legal Metrology Act, 2009 has come into force from 1st April 2011. Seven sets of Rules have also been notified for better implementation of the Act.

The Legal Metrology Division of the Department of Consumer Affairs oversees the implementation of the Legal Metrology Act 2009, and aims to safeguard the interests of consumers to get the correct quantity for the price charged by ensuring use of the correct, tested calibrated and certified weights and measures. The Legal Metrology (Packaged Commodities) Rules mandates certain consumer-friendly declarations: the name and address of the manufacturer / packer / importer; the name of the commodity; the net quantity; the maximum retail price (MRP), the month and year of manufacture / packing



Training Programme for Legal Metrology Officers at CSIR - National Physical Laboratory, New Delhi

/ import and consumer care details pertaining to pre-packaged commodities. The powers for enforcement of the Legal Metrology Act 2009 and the Rules under the Act stand delegated to the Controllers of Weights and Measures in the respective state governments. The Secondary Standards of weights and measures of all States / UTs are verified through the Regional Reference Standards laboratories situated at Ahmedabad, Bengaluru, Bhubaneswar, Guwahati and Faridabad.



9.1 Recent Initiatives

- Application formats have been simplified and digitised to make them precise as well as to provide for the ease of doing business.
- Declarations by way of red dot /brown dot marking on the package for non-vegetarian contents and green dot for vegetarian content in soaps, shampoos, tooth pastes and other cosmetics and toiletries have been made mandatory through the Legal Metrology (Packaged Commodities) (Amendment) Rules, 2014.
- To safeguard the interest of weavers, any thread that is sold in coils to handloom weavers has been exempted from the provisions of Legal Metrology Packaged Commodities Rules.
- For the strengthening of Legal Metrology, grants have been released to State Governments for the construction of laboratory buildings and installation of standard equipment for verification of weights and measures.

The Department has already adopted new specifications in The Legal Metrology (General) Rules, 2011 in accordance with the recommendations of the International Organization of Legal Metrology (OIML). The Rules cover new specifications of Automatic Rail Weighbridges, Clinical Thermometers (digital type), 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.

The Government ensures through Legal Metrology Act, 2009 that all weights and measures used for trade or commerce or for protection of human health and safety are accurate and reliable so that users are guaranteed correct weight and measurement. This in turn helps consumer protection by ensuring that the consumer gets the right quantity for the price that s/he has paid.

The Legal Metrology (Weights and Measures) regulation in India also regulates the sale of commodities in “Pre-Packed form”. The Legal Metrology (Packaged Commodities) Rules 2011 require mandatory declaration of certain basic information to the consumer. This ensures the consumer has the information required to enable her/him to make informed choices. The Rules also require importers to provide these basic declarations on imported packages, similar to those for indigenous packages. This ensures protection to the consumer even in respect of imported products.

9.2 Regional Reference Standards Laboratories

The Regional Reference Standards Laboratories (RRSL) are located 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. Two additional laboratories - at Varanasi, (Uttar Pradesh) and Nagpur, (Maharashtra) - are proposed. The laboratories maintain Reference Standards of appropriate accuracy and provide the following services:

- Verification of Legal standards of the States.
- Calibration of mass, length, volume, pressure gauges, load cell, thermometer, weighing and measuring instruments and Flow Meters.
- Model approval tests of weighing and measuring instruments.
- Training and Seminars on weights and measures.

The RRSLs at Faridabad, Bangalore and Bhubaneswar have been accredited by NABL.

9.3 Indian Institute of Legal Metrology, Ranchi (IILM).

The DCA also administers the IILM, a premier training institution in the field of legal metrology. The IILM provides training to legal metrology officers from India and abroad. The Institute provides a four-month basic-training course to the enforcement officials of Legal Metrology (Weights and Measures) departments of the states as well as of other countries. The Institute has been conducting training seminars on

Consumer Protection for the non-judicial members of the State Commissions and the District Fora 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. IILM Ranchi is also ISO 9001 certified organization.

9.4 International Co-operation

The Legal Metrology Division of the Department is a member of the International Organization of Legal Metrology and works in collaboration with it. The Director (LM) is a member of CIML TC6 and other technical committees.

An agreement for training/transfer of technical knowledge has been signed between the Legal Metrology Organizations of both countries.



The Department of Consumer Affairs has started a Technical Co-operation programme with the Government of Japan called “Country focused Training Course for Social and Industrial Infrastructure in Legal Metrology in India” through JICA, Japan.

The first batch of 12 Legal Metrology Officers from all over India attended the course from 22nd February, 2015- 14th March 2015 in Tokyo, Japan and Second Batch of 14 Legal Metrology Officers from all over India attended the course from 24th January, 2016 to 20th February, 2016.

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Chapter 10

ECONOMIC DIVISION

10.1 PRICE MONITORING

The DCA operates a Price Monitoring Cell (PMC) tasked with monitoring prices of select essential commodities. The monitoring is done in respect of both retail and wholesale prices on a daily basis. The Cell monitors the prices of 22 essential commodities, which include cereals, pulses, vegetables, edible oils, sugar, milk etc. collected from 89 reporting centres across the country through the Civil Supplies Department of States/UTs.

The prevailing price situation as well as the other factors that impact prices, both in the domestic and the international markets are analyzed and brought to the notice of the inter-ministerial consultation mechanism for appropriate policy action. Based on the analysis of price data received, specific interventions are undertaken including allowing import of various items of mass consumption at Zero or concessional import duties; restriction on exports, when necessary; prescribing stock holding limits under Essential Commodities Act; and allocation of food grains at affordable prices under the Targeted Public Distribution System (TPDS).

An important initiative underway is the scheme for strengthening the Price Monitoring mechanism at the centre and in the states as well as strengthening the services of the National Informatics at the Centre (NIC). 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, palm oil, sunflower oil, gur, potato, onion and tomato.



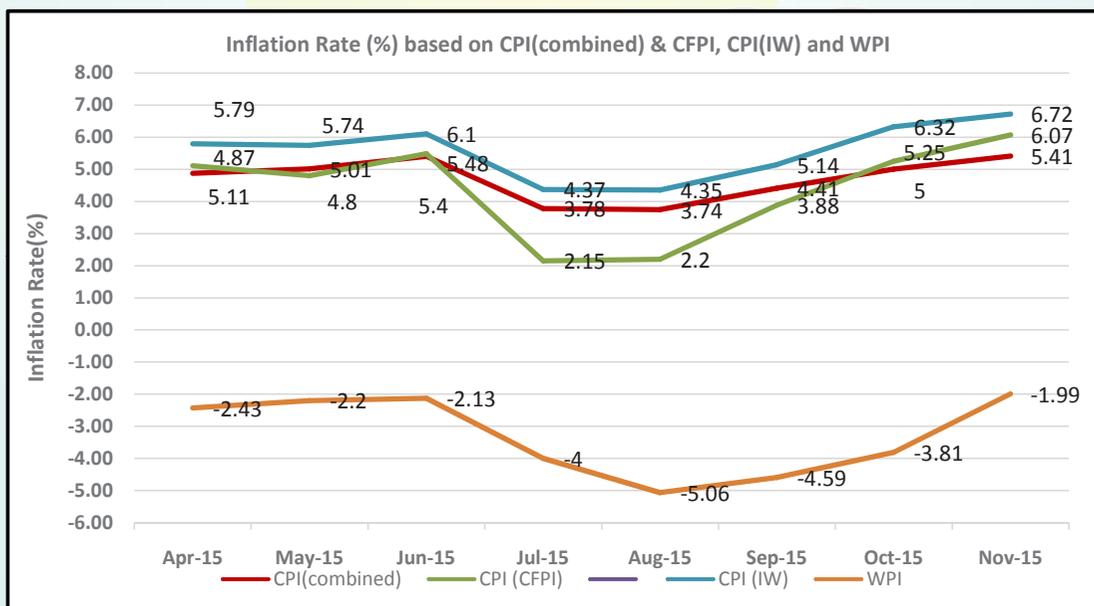
The retail and wholesale prices on a daily basis are collated from 89 centres based on the information furnished by the State Food and Civil Supplies Departments. These daily commodity prices are available on the website of the Department (<http://fcamin.nic.in>) and are updated regularly. Analysis on price movement in relation to production, procurement and export/import of select essential commodities, international prices and other relevant factors are made for arriving at policy interventions.

The DCA is working on increasing the number of reporting centres from 89 at present to 100 by the end of 2017 in a phased manner, enhancing coordination with States/UTs to make price monitoring more effective, commodity specific research studies/surveys such as demand – supply and consumption pattern analysis of essential food items to facilitate appropriate policy intervention. Price Monitoring Cell (PMC) initiated commodity specific studies/surveys such as for pulses and a study on structural factors behind food inflation. During the year 2015-16, PMC also held a Regional workshop for North Eastern Region price centres at Guwahati, Assam state.

Price Trends based on WPI

The CPI (Combined=Rural + Urban) based inflation rate at 3.74 % in August, 2015 was the lowest recorded during April- November 2015 while inflation rate at 5.41 % in November 2015 was the highest recorded during the same period. The CPI (IW) based

Graph showing the trend in the rate of inflation in CPI (R+U), CPI (IW) and WPI during April, 2015 to November, 2015



Source: D/o Industry Policy & Promotion & Labour Bureau.

inflation rate at 4.35% in August, 2015 was the lowest during this period, while inflation rate at 6.72% in November, 2015 was the highest. The WPI based inflation rate also was at the lowest of -5.06 % for the month of August, 2015 and the highest at -1.99 % in the month of November 2015.

Commodity wise Trends in Availability & Prices of Essential Food Items

The availability of most of the essential food items remained comfortable except select pulses and onion during the period under review. To improve the availability and moderate the prices of pulses and onions several measures were taken by Government including facilitating import of items of mass consumption at zero or concessional import duties together with restrictions on export, fixation of Minimum Export Price (MEP) for onions, moderation of price volatility of agro horticultural products through Price Stabilisation fund (PSF) Scheme, prescribing stock holding limits under Essential Commodities Act, and allocation of foodgrains at affordable prices under Targeted Public Distribution System (TPDS). As a result of various steps initiated by the Government during the last eight months, the prices of various essential food items witnessed a declining/ stable trend. Monthly average retail prices of 22 essential commodities at major metropolitan cities from April, 2015 to December, 2015 are given in [Annexure II](#). Commodity-wise position on prices, area and production of essential commodities are briefly analyzed in the following paragraphs.

10.2 Rice

During the current year (April - December, 2015), the retail prices of rice have shown a mixed trend at most of the reporting centres. The all India monthly average retail prices of rice varied in the range of Rs. 27-28 as may be seen from the graph below. The price variation across centres were in the range of Rs. 17-42 per Kg during April - December, 2015 which was between Rs. 19-52 per kg during April - December, 2014.



Source: State Civil Supplies Departments

The All India monthly average retail and wholesale prices of rice for April 2014 to December 2015

10.3 Wheat

The all India monthly average retail prices of wheat stayed in the range of Rs. 22-25 per kg during April – December 2015 as against Rs. 18-22 per Kg over the same period last year. The wholesale price for the same period ranged between Rs. 22-24 per Kg in 2015 as against Rs. 18-20 per Kg in 2014 as may be seen from the graph below. The retail prices of wheat across centres were in the range of Rs. 14-36 per Kg during April – December 2015 as compared to Rs. 14-33 per Kg during April – December 2014.

The All India monthly average retail and wholesale prices of Wheat from April 2014 to December 2015



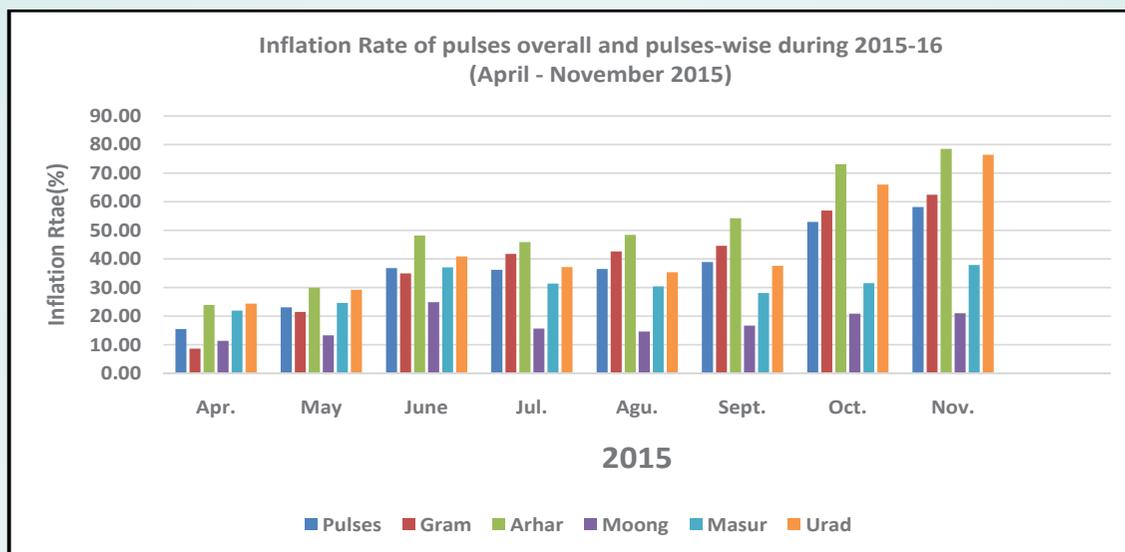
Source: State Civil Supplies Department

10.4 Pulses

As per data released by Directorate of Economics & Statistics, during 2015-16, area sown under pulses (Rabi) 2015-16 as on 01.01.2016 at 12.82 million Hectare is lower by 2.36% compared to the 13.13 million Hectare sown during the corresponding period of last year. Areas under gram and urad (Rabi) have increased during the year 2015-16 by 1.41% and 9.79% respectively whereas area under moong (Rabi) has decrease by 28.5% as compared to the area sown during corresponding period last year.

As per the 1st Advance Estimates for 2015-16, production of Kharif pulses is estimated at 5.56 million tonnes as against 5.20 million tonnes indicated in the 1st Advance Estimate of 2014-15. Production of major pulses (Kharif) for 2015-16 is estimated at (figures in brackets indicate the 1st advance estimate for 2014-15): Tur 2.61 m.t (2.74 m.t), Moong 0.72 m.t (0.60 m.t) and Urad 1.37 m.t (1.15 m.t).

The inflation rate of pulses overall and pulse-wise April - November 2015



Source: Department of Industrial Policy and Promotion

10.5 Edible Oils

According to the 1st Advance Estimates for the year 2015-16, released by Ministry of Agriculture, production of Kharif oilseeds is estimated at 198.90 lakh tonnes as against 1st Advance Estimate of 196.64 lakh tonnes for the last year. This higher overall estimated production of Kharif oil seed is due to the increase in the production of Groundnut to 51.07 lakh tonnes from 50.24 lakh tonnes, Sesamum to 7.95 lakh tonnes from 6.45 lakh tonnes, Niger seed to 0.96 lakh tonnes from 0.88 lakh tonnes and Soya bean to 118.32 lakh tonnes from 118.15 lakh tonnes. However, the production of Castor seed is estimated to decrease during the current year to 19.44 lakh tonnes from 19.63 lakh tonnes recorded during the last year and Sunflower to 1.16 lakh tonnes from 1.29 lakh tonnes.

Around 54% of the domestic requirement of edible oils is met by imports, of which Crude Palm Oil constitutes about 66% and Soyabean oil about 20%. During 2014-15 (Oil year November-October), the total import of edible oils was reported at 144.21 lakh tones as compared to 116.18 lakh tonnes during the 2013-14. During the current year, upto November 2015 total import of edible oil is at 13.38 lakh tonnes as compare to 11.49 during the same time previous year (Source : The Solvent Extractors' Association of India).

10.6 Vegetables

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.

10.7 Onion

As per 3rd Advance Estimate 2014-15 of National Horticultural Board, area under onion cultivation has been estimated at 1.15 lakh Hectare during 2014-15 which is 4.49% lower than the final estimate of 2013-14 of previous year. The production of onion is estimated at 18.74 million tonnes during 2014-15 as compared to 19.40 million tonnes during 2013-14 which is 3.43% lower than the final estimate of 2013-14 of previous year.

As informed by Department of Commerce, quantity of 10.86 lakh tonnes of onion was exported during 2014-15 as against 13.58 lakh tonnes during 2013-14. Onion is mainly exported to Bangladesh, Malaysia, Dubai, Sri Lanka, Bahrain, Pakistan, Singapore, Indonesia, Kuwait, Doha/Qatar, Mauritius etc.

The Retail prices of onion across centres were in the range of Rs. 9-90 per kg during April - December, 2015 as compared to Rs. 8-54 per kg during April - December, 2014.

The All India monthly average retail and wholesale prices of Onion



Source: State Civil Supplies Departments.

10.8 Potato

As per 3rd Advance Estimate of National Horticultural Board, area under potato cultivation has been estimated at 20.69 lakh Hectare during 2014-15 as compared to 19.73 lakh Hectare for the last crop year 2013-14(final). The production of potato is estimated at 45.95 million tonnes during 2014-15 as compared to 41.56 million tonnes during 2013-14(final).

The retail prices of potato across centres were in the range of Rs.5-45 per kg during April - December, 2015 as compared to Rs. 10-50 per kg during April-December, 2014.

The All India monthly average retail and wholesale prices of Potato



Source: State Civil Supplies Departments.

10.9 Tomato

The area and production of tomato during 2014-15 (3rd Advance Estimate) is 8.94 lakh Hectare and 19.17 million tonnes as compared to area of 8.82 Lakh Hectare and production of 18.74 million tonnes during 2013-14 (Final Estimate). (Source: National Horticulture Board).

The Retail prices of tomato across centres were in the range of Rs.6-100 per kg during April-December, 2015 as compared to Rs. 5-100 per kg during April-December, 2014.

The All India monthly average retail and wholesale prices of tomato

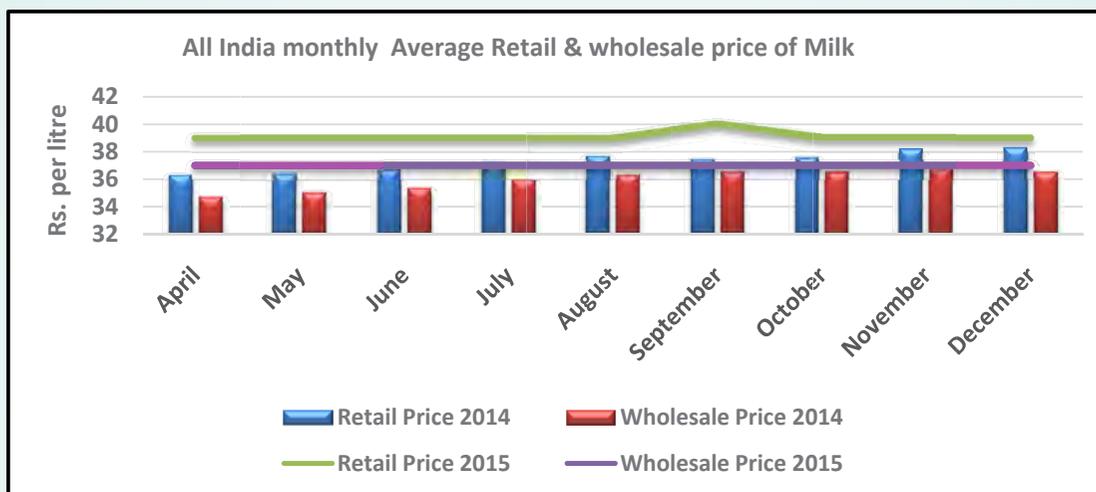


Source: State Civil Supplies Departments.

10.10 Milk

The Retail prices of milk across centres were in the range of Rs. 28-65 per litre during April - December, 2015 as compared to Rs. 25-57 per litre during April - December, 2014.

The All India monthly average retail and wholesale prices of milk

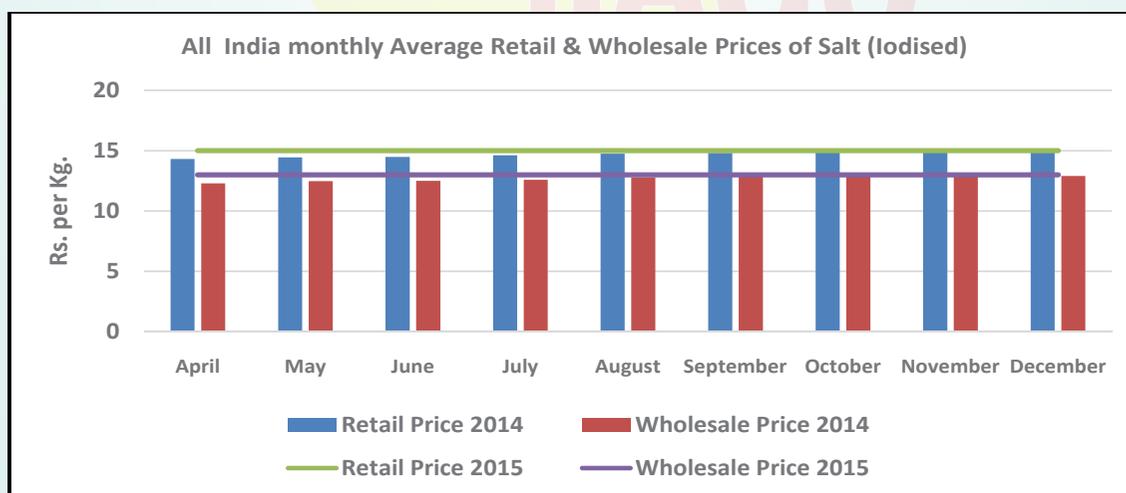


Source: State Civil Supplies Departments.

10.11 Salt

The Retail prices of salt and were in the range of Rs. 6-20 per kg during April- December, 2015 as compared to Rs. 6-26 per kg during April-December, 2014.

The All India monthly average retail and wholesale prices of salt



Source: State Civil Supplies Departments.



State/UT representatives participating in the National Consultation Meeting at Vigyan Bhawan, New Delhi



State/UT representatives participating in the National Consultation Meeting at Vigyan Bhawan, New Delhi



Chapter 11

ESSENTIAL COMMODITIES REGULATIONS AND ENFORCEMENT

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

- (a) The Essential Commodities Act, 1955 (EC Act, 1955)
- (b) The Prevention of Black-marketing and Maintenance of Supplies of Essential Commodities Act, 1980 (PBM Act, 1980)

Ensuring the availability of certain commodities, namely Essential Commodities, to the people of the country adequateir at a fair price is a key objective of these legislations. To achieve this national goal, regulation of the production, supply and distribution of, and trade and commerce, in commodities essential to the general public as human beings is to be ensured statutorily. To serve this purpose, under Article 246, entry no. 33 of the concurrent list of seventh schedule, the Parliament passed the Essential Commodities Act, 1955, assented to by the President of India on 1st April 1955.

The Essential Commodities Act, 1955 provides for the control of production, supply, distribution pricing etc. of essential commodities by way of orders, for maintaining or increasing supplies and for securing their equitable distribution and availability at fair prices. Most of the powers under section 3 of the Act have been delegated by the Central Government to the State Governments vide order dt. 09.06.1978. Exercising powers under the Act, various Ministries/Departments of the Central Government and State Governments/UT Administrations have, from time to time and when necessary, issued control orders for regulating production, distribution, pricing and other aspects of trading in respect of the commodities declared as essential. After pricing the list in 2006, at present only following seven commodities considered essential to protect the interest of the public, farmers and the large section of people “below the poverty line”, have been retained under the Essential Commodities Act, 1955:

- (1) Drugs;
- (2) Fertilizer, whether inorganic, organic or mixed;
- (3) Foodstuffs, including edible oilseeds and oils;
- (4) Hank yarn made wholly from cotton;
- (5) Petroleum and petroleum products;

- (6) Raw jute and jute textile;
- (7) (i) Seeds of food-crops and seeds of fruits and vegetables;
- (ii) Seeds of cattle fodder; and
- (iii) Jute seeds;
- *(iv) cotton seed

*Included vide Notification dated 29.12.2009.

* the term “Foodstuffs” includes raw and prepared food and the ingredients required to prepare food.

The States/UTs have to be pro-active in preventing violations under either of these two important socio-economic legislations because they are aimed at providing protection to the vulnerable sections of society. During the year the State Governments/UT Administrations, have reported that 99077 raids were conducted, 1571 persons arrested, 641 persons prosecuted and 55 persons convicted during the year 2015 (updated as on 06.01.2016).

The Department had convened National Consultation Meeting of Ministers of States and UTs in-charge of Food and Consumer Affairs on 7th July, 2015 at Delhi wherein a six month Joint Action Plan (July-December 2015) for improving the availability and containing the prices of essential commodities was adopted for implementation. The meeting adopted following action plan with the objective of maintaining availability of essential food commodities comprising Pulses, edible oils, rice, onions, tomatoes and potatoes;

- a) Sustained action against hoarding and black-marketing by States;
- b) States to identify vulnerable areas of supply shortages to ensure the “stock-out” situations do not occur;
- c) States to mobilize existing storage capacity utilizing the Government/private/cooperative storage infrastructure, also Food & Civil Supplies Corporations,



cooperative Societies and Fair Price Shops for augmenting distribution avenues for essential food items.

- d) To strengthen Price Monitoring Cells in the States;
- e) The States to make market interventions on a real time basis.
- f) Review of APMC Act to remove inter-state barriers to internal trade;
- g) National Food Security Act to be implemented by States/UTs within the extended time limit.
- h) Time-bound Computerization of TPDS operations, and to bring in transparency and accountability in the system.
- i) State Governments to send their proposals to concerned Ministries for more allocation of quantity of commodities for SC/ST hostels and welfare institutions.

The Prevention of Black-marketing and Maintenance of Supplies of Essential Commodities Act, 1980 is being implemented by the State Governments/UT Administrations for the prevention of unethical trade practices like hoarding and black-marketing. 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. As per reports received from the State Governments, detention orders were issued in respect of 227 persons under the Act during the period from 01.01.2015 to 31.12.2015. The Central Government and the State Governments also have powers to revoke the detention orders. For this purpose, Tamil Nadu Police has a separate department namely 'Civil Supplies Crime Investigation Department'. While the Tamil Nadu and to some extent Gujarat Governments have been implementing the Act effectively, much more work needs to be done in the other states.

In view of the rising prices of pulses during the year, the Department of Consumer Affairs notified Central Order No. 2857(E) dated 18.10.2015 withdrawing the exemptions given in Central Order No. S.O. 2642(E) dated 28.9.2015 in respect of pulses enabling the States to impose stock limit on all stocks of pulses to ensure increased availability of pulses in the market. Pursuant to the decision, various States have imposed stock limits and conducted raids against hoarding of pulses. Due to daily monitoring of enforcement of stock limits since 19.10.2015, States have conducted 14726 raids to check hoarding and seized 131,029.55 MT of pulses. States disposed off 112,545.96 MT of seized quantity of pulses till December 2015.



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Chapter 12

THE BUDGET AND FINANCIAL REVIEW

The Special Secretary and Financial Adviser heads the Internal Finance Division of the Department of Consumer Affairs, Ministry of Consumer Affairs, Food and Public Distribution.

The Integrated Finance Division seeks to:

- Ensure that the Ministry adheres to the schedule for the preparation of the budget and in conformity with the instructions issued by Finance Ministry from time to time.
- Maintain complete departmental accounts in accordance with the requirements under the General Financial Rules (GFR) and ensure that the Ministry maintains accounts of expenditure against the Grants or Appropriations directly controlled by it and obtains figures of the expenditure incurred by the subordinate offices as well.
- 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 uneven
- Ensure the proper maintenance of the Register of Liabilities and commitments as required under the GFR to facilitate realistic preparation of budget estimates, watching of book debits and timely surrender of anticipated savings;
- Screen the proposals for supplementary demands for grants;
- 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. I.F. Division must ensure that the sanctions issued by Administrative Ministry in exercise of delegated powers clearly indicate that they issue after consultation with IF Division.
- Coordinate the preparation of Outcome Budget of the Department;
- Ensure high quality appraisal and evaluation of Schemes/Projects with requisite rigor.
- Follow up on the settlement of audit objections, inspection reports, draft Audit Paras and ensure prompt action on Audit Reports and Appropriation Accounts.

12.1 Payments and Accounting Organization

The Secretary of the Department of Consumer Affairs is the Chief Accounting Authority who is assisted by SS & 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 the Department of Consumer Affairs.

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.
- (ii) Issue 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 Governments/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 Drawing and Disbursing Officers (DDO's) and other auditable units of the Departments of the Ministry.

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 e-lekha. The consolidated account of the Ministry is sent to the Controller General of Accounts, Ministry of Finance for further consolidation of accounts of the Union of India.

Internal Audit is managed by two Audit Parties, one at Kolkata and one at Headquarters New Delhi under the overall control of Chief Controller of Account. The Internal Audit

examines several areas including management of records, implementation of various financial & accounting manuals, pointing out financial irregularities & procedural lapses.

Summary of Audit Observation

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 31.12.2015):

Name of Ministry/Department	CAG Reports of 2012-13	CAG Reports of 2013-14	CAG Reports of 2015	T o t a l (1+2+3)
	(1)	(2)	(3)	(4)
Ministry of Consumer Affairs, Food & PD (Department of Consumer Affairs)	1	0	4	5

Report No. 18 of 2015 – Compliance Audit Observations
(Combined Civil + AB)

Laid in Parliament on 24th July, 2015 (Rajya Sabha) and
27th July, 2015 (Lok Sabha)

MINISTRY OF CONSUMER AFFAIRS, FOOD & PUBLIC DISTRIBUTION
Department of Consumer Affairs

Unauthorized Expenditure

With a view to strengthening weights and measures infrastructure in the States, the Department of Consumer Affairs supplied Mobile Van Kits (MVKs) to various States for testing weighbridges. However, the Department did not conduct any feasibility study for determining potential use of MVKs in the State before their procurement. As a result, in 11 States, 22 MVKs valuing Rs. 12.87 crore supplied during 2007 to 2010 were not in use as of January, 2015.

(Paragraph 3.1)



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Chapter 13

PROPAGATION OF OFFICIAL LANGUAGE

The Department has a Hindi Division under a Joint Director (OL) that is responsible for the translation work of the department and Implementation of the Official Language Policy of the Government of India in the department and its attached and subordinate offices and their field organizations.

During the year, appropriate action was taken to ensure implementation of the provisions of the Official Languages Act and the Rules framed thereunder. 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 adherence to these checks points. 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).

The Annual Programme for the year 2015-2016 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.

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.

The Meeting of the Hindi Salahakar Samiti of the Ministry was held on the 12th February, 2016.



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Chapter 14

CITIZEN CENTRIC E-GOVERNANCE INITIATIVES

Government has focused on improving productivity and reforming its internal processes to enhance transparency in the decision-making and provide for citizen-friendly, prompt and effective governance. This focus is best captured by the adage 'Minimum government, maximum governance'. To achieve this objective the department has increasingly digitized its functions. A brief overview of the electronic governance initiatives is given below:

14.1 Implementation of e-office:

The Department of Consumer Affairs has fully automated decision-making processes. Electronic files based on the e-office software of the National Informatics Centre form the bulk of the decision-making bases in the department. This has helped in simpler, faster and transparent decisions and has enhanced productivity.

14.2 e-book:

An e-book containing the initiatives and achievements of the department has been published on the website of the Department (<http://consumeraffairs.nic.in>). This provides the basic information that a consumer might need, including answers to frequently asked questions (FAQ's) that are useful in a downloadable format.

14.3 Pay Roll software:

The entire Drawing and Disbursing of pay and other allowances of the employees have been fully automated.

14.4 Parliament Questions and Answers:

Questions and answers, pertaining to the Department of Consumer Affairs, raised both in Lok Sabha and Rajya Sabha are available on the department's website for public access.

14.5 GAMA:

The Department of Consumer Affairs has launched a portal for registering online complaints for Grievances Against Misleading Advertisements (GAMA). Any advertisement

or promotion through Television, Radio, or any other electronic media, Newspapers, Banners, Posters, Handbills, wall-writing etc to misrepresent the nature, characteristics, qualities or geographic origin of goods, services or commercial activities so as to mislead the consumer could be broadly defined as a misleading advertisement. In simple terms any advertisement that gives false information, making false claims or contravening any other provision of the advertising code can be termed as a misleading advertisement. Advertisements appearing in News Papers, hoardings, handbills, wall writing as well as advertisements in the electronic media such as TV channels, radio channels, internet sites etc. are some examples.

As an aware Consumer, one can register a complaint along with a copy / video / audio of such advertisement through the web portal <http://gama.gov.in>. One can also register a complaint along with the copy / video / audio of such advertisement through the nearest Grahak Suvidha Kendra or designated Voluntary Consumer Organizations (VCOs) who will in turn lodge the grievance through the web portal at <http://gama.gov.in> to bring it to the notice of the Government. Regional Language and local complaints will be taken up by Grahak Suvidha Kendras / Voluntary Consumer Organizations (VCOs) as the case may be with appropriate local authorities.

14.6 Simplification and Digitization of various forms:

To provide for ease of doing business the forms required to be used by consumers and citizens have been simplified and digitized. They have been put on the website of the Department for public access.

14.7 Price Monitoring System:

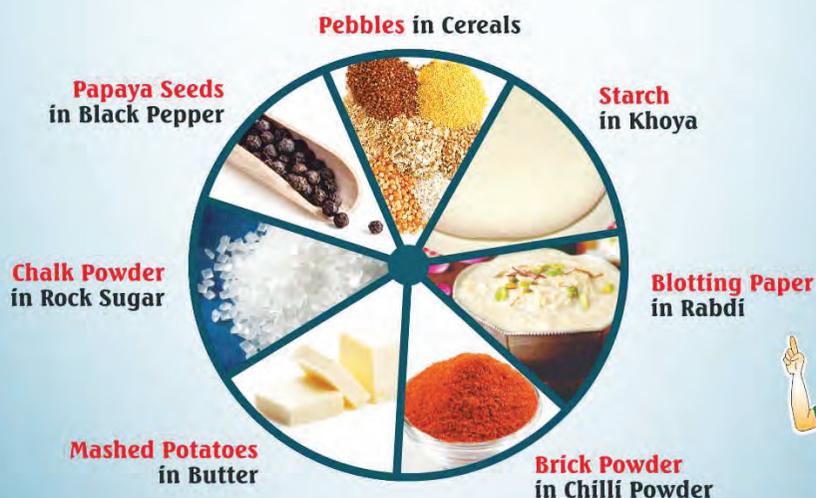
The process of collection and compilation of price data on 22 essential commodities from 89 centres situated across the country has been fully automated. Reports are generated and circulated to various decision-making authorities. Also, a fortnightly report on select commodities is circulated to various decision-making authorities including PMO.

14.8 Call for Online proposal under Consumer Welfare Schemes:

The process of funding Voluntary Consumer Organisations (VCO's) through grants from the Consumer Welfare Fund has been simplified through the system of "Call for Proposals" digitized for greater transparency. A call for proposal inviting proposals for financial assistance from the Consumer Welfare Fund from eligible VCOs/NGOs/ Institutions in digital/electronic format was uploaded on the website of the Department of Consumer Affairs for the period from 1.06.2015 to 30.06.2015. The next call for proposals was uploaded on the website of the department in January 2016.



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For any help/clarification on consumer issues call **National Consumer Helpline: 1800-11-4000** (Toll Free)
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"For registering complaints about misleading advertisements please login in to: www.gama.gov.in"



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.consumeraffairs.nic.in



Chapter 15

NUMBER OF SC/ST/OBC/PWD/EXM OFFICERS

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.

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 as under:

Number of SC/ST/OBC/PWD/EXM/ Women Employees (As on 31.12.2015)

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	172	131	19	8	13	-	-	1	2	16
Group B Gazetted	169	119	22	7	5	-	-	3	-	29
Non- Gazetted	239	143	23	1	22	-	-	4	-	32
Group C	550	372	92	31	52	-	3	4	5	44
TOTAL	1130	765	156	47	92	-	3	12	7	121

VH – Visually Handicapped

HH – Hearing Handicapped

OH – Orthopedically Handicapped

EXM – Ex-serviceman

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

National Test House-Kolkata

National Consumer Disputes Redress Commission-New Delhi.

Indian Institute of Legal Metrology-Ranchi.

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



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Chapter 16

SCHMES FOR THE BENEFIT OF PHYSICALLY DISABLED PERSONS

Number of Persons with Disabilities in Various Groups (As on 31.12.2015)

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	172	131	-	-	1
Group B	408	262	-	-	7
Group C	550	372	-	3	4
Total	1130	765	-	3	12

VH – Visually Handicapped

HH – Hearing Handicapped

OH – Orthopedically Handicapped





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Chapter 17

CONSTITUTION OF COMPLAINTS COMMITTEE ON SEXUAL HARASSMENT OF WOMEN AT WORK PLACE:

In compliance with the guidelines of the Supreme Court of India on the prevention of sexual harassment of women at the work place, a Complaints Committee was constituted in the Department of Consumer Affairs on 3rd August, 1998 that has since been reconstituted on 08.11.2013. Ms. Chandralekha Malviya, Principal Adviser as the Chairperson heads the Committee with Ms. Prema Bhatt, Under Secretary, Ms. Jayalakshmi Kannan, Under Secretary and one representative from YWCA, New Delhi as members and Sh. M.A. Chaudhury, Under Secretary as Member-Secretary. This Committee has been entrusted with the work relating to the time bound redressal of grievances of 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.

A Complaint of alleged harassment was received from a woman employee of this Department. The same was duly examined and it was decided to refer it to the Sexual Harassment Committee constituted to examine such cases. The Committee, after due examination, disposed of the complaint with the conclusion that there was no angle of sexual harassment.



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Chapter 18

INITIATIVES IN THE NORTH EAST STATES

The Following are the highlights of the initiatives of the Department of Consumer Affairs for the North-Eastern States of India:

- Monitoring of 22 essential commodities from the North Eastern States, based on the daily and weekly price reports, is being carried out. The sanction of amount of Rs. 1.73 lakh to Government of Meghalaya and Rs. 1.80 lakh to Government of Nagaland were released for strengthening the Price Monitoring Cell at State.
- RRSL Guwahati is functioning from new campus from 1st May, 2009 and provides services to North Eastern States in the field of Legal Metrology. Department has also provided Grant in Aid/Equipment's of Rs. 16.0 crore to NER.
- The total operative certification licences in all seven North Eastern States up to December 2015 was 647 (439 licences for product and 208 licences for Hallmarking).
- Guwahati also has a BIS laboratory with testing facilities in the mechanical field and has been testing products like high strength deformed steel bars (HSD steel bars), corrugated and semi-corrugated asbestos cement sheet etc. Arrangement for testing of PET Bottles and Jars for Packaged Drinking Water and for testing of Plywood is under process.

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 the Government 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 Director of Commerce, Govt. of Assam, provided seven sheds for its office and laboratory premises with an approximate area of 12,600 square ft. and a hostel block. 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.

At present, NTH (NER), Guwahati, provides the following services to its clients:

- Testing & Quality Evaluation of various Engineering Materials, viz., Civil & Chemical (building materials, paver blocks, coal, admixture etc.), Mechanical (TMT, Structural steel, Aluminium section etc.)

- Providing Training in Testing Methodologies for Cement, Water, General Chemicals, Steel, etc.
- Providing Consultancy Services in the fields of Laboratory Set-up, quality of Ceramic Materials etc.
- Participating in the Project work undertaken by various NGOs and other organizations, depending on the existing facilities in NTH (NER), Guwahati.

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

- In order to comply with the Govt. of India policy for streamlining infrastructural development in the North-Eastern region, NTH 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 construction of the **Permanent Office-cum-Laboratory-Building** has been completed shortly and officially handed over to NTH as per the information provided by CPWD. The new building has been inaugurated by the Hon'ble Minister, Consumer Affairs, Food & Public Distribution on 19.02.2016.
- 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 their products under one umbrella.

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:

- a) Augmentation of the existing Chemical Laboratory by creating test facilities for testing of organic and inorganic products, gas analysis, water testing etc.
- b) Augmentation of the existing Civil Laboratory by creating test facilities for testing of Mix-Design, Sanitary wares, Refractory, and Non-destructive tests of Civil Engineering Products.
- c) Augmentation of Mechanical Laboratory by creating new test facilities.
- d) Engineering Products, Billets, Steel Plates and requirements of Border Road Organisation etc.
- e) Creation of RPPT laboratory.

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1800-11-4000

You can also log in your complaints at www.nationalconsumerhelpline.in & www.core.nic.in (Toll Free No.1800-11-4566)
For registering complaints about misleading advertisements please login to: www.gama.gov.in

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ANNEXURE I

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

(As on 31.12.2015)

Sl. No.	Name of State	Cases filed since inception	Cases disposed of since inception	Cases Pending	% of Disposal	As On
	National Commission	98952	88893	10059	89.83	31.12.2015
1	Andhra Pradesh	31870	31240	630	98.02	30.11.2015
2	A & N Islands	111	106	5	95.50	30.06.2015
3	Arunachal Pradesh	81	68	13	83.95	31.10.2015
4	Assam	2807	2451	356	87.32	31.10.2015
5	Bihar	18024	13499	4525	74.89	31.08.2015
6	Chandigarh	14935	14697	238	98.41	30.11.2015
7	Chattisgarh	10791	10197	594	94.50	30.11.2015
8	Daman & Diu and DNH	25	20	5	80.00	31.03.2011
9	Delhi	42093	36697	5396	87.18	30.11.2015
10	Goa	2719	2689	30	98.90	30.11.2015
11	Gujarat	52806	48229	4577	91.33	30.11.2015
12	Haryana	46442	45438	1004	97.84	30.11.2015
13	Himachal Pradesh	9039	8948	91	98.99	30.11.2015
14	Jammu & Kashmir	7732	6937	795	89.72	30.04.2015
15	Jharkhand	5651	5146	505	91.06	31.10.2015
16	Karnataka	50203	44588	5615	88.82	30.11.2015
17	Kerala	28405	26240	2165	92.38	30.11.2015
18	Lakshadweep	18	16	2	88.89	31.08.2015
19	Madhya Pradesh	48668	41059	7609	84.37	30.11.2015

Sl. No.	Name of State	Cases filed since inception	Cases disposed of since inception	Cases Pending	% of Disposal	As On
20	Maharashtra	67693	56808	10885	83.92	30.09.2015
21	Manipur	168	157	11	93.45	30.09.2015
22	Meghalaya	300	285	15	95.00	31.03.2015
23	Mizoram	216	205	11	94.91	31.08.2015
24	Nagaland	165	136	29	82.42	30.09.2015
25	Odisha	24100	17491	6609	72.58	31.10.2015
26	Puducherry	1032	982	50	95.16	30.11.2015
27	Punjab	34644	31942	2702	92.20	31.10.2015
28	Rajasthan	59861	52689	7172	88.02	30.11.2015
29	Sikkim	57	54	3	94.74	31.03.2015
30	Tamil Nadu	26763	24326	2437	90.89	31.10.2015
31	Telangana	1544	16	1528	1.04	30.11.2015
32	Tripura	1667	1646	21	98.74	31.10.2015
33	Uttar Pradesh	76569	50559	26010	66.03	31.10.2015
34	Uttarakhand	5615	4537	1078	80.80	31.10.2015
35	West Bengal	25150	21118	4032	83.97	30.09.2015
	TOTAL	697964	601216	96748	86.14	

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

(As on 31.12.2015)

Sl. No.	Name of State	Cases filed since inception	Cases disposed of since inception	Cases Pending	% of Disposal	As On
1	Andhra Pradesh	115356	113073	2283	98.02	30.11.2015
2	A & N Islands	767	720	47	93.87	30.06.2015
3	Arunachal Pradesh	415	378	37	91.08	31.10.2015
4	Assam	15329	13864	1465	90.44	31.10.2015
5	Bihar	98269	83740	14529	85.22	31.08.2015
6	Chandigarh	52910	51556	1354	97.44	30.11.2015
7	Chattisgarh	43819	39261	4558	89.60	30.11.2015
8	Daman & Diu and DNH	162	144	18	88.89	31.03.2011
9	Delhi	254168	236589	17579	93.08	31.03.2015
10	Goa	6974	6575	399	94.28	30.11.2015
11	Gujarat	200625	187568	13057	93.49	30.11.2015
12	Haryana	241877	229110	12767	94.72	30.11.2015
13	Himachal Pradesh	62304	59381	2923	95.31	30.11.2015
14	Jammu & Kashmir	20792	18855	1937	90.68	31.12.2007
15	Jharkhand	37937	33673	4264	88.76	31.10.2015
16	Karnataka	180883	168891	11992	93.37	30.11.2015
17	Kerala	199335	188761	10574	94.70	30.11.2015
18	Lakshadweep	83	65	18	78.31	31.08.2015
19	Madhya Pradesh	214364	196389	17975	91.61	30.11.2015
20	Maharashtra	294429	272172	22257	92.44	30.09.2015
21	Manipur	1172	1051	121	89.68	30.09.2015
22	Meghalaya	1005	925	80	92.04	31.03.2015

Sl. No.	Name of State	Cases filed since inception	Cases disposed of since inception	Cases Pending	% of Disposal	As On
23	Mizoram	3771	3733	38	98.99	30.06.2015
24	Nagaland	652	598	54	91.72	30.09.2015
25	Odisha	103155	95688	7467	92.76	31.10.2015
26	Puducherry	3125	2913	212	93.22	30.11.2015
27	Punjab	178622	172971	5651	96.84	31.10.2015
28	Rajasthan	343466	310234	33232	90.32	30.11.2015
29	Sikkim	338	324	14	95.86	31.03.2015
30	Tamil Nadu	111703	103562	8141	92.71	31.10.2015
31	Telangana	88082	84197	3885	95.59	30.11.2015
32	Tripura	3341	3187	154	95.39	31.10.2015
33	Uttar Pradesh	638169	560684	77485	87.86	31.10.2015
34	Uttarakhand	38770	35983	2787	92.81	31.10.2015
35	West Bengal	103317	96714	6603	93.61	30.09.2015
	TOTAL	3659486	3373529	285957	92.19	



**All India Monthly Average Retail prices of 22 essential commodities
April 2015 to December 2015 (Rs per kg).**

Rice									
Centre	Apr-15	May-15	Jun-15	Jul-15	Aug-15	Sep-15	Oct-15	Nov-15	Dec-15
DELHI	31	31	31	32	30	29	29	29	29
MUMBAI	30	30	30	30	30	30	30	30	30
KOLKATA	22	24	23	23	22	22	22	23	24
CHENNAI	30	30	30	30	28	28	28	29	30
All India Average	28	28	28	28	27	27	28	28	27
Wheat									
Centre	Apr-15	May-15	Jun-15	Jul-15	Aug-15	Sep-15	Oct-15	Nov-15	Dec-15
DELHI	19	19	19	19	19	19	19	19	19
MUMBAI	27	27	28	28	29	29	29	29	29
KOLKATA	NR								
CHENNAI	30	30	32	32	32	32	32	34	34
All India Average	23	22	23	23	23	23	23	24	23
Atta(Wheat)									
Centre	Apr-15	May-15	Jun-15	Jul-15	Aug-15	Sep-15	Oct-15	Nov-15	Dec-15
DELHI	21	21	21	21	21	21	21	21	21
MUMBAI	28	28	28	26	26	26	26	26	27
KOLKATA	21	21	21	20	21	21	22	23	23
CHENNAI	30	30	31	30	31	31	30	30	31
All India Average	25	25	25	25	24	25	25	25	25

Gram Dal									
Centre	Apr-15	May-15	Jun-15	Jul-15	Aug-15	Sep-15	Oct-15	Nov-15	Dec-15
DELHI	59	68	69	68	68	69	71	74	75
MUMBAI	51	64	68	65	66	68	71	71	71
KOLKATA	51	59	63	62	64	66	67	67	67
CHENNAI	56	65	68	72	73	73	74	72	74
All India Average	51	57	59	60	61	64	68	70	69
Tur/Arhar Dal									
Centre	Apr-15	May-15	Jun-15	Jul-15	Aug-15	Sep-15	Oct-15	Nov-15	Dec-15
DELHI	97	108	114	113	122	133	161	167	165
MUMBAI	82	109	115	106	118	135	161	164	160
KOLKATA	90	101	104	104	122	134	150	153	152
CHENNAI	94	109	114	115	124	143	171	158	149
All India Average	85	92	95	98	105	120	144	152	150
Urad Da									
Centre	Apr-15	May-15	Jun-15	Jul-15	Aug-15	Sep-15	Oct-15	Nov-15	Dec-15
DELHI	93	109	112	111	113	112	143	151	148
MUMBAI	83	115	123	117	117	121	151	162	166
KOLKATA	92	104	106	105	103	102	127	128	129
CHENNAI	94	114	119	118	120	123	160	173	169
All India Average	83	91	97	99	101	108	129	142	143
Moong Dal									
Centre	Apr-15	May-15	Jun-15	Jul-15	Aug-15	Sep-15	Oct-15	Nov-15	Dec-15
DELHI	103	107	104	98	97	98	110	111	105
MUMBAI	102	112	111	99	99	101	103	115	120
KOLKATA	111	116	108	102	104	105	116	109	113

CHENNAI	110	116	112	110	113	114	123	119	122
All India Average	100	102	101	99	98	100	107	109	107
Masoor Dal									
Centre	Apr-15	May-15	Jun-15	Jul-15	Aug-15	Sep-15	Oct-15	Nov-15	Dec-15
DELHI	87	94	94	93	96	96	100	97	92
MUMBAI	81	87	89	89	90	90	92	96	96
KOLKATA	71	81	84	85	91	90	88	84	78
CHENNAI	71	80	95	92	93	94	98	99	98
All India Average	74	78	81	82	85	88	90	90	88
Groundnut Oil (Packed)									
Centre	Apr-15	May-15	Jun-15	Jul-15	Aug-15	Sep-15	Oct-15	Nov-15	Dec-15
DELHI	145	151	153	153	154	154	154	152	147
MUMBAI	128	128	127	126	126	130	125	124	124
KOLKATA	122	129	135	135	126	123	133	136	132
CHENNAI	111	116	122	123	124	124	125	127	128
All India Average	120	121	121	121	121	124	124	124	124
Mustard Oil (Packed)									
Centre	Apr-15	May-15	Jun-15	Jul-15	Aug-15	Sep-15	Oct-15	Nov-15	Dec-15
DELHI	109	113	119	122	121	121	136	146	142
MUMBAI	94	95	99	99	99	99	103	106	106
KOLKATA	99	102	108	109	108	109	115	122	120
CHENNAI	113	115	117	118	120	120	120	139	138
All India Average	100	100	102	103	103	105	107	113	113

Vanaspati (Packed)									
Centre	Apr-15	May-15	Jun-15	Jul-15	Aug-15	Sep-15	Oct-15	Nov-15	Dec-15
DELHI	76	76	77	77	77	75	77	76	76
MUMBAI	91	92	92	92	91	88	92	94	93
KOLKATA	63	65	66	66	63	60	62	62	62
CHENNAI	92	92	93	93	93	93	93	94	93
All India Average	76	76	75	75	74	74	73	73	72
Soya Oil (Packed)									
Centre	Apr-15	May-15	Jun-15	Jul-15	Aug-15	Sep-15	Oct-15	Nov-15	Dec-15
DELHI	88	86	86	86	83	84	87	87	86
MUMBAI	85	85	87	87	87	86	87	87	86
KOLKATA	80	80	81	82	81	80	82	82	83
CHENNAI									
All India Average	85	84	83	83	83	82	83	81	82
Sunflower Oil (Packed)									
Centre	Apr-15	May-15	Jun-15	Jul-15	Aug-15	Sep-15	Oct-15	Nov-15	Dec-15
DELHI	100	103	104	102	102	100	101	103	105
MUMBAI	80	80	80	80	80	80	81	81	81
KOLKATA	85	85	92	91	89	89	90	92	93
CHENNAI	89	89	89	89	89	90	92	93	92
All India Average	94	94	93	93	93	94	95	95	96
Palm Oil (Packed)									
Centre	Apr-15	May-15	Jun-15	Jul-15	Aug-15	Sep-15	Oct-15	Nov-15	Dec-15
DELHI	NR								
MUMBAI	60	60	61	61	60	59	59	59	59
KOLKATA	63	64	65	64	61	58	61	59	58

CHENNAI	58	57	59	58	56	53	54	54	56
All India Average	67	67	67	66	65	64	64	63	63
Potato									
Centre	Apr-15	May-15	Jun-15	Jul-15	Aug-15	Sep-15	Oct-15	Nov-15	Dec-15
DELHI	12	13	16	19	19	18	21	23	16
MUMBAI	20	20	21	20	19	20	21	21	20
KOLKATA	8	10	10	10	10	10	10	10	11
CHENNAI	16	18	20	19	17	18	20	24	22
All India Average	14	14	15	16	16	16	17	18	17
Onion									
Centre	Apr-15	May-15	Jun-15	Jul-15	Aug-15	Sep-15	Oct-15	Nov-15	Dec-15
DELHI	28	29	33	38	55	59	54	43	31
MUMBAI	22	23	27	28	49	58	48	40	32
KOLKATA	21	24	29	33	52	58	52	37	29
CHENNAI	19	20	27	31	43	47	34	42	28
All India Average	22	22	25	29	45	54	45	37	28
Tomato									
Centre	Apr-15	May-15	Jun-15	Jul-15	Aug-15	Sep-15	Oct-15	Nov-15	Dec-15
DELHI	34	38	33	43	34	37	42	55	43
MUMBAI	20	22	22	26	19	22	24	41	46
KOLKATA	15	20	27	35	33	34	43	43	25
CHENNAI	16	29	25	26	13	16	28	56	32
All India Average	20	26	26	29	25	25	28	39	31

Sugar									
Centre	Apr-15	May-15	Jun-15	Jul-15	Aug-15	Sep-15	Oct-15	Nov-15	Dec-15
DELHI	32	32	30	29	29	30	31	32	32
MUMBAI	29	31	31	29	27	27	29	30	31
KOLKATA	30	30	29	28	29	30	31	31	31
CHENNAI	30	30	30	28	28	30	32	32	32
All India Average	32	31	31	30	29	30	31	31	32
Gur									
Centre	Apr-15	May-15	Jun-15	Jul-15	Aug-15	Sep-15	Oct-15	Nov-15	Dec-15
DELHI	41	39	42	43	43	44	44	42	41
MUMBAI	49	49	51	43	40	39	41	45	46
KOLKATA	35	37	40	40	40	40	40	40	38
CHENNAI	46	47	48	47	48	49	49	49	47
All India Average	40	41	41	41	40	40	41	41	40
Milk									
Centre	Apr-15	May-15	Jun-15	Jul-15	Aug-15	Sep-15	Oct-15	Nov-15	Dec-15
DELHI	38	38	38	38	38	38	38	38	38
MUMBAI	41	41	41	41	41	41	41	41	41
KOLKATA	34	34	34	34	34	34	34	34	34
CHENNAI	37	37	37	37	37	37	37	37	37
All India Average	39	39	39	39	39	40	39	39	39
Tea Loose									
Centre	Apr-15	May-15	Jun-15	Jul-15	Aug-15	Sep-15	Oct-15	Nov-15	Dec-15
DELHI	199	202	205	207	207	207	206	202	202
MUMBAI	250	250	250	250	250	250	250	250	250
KOLKATA	120	121	140	140	140	140	140	140	140

CHENNAI	220	220	220	220	220	220	220	220	220
All India Average	205	207	207	207	206	206	206	205	205
Salt Pack (Iodised)									
Centre	Apr-15	May-15	Jun-15	Jul-15	Aug-15	Sep-15	Oct-15	Nov-15	Dec-15
DELHI	16	16	16	17	17	17	17	17	17
MUMBAI	17	17	17	17	17	17	18	18	18
KOLKATA	9	9	9	9	9	9	9	9	9
CHENNAI	17	17	17	18	18	18	18	18	18
All India Average	15	15	15	15	15	15	15	15	15

Source : State Civil Supplies Departments



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Tables

Statement showing BE, RE and Actual in respect of Department of Consumer Affairs for fiscal year 2001-02 to 2015-16 (Provisional)

(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	126.40	360.85	487.25
2013-2014	16	241.00	361.70	602.70	192.00	266.66	458.66	180.08	260.00	440.08
2014-2015	16	220.00	90.79	310.79	140.00	90.88	230.88	131.93	82.59	214.52
2015-2016	17	180.00	96.77	276.77	176.47	144.66	321.13	129.27	71.64	200.91*

* Provisional Expenditure upto 31st December, 2015 as intimated by Pr. Accounts Office and includes the amount of Rs. 38.64 crores authorized in favour of other Ministries/Departments.



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एक कदम स्वच्छता की ओर

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



JAGO GRAHAK JAGO



सत्यमेव जयते

Government of India
MINISTRY OF CONSUMER AFFAIRS, FOOD AND PUBLIC DISTRIBUTION
Department of Consumer Affairs,
Krishi Bhawan, New Delhi-110114
Websites: www.fcamin.nic.in, www.core.nic.in

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