



ANNUAL REPORT 2017-2018

Department of
Consumer Affairs

Minister of Consumer Affairs,
Food and Public Distribution Govt. of India

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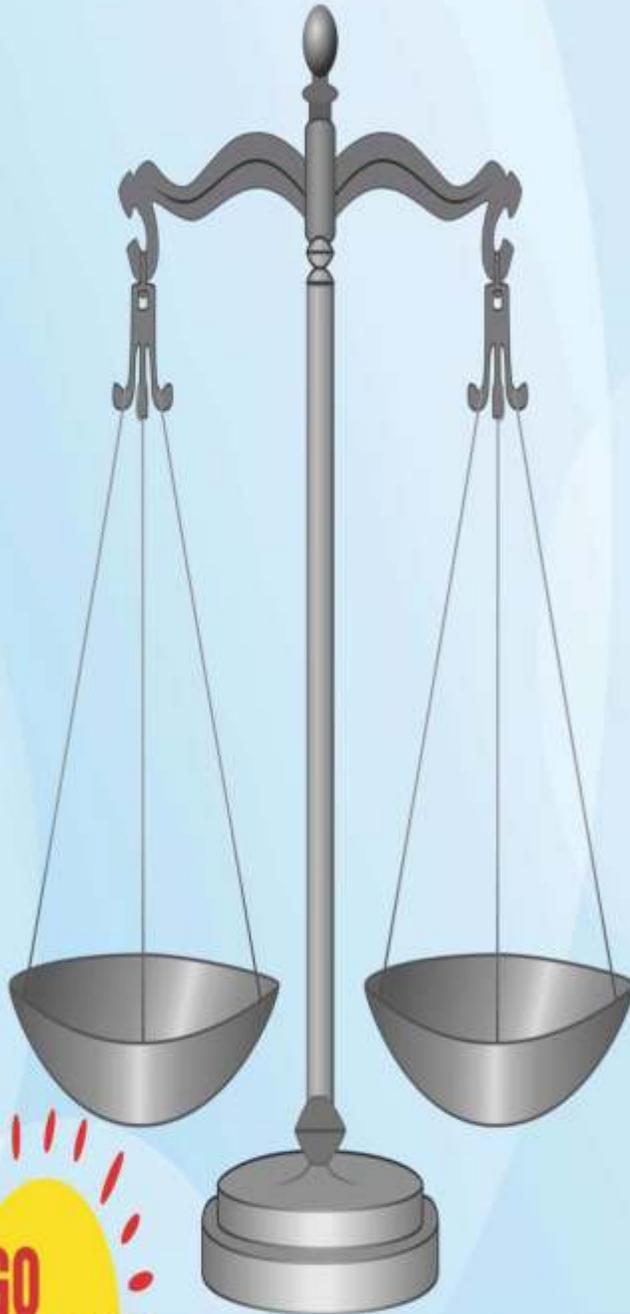
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If you feel wronged
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District Level

Cases upto
Rs. 20 Lacs

State Level

Cases above
Rs. 20 Lacs,
upto Rs. 1 Crore

National Level

Cases of more than
Rs. 1 Crore

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Ministry of Consumer Affairs,
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Website : www.consumeraffairs.nic.in

CHAPTER 1

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:

1.1.2 CONSUMER PROTECTION

An international conference on consumer protection was held on 26-27 October, 2017 in New Delhi in association with UNCTAD having participation from countries in the East, South and South-East Asia with the theme “Empowering Consumers in New Markets”. The conference was inaugurated by the Hon'ble Prime Minister. Around 1800 delegates including around 60 foreign delegates participated in the conference. The main issues discussed were United Nations Guidelines for Consumer Protection and



(Both the Ministers and Secretary with Prime Minister at Vigyan Bhawan)

their Implementation; Stakeholder Participation in Consumer Protection; Protection of Online Consumers; Fostering Consumer Inclusion in Financial Services; Consumer Education and Empowerment; and Special Challenges in Protecting Vulnerable and Economically Disadvantaged Consumers. The Conference inter-alia drew conclusions such as - comprehensive implementation of the United Nations Guidelines for Consumer Protection as a priority for Governments and stakeholders in ensuring more effective and better-coordinated protection efforts in all countries and across all areas of commerce; Protection of consumers' rights in the digital context as a key for a sustainable and inclusive development of e-commerce, which also needs to address cross-border cooperation and enforcement etc.



2. The Union Government has approved on 20.12.2017 the introduction of new Consumer Protection Bill, in Parliament to further protect the interest of consumer by:
 - i) Strengthening the existing Act,
 - ii) Faster redressal of Consumer Grievances,



- iii) Empowering Consumers, and
- iv) Modernizing legislation to keep pace with ongoing change in market.

The New Consumer Protection Bill, 2018 was introduced in Lok Sabha on 5th January 2018.

1.1.3 PRICE STABILIZATION FUND (PSF).

- Buffer stock of upto 20 lakh tonnes of pulses has been built through domestic procurement and import for effective market intervention to stabilize their prices.
- As on 18th January, 2018, 16.83 lakh MT of pulses are available in the buffer stock after disposal of 3.67 lakh MT from 20.50 lakh tonnes, of which 3.79 lakh tonnes was imported and 16.71 lakh tonnes was procured domestically.
- Of 16.71 lakh tonnes procured domestically, 15.52 lakh tonnes was procured from KMS 2016-17 and RMS 2017-18 benefiting around 849,128 farmers
- Decision to procure Onions domestically through NAFED, SFAC and import through MMTC was taken.
- Pulses from the buffer are being utilized for supply to States for distribution through their schemes; Ministries/Departments of Central Government having schemes with a nutrition component as well as those providing hospitality services either directly or through private agencies. In addition, pulses are also being disposed through open market sales.
- These interventions, inter-alia, have ensured that prices of pulses remain at reasonable level during the year.

1.1.4 Strengthening of Price Monitoring Cell (PMC)

The State level Price Monitoring Cell is provided infrastructural and capacity building support to strengthen the price collection and capacity system. Grants are provided to the state government for such strengthening of the price reporting system. Prices of 22 essential commodities are reported by 101 price monitoring centres on daily-basis, which help in monitoring the price trend and facilitate appropriate policy intervention to help mitigate adverse price moment. Software for crowd sourcing of prices was launched on National Consumer Day.

1.1.5 LEGAL METROLOGY

(I) Amendments were made in the Legal Metrology (Packaged Commodities) Rules, 2011 to safeguard the interest of consumers and to promote ease of doing business. This has come into force w.e.f. 01.01.2018. The salient features are as under:-

- Goods displayed by the seller on e-commerce platform shall contain declarations required under the Rules.
- Specific mention is made in the rules that no person shall declare different MRPs (dual MRP) on an identical pre-packaged commodity.
- Size of letters and numerals for making declaration is increased, so that consumer can easily read the same.
- The net quantity checking has been made more scientific.
- Bar Code has been allowed on voluntary basis.
- Provisions regarding declarations on Food Products have been harmonized with regulation under the Food Safety & Standards Act.
- Medical devices which are declared as drugs, are brought into the purview of declarations to be made under the rules.

(ii) Permission to display revised MRP due to reduction of rates of GST up to 31st December, 2017 and subsequently extended upto 31st March, 2018.

- On account of implementation of GST w.e.f. 1st July, 2017, there are instances where the retail sale price of a pre-packaged commodity is required to be changed. In this context, Hon'ble Minister for Consumer Affairs, Food & Public Distribution had allowed the manufacturers or packers or importers of pre-packaged commodities to declare the revised retail sale price (MRP) in addition to the existing retail sale price (MRP), for three months w.e.f. 1st July 2017 to 30th September, 2017. Declaration of the changed retail sale price (MRP) was allowed to be made by way of stamping or putting sticker or online printing, as the case may be, after taking into account the input tax credit.
- Use of unexhausted packaging material/wrapper had also been allowed up to 30th September, 2017 after making necessary corrections.
- Considering the requests received to extend the permission for some more time, display of



the revised MRP due to implementation of GST by way of stamping or putting sticker or online printing was extended up to 31st March, 2018.

- Further since the Government subsequently reduced the rates of GST on certain specified items, permission was granted under sub-rule (3) of rule 6 of the Legal Metrology (Packaged Commodities) Rules, 2011, up to 31st March, 2018 to affix an additional sticker or stamping or online printing for declaring the reduced MRP on the pre-packaged commodity. In this case also, the earlier Labelling/ Sticker of MRP will continue to be visible.
- This relaxation is also applicable in the case of unsold stocks manufactured/ packed/ imported after 1st July, 2017 where the MRP would reduce due to reduction in the rate of GST post 1st July, 2017.

Advisories issued:

- For ease of doing business, advisories were issued to all stakeholders that loose readymade garments are not covered under the Legal Metrology (Packaged Commodities) Rules, 2011.
- In the interest of consumers, advisories were issued to the Controllers of Legal Metrology of all States/UTs to enforce provisions related to overcharging and dual MRP. Govt. of Maharashtra issued notices for compliance of provisions of Rules related to overcharging to Vankhade Stadium, Mumbai, after which they asked their vendors to comply with the provisions of Rules.
- To safeguard the interest of consumers, advisories have been issued to all State Governments to ensure all declarations including MRP on all medical devices.
- Advisories in the interest of consumers were also issued to all State Governments to ensure correct quantity of petrol/ diesel and LPG Cylinders.

1.1.6 BUREAU OF INDIAN STANDARDS (BIS) ACT 2016

A new **Bureau of Indian standards (BIS) Act 2016** which was notified on 22nd March, 2016, and brought into force with effect from 12th October, 2017. The Act establishes the Bureau of Indian Standards (BIS) as the National Standards Body of India. It has enabling provisions for the Government to bring under compulsory certification regime any goods or article of any scheduled industry, process, system or service which it considers necessary in the public interest or for the protection of human, animal or plant health, safety of the environment, or prevention of unfair trade practices, or national security. Enabling provisions have also been made for making hallmarking of

the precious metal articles mandatory. The new Act also allows multiple type of simplified conformity assessment schemes including self-declaration of conformity against a standard which will give simplified options to manufacturers to adhere to the standards and get certificate of conformity. The Act enables the Central Government to appoint any authority/agency, in addition to the BIS, to verify the conformity of products and services to a standard and issue certificate of conformity. Further, there is provision for repair or recall, including product liability of the products bearing Standard Mark but not conforming to the relevant Indian Standard. The new Act will further help in ease of doing business in the country, give fillip to “Make In India” campaign and ensure availability of quality products and services to the consumers. Bureau of Indian Standards Rules, 2017 were also notified on 13th October, 2017.

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.

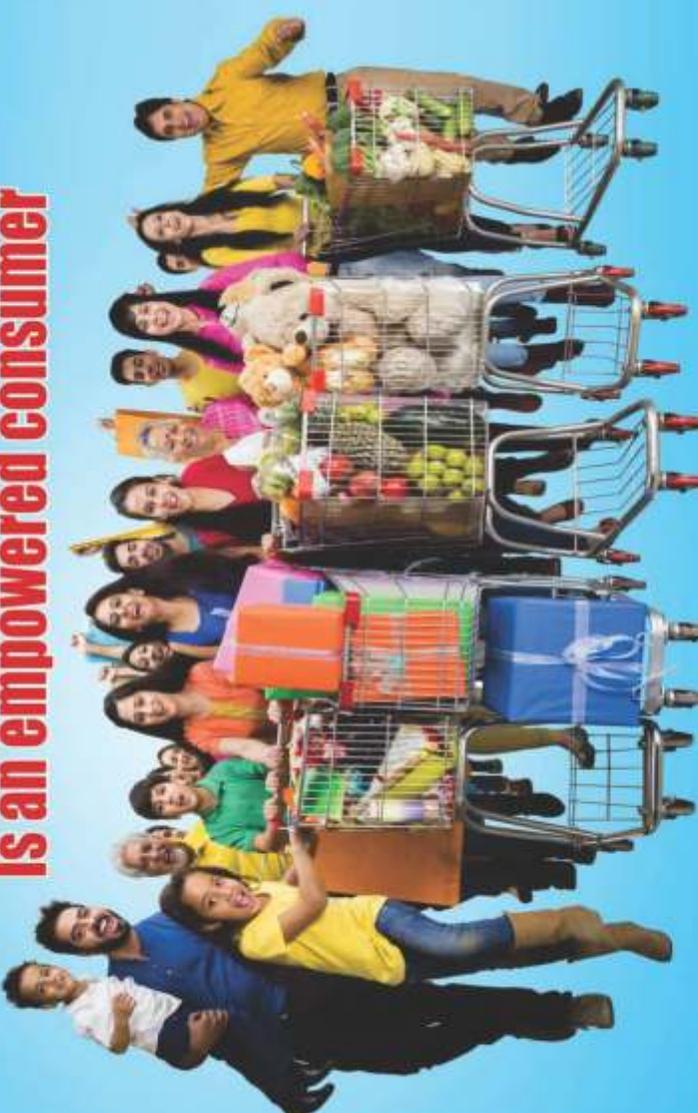


1.3 Impact of Technology on Consumers

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 is 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 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 simple, speedy and inexpensive. 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, 2018 and the newly enacted Bureau of Indian Standard Act, 2016 are efforts to provide the basis for such praxis.

An aware consumer Is an empowered consumer





**Know your rights
to protect yourself from
wrong trade practices**

- RIGHT TO SAFETY
- RIGHT TO BE INFORMED
- RIGHT TO CHOOSE
- RIGHT TO BE HEARD
- RIGHT TO REDRESSAL
- RIGHT TO CONSUMER EDUCATION



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CHAPTER 2

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)
- Monitoring Price and availability of essential commodities
- The Prevention of Black Marketing and Maintenance of Supply of Essential Commodities Act, 1980 (7 of 1980)
- Consumer Cooperatives
- Legal Metrology Act, 2009 and Legal Metrology (Packaged Commodities) Rules, 2011
- The National Test House

2.1 Functional and Organisational 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 R Chaudhary took charge as Minister of State in the Ministry upon inclusion in the Council of Ministers with effect from 12.07.2016.

Shri Jagdish Prasad Meena, IAS assumed charge as Secretary, Consumer Affairs (CA) with effect from **15th May, 2017 (FN)**. On transfer of Shri J P Meena, Shri Avinash K Srivastava, IAS assumed charge as Secretary (CA) with effect from **22nd June, 2017 (AN)**. A Principal Economic Adviser, an Additional Secretary and two Joint Secretaries assist the Secretary (CA).



(Organization Chart will be placed later)

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>. The document is updated annually.

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 First Appellate Authorities. The status of implementation of the RTI Act in the department and the details of the reports sent to the Central Information Commission (CIC) are displayed on the website under RTI Section. Online RTI applications and First Appeals are being disposed since the launch of RTI Web portal with effect from 22nd May 2013. During the period January to December 2017, 1224 RTI applications and 60 First Appeals have been received through the online RTI portal, in addition to physically received applications in the department. From January 2017, Subordinate Offices, Autonomous and Quasi-Judicial Bodies functioning under the department have been linked through online RTI MIS network to facilitate online disposal of RTI applications and appeals submitted by applicants.

All tender notices and other decisions of public importance are being posted on the website regularly. E-procurement and e-processing of tenders in the CPP Portal/ GeM portal in respect of 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.

2.4 Vigilance

The Department of Consumer Affairs has a Chief Vigilance Officer (CVO). The Joint Secretary in the Department has been 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.

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

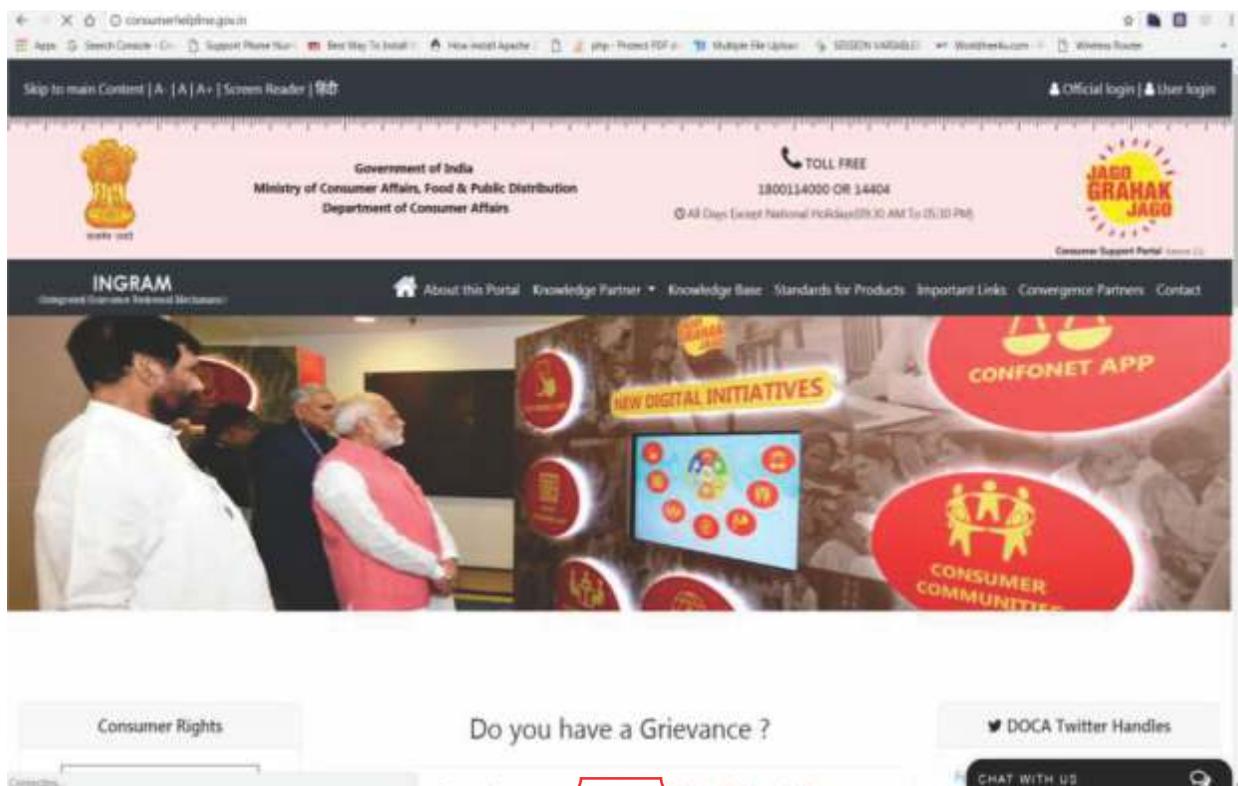
this Department like NTH and its regional labs, IILM to coordinate with CVO in vigilance related matters and issue of Vigilance Clearances.

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

In pursuance of instructions of Central Vigilance Commission various vigilance awareness activities were organized in the Department as well as in the organizations under this Department. On 29.08.2017, a whole day workshop on Vigilance and Purchase matter was organized where the Vigilance Officers of the organizations of this Department had participated. In the workshop various topics & issues concerning preventive vigilance, disciplinary proceeding, scrutiny of APARs etc. were deliberated following lectures delivered by guest speakers for promotion and updation of awareness and information of the officers in vigilance matters.

Vigilance Awareness Week was observed from 30.10.2017 to 04.11.2017, in which Integrity Pledge, Debate and Essay Competitions and Nukkad Natak were conducted successfully to cultivate vigilance awareness among the employees/officials of this Department. The theme of the Vigilance Awareness Week was “My Vision- Corruption Free India”.

2.5 National Informatics Center (NIC)





The Department is actively involved in automation of many day to day manual tasks. During the year 2017 the following initiatives were launched:-

- (i). An upgraded version of the web portal [http:// consumerhelpline.gov.in](http://consumerhelpline.gov.in) (INGRAM V2.0) was launched by the Department which was developed in-house by the NIC cell. The new version provides an effective and efficient multi-layer grievance handling system. This portal integrates various stakeholders of the Consumer Grievance Redressal process and provides a common platform for all to put in place an effective and efficient consumer grievance redressal mechanism.
- (ii). Proposals under the Consumer Welfare Fund Scheme were called online and process for verification of Voluntary Consumer Organisations (VCOs) has been integrated with NGO Darpan portal.
- (iii). The daily retail and wholesale prices of 22 essential commodities is being collected from all India across 101 centers through the online application 'Price Monitoring System' developed in-house by the NIC. Through the two twitter handles @consaff for addressing consumer grievances including e-commerce related matters and @jagograhaakjago for creating awareness amongst consumers are in place.
- (iv). The automation and Networking of Consumer Fora and Commissions across the country is supported by the CONFONET Project of the Department which is being implemented by the NIC.
- (v). During the year, various other IT initiatives have been undertaken such as launch of Mobile Apps for Consumer Helpline, CONFONET and Smart Consumer to know product details by scanning barcodes.
- (v). The process of Model Approval of the Legal Metrology Division has been automated to enable online application and approval.
- (vi). Various e-governance projects such as Comp-DDO, E-granthalaya, RTI (Right To Information) software, e-Samiksha, Parliament Q & A, Biometric Attendance System (BAS), e-visitor, CPGRAMS, VIP Letter Monitoring System (VLMS), Accredited Vacancy Monitoring System (AVMS), e-Tendering and Procurement, Vacancy Details posting on Department of Personnel and Training (DoP&T) site and Sparrow which are centrally deployed by NIC have been implemented successfully in the department. NIC is also extending support during the Pragati Conference of the Hon'ble Prime Minister.

2.6 Internal Trade Division

2.6.1 Advisory to the State Governments/Union Territories on Direct Selling.

- (i) The Department of Consumer Affairs issued Advisory to the State / UT Governments in the form of Model Framework on Guidelines for Direct Selling Entities on 9th September, 2016 for which Gazette Notification dated 26th October, 2016 was also issued.
- (ii) These Guidelines have been issued after detailed deliberations by an inter-Ministerial Committee Chaired by Secretary (Consumer Affairs) and comprising representatives from Ministry of Law & Justice, Ministry of Finance, Ministry of Commerce and Ministry of Corporate Affairs, as guiding principles to strengthen the regulating mechanism on Direct Selling and Multi-Level Marketing (MLM) Companies and for preventing frauds and protecting the legitimate rights and interests of consumers.
- (iii) The guidelines define various terms and set conditions for setting up Direct Selling business, conditions for Direct Selling contract between direct seller/distributor and direct selling entity, obligations of direct seller, relationship between direct seller entity and direct seller, conduct for the protection of consumers, prohibition of pyramid and money circulation schemes and appointment of monitoring authority by the State Governments.
- (iv) The above guidelines mandate every direct selling entity in the country to submit a declaration with the Department of Consumer Affairs in a prescribed proforma along with an undertaking stating that it is in compliance with these guidelines. So far 386 Direct Selling Entities have submitted their declarations with the Department of Consumer Affairs. After preliminary scrutiny of these declarations, letters were written to 383 Direct Selling Entities for providing missing documents / complete information / clarification. A provisional list of 126 Direct Selling Entities, which have submitted their declarations in prescribed proforma along with an undertaking to the Department of Consumer Affairs, in compliance with Direct Selling guidelines dated 9th September, 2016, has been hosted on the Department's website for public comments and also for checking accuracy and veracity of the information.



**If you feel wronged
as a Consumer...**

**Seek Redressal in
Consumer Forum**

**District Level
Cases upto
Rs. 20 Lacs**

**State Level
Cases above
Rs. 20 Lacs,
upto Rs. 1 Crore**

**National Level
Cases of more than
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give you security

...that the water you
buy is of good quality !

Select the right price.
Never pay over
Maximum Retail Price

(Including all Taxes)



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CHAPTER 3

3. CONSUMER ADVOCACY

3.1 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 (CWF) where the money which is not refundable to the manufacturers, etc. is being credited. The Consumer Welfare Fund Rules were notified in the Gazette of India in 1992. Guidelines for seeking financial assistance from Consumer Welfare Fund were framed based on the report of a working Group set-up in 1993, which have been subsequently revised twice, in 2007 and 2014.

Financial assistance from CWF is given to various Institutions including Universities, Voluntary Consumer Organization (VCOs) and States to promote the welfare and protect the interests of the consumers, create consumer awareness and strengthen consumer movement in the country. Grants from CWF have been given for following major projects:

- (i) Running the National Consumer Helpline (NCH)
- (ii) Creation of Consumer Law Chairs/Centres of Excellence in Institutions/Universities of repute to foster research and training on consumer related issues.
- (iii) Projects for spreading consumer literacy and awareness.
- (iv) Establishment of Consumer Welfare Fund at the State level, through co-contribution.

A Call for proposal inviting proposals for financial assistance from the Consumer Welfare Fund from eligible VCOs/NGOs/Academic Institutions in digital/electronic format was uploaded on the website of the Department of Consumer Affairs for the period from 06.09.2017 to 05.10.2017. A sum of Rs. 26.23 crore was available in the Consumer Welfare Fund as on 31.03.2017. Out of this, a budget provision of Rs. 17.45 crore has been provided for the financial year 2017-18. An amount of Rs. 11.65 crore has been utilized as on 31.12.2017 from the Consumer Welfare Fund.



As may be seen from the above, the Department of Consumer Affairs has initiated a number of steps to promote a responsible and responsive consumer movement in the country which is in line with the best international practices.

3.2 CONSUMER WELFARE FUND IN STATES:

In the year 2003, all the States/UTs were impressed upon to set up a Consumer Welfare Fund at the State level, so that voluntary efforts for promoting the consumer movement could be strengthened at grass root level through financial support. Seed money was released by the Central Government as its share for this purpose in the ratio of 50:50 by the Centre and State. For the State/UT Governments to become eligible to receive the one time grant, should deposit their share in a non-plan, non-lapsable public account and may draw up their own guidelines for administering this Fund, which is not inconsistent with the Central guidelines. The ratio of sharing was revised in 2004 from 50:50 (Seed money) to 75:25 (Corpus fund) by the Centre and State (90:10 in the case of Special Category States/UTs). In order to further strengthen the Consumer Welfare Fund in all the States/UTs, 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% (90% in

case of special category States) of that amount as Central share from the Central Consumer Welfare Fund. Such corpus fund is to be credited in separate account, interest generated from which could be utilized for financing state/local level programmes. Corpus Fund has been set up in Thirteen States/UTs viz. Gujarat, Andhra Pradesh, Orissa, West Bengal, Bihar, Nagaland, Karnataka, Tamil Nadu, Madhya Pradesh, Kerala, Haryana, Jharkhand & Telangana.

3.3 PROJECTS UNDER CWF:

The endeavour of the Department is to partner with credible and committed voluntary consumer organisations 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 some of these are as follows:

3.3.1 SETTING UP OF COMPLAINT HANDLING/ COUNSELLING/ GUIDANCE MECHANISM

(i) 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 New Delhi from 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.



(National Consumer Helpline)

Consumers from all over the country can access the toll-free number 1800-11-4000 or short code 14404 and seek telephonic counselling for problems that they face as consumers relating to various sectors. The service is available in English and Hindi. The project was sanctioned for Rs.4.50 crore in 2014 for a period of three years which was further expanded and extended up to 31.03.2018 with total project cost of Rs. 6.76 crore, out of which grant in aid of Rs.6.33 crore has been released so far.

Consumer can contact NCH through multiple modes like calling on toll-free numbers, by SMS, online, e-mail and letters by Post. It has partnered with about 370 “Convergence” companies for expeditious complaint resolution, as an alternate dispute redressal mechanism. A 3-tier approach of (a) providing a platform to escalate complaints to companies for redress and resolution, (b) if problem remains unresolved for a specified time frame, consumers are advised to approach regulatory authorities if existing in the sector and (c) As a last option, the consumer is advised by NCH to file case in consumer forum for complaint resolution. The Annual report of NCH is available on the website of NCH.

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.

(ii) Publishing Of Grahak Sathi Magazine By Consumer Education And Research Centre (CERC), Ahmedabad

The Department of Consumer Affairs 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 Grahak Sathi) for 5 years. Grant-in-aid of Rs.39.68 lakh for the project has been released so far. The target of circulation of 2500 copies in the 1st year and 3500 copies in the 2nd year has been achieved. In addition, 90000 e-copies are also in circulation. The objectives of the project are as under:-

- (a) Promote consumer education, by disseminating consumer information on a mass scale, and consumer research;



- (b) Collect and print successful cases of complaints redressed and consumer court decisions from all over India so that readers avoid similar mistakes and are motivated to take up action in their own district/state forums;
- (c) Provide a platform for all consumer bodies to spread information about themselves and their achievements to attract local complainants, It will be a magazine of all VCOs who can't have their own publication-a mouthpiece of the consumer movement in the country.

(iii) Study On Consumer Safety In India Project By 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 lakh out of which financial assistance of Rs.25.00 lakh will be provided by this Department in three instalments. Grant-in-aid of Rs. 17.50 lakh for the project has been released so far. Final report has been submitted by CUTS. The objectives of the project are as under:-

- (a) To enhance consumer safety in India and promote consumer interest contributing towards the national interest;
- (b) To recommend actionable steps to strengthen consumer safety in India;
- (c) To conduct comprehensive research on the state of consumers safety in selected sectors and come up with a research report on the 'State of the Consumer Safety'.

Major findings of the survey:

- Lack of infrastructure, manpower coupled with callous attitude of service providers as the major impediment towards effective implementation and monitoring of consumer safety rules and regulations across the sectors of Health, Housing, Amusement, Power and Transport Sectors.
- There is lack of initiative on the part of the implementing authorities. Their failure can be attributed to the police/licensing officials lacking the capability to be modern law enforcement agencies. Wide-ranging and in-depth reforms of enforcement officials are therefore necessary to ensure that laws are actually implemented and effective.
- For collective national interest, the regulatory and implementing agencies, the services providers and consumers should come together and ensure laws laid down are strictly

enforced. Where there are lacunae measures need to be taken to come up with new rules and action plan to ensure consumer safety across these sectors in India.

- One of the main reasons of poor implementation of safety-related measures is the lack of consumer awareness. Majority of consumers are not aware of the existence of such laws/rules. They are also not aware of their rights and in case of any problem they are not sure whom they should approach. This has been clearly established through the recent survey. The awareness campaigns for consumers and service providers should hence be intensified.

(iv) Study Current Consumer Protection System In India Project By IIM Kashipur & Shaping Tomorrow Consultants LLP

It is a project of IIM Kashipur & Shaping Tomorrow Consultants LLP for Conducting Study on Current Consumer Protection System in India at a cost of Rs. 98.4 lakh, out of which Rs. 88.56 lakh will be the Department's share, to be released in 3 instalments over a period of 12 months. An amount of Rs. 44.28 lakh has been released as 1st instalment. The primary objectives of the Project are as under:-

- a) Study and assess the activities and various important/major initiatives/schemes of the Department of Consumer Affairs and various agencies/attached or subordinate offices associated with the Department, with a view to identifying gaps in areas of Consumer Protection, Consumer Welfare, Legal Metrology, testing, standards, certification, etc. inter-alia, keeping in view the provisions of respective laws and to suggest measures to realize the potential envisaged in various legislations and suggest more effective implementation of laws and objectives.
- b) Study and analyse the changing nature of consumers, consumer duties/obligations, behaviour of neo-consumers, assessment of adequacy of present consumer laws to address these aspects, emerging international trends and likely future scenario with respect to consumer protection and identification of new areas for intervention, including those related to sustainable development goals.
- c) Study other relevant laws, including Companies Act, Competition Act as well as activities of other Departments of the Government aimed at addressing Consumer Grievances and empowering consumers for suggesting harmonized and coordinated functioning with the Department of Consumer Affairs. International practices in this



area may also be studied.

- d) Identify and suggest measures for outreach to provide awareness to consumers in rural and tribal areas.
- e) Suggest measures to realign the internal systems/processes in the Department so as to achieve the delivery of the above.

The following measures have been indicated in the draft report:

- A major Organisational Development (OD) initiative would significantly enhance the effectiveness of BIS, NTH and LM.
- Focus on the impact of digital/ disruptive technologies on markets/ consumers, along with use of Foresight Technologies, essential for creating effective consumer protection systems.
- Need for much more intensive/ extensive international cooperation.

(v) Empowering Rural Consumer Choice Through Information By Concert Trust, Tamil Nadu

It is a project of CONCERT Trust, Tamil Nadu, Chennai for “Empowering Rural Consumer Choice through Information” in Ten Districts of Tamil Nadu at a cost of Rs. 25.91 lakh for a period of one year in June 2016. An amount of Rs.16.8225 lakhs has been released as 1st instalment. The primary objective of the projects are as under:-

- To undertake Empowering Rural Consumer Choice through Information.
- To conduct thirty, one –day training camps – 3 in each of the ten Districts viz. Cuddalore, Thiruvavur, Coimbatore, Erode, Chennai, Kanchipuram, Tirunelveli, Kaniyakumari, Trichy and Karur to create awareness amongst rural consumers on how to choose right food, right drugs and right drinking water.

Under this project 30 training program in district of Tamil Nadu were conducted in which the participants were given power point presentation on Food Safety, Safe Drinking Water, Safe Quality Drug, Safe Cosmetic and Reading of Labels. Questions and doubts raised by participants were answered/clarified. Feedback by participants were obtained. Outcome of the programs were shared by the VCO with Media, Regulatory Authority and State Government.

3.3.2 COMPARATIVE TESTING OF PRODUCTS & SERVICES CONCERT, Chennai

In August, 2014, the project of Comparative Testing of 16 products and 4 services by CONCERT, Chennai at a cost of Rs.142.30 lacs (including 10% VCO's contribution) was approved,

out of which this Department's share of Rs. 128.07 lakh has been released as grant-in-aid to CONCERT. The objectives of the project are as under:-

- To provide a professional and unbiased evaluation of the products basic features and special claims.
- To highlight lack of safety features to vendors and the public.
- To develop “How to buy” guides which explains all the features clearly; profile of users needing such special features; and let the lay consumers make a learned decision on what suits them best; and whether they need to pay a premium for these features.
- Be a catalyst in raising the standard, quality and safety of the products.

The comparative testing of 16 products and 3 services has been completed. The testing has been got done by the VCO through NABL Accredited Laboratories. The test results have been shared with Regulatory Authorities, concerned State Governments and Media. The same have been disseminated through 'Consumer Digest' magazine and also the report has been linked with the website of Department of Consumer Affairs.

3.3.3 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 (NLSIU), 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 had 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 (OCMC)'. Grant-in-aid of Rs.1.00 crore has since been released. OCMC project has been extended for one year i.e. upto 31.08.2018 with project cost of Rs. 19.44 lakh The objectives of the project are as under:-

- a) To assist consumer redressal machinery in mediating such consumer complaints/appeals as the Fora/Commissions may deem fit to be referred to online mediation under the Consumer Protection Act;
- b) To enable consumers to directly avail the Centre's online mediation service in relation

- to their grievance, by the disputing parties mutually agreeing to negotiate/mediate through the online mediation process;
- c) To conduct certificate training programmes for mediators to be appointed by Consumer Redressal Fora, the Centre and for individual mediators for the purpose of mediation exclusively on consumer related disputes.
 - d) To put in more efforts to bring in more complaints for resolution through mediation by OCMC by way of interacting with State Commission and District Fora as well as the Companies.
- (ii) One time grant of Rs.1.00 crore was sanctioned and released in 2015 with an endowment grant of Rs.90.00 lakh and Rs.10.00 lakh 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 objectives of the project are as under:-
- a) To examine background of consumers who have used consumer forums, look at kinds of grievances, gender, age, occupation, income, caste, etc. of consumers, impact of engaging lawyers for filing consumer cases, study level of satisfaction, global practices, etc.;
 - b) To examine the efficacy of self-regulation and legal regulations to deal with the problem of misleading advertising, study the state of compliance with existing legal regime and study success/failure of complaints and prosecution, etc.;
 - c) To organize workshop, seminars and conferences;
 - d) To suggest new and pragmatic legal regime to deal with problems of e-commerce;
 - e) To study interface between Competition Law, IPR and Consumer Law: Critically examine the relation between the three branches of Competition Law.



(National Academy of Legal Studies and Research (NALSAR) University of Law, Hyderabad)

(iii) **Dr. Ambedkar Law University, Chennai** was sanctioned in June, 2011 an amount of Rs. 94.45 lakh to set up a Chair on Consumer Law and Jurisprudence over a period of five years from 2011 to 2016. An amount of Rs.34.00 lacs has been released so far. The objectives of the project are as under:-

- (a) To promote legal education and well being of the community in general.
- (b) 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;
- (c) To organize lectures, seminars, symposia and conferences;
- (d) To provide access to legal education of large segments of the population and in particular to the disadvantaged groups;
- (e) To promote acquisition of legal knowledge in rapidly developing and changing society and to continually offer opportunities for upgrading knowledge, training and skills in the context of innovation, research and discovery in all fields of human endeavours.



(Dr. Ambedkar Law University, Chennai)



- (vi) **Centre for Consumer Studies by IIPA:** - A grant of Rs.850.77 lakh spread over a period of five years was sanctioned to IIPA in 2007-08 for setting up Centre for Consumer Studies (CCS). Additional funds of Rs.137.55 lakh and Rs.35.00 lakh have also been sanctioned to CCS IIPA. The main objectives of the project are as under:-
- a) To sponsor research and evaluation studies in the field of consumer welfare;
 - b) To identify the practical problems faced by consumers;
 - c) To provide solution to the practical problems being faced by the consumers;
 - d) To have necessary inputs for formulation of policy/program/scheme for the protection and welfare of consumers;
 - e) To provide grants for publication of the results of research and evaluation studies and other related literature;
 - f) To sponsor Seminars/Workshops/Conferences, etc., on consumer related issues and to sanction grants for organizing such programs.

The project of Centre for Consumer Studies (CCS), at IIPA has now been extended beyond June, 2015 with financial support of Rs.15.00 crore for a period of 5 years. Out of this sanctioned amount, an amount of Rs.376 lakh has been released so far.

The Centre conducted 12 Capacity Building Programmes for various stakeholders, organized 4 workshops which included two workshops for the Members of the Panchayati Raj Institutions, Service Providers and Rural Development Officers in collaboration with the State Institute of Rural Development, organized 9 seminars on Consumer Protection and Consumer Welfare in collaboration with various institutions, organised Inter School Competition on Consumer Awareness, conducted Research Studies on (i) “Awareness of Fake Products in Rural Markets: A Framework for Consumer Protection” and (ii) Study on “Consumer Satisfaction and Grievance Redressal in e-Commerce”. 2 books and 4 Monographs were brought out.

3.4 PUBLICITY

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 Ministry of Corporate Affairs in electronic media.

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

(Publicity Through Doordarshan Chanel)

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	2013-14	75.00	71.00	68.07
2	2014-15	75.00	76.47	71.50
3	2015-16	75.00	80.00	71.30
4	2016-17	60.00	60.00	58.68
5	2017-18	62.00	62.00	56.50 (approx)* till 31.12.2017

* includes LOA of Rs 27 crore given to DAVP

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

3.4.1 PUBLICITY THROUGH DOORDARSHAN

Doordarshan (DD) has a significant geographic reach in the country. 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 and reaches out to population in different linguistic regions of the country.



(Publicity Through Doordarshan Chanel)

3.4.2 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 the medium which 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.

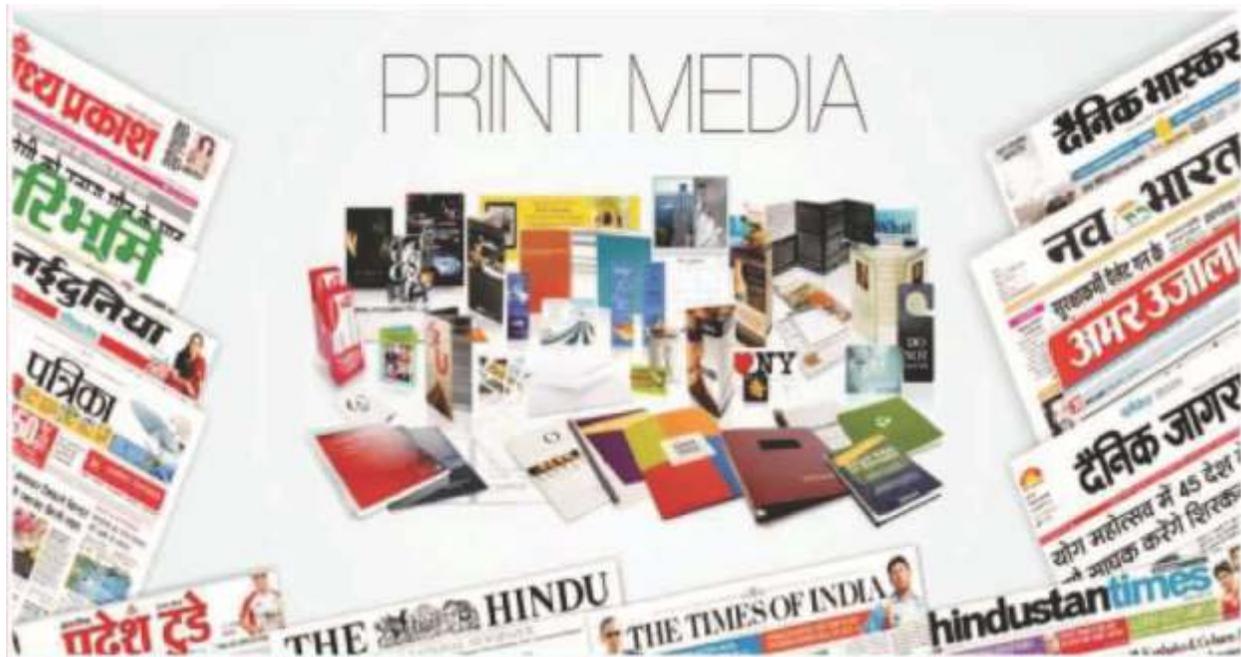


(Publicity Through All India Radio)

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'. This Department regularly uses audio spots during the hugely popular programme "Mann Ki Baat" of Prime Minister of India.

3.4.3 PUBLICITY THROUGH PRINT MEDIA USING NEWS PAPER 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.



(Publicity Through Print Media Using Newspaper Advertisements)

The print advertisements and Audio-visual spots for the electronic media have focused on subjects of interest to a wide cross-section of society. Some of these include:-

- Wishing women consumers on Women's Day.
- Service charge in restaurants and hotels which is voluntary for consumers.
- Impact of GST on MRP to ensure that benefit of lower GST is passed on to the consumers
- Education and awareness on quantity assurance through various provisions of Legal Metrology.
- Three-tier consumer dispute resolution mechanism.
- Information on how to file a complaint, where to file a complaint.
- National Consumer Help line.

3.4.4 PUBLICITY THROUGH ELECTRONIC MEDIUM:

The Department has promoted video spots on various consumer related issues such as the provisions of Consumer Protection Act, Grievance Redress system, MRP, ISI and Hall-Mark which are telecast through Doordarshan, Lok Sabh TV and other available platforms like Youtube, Twitter,etc



(Publicity Through Electronic Medium)

3.4.5 PUBLICITY IN NORTH EASTERN STATES:

The Doordarshan Kendras of North Eastern States ensure that the messages on Consumer Awareness reach out in the local languages. 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.



(Ambubachi Mela in Guwahati, Assam)

3.4.6 USE OF SPORTS AND OTHER SPECIAL EVENTS:

In order to reach maximum number of consumers, the Department has also telecast/broadcast video/audio spots containing consumer related information during sporting events like Under seventeen Football World Cup 2017, Federation of International Hockey (FIH) League, and special programmes of Independence Day, Mann Ki Baat, etc. where the audience's interest was maximum. Cricket being one of the sports having large number of listenership, audio campaign was

released through All India Radio during the following events:-

- i. ICC Champions Trophy
- ii. ICC Women's World Cup 2017
- iii. India-West Indies Cricket series
- iv. India-Sri Lanka Cricket series.

3.4.7 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 Airport (Hoarding/Unipole), Audio Advertisement at Bus Stations, Bridge Panel, Bus Queue Shelter, Bus Panels, Display Board (Railway Station), Gantries, LCD/LED/ Plasma TV Screen, Railway Train Panels, Metro Trains/stations are suitably utilized for the publicity campaign.

3.4.8 USE OF NEW MEDIA:

This year new medium like digital cinema has been utilized for consumer awareness campaign. In its effort to ensure consumer awareness for all, the Department had posted three contests on Mygov portal to crowdsource video clips, jingles and mascot designing in respect of “Jago Grahak Jago” campaign. The intention of crowdsourcing was to capture the imagination of young generation, while engaging them in the process.

3.4.9 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. The provision for grant in-aid/support to States/UTs has been one of the key components of the Consumer awareness scheme.

3.4.10 NEW INITIATIVES IN THE FIELD OF CONSUMER AWARENESS

In order to create awareness amongst the people living in rural and backward areas, this Department has decided to take part in important fairs/festivals of various States/UTs, in view of the fact that such fairs/festivals draw a large number of people from rural and backward areas. In line with the said decision, this year the Department participated in the Shravani Mela, Sonapur Mela, August Kranti Mela, Vaishali Mela, closing ceremony of 350th Prakashotsav in Bihar, Nagaur Mela in Rajasthan, Ambubachi Mela in Assam, where “Upbhokta Mandap” was set up for dissemination of information



on Consumer Rights and Responsibilities and other related information through flyers, Audio Visual medium and one to one interaction. This Department released a short film on the occasion of International Conference on Consumer Protection (26-27th October, 2017) where the Hon'ble Prime Minister spoke at length about consumer empowerment. An exhibition was also set up on the occasion a digital and design experience to the visitors and also to expose them to the various activities undertaken by Department of Consumer Affairs. Also, an exhibition exhibiting the creativity and imagination of school children in the form of paintings was set up in Vigyan Bhawan, New Delhi on the occasion of celebrating National Consumer Day 2017.



Department of Consumer Affairs
Ministry of Consumer Affairs,
Food and Public Distribution



**INVITES CREATIVE MINDS
to make...**



**for Creating Consumer Awareness
for 'Jago Grahak Jago' campaign**

dop/06/10/11/13/006/174

Mascot

A striking visual icon that can be instantly recognised as that of a smart, aware and alert consumer

- 1st Prize : Rs. 50,000
- 2nd Prize : Rs. 25,000
- 3rd Prize : Rs. 10,000

Jingle

3 to 5 minutes duration with catchy lyrics set to memorable music that takes the concept of consumer awareness further

- 1st Prize : Rs. 25,000
- 2nd Prize : Rs. 20,000
- 3rd Prize : Rs. 15,000

Video Clips

Maximum duration of 2 minutes, to be uploaded on Youtube, that enhances awareness of consumer rights and grievance redressal mechanisms

- 1st Prize : Rs. 50,000
- 2nd Prize : Rs. 30,000
- 3rd Prize : Rs. 20,000

SUBMISSION OF ENTRIES

- ❖ Entries are to be submitted to the **Creative Corner** section of  www.mygov.in
- ❖ **The Contest is open to all citizens of India upto the age of 28 years only**
- ❖ Terms & conditions and the technical parameters for submission of entries are given on MyGov and the Department's website www.consumeraffairs.nic.in
- ❖ The last date for submission of entries is **28.07.2017**
- ❖ The entries should be original work of participants and must not infringe the Intellectual Property Rights of any third party

For details, please visit www.mygov.in or www.consumeraffairs.nic.in



Department of Consumer Affairs
Ministry of Consumer Affairs,
Food and Public Distribution
Govt. of India, Krishi Bhawan, New Delhi-110001
Website : www.consumeraffairs.nic.in


@consaff
@jagograhakjago

National Consumer Helpline
1800-11-4000 or 14404 (Toll Free)
Online Complaints
www.consumerhelpline.gov.in



CHAPTER 4

4. CONSUMER PROTECTION

Consumer movement is a socio-economic movement which seeks to protect the rights of consumers in relation to the goods purchased and services availed. Government has been according high priority to better protect consumer interests. The Department of Consumer Affairs has initiated a number of steps to promote a responsible and responsive consumer movement in the country. Such measures include the use of multi-media campaign for promoting consumer awareness and encouraging consumers' involvement through efforts of Government and Non-Governmental Organizations and others.

4.1 THE MAIN OBJECTIVES OF THE CONSUMER PROTECTION PROGRAMME ARE:-

- a) To create suitable administrative and legal mechanisms which would be within the easy reach of consumers and to interact with both Government and non-Governmental Organizations to promote and protect the welfare of the consumers.
- b) To involve and motivate various sections of society including consumer organizations, women and youth to participate in the programme.
- c) 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 standards of goods and services and to seek redressal of their disputes in consumer fora, if required.
- d) To educate the consumers to be aware of their rights & social responsibilities.

4.2. THE CONSUMER PROTECTION ACT, 1986

One of the most important milestones in the area of consumer protection /consumer movement in the country has been the enactment of Consumer Protection Act, 1986. This Act was enacted to better protect the interests of consumers by creating a mechanism for dispute resolution exclusively for consumers. It is one of the most progressive and comprehensive piece of legislation creating an exclusive three-tier quasi-judicial consumer disputes redressal machinery at the National, State and District levels. As on 31.12.2017, 659 functional District Fora , 35 State Commissions and the National Commission have been established in the country.

4.3 SALIENT FEATURES OF THE ACT ARE AS UNDER:

- a) The Act enshrines six rights of consumers namely, Right to Safety; Right to be informed; Right to choose; Right to be heard; Right to seek redressal & Right to consumer education.
- b) The provisions of the Act are in addition to and not in derogation of the provisions of any other law for the time being in force.
- c) It is an umbrella legislation covering goods & services, but excluding transactions not involving consumers from the purview of the Act.
- d) A consumer can seek redressal against any manufacturer and trader of goods/service provider, so long as the goods purchased or services availed of was for a consideration.
- e) The Act provides for simple, inexpensive and timely redressal of consumer complaints.
- f) The provisions of the Act are not only compensatory in nature but also preventive and punitive in character.
- g) The Act provides for establishing a three-tier consumer dispute redressal machinery at the National, State and District levels commonly known as National Commission, State Commission and District Forum respectively.
- h) The Act also provides for setting up of Consumer Protection Councils at the Central, State, District level, which are advisory bodies to promote and protect the rights of the consumers.

4.4 CONSUMER PROTECTION BILL, 2018

With a view to modernize the legislation on consumer protection to keep pace with the changes in markets, to ensure fair, equitable and consistent outcomes for consumers and to enable swift executive intervention in the nature of class action both to prevent consumer detriment and to provide redress to a class of consumers, it was proposed to carry out comprehensive amendments to the existing Consumer Protection Act, 1986 by way of a fresh Bill and repealing of the existing Consumer Protection Act, 1986. The Consumer Protection Bill, 2015 was introduced in the Lok Sabha on 10th August, 2015 and the same was referred to Parliamentary Standing Committee, which recommended changes in certain provisions of the Bill. Based on the accepted recommendations of the Parliamentary Standing Committee, a fresh Bill, the Consumer Protection Bill, 2018, was introduced in the Lok Sabha on 5th January, 2018 and the Consumer Protection Bill, 2015 was withdrawn.



4.5 THE SALIENT FEATURES OF THE CONSUMER PROTECTION BILL, 2018 INCLUDE:

- (a) The establishment of an executive agency to be known as the Central Consumer Protection Authority (CCPA) to promote, protect and enforce the rights of consumers as a class. The CCPA will be the executive agency that will make interventions when necessary to prevent consumer detriment arising from unfair trade practices and to initiate class action including enforcing recall, refund and return of products.
- (b) A new chapter with provisions for “Product Liability” action for or on account of personal injury, death, or property damage caused by or resulting from any product has been added. The new chapter provides the basis for product liability action and the liability of a manufacturer and product service provider to a claimant.
- (c) A new chapter providing for “Mediation” as an Alternate Dispute Resolution (ADR) mechanism has been added. This is aimed at giving legislative basis to resolution of consumer disputes through mediation thus making the process less cumbersome, simple and quicker. This will be done under the aegis of the consumer commissions.
- (d) Several provider aimed at simplifying the consumer dispute adjudication process in the consumer fora are envisaged. These include, among others, enhancing the pecuniary jurisdiction of the Consumer Disputes Redressal Agencies, increasing minimum number of Members in the State Commissions to facilitate quick disposal of complaints, power to review their own orders by the State and District Commission, constitution of 'regional Benches of the National Commission and the State Commissions to facilitate quicker disposal of complaints, enabling provisions for consumers to file complaints electronically and file complaints in consumer commissions that have jurisdiction over the place of residence of the complainant, and deemed admissibility of complaints if the question of admissibility is not decided within the specified period of 21 days.

4.6 SCHEMES FOR STRENGTHENING CONSUMER PROTECTION

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



UMBRELLA SCHEMES



The Department of Consumer Affairs operates two umbrella Schemes :

- Consumer Protection
- Legal Metrology & Quality Assurance.
- Consumer protection Umbrella scheme has six schemes:-
 - Consumer Awareness (Advertising and Publicity)
 - Strengthening of Consumer Fora
 - CONFONET
 - Consumer Protection Cell
 - Integrated Consumer Grievance Redressal System
 - Strengthening of Price Monitoring cell



- Legal Metrology and Quality Assurance umbrella scheme has three schemes:
 - Strengthening of Legal Metrology Regulation and Enforcement includes :-
 - ❖ Strengthening of W&M Infrastructure in States/UTs
 - ❖ Strengthening of RRSLs including time dissemination
 - ❖ IILM Ranchi
 - Strengthening of National Test House (NTH)
 - Strengthening of Gold Hallmarking, Standard related Capacity Building and research and development work.
 - Besides, this department operates Price Stabilization Fund



4.6.1 STRENGTHENING CONSUMER FORA:-

The Central Government has been extending financial assistance to States/UTs for strengthening the infrastructure of consumer fora so that minimum level of facilities are made available at each

consumer forum, which are required for their effective functioning. Infrastructural facilities being provided under the scheme, include construction of new building of the consumer fora, carrying out addition/alteration/renovation of existing buildings and grant for acquiring non-building assets such as furniture, office equipment etc.



4.6.2 CONFONET:-

The scheme of 'Computerization and Computer Networking of Consumer Fora in the country, (CONFONET)' aims to digitalise the functioning of the Consumer Fora at all the three tiers throughout the country to enable access of information and quicker disposal of cases. The CONFONET project has provided an ICT solution for efficiency, transparency, systemizing of working and e-governance at the consumer fora for speedy delivery of information to the consumers. The registration of complaints, recording of proceedings, issue of notices, generation of cause lists, recording of judgments, record-keeping and generation of statistical reports etc. are carried out through the Case Monitoring application software. An online Case monitoring system has been developed and implemented by NIC to facilitate entry of consumer cases online in the consumer fora. Through the portal <http://confonet.nic.in>, consumers have easy access to accurate and dependable information regarding cause lists, judgments, case status and case history. Quick search facility using case number, complainant name, respondent name etc. and free text search for judgments is also available.

4.6.3 STATE CONSUMER HELPLINE:

Under this scheme, State Consumer Helplines are being set up by State Governments with the objective to encourage Alternate Consumer Grievance Redress mechanism at State level and help in resolving cases through Mediation. These State Helplines are being networked with the Nodal Portal set up at IIPA under the Centre for Consumer Studies. Under this scheme, State Governments are being provided onetime non-recurring grant for establishing the State Helpline and recurring grant for five years for smooth running of the State Consumer Helpline. It is the responsibility of State Government to run the Helpline later on.

4.7 OTHER INITIATIVES TOWARDS CONSUMER PROTECTION

(i) Inter-Ministerial Monitoring Committee (IMMC) on Misleading Advertisement: Ministry reconstituted IMMC on misleading advertising with the objective to monitor misleading advertisements and unfair trade practices, identify and recommend appropriate legislative measures and suggest on an on-going basis institutional measures for intervention.

(ii) Grievances Against Misleading Advertisements (Gama) Portal

To address the problem of misleading advertisements, the Department of Consumer Affairs has launched a dedicated web portal <http://gama.gov.in> to serve as a central registry for the complaints by consumers / citizens. Complaints on various misleading advertisements that are being aired through TV channels, Radio or published through Newspapers, handbills, wall writing etc. could be lodged through this portal. There are various regulators involved in the grievance redress system viz. DMI, FSSAI, Drugs Controller, IRDA, RBI, SEBI etc. Secretaries of Food & Civil Supplies / Consumer Affairs of the State Governments would be part of the grievance redress system. On registering a complaint, a unique complaint ID is generated. A dashboard is provided for complainant for status of complaint. Stakeholders are given user-id and password for logging into the system. Action taken on the complaints is posted in the system.

(iii) **National Consumer Helpline (NCH):** It is a project that operates under the Centre for Consumer Studies at Indian Institute of Public Administration. The Project recognizes the need of consumers for a Telephone Helpline to deal with multitude of problems arising in their day-to-day dealings with business and service providers.

NCH provides a **National Toll Free No-1800-11-4000**. SMS can also be sent to **+918130009809 (charges apply)** mentioning the name and city. A consumer can call to seek information, advice or guidance on the queries raised and file complaints. The complaints received on telephone Help-line,

online, emails, sms etc. are processed on the INGRAM portal which is equipped to perform backend operations.

4.8 ACHIEVEMENT DURING THE YEAR 2017-18:

- (i) The Consumer Protection Bill, 2018 was introduced in the Lok Sabha on 5th January, 2018.
- (ii) Guidelines on fair Trade practices related to charging of service charges from consumers by Hotels/Restaurants issued vide this Department's letter dated 21st April, 2017.
- (iii) 6 Zonal Consumer Helplines (ZCH) have been established. It operates as an extended arm of the NCH. The ZCH is networked with the NCH through a common platform/software and have access to data base of the NCH and will additionally develop their local database. It covers the entire country. The helplines have since been made functional from October, 2017 to cover all the states falling within their jurisdiction as under:-

Location of ZCH	States/UTs covered	Language support other than English and Hindi
Jaipur	J&K, Punjab, HP, Haryana, Rajasthan, Kashmiri, Punjabi and Chandigarh	Kashmiri, Punjabi and Dogri
Patna	U.P. , Uttarakhand, Bihar, Jharkhand	Santhali, Maithili, Nepali, Urdu
Bengaluru	A.P., Karnataka, Telangana, Kerala, Tamil Nadu, Puduchery, Lakshadweep	Kannada, Malayalam, Tamil, Telugu and Konkani
Kolkata	West Bengal, Odisha, MP, Chhatisgarh, A&N Islands	Bengali, Oriya
Guwahati	Assam, Meghalaya, Manipur, Tripura, Nagaland, Arunachal Pradesh, Sikkim Mizoram	Assamese, Bengali, Manipuri
Ahmedabad	Gujarat, Maharashtra, Goa, Daman & Diu, Dadra and Nagar Haveli	Gujarati, Marathi & Sindhi

Their primary objectives are to attend to the telephone calls from consumers and provide information to the callers and register their complaints in the INGRAM portal, to provide advice and

counseling to consumers for redressal of their grievances, handle the complaints received online through the INGRAM portal, emails, SMS etc., to assist/guide the consumers in registering their complaints in the appropriate consumer fora, to perform backend operations etc.

(iv) **Campaign for raising awareness about internet safety:** In the wake of the Government of India's mission to encourage the public to adopt the digital payment system, in the near future several crores of hitherto digitally non-literate consumers are going to use internet for the first time for buying various services and pay for the same. In order to protect the consumer on the online environment, a comprehensive one year campaign for raising awareness about internet safety amongst Indian consumers is being run in partnership with Google. The campaign will integrate the internet safety message into everyday tasks that Indian consumers undertake over internet - whether it be doing financial transactions, using emails, doing e-Commerce or simply surfing the internet for information, in collaboration with Government of India in the Jago Grahak Jago campaign.



The partnership will also extend to training of select VCOs, government officials and National Consumer Helpline counselors through a series of train the trainer's programmes who will further conduct mass training programmes. Awareness generation is also going to be through a knowledge



management portal which will be in the form of a micro site on the department website.

(v) Online Consumer Communities:

In association with the Local Circles, a social media platform, the Department has launched a platform 'Online Consumer Communities' for citizens to discuss and opine about Governance and daily life issues. With Local Circles, a citizen can get connected with their Government, City, Causes, Neighborhood, Interest needs and any other communities they are a part of. When citizens get connected and become communities, it leads to transparency, easy availability of trusted information, easier collective action to address common issues and an easier/better urban daily life. Using Local Circles, organizations can reach out to citizens and understand collective issues, challenges, solutions, opportunities, and pulse at macro or micro levels.

(vi) International Conference on Consumer Protection:

An international conference on consumer protection was held on 26-27 October, 2017, at New Delhi, in association with UNCTAD having participation from countries in the East, South and South-East Asia with the theme “Empowering Consumers in New Markets”. Hon'ble Prime Minister Shri Narendra Modi inaugurated the Conference. Around 1800 delegates including around 60 foreign delegates participated in the conference. The main issues discussed were United Nations Guidelines for Consumer Protection and their Implementation ;Stakeholder participation in Consumer Protection; Protection of Online consumers; Fostering consumer inclusion in Financial Services; Consumer Education and Empowerment; and Special Challenges in Protecting Vulnerable and Economically Disadvantaged Consumers. The Conference inter-alia drew conclusions such as comprehensive implementation of the United Nations Guidelines for Consumer Protection as a priority for Governments and stakeholders in ensuring more effective and better coordinated protection efforts in all countries and across all areas of Commerce; Protection of consumers' rights in the digital context as a key for a sustainable and inclusive development of e-commerce, which also needs to address cross-border cooperation and enforcement etc.



(National Consumer Day, 2017 celebration at Vigyan Bhawan, New Delhi)

(vii) National Consumer Day:

The Department of Consumer Affairs, Ministry of Consumer Affairs Food and Public Distribution, Government of India celebrated the National Consumer Day 2017 with the theme **Emerging digital market “ issues and challenges in the consumer protection”** on 22 December, 2017 in Vigyan Bhavan, New Delhi. The Programme was presided over by Shri Ram Vilas Paswan, Hon'ble Union Minister of Consumer Affairs, Food and Public Distribution. Hon'ble Justice D.K. Jain, President, National Consumer Disputes Redressal Commission (NCDRC), New Delhi and Shri C.R.Chaudhary, Hon'ble Minister of State for Consumer Affairs, Food & Public Distribution graced the occasion and addressed the participants on the theme. Shri Pawan Duggal, Advocate and Secretary (CA) was among the other speakers.



(National Consumer Day, 2017 celebration at Vigyan Bhawan, New Delhi)

4.9 SWACHHTA ACTION PLAN

Under the Swachhta Mission, this Department has initiated two schemes, namely, (i) Clean Consumer Fora and (ii) Clean Market.

Under the scheme “Clean Consumer Fora” financial assistance @ Rs 25,000/- per toilet is being provided for construction of three toilets – one for men, one for women and one for Disabled- in District Fora. During the financial year 2017-18, a grant of Rs 2.23 crore has been released for construction of 896 toilets in the District Consumer Redressal Fora in the country.



(OATH ON SWACHHTA ACTION)

The other scheme is “clean market” under which financial assistance @ Rs 15,000/- per month will be provided to the Voluntary Consumer Organisations (VCOs), which will identify a market place for carrying Swachhta related activities.



(SENIOR OFFICER IN SWACHHATA ABHIYAN)

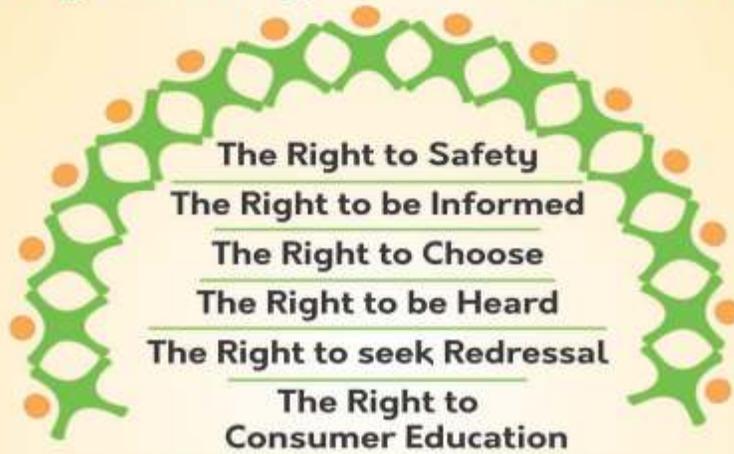
The Department observed Swachhta Pakhwada during 16-28 February, 2018. The Pakhwada commenced on 16th February with administering of Swachhta Pledge by Secretary, Consumer Affairs. During the Pakhwada, various Swachhta related activities were undertaken such as cleanliness drive in the sections, Nukkad Natak on Swachhta, publicity campaign on Swachhta. The field organisations under the Department- BIS and NTH were asked to adopt schools and bastis for carrying out Swachhta related activities.



(Nukkad Natak on Swachhta Pakhwara)



Assert your Rights as a Consumer...



but also act Responsibly !



Paper, Plastic & Cardboard Packaging



Do not litter the streets



Household Garbage into Wet & Dry Categories



Keep your surroundings clean



Leaves, waste flowers, tree branches



एक कदम स्वच्छता की ओर

**Celebrate the
Department of Consumer Affairs'
Swachhata Pakhwada**

16th Feb – 28th Feb, 2018



Department of Consumer Affairs

Ministry of Consumer Affairs, Food and Public Distribution
Govt. of India, Krishi Bhawan, New Delhi -110001
www.consumeraffairs.nic.in

@consaff | @jagograhaakjago



CHAPTER 5

5 CONSUMER GRIEVANCE REDRESS

5.1 Consumer Fora

Under the Consumer Protection Act, 1986, a three-tier quasi-judicial mechanism has been set up 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; 35 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 lakh and up to Rs.1.00 crore and with appellate jurisdiction over the District Fora and 679 District Consumer Disputes Redressal Fora (District Forum) with territorial jurisdiction over the district and pecuniary jurisdiction up to Rs.20.00 lakh.

As per the latest reports made available by the National Commission, the average % disposal of cases in all three levels of Consumer Fora in the country is an impressive 91.32%. The total number of cases filed and disposed of in the National Commission, State Commissions and District Fora, as on 29.01.2018, since inception, are given below: -

Sl. No.	Name of Agency	Cases filed since inception	Cases disposed of since inception	Cases Pending	% of total Disposal
1	National Commission	117430	100419	17011	85.51%
2	State Commissions	757887	649606	108281	85.71%
3	District Forums	4062476	3759249	303227	92.54%
	TOTAL	4937793	4509274	428519	91.32%

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

The Central Government has been extending financial assistance to States/UTs for strengthening the infrastructure of consumer fora so that minimum level of facilities are made available at each consumer forum, which are required for their effective functioning. Infrastructural facilities being provided under the scheme, include construction of new building of the consumer fora, carrying out addition/alteration/renovation of existing buildings and grant for acquiring non-building assets such as furniture, office equipment etc. The scheme of 'Computerization and Computer Networking of Consumer Fora in the country (CONFONET)'. aims to digitalise the functioning of the Consumer Fora at all the three tiers throughout the country to enable access of information and quicker disposal of cases. The CONFONET project has provided an ICT solution for efficiency, transparency, systemizing of working and e-governance at the consumer fora for speedy delivery of information to the consumers. The registration of complaints, recording of proceedings, issue of notices, generation of cause lists, recording of judgments, record-keeping and generation of statistical reports etc. are carried out through the Case Monitoring application software. An online case monitoring system has been developed to facilitate entry of consumer cases online in the consumer fora. Through the portal <http://confonet.nic.in>, consumers have easy access to accurate and dependable information regarding cause lists, judgments, case status and case history. Quick search facility using case number, complainant name, respondent name etc. and free text search for judgments is also available.

5.2 National Consumer Helpline

National Consumer Helpline (NCH) is a project that operates under the Centre for Consumer Studies at Indian Institute of Public Administration. It was set up in 2004 and has customized software which is server based in IIPA for receiving calls and answering through one PRI line. The Project recognizes the need of consumers for a Telephone Helpline to deal with multitude of problems arising in their day-to-day dealings with business and service providers.

Its primary objective is to attend to the telephone calls from consumers and provide information to the callers and register their complaints in the INGRAM portal, to provide advice and counseling to consumers for redressal of their grievances, handle the complaints received online through the INGRAM portal, emails, sms etc., to assist/guide the consumers in registering their complaints in the appropriate consumer fora, to perform backend operations etc. National Consumer Helpline(NCH) is the core of the Consumer grievance redressal mechanism. It does not work as Call



Centre alone. It has partnered with 373 companies that respond online to resolve complaints. This is called convergence mechanism. It also pursues the complaints with the convergence companies, takes feedback from the complainants, does research and analysis of the complaint.

NCH provides a **National Toll Free No-1800-11-4000**. SMS can also be sent to **+918130009809 (charges apply)** mentioning the name and city. A consumer can call to seek information, advice or guidance for his queries and complaints.

5.3 INGRAM

The INGRAM (<http://consumerhelpline.gov.in>) integrates all existing mechanisms of consumer complaint and redressal mechanisms to a single IT enabled platform (with common software) and drawing up clear boundaries to the nature of work and responsibility. A common software has been developed for the use of all the stake holders and hosted in a web portal that could be accessed 24 x 7 by all. Each stakeholder is given userid and password and have a common screen to lodge grievances of consumers. Also, a single toll-free number 1800-11-4000 and a short code 14404 has been obtained for consumers to call. Calls terminate at originating Zonal Consumer Helplines by establishing appropriate mechanisms by BSNL / MTNL. There are options for answering calls in English, Hindi and Regional Languages. The English / Hindi assistance is provided by the National Helpline set up at IIPA, New Delhi where as the Zonal Helplines (6 Zones) have the facility to assist in regional languages. In addition mobile device based App has been developed for the project. The web portal also has webchat facility to assist consumers.

Manual operations happening in the grievance redressal process have been automated through online software application. More than 350 private companies and 28 Government Departments have been tied up to address grievances pertaining to them and grievances pertaining to them are transferred to them automatically. This system makes the distribution process highly transparent and complainant can track his/her complaint for status on real-time basis.

The software has been developed in the open source environment, platform independent and operates on all platforms such as Linux, Microsoft windows, etc. The portal is responsive model and can be easily operated on mobiles and various devices having no requirement for specific screen resolution.

Salient Features

- A login facility available for enabling only authorized access to the system.
- Lodging of consumer grievances process is available online 24 x 7 for internet users

- The portal has a knowledgebase for consumers which provides information and awareness material pertaining to various sectors like Fast Moving Consumer Goods, Health, Transport, e-commerce etc.
- The portal has information on Standards pertaining to important consumer products.
- Any aggrieved consumer will be able to register his / her grievance by either calling the toll free number 1800-11-4000 or 14404 (short number) to talk to an agent or register himself once in the portal.
- Status of lodged grievances are transparent and can be viewed at all hierarchies and also by the complainant.
- The portal provides links to various grievance redressal portals pertaining to different sectors that are available for consumers
- The portal also has various awareness material for consumers such as information on various consumer dispute redressal commissions.
- New / Transfer process of grievances to companies have been made simpler.
- Convergence Company tie up process has been put in place for quick redressal
- Separate modules built for supervisors of call centers for monitoring and generation of reports.

5.4 The NCH Approach:

NCH advises, guides and handholds the aggrieved consumer and makes efforts to get his complaint resolved. NCH advice depends on the stage exhausted by complainant and the resolution expected by him in these 3 steps

- ✧ First Tier : Provides a platform to escalate complaints to companies for redress and resolution Prime Minister's Awards for Excellence in Public Administration National Consumer Helpline 08th January 2018 Page 3 of 7
- ✧ Second Tier: If problem remains unsolved for a specified time frame, consumer advised to approach regulatory authorities existing in the sector.
- ✧ Third Tier: As last option, consumer advised to file case in consumer forum.

Every docket registered on the portal INGRAM is attended to by a counselor at NCH. Complaints for companies who are the Convergence partner of NCH have automatic access to their customer complaints on real time basis on the portal itself, and the response can be uploaded by the

company directly on the portal, which can be viewed by the complainant, NCH and the company. All complaints which are responded are then disposed by NCH with further advice. For companies who have not yet partnered with NCH (non convergence companies) an e-mail id of the company is searched from the public domain and Registrar of companies (of the Ministry of Corporate affairs) and complaint is e-mailed to the company by NCH. Responses received from companies on the complaints sent to them are updated by NCH, and the complaint is disposed with further advise to complainant, depending on the sector to which the complaint pertains. The Dept of Consumer Affairs also forwards complaints received on the CPGRAMS (www.pgportal.gov.in) to NCH. These complaints are uploaded on INGRAM and are handled like the other INGRAM complaints.

As NCH has access to an average of 35000 complaint and enquiry dockets every month, there is a large amount of data collated. This is subjected to Data mining and Big Data Analytics for prismatic and stratified information – routine or exceptional. This essentially creates a 'feedback loop', where consumer complaints data helps in identifying 'hotspots' of consumer grievances All such areas of consumer interface where grievance arises is highlighted to various Departments, and forms the basis of modifying regulation and supervision framing/amending subordinate legislation to reduce areas of friction for consumers.

5.5 Outcomes: Impact/ benefits resulting from the initiative

- ✧ Complaint filing system is available to consumers, 24x7. It is convenient and cost effective. Consumer can contact NCH through multiple modes like calling on the toll free numbers, by sms, online, e-mail, and letters by post.
- ✧ More than 5 lac complaints and enquiries have been registered on the portal from its inception in 2004-05 till Dec 2017.
- ✧ The alternate dispute resolution under 'Convergence' provides for a Prime Minister's Awards for Excellence in Public Administration National Consumer Helpline 08th January 2018 Page 4 of 7 pre-litigation mechanism for consumers, and has reduced the burden on Consumer fora
- ✧ Helps in policy formulation relating to consumer welfare : Analysis of consumer complaints data makes it possible to identify 'hotspots of consumer grievances which forms the basis of modifying regulations and amending subordinate legislation to reduce areas of friction for consumers.
- ✧ Consumer education & empowerment: NCH publishes a fortnightly e-newsletter “Consumer Velocity”, containing pro consumer information. The team members enact Nukkad Nataks and participate in community radio programmes and melas to give pre and post purchase

advice in addition to information on grievance redressal. Literature on smart consumer tips and promotional materials are distributed to all visitors.

- ÿ As per the latest reports made available by the National Commission (31.12.2017), the average %age disposal of cases in all three levels of Consumers Fora in the country is an impressive 91.23%.

**INFORMATION REGARDING FUNCTIONAL/NON-FUNCTIONAL
(STATE COMMISSIONS/DISTRICT FORUMS)**

Sl. No.	States	Whether SC Functional or Non-functional	No. of District Fora	Functional	Non-functional	As on
1	Andhra Pradesh	Yes	17	17	0	30.09.2017
2	A & N Islands	Yes	1	1	0	30.06.2015
3	Arunachal Pradesh	Yes	18	18	0	30.06.2017
4	Assam	Yes	23	21	2	30.09.2017
5	Bihar	Yes	38	33	5	30.06.2014
6	Chandigarh	Yes	23	21	2	30.09.2017
7	Chattisgarh	Yes	27	20	7	30.09.2017
8	Daman & Diu	Yes	2	2	0	31.03.2011
9	Dadra & Nagar Haveli	Yes	1	1	0	31.03.2011
10	Delhi	Yes	11	10	1	30.06.2017
11	Goa	Yes	2	2	0	30.09.2017
12	Gujrat	Yes	38	38	0	31.12.2016
13	Haryana	Yes	21	21	0	30.09.2017

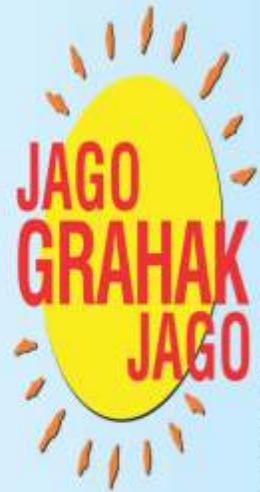
14	Himachal Pradesh	Yes	12	8	4	30.09.2017
15	Jammu & Kashmir	Yes	2	2	0	30.06.2014
16	Jharkhand	Yes	24	24	0	30.06.2017
17	Karnataka	Yes	31	31	0	30.09.2017
18	Kerala	Yes	14	14	0	30.09.2015
19	Lakshadweep	Yes	1	1	0	30.09.2017
20	Madhya Pradesh	Yes	51	51	0	30.09.2017
21	Maharashtra	Yes	40	40	0	31.12.2015
22	Manipur	Yes	9	4	5	31.12.2015
23	Meghalaya	Yes	11	7	4	31.03.2015
24	Mizoram	Yes	8	8	0	30.06.2015
25	Nagaland	Yes	11	11	0	30.09.2015
26	Orissa	Yes	31	31	0	31.03.2015
27	Pondicherry	Yes	1	1	0	30.09.2017
28	Punjab	Yes	20	20	0	30.09.2017
29	Rajasthan	Yes	37	37	0	30.09.2017
30	Sikkim	Yes	4	4	0	31.03.2015
31	Tamil Nadu	Yes	31	31	0	30.06.2017
32	Telangana	Yes	12	12	0	30.09.2017
33	Tripura	Yes	4	4	0	30.09.2017
34	Uttar Pradesh	Yes	79	79	0	30.09.2017
35	Uttarakhand	Yes	13	11	2	30.11.2017
36	West Bengal	Yes	23	23	0	30.09.2017
	TOTAL		691	659	32	



Dear Consumers, Service Charges collected by hotels/restaurants are voluntary.

Service Charge is a tip. You should be the person to decide how much to pay or not to pay depending on your satisfaction with the service.

If a hotel / restaurant forces you to pay a pre determined service charge or insists that your entry depends on your agreement to pay, **you can register a complaint with the consumer forum for redressal.**



For any guidance, contact National Consumer Helpline

Consumer Mobile App for Consumers

Department of Consumer Affairs
Ministry of Consumer Affairs, Food and Public Distribution
Government of India, Krishi Bhawan, New Delhi-110001
www.consumeraffairs.nic.in
@consaff | @jagograhakjago

National Consumer Helpline :
1800-11-4000
or **14404**
(Toll Free)

Online Complaints : www.consumerhelpline.gov.in

davp 08.10.17/3/0002/1718



CHAPTER 6

6. CONSUMER COOPERATIVES

- The National Cooperative Consumers' Federation of India Ltd.,(NCCF), New Delhi is the national level consumer cooperative society having the entire country as its area of operation. It was registered in October, 1965 and is functioning under the Multi-State Cooperative Societies Act, 2002. As on 31.03.2017, NCCF has 148 members, which includes the Government of India, three national level cooperative organization, namely the National Cooperative Union of India (NCUI), National Cooperative Development Corporation (NCDC), and the National Agriculture Cooperative Marketing Federation of India (NAFED).
- The total paid-up share capital of NCCF as on 31.03.2017 was Rs. 14.49 Crores, out of which Government of India has contributed Rs 9.48 Crore (i.e 65.42%).Head Office of NCCF is at New Delhi with 29 branches located in various parts of the country. It has an industrial unit located at Bhiwani (Haryana) and an industrial plot at Mohali.
- The Sales Turnover achieved by the NCCF during the year 2016-17 was Rs 791.92 crore as against Rs 778.67 crore during the year 2015-16. The bulk of the sales related to supply of grocery and general merchandise items
- The turnover of NCCF and its profitability during the last three years is as under:-

<u>Category</u>	(Rs. in Crore)		
	2015-16 (Audited)	2016-17 (Audited)	2017-18 (Provisional upto Nov 17)
Sales	778.67	791.92	503.66
Gross Margin	18.00	17.73	9.98
Other Receipts	11.64	9.47	4.62
Net Profit/(Loss)	(1.30)	7.70	2.72



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 7

7. QUALITY ASSURANCE AND STANDARDS

7.1 GENERAL

The Bureau of Indian Standards (BIS) was set up as a statutory organization under the Bureau of Indian Standards Act, 1986 by 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 5 regional offices, 33 branch offices and 8 laboratories.

BIS Act 2016 was came into force with effect from 12 October 2017, subsequently Governing Council was reconstituted and its first meeting was held on 22 November 2017.



First meeting of Governing Council of BIS held on 22 November 2017

The mandate of BIS is to formulate standards that promote quality of goods and services. The Bureau provides technical support to industries and services sector by way of updated standards, developing new standards in emerging areas, and providing certification of goods and services for ensuring quality and safety. The performance of BIS and its principal activities are indicated below:

7.2 STANDARDS FORMULATION

BIS formulates need-based Indian Standards in line with National priorities. It also

harmonizes National standards with International standards in order to facilitate adoption of International standards by industry and thereby facilitating trade. Upto December, 2017, 5206 Indian Standards have been harmonized with International Standards, which is more than 81% of standards where corresponding ISO/IEC Standards exist. Existing Indian Standards are reviewed, once in five years. During April – December 2017, 491 Standards (new and revised) were formulated. Also a total number of 1519 Standards were reviewed. The total number of standards in force, as on December 2017 was 19145.

International Participation:

BIS, in its capacity as the National Standards Body of India, represents India in International Organization for Standardization (ISO) and through the Indian National Committee of IEC in International Electrotechnical Commission (IEC). It is actively involved in development of International Standards in its capacity as Participating (P) member or Observer (O) member on various Technical Committees and Sub-Committees and nominating technical experts on various Working Groups of these organizations. BIS also participates in various policy-making committees of these international standards bodies and holds the secretariat of some of the ISO Committees dealing with subjects that are of interest to India. BIS (India) assumed the responsibilities of Secretariat of ISO ISO/IEC JTC 1/SC 7 Software and Systems Engineering in October 2017. As on December 2017, BIS is member of ISO Council and IEC Standardization Management Board (SMB), Participating (P) member in the three Policy Development Committees (CASCO, COPOLCO and DEVCO) of ISO, 436 Technical Committees/Subcommittees of ISO and 87 Technical Committees/Subcommittees of IEC, and an O-member in 217 Technical Committees/Subcommittees of ISO and 73 Technical Committees/Subcommittees of IEC. India was re-elected as Member of IEC SMB for the term 2018-2020.

Indian delegation participated in the ISO General Assembly and related meetings held during 18-22 September, 2017 at Berlin, Germany; and IEC General Meetings 2017 held during 9-13 October 2017 at Vladivostok, Russia.

BIS (India) hosted the following international meetings during April – November 2017:

- 7th meeting of South Asian Regional Standards Organization (SARSO) Sectoral Technical Committee on Food and Agricultural Products during 4-5 October 2017 at NITS, Noida
- 31st Plenary Meeting of ISO/TC 113 'Hydrometry' and its subcommittees during 8-13 October 2017 at NITS, Noida
- 28th Plenary & WG Meetings of ISO/TC 178 'Lifts, escalators and moving walks

'during 9-13 October 2017 at India Habitat Centre, New Delhi

- Plenary meeting of ISO/TC 113 'Hydrometry' and its subcommittees along with their Working Groups during 8-13 October 2017 at NITS, Noida
- Plenary Meeting of IEC/TC 122 'Ultra-High Voltage (UHV) AC Transmission' along with its working groups during 6-8 November 2017 at POWERGRID, Gurgaon
- Plenary Meeting of ISO/IEC JTC 1/SC 41 'Internet of things and related technologies' along with its working groups during 13-17 November 2017 at India Habitat Centre, New Delhi

BIS launched a Young Standardisers Programme through a workshop held on 21 April 2017 at BIS, New Delhi. The objective of the programme is to help young professionals to appreciate the importance of standards and encourage them to participate in standardization work.

Bilateral and Regional Collaboration Programmes:

BIS is also actively involved in Regional and Bilateral Cooperation Programmes pertaining to standardization, testing, certification, training etc. Presently, BIS has 29 MoUs and 7 Bilateral Cooperation Agreements (BCAs) signed with National Standards Bodies of other countries. During this period, a BCA was signed with The Nepal Bureau of Standards and Metrology (NBSM).

BIS has also been playing an active role in formulation and implementation of regional standardization activities under the SARSO and Pacific Area Standards Congress (PASC). DG BIS was elected as the Chairperson of SARSO Governing Board in the 5th Meeting of SARSO GB held on 28 February to 1 March 2017 at Dhaka, Bangladesh. BIS hosted the 7th meeting of SARSO Sectoral Technical Committee on Food and Agricultural Products during 4-5 October 2017 at NITS, Noida.



(IEC TC 122 Meeting held on 6-8 November 2017 at POWERGRID, Gurgaon)



SARSO meeting held on 4-5 October 2017 at NITS, Noida

7.3 PRODUCT CERTIFICATION

(i) Certification of Domestic Products

BIS operates a Product Certification Scheme under the Bureau of Indian Standards Act, 2016 and the Rules there under and BIS Certification Regulations 1988. Presence of Standard Mark (popularly known as ISI mark) on a product indicates its conformity to the relevant Indian Standard. Before granting license to any manufacturer, BIS ascertains the availability of required infrastructure and capability of the manufacturer to produce and test the product conforming to the relevant Indian Standard. Samples drawn from the production line as well as from the market are tested in BIS laboratories/recognized independent laboratories to ensure conformance of the product to the relevant Indian Standard. BIS also conducts surveillance visits to ensure conformance of licensees' products to the relevant Indian Standard. The certification scheme is voluntary in nature, except for 115 product standards that have been made mandatory by the Central Government on considerations of health and safety of the consumer.

During April - December 2017, 2769 new licences were granted, which include 17 products covered for the first time under the scheme. The total number of Indian Standards which have been covered under BIS Certification Marks Scheme are 963. The total number of operative licences as on 31 March 2017 was 33230 which increased to 34016 by December 2017.



(ii) Foreign Manufacturers Certification Scheme (FMCS)

BIS has been operating separate Scheme for foreign manufacturers. Under this Scheme, foreign manufacturers can seek certification from BIS for use of BIS Standard Mark on their product(s). During 2017-18 (upto December 2017), 133 licences have been issued under FMCS, taking the total number of operative licences to 795 for 85 Indian Standards. The licences granted cover various products such as steel & steel products; cement; PVC insulated cables; tyres & tubes for automobile vehicles; plastic feeding bottles; switchgear products; plugs & socket-outlets and switches; HDPE & UPVC Pipes; infant formula; AC static energy meters etc. from around 50 countries across the world.

(iii) Registration Scheme for Self-Declaration of Conformity (S-DoC)

The Ministry of Electronics and Information Technology (MeitY), then known as Department of Electronics & Information Technology (DeitY), in consultation with BIS, notified '**Electronics and Information Technology Goods (Requirements for Compulsory Registration) Order, 2012**' on 3rd October 2012 mandating Compulsory Registration from BIS for 15 Electronics and Information Technology products based on its safety compliance to Indian Standards.

A second Order was notified on 13th November 2014, bringing 15 more electronics and Information Technology products under the ambit of the Scheme. Indian Language Support for Mobile Phones was mandated by MeitY vide notification dated 24 October 2016.

Scope of two existing products was expanded and 11 new products were added under the scheme by MeitY vide notification dated 23rd August 2017. The Compulsory Registration Scheme is being operated by BIS.

The introduction of this Scheme is an alternative mechanism to the Compulsory Certification to facilitate growth of fast growing sectors like IT and protect consumers from spurious and substandard products manufactured in India or abroad.

The Scheme envisages that no person shall manufacture or import or sell or distribute goods which do not conform to the Specified Standards and do not bear the Standard Mark along with the Registration number. BIS has been granting registration for self declaration of conformity for these items to manufacturers, located either in India or abroad.

The major products under the Scheme are:

- LED fixtures, lamps, drivers, Flood Lights, Hand lamps, and Lighting Chains

- Recessed LED Luminaries, LED Luminaires for Road and Street lighting, Luminaires for Emergency Lighting
- Mobile phones, portable power banks, smart watches
- Rechargeable cells/batteries
- UPS and invertors of capacity 10 kVA and below
- Microwave ovens
- Plasma/LCD/LED TVs/Visual display units/monitors
- Adapters for IT, AV, electronic products and household and similar electrical appliances
- Point-of-sale terminals, ADP machine
- Laptop/notebook/tablet
- Printers and plotters, photocopiers, scanners
- Set top box
- CCTV Cameras/CCTV Recorders
- USB driven Barcode readers, barcode scanners, Iris scanners, Optical fingerprint scanners

The first Registration was granted by BIS on 12 June 2013. As on December 2017, BIS has granted 10776 registrations to manufacturers in various countries.

(iv) Hallmarking Scheme of Gold/Silver Jewellery

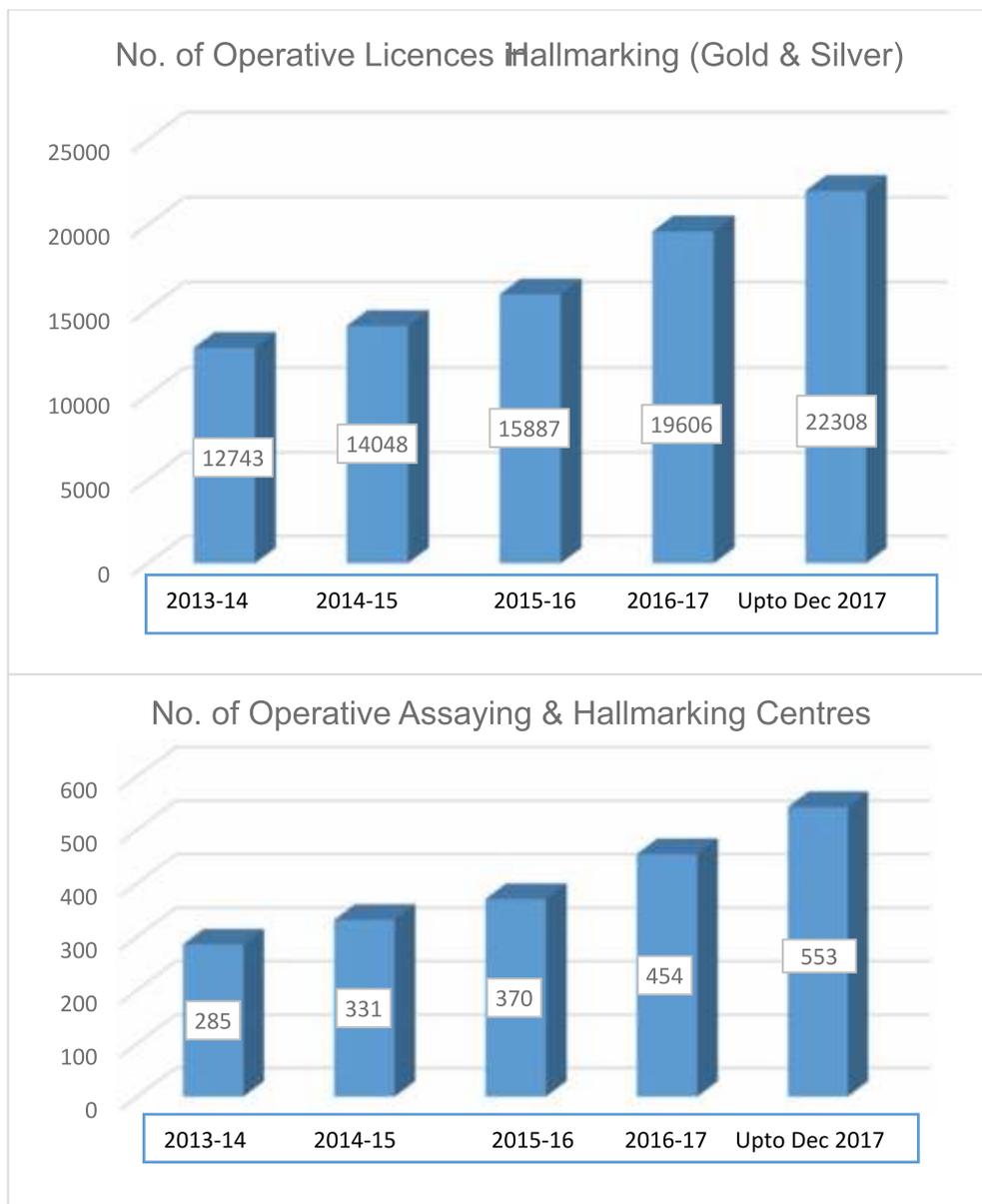
(a) Hallmarking of gold/silver jewellery/artefact

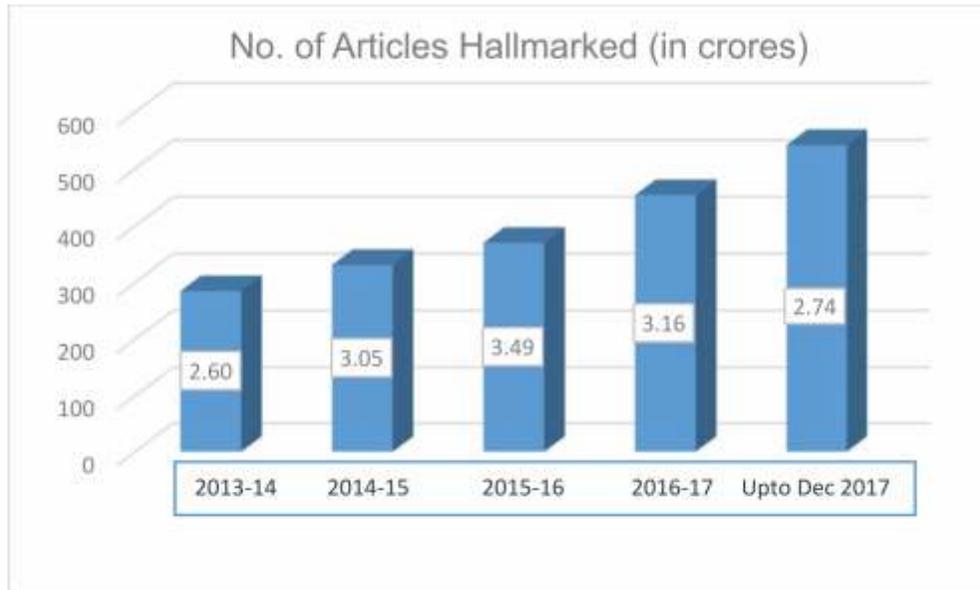
Hallmarking of gold jewellery was started by BIS in April 2000 to provide third party assurance to consumers on the purity of gold jewellery or its fineness. The scheme for Hallmarking of silver jewellery/ artefacts was launched in October 2005. Under the Scheme, while the jewellers are granted licence to sell hallmarked jewellery, Assaying & Hallmarking centres are recognized to assay



the purity of the jewellery submitted by the licensed jeweller, along with declaration of purity and to apply hallmark on such jewellery which is found conforming to relevant Indian Standard including declared fineness.

During the period April 2017 – December 2017, number of hallmarking licence have grown from 19606 to 22308 while the number of BIS recognized Assaying and Hallmarking centres have increased from 454 to 553. During the same period 2.74 crore articles of gold and silver jewellery/ artefacts have been hallmarked.





(b) Hallmarking of Gold Bullion

Hallmarking of gold Bullion in the fineness of 999 & 995 as per IS 1417: 2016 was started in October 2015. Under this scheme the licence is granted to refineries/mint which carry out refining of gold by electrolytic or aquaregia process and have laboratory with complete test facility and accredited by National Accreditation Board for Testing and Calibration Laboratories (NABL).

So far 10 licences have been granted to refineries/ India Government Mint for Gold bullion and coin as on 31 March 2017.

(c) Gold Monetization Scheme

Govt. of India has launched Gold Monetization Scheme on 5th November 2015. BIS has played an important role in finalization and implementation of the Gold Monetization Scheme in association with Department of Economic Affairs and Reserve Bank of India. Under the scheme Assaying & Hallmarking (A&H) Centres recognized by BIS have been qualified to act as Collection and Purity Testing Centres (CPTC).

So far 48 A&H centres and one Jeweller have been qualified to act as CPTC. The gold collected by CPTCs is to be refined by refineries licensed by BIS.

(d) Promotion of Hallmarking

To promote hallmarking in the country for effective consumer protection in gold jewellery



trade, awareness programmes for jewellers are organized by BIS through its various Regional and Branch offices across the country. During the year, 24 such jewellers' awareness programmes were organized.

(e) Plan Scheme

BIS has been implementing the scheme for setting up of gold Assaying and Hallmarking (A&H) centres in India with central assistance. The components of the scheme are indicated below:

- a) Infrastructure building- Setting up of Assaying & Hallmarking (A&H) Centres
- b) Capacity building
 - i) Training of artisans
 - ii) Training of Trainers (BIS auditors)
 - iii) Training of personnel of A&H Centres

Under the Plan Scheme for Hallmarking, during this period, for infrastructural building assistance, is being provided to three Assaying & Hallmarking centres at locations of Ranchi, Dhanbad and Agartala. Under the capacity building, five programmes have been organized for training of artisans, four programmes have been organized for Assaying & Hallmarking personnel Training and one programme for training of BIS officers was organised.

7.4 MANAGEMENT SYSTEMS CERTIFICATION

BIS operates the following Management Systems Certification services as per the corresponding standards:

1. Quality Management System (QMS) Certification Scheme as per IS/ISO 9001:2008 and IS/ISO 9001:2015
2. Environmental Management System (EMS) Certification Scheme as per IS/ISO 14001:2004 and IS/ISO 14001:2015
3. Occupational Health and Safety Management System (OHSMS) Certification Scheme as per IS 18001:2007
4. Hazards Analysis and Critical Control Point (HACCP) Scheme as per IS 15000:2013
5. Food Safety Management System (FSMS) Certification Scheme as per IS/ISO 22000:2005

6. Service Quality Management System (SQMS) Certification Scheme as per IS 15700:2005
7. Energy Management System (EnMS) Certification Scheme as per IS/ISO 50001:2011
8. Medical Devices Quality Management Systems (MDMS) Certification Scheme as per IS/ISO 13485:2003
9. Social Accountability Management Systems (SAMS) as per IS 16001:2012.

The Management Systems Certification Services are operated in accordance with ISO/IEC 17021-1:2015 ISO/IEC 17021 Conformity assessment -- Requirements for bodies providing audit and certification of management systems. - Requirements.

The Quality Management Systems Certification Scheme and the Environmental Management Systems Certification Scheme have been accredited by National Accreditation Board for Certification Bodies (NABCB) against the standard ISO/IEC 17021. Re-accreditation up to 15 March 2021 has been granted by NABCB for 24 scope sectors (including 11 additional scope sectors) in Quality Management Systems Certification and for five scope sectors (including 3 additional scope sectors) in Environmental Management Systems Certification.

IT based basic online module for operation by Management Systems Coordination Officer (MSCO) has been developed with CDAC and implemented from 12 October 2017. Currently this online module is in operation.

In 2016, two new schemes, Medical Device Management Systems as per IS/ISO 13485 and Social Accountability Management Systems as per IS 16001 were launched. So far, one licence has been granted against Medical Device Management Systems. A Lead Auditors Training programme has been held for Social Accountability Management Systems and currently BIS is processing an application received under this scheme.

As on December 2017, a total of 1294 operative licences exist under the nine Management Systems Certification schemes being operated by BIS.

7.5 LABORATORY

BIS has established eight laboratories. The Central Laboratory was started in 1962. Subsequently, four regional laboratories at Mohali, Kolkata, Mumbai and Chennai and three branch office laboratories at Patna, Bangalore and Guwahati were established. The purpose of establishing BIS laboratories is to support the activities of BIS product certification scheme where samples are drawn from the licensees/applicants and also from the market and tested for conformance. The BIS

laboratories have facilities for testing of products in the fields of chemical, microbiological, electrical and mechanical disciplines.

In order to ensure that BIS laboratory services keep pace with developments at the international level, the laboratories at Mumbai, Kolkata, Chennai, Mohali, and Sahibabad have been accredited by the National Accreditation Board(NABL) as per ISO/IEC 17025. BIS also operates Laboratory Recognition Scheme (LRS) for recognition of outside laboratories. The scheme is based on ISO/IEC 17025, which are in line with the norms adopted by the NABL.

There are 203 BIS recognized labs, which include reputed R&D organizations, technical institutions, Government labs and labs in private sector. The services of such laboratories are utilized where it is economically not viable to develop test facilities in BIS laboratories.

Referral assaying Laboratory for Gold has also been established at Sahibabad since July 2017. The other Referral assaying lab is already functioning at Chennai.

Testing facilities for Indian Language Support System for Mobile Phones Handsets as per IS 16333(Part 3):2016 have been created at Central, Northern, Eastern and Western Regional Laboratory and Bangalore Branch Laboratory.

Testing facility for Polyethylene Flexible Pouches for packing of Packaged Drinking Water as per IS 15609 has been created at Southern and Western Regional Laboratory

Testing facility for Precast Concrete Blocks for Paving as per IS 15658 has been created at Northern Regional Laboratory. It has also developed Test facilities for improved fire performance in cables leading to complete testing facilities for cables as per IS 694.

Central Regional laboratory has created testing facility for fatigue Test for LPG cylinders as per IS 3196 (Part 1).

7.6 CONSUMER AFFAIRS ACTIVITIES IN BIS

The Consumers Affairs Department in BIS interfaces with the consumers, industries and other stake holders. It's activities comprise consumer awareness programmes, complaint redressal and enforcement. In addition, events of importance like World Standards Day, etc. are handled by this Department.

Programmes under the following categories have been conducted:

- i) **Consumer Awareness Programmes:** For promoting the concept of standardization, certification and to create quality consciousness among consumers, awareness programmes are

organized on a regular basis through various Regional Offices and Branch offices of BIS. During April – December 2017, 166 such programmes were organized by Regional Offices / Branch offices throughout the country.

- ii) **Industry Awareness Programmes:** To propagate the concept of standardization, product certification, management systems certification and other BIS activities amongst Industries, 46 Industry Awareness Programmes were conducted during the period April – December 2017. The programme consisted of lectures and discussions. Standards relating to specific industrial sectors, depending on concentration of industries in the area were also highlighted, during such programmes.
- iii) **Educational Utilization of Standards (EUS) Programmes:** BIS organizes programmes for students and faculty of colleges and technical institutes to inculcate amongst the young students the concepts and benefits of standardization. During the period April – December 2017, BIS organized 23 EUS Programmes.

World Standards Day: BIS celebrated the World Standards Day (WSD) on 3rd November 2017 at BIS, New Delhi, to pay tribute to the collaborative efforts of thousands of experts worldwide, who develop voluntary technical agreements that are published as International or National Standards. All other Regional Offices and Branch Offices also celebrated World Standards Day with enthusiasm. This year the theme for World Standards Day was 'Standards make Cities Smarter'. The celebration was inaugurated by Hon'ble Minister for Consumer Affairs, Food and Public Distribution, Govt. of India, Shri Ram Vilas Paswan, in the presence of Hon'ble Minister of State for Consumer Affairs Food and Public Distribution, Govt. of India, Shri C.R. Chaudhary. The celebration also included a technical seminar on the theme.



(World Standards Day celebration on 3rd November 2017 at BIS, New Delhi)



- i) **Citizen Charter:** Citizen's Charter has been developed detailing the activities of Bureau of Indian Standards (BIS) and the assured time norms within which BIS endeavours to deliver the services. Citizen's Charter is implemented and is being monitored.
- ii) **Public Grievance Related Activity:** BIS receives complaints/grievances on products certified by BIS, services rendered by BIS and procedural aspects of BIS through mail, hard copy, web portal and mobile app which are analysed, recorded, investigated, redressed and disposed. Further, BIS also receives consumer grievances through CPGRAMS Portal. Actions are taken on the CPGRAMS and the action taken report is uploaded for information of the consumer. During the period April to December 2017, 52 Product Quality Complaints, 113 Miscellaneous Complaints, 147 CPGRAMS grievances have been received. During this period 55 Product Quality complaints, 46 Miscellaneous complaints and 137 CPGRAMS grievances have been disposed.
- iii) **Enforcement:** The BIS Standard Mark (ISI Mark / Hallmark) is a mark of quality. Consumers as well as the organized purchasers prefer ISI marked products. During the period, April – December 2017, BIS carried out 87 successful search and seizures all over the country on the firms which were indulging in the misuse of BIS Standard mark, based on 102 complaints received through various sources. BIS issued press releases pertaining to the enforcement raids for giving wide publicity with the intention to create awareness among the consumers about the unscrupulous manufacturers misusing the BIS Standard Mark.

7.7 TRAINING SERVICES

(i) Training Programmes for Industry

During the period April – December 2017, the National Institute of Training for Standardization (NITS) organized 41 off-Campus programmes and 39 open on-campus programmes including 5 Lead Auditors Courses, 3 programmes for applicants and licensees for 1854 Participants from Industry. In addition, 3 programmes for technical committee members and an Awareness programme on “Solid waste management” was organized in September 2017 for the employees of NOIDA authority, Resident Welfare Associations, NOIDA etc.

(ii) International Training Programmes for Developing Countries

- (a) The 14th International Training Programme on 'Management Systems', organized during 4 September - 29 September 2017, was attended by 26 participants from 17 developing countries with the financial support from Ministry of External Affairs, Government of India

under the ITEC scheme.

- (b) The 50th International Training Programme on 'Standardization and Quality Assurance', organised during 16 October - 8 December 2017, was attended by 34 participants from 22 developing countries with the financial support from Ministry of External Affairs, Government of India under the ITEC scheme.



50th International Training Programme on 'Standardization and Quality Assurance' held on 16 October - 8 December 2017

(iii) Training Programmes for BIS Employees

During the period April – December 2017, 17 programmes were exclusively organized for BIS officials, which included the following:

- Induction Training programme for Scientist-B
- Specific Product Certification & Testing(Steel & Steel products)
- Training for Trainers on Hallmarking for Group A Officers
- Workshop on Pay fixation, MACP, Pension, LTC,TA & Leave Advance for Group B & C employees
- Transition Training programme on QMS as per IS/ISO 9001:2015
- Workshop on E-Procurement
- Training programme on Noting ,Drafting & Record Management(for Gr.A, B & C)
- Training programme on GST

- Training programme on Effective communication, Interpersonal relations & Behavioural Aspects(for Gr. B & C)
- Workshop on National Building Code 2016
- Transition Training programme on EMS as per IS/ISO 14001:2015
- Training programme for LDCE participants for the post of SO/PS.
- Training programme on Laboratory Quality Management Systems and Internal Audits as per IS/ISO/IEC 17025 : 2005
- Lead Auditor Course on Food Safety Management Systems as per IS/ISO 22000

(iv) New Programmes developed by NITS

- Total Quality Management & Quality Improvement tools.
- Auditors' Training program on *Social Accountability at work place* as per IS 16001 : 2012
- Training programme on revised National Building Code 2016.
- Awareness Training programme on “Solid waste management”.

(v) Other Achievements

An MOU was signed between BIS & NOIDA Authority on 27th September 2017 in the august presence of Hon'ble Minister of Consumer Affairs, Food & Public Distribution,



MOU was signed between BIS & NOIDA Authority on 27 September 2017



Shri Ram Vilas Paswan at NITS, NOIDA to encourage & promote cooperation in the area of solid waste management based on the implementation of the relevant Indian Standards and imparting training to the stakeholders including Resident Welfare Association members.

7.8 PUBLIC RELATIONS

To publicize ISI mark and Hallmark amongst common consumers, a number of publicity activities are undertaken by BIS. During the current financial year up to December 2017, an amount of Rs 10.99 crore has been spent on publicity, out of which the expenditure on print, electronic and outdoor media was Rs 2.50 crore, Rs 5.83 crore and Rs 2.66 crore, respectively.

7.9 PLAN SCHEMES

BIS is implementing following two Central Sector Schemes under Annual Plan (2017-18) :

- a) Scheme for setting up A&H Centres in deficient districts.
- b) National System for Standardization for Strengthening Standardization at National and International level.



Ministry of Consumer Affairs, Food and
Public Distribution
Government of India

Seminar - Cum - Exhibition

on

"Towards Food Security and Consumer Empowerment"

Inauguration by



Narendra Modi
Hon'ble Prime Minister



Ram Vilas Paswan
Hon'ble Minister of Consumer Affairs, Food and
Public Distribution, Government of India

Shri Ram Vilas Paswan

Hon'ble Minister of Consumer Affairs, Food and Public Distribution
Government of India

Venue: Shri Krishna Memorial Hall, Patna

17th May, 2016, Time : 11:00 A.M.

Website:
www.consumeraffairs.nic.in
www.dfpd.nic.in



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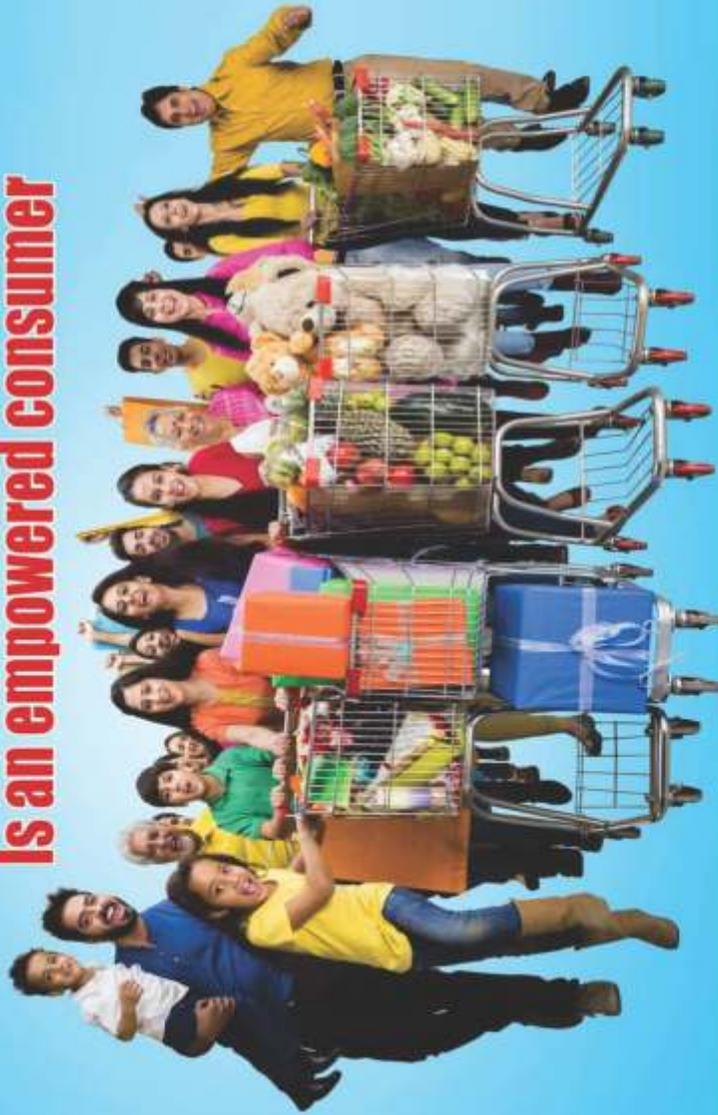


एक कदम सत्यता की ओर





An aware consumer Is an empowered consumer



Know your rights
to protect yourself from
wrong trade practices

- RIGHT TO SAFETY
- RIGHT TO BE INFORMED
- RIGHT TO CHOOSE
- RIGHT TO BE HEARD
- RIGHT TO REDRESSAL
- RIGHT TO CONSUMER EDUCATION



Department of Consumer Affairs

Ministry of Consumer Affairs, Food and Public Distribution

Government of India

Website : www.consumeraffairs.nic.in



@consaff

@jagograhakjago

National Consumer Helpline :
1800-11-4000 (Toll Free)

Online Complaints :

www.consumerhelpline.gov.in

CHAPTER 8

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 more than a 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 examining the quality of 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 subsequently at Chennai (1975), Ghaziabad (1977), Jaipur (1994) and Guwahati (1996).
- The National Test House works in the field of Testing, Evaluation and Quality Control of various engineering materials and finished products and 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.
- Over the years with its competent and experienced scientists, NTH has been able to widen its scientific services and presently it is providing services in the field of testing and quality evaluation of Industrial and consumer products, calibration and measurement of machineries and devices, imparts training to industry professionals as well as doing research and development on test methodologies and standardization through its regional laboratories at Kolkata, Mumbai, Chennai, Ghaziabad, Jaipur and Guwahati. In the development of indigenous industries to build up a new generation India, National Test House serves as a vital bridge between industrial research and marketable products ensuring conformance to strict quality control.

Details of Staff Strength as on 31.12.2017

	Gazetted	Non-Gazetted	Total
Sanctioned	201	503	704
Actual	144	266	410

8.1 Testing & Evaluation services in the following fields:

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

8.2 Calibration Services (Echelon Level-II):

- Mechanical parameters
- Electrical & Thermal parameters

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



8.3 Expenditure incurred (including major works outlay)

(₹ in lakh)

Sl. No	Name of the Regions	2015-16 (Upto 31 st March, 2016)			2016-17 (Upto 31 st March, 2016)			2017-18 (Upto 31 st Dec, 2017)		
		Plan	Non-Plan	Total	Scheme	Non-Scheme	Total	Scheme + MW	Non-Scheme	Total
1.	NTH (ER), Kolkata	1433.85	1167	2600.85	179.43	1354.09	2073.52	1089.42	1333.84	2423.25
2.	NTH (WR), Mumbai	76.21	436.92	513.13	63.43	561.08	624.51	68.78	403.56	472.34
3.	NTH (SR), Chennai	61.45	436.37	497.82	51.76	485.64	537.40	69.25	376.94	446.20
4.	NTH (NR), Ghaziabad	87.66	537.14	624.8	69.19	575.85	645.05	121.25	479.86	601.11
5.	NTH (NWR), Jaipur	49.73	141.50	191.23	40.77	179.27	220.03	56.03	164.27	220.30
6.	NTH (NER), Guwahati	21.31	96.33	117.64	40.44	141.03	181.48	66.58	111.15	177.73
	Total	1730.21	2815.26	4545.47	985.02	3296.96	4281.98	1471.31	2869.61	4340.92

8.4 Revenue performance for the three year period 2017-2018

(₹ in lakh)

Sl. No	Name of the Region	2015-16	2016-17	2017-18 (up to Dec., 2017)
1	NTH (ER), Kolkata	506.5	628.84	514.15
2	NTH (WR), Mumbai	297.35	288.96	214.50
3	NTH (SR), Chennai	409.53	373.56	177.48
4	NTH (NR), Ghaziabad	522.92	595.51	526.14
5	NTH (NWR), Jaipur	160.92	180.16	119.15
6	NTH (NER), Guwahati	42.11	42.72	33.25
	Total	1939.33	2109.76	1584.67

8.5 ACHIEVEMENTS OF NTH:

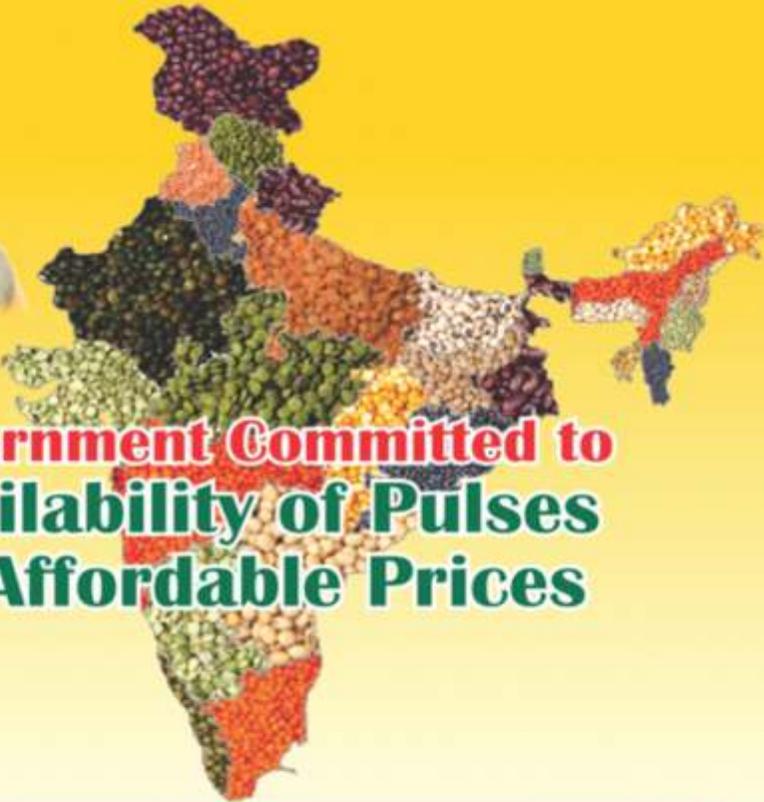
- Creation of Test facilities for LED Lamps & LED based Luminaires at NTH, Kolkata, by way of installing and commissioning of “Goniometer with Photometer and Sepctro-Radiometer” enabling measurement of
 - Photometric Characteristics
 - Colour characteristics
 - Electrical characteristics
- from a small lamp to a panel light (floodlight) of maximum size 2000 mm (2 metre) in diagonal length.
- Packaged Drinking water test facility has been created at NTH, Kolkata, NTH, Jaipur and NTH, Ghaziabad. NTH, Guwahati will come up in a few months.
- FSSAI awarded a “R&D” project to NTH for determining the “Contamination of food in contact with food packaging materials”.

8.6 FUTURE VISION OF NTH:

- Creation of test facilities for Solar panel and solar based appliances at NTH, Jaipur.
- Creation of Packaged Drinking water test facility at NTH, Chennai.\
- Creation of “Short Circuit” test facility for Transformers at NTH, Ghaziabad.
- Creation of test facilities for Transformers including “Short Circuit” test facility at NTH, Kolkata.
- Creation of Mobile Testing facility at all Regions.



Narendra Modi
Hon'ble Prime Minister



Government Committed to Availability of Pulses at Affordable Prices

Steps taken for stabilizing prices and improving availability

- Approved creation of buffer stock of 1.5 lakh MT of pulses. The buffer stock size also enhanced for effective market intervention.
- Released pulses from the buffer stock to States/UTs at subsidized rates for direct retailing at not more than Rs 120/- per kg
- Government is in negotiation with producing/exporting countries for long term Government to Government contract for assured supply of pulses.
- Largest increase in MSP (including bonus) for Kharif crop of 2016-17 season accorded to Tur, Urad and Moong as incentive to boost production.
- Advisories issued to States/UTs to take strict action against hoarding and black-marketing under the Essential Commodities (EC) Act, 1955 and the Prevention of Black-marketing and Maintenance of Supplies of Essential (PBMSE) Act, 1980
- During 2015-16 alone 1.34 lakh tonnes of pulses seized in 14,484 raids and disposed off either by auction or other means permitted under EC Act.
- Action as per law is being taken against unscrupulous importers, traders and financiers engaged in pulses trade.



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Ministry of Consumer Affairs, Food & Public Distribution
Government of India
Krishi Bhawan, New Delhi - 110 001
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व्यवहार में सदा सचेत रहें



dasp_0810113/0004/1617



MRP means Maximum Retail Price
inclusive of all taxes

Sellers:
 Charging more than the MRP
 is a punishable offence.

Consumers:
Assert your rights, never pay more than MRP
 For such complaints Contact: Weights and Measures/Legal Metrology
 Departments of the Concerned States/Union Territories

Visit : www.consumeraffairs.nic.in for contact details of Weights and Measures/
 Legal Metrology Departments of the Concerned States/Union Territories

Department of Consumer Affairs
 Ministry of Consumer Affairs, Food and Public Distribution
 Government of India
 Website : www.consumeraffairs.nic.in

@consoff
 @jagograhakjago

National Consumer Helpline :
1800-11-4000 (Toll Free)
 Online Complaints :
www.consumerhelpline.gov.in

CHAPTER 9

9. WEIGHTS & MEASURES

- The Legal Metrology Act, 2009 (1 of 2010) has come into force w.e.f. 01.04.2011 after repealing the Standards of Weights & Measures Act, 1976 & Standards of Weights & Measures (Enforcement) Act, 1985. The Central Government has made seven rules for the better implementation of the Act. The State Governments have also framed their Legal Metrology (Enforcement) Rules. The following Legal Metrology Rules have been framed under the Legal Metrology Act, 2009 for protection of consumer interest.
 - a) The Legal Metrology (Packaged Commodities) Rules, 2011
 - b) The Legal Metrology (General) Rules, 2011
 - c) The Legal Metrology (Model Approval) Rules, 2011
 - d) The Legal Metrology (National Standard) Rules, 2011
 - e) The Legal Metrology (Numeration) Rules, 2011
 - f) The Indian Institute of Legal Metrology Rules, 2011
 - g) The Legal Metrology (Government approved test centres) Rules, 2013
- The Department has adopted technical specifications of weighing and measuring instrument in the Legal Metrology (General) Rules, 2011 in accordance with the recommendations of the International Organization of Legal Metrology (OIML). The Rules cover specifications of Automatic rail weighbridges, Clinical thermometers, Automatic gravimetric filling instruments, Standard Weights for testing higher capacity weighing machines, in-motion road weighbridges, Discontinuous totalizing automatic weighing instruments, Sphygmomanometer (Blood Pressure measuring instruments) & CNG gas dispensers etc.
- The Legal Metrology (Weights and Measures) laws are enforced through State Governments. 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 for correct Weighment and Measurement. This in turn enables the consumer to get the right quantity for which he has paid.



- The Legal Metrology (Weights and Measures) regulation in India also regulates the sale of commodities in Pre-Packaged form. The Legal Metrology (Packaged Commodities) Rules, 2011 require mandatory declaration of certain basic information namely name of Manufacturer/ Importer/ Packer, common or generic name of the commodity, net quantity, month & year in which the commodity is manufactured /pre-packed/ imported, retail sale price of the package and customer care details on the packages to safeguard the interest of consumers. The Rules also require importers to provide these basic declarations on imported packages, similar to those for indigenous packages.

9.1. Regional Reference Standards Laboratories

- The Central Government has established five Regional Reference Standards Laboratories (RRSLs) at Ahmedabad, Bangalore, Bhubaneswar, Faridabad and Guwahati. These RRSLs serve as a vital link in dissemination of the values of national standards of Legal Metrology down to the commercial level. Two more laboratories at Varanasi (Uttar Pradesh) and Nagpur (Maharashtra) are being established. The laboratories maintain Reference Standards



of appropriate accuracy for Verification of Legal standards of the States, Calibration of weighing and measuring instruments, Model approval tests of weighing and measuring instruments, Training and Seminars on weights and measures. Each laboratory provides calibration service to the industries in the region.

- Performance Report is at Annexure-A
- All RRSLs viz. RRSL, Ahmedabad, Bangalore, Bhubaneswar, Faridabad and Guwahati are accredited by NABL.

9.2. Indian Institute of Legal Metrology, Ranchi.

- To impart training to the enforcement officials of Legal Metrology (Weights and Measures), the Institute is imparting four months basic-training course. The Institute also conducts training and seminars on Consumer Protection for the non-judicial members of the State Commission and District Forum set up under the Consumer Protection Act. The Institute, in addition, conducts workshops and seminars of short durations 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.

9.3. 11th Five year plan

The Department has taken up schemes to modernize the RRSLs at Ahmedabad, Bhubaneswar, Bangalore, Faridabad, Guwahati and the Indian Institute of Legal Metrology at Ranchi. The testing/ calibration of flow meter facility at RRSL, Bhubaneswar, Faridabad and Bangalore has been established.

These Laboratories were provided Electrical Testing Facilities for the testing of electronic indicator of any type of Weights and Measures.

Under the scheme "Strengthening of weights and Measures of States/ UTs" an amount of Rs. 141.12 crore was spent during the 11th Five Year Plan.

9.4. 12th Five Year Plan:

Government of India has formulated following two Schemes during XII Five Year Plan:

(i) Strengthening Legal Metrology Infrastructure of State/ UTs

- **Grant in Aid was released for the Construction** of Secondary/ Working Standards

Laboratories, R&D Centre, CLM Office

- **Equipment support:** Secondary/ Working Standards weights and measures and Mobile weighbridge testing kits were supplied to the States
- **Capacity Building:** Training to Legal Metrology Officers was imparted in various training institutions
- **Outlay of the Scheme - Rs. 270 crore**
- **Releases made:** Grant in Aid- Rs. 73 Crore, M&E- Rs. 48 Crore, Capacity Building- Rs. 5.23 Crore
- **Total release:** Rs. 126.21 Crore

(ii) Strengthening of Regional Reference Standards Laboratories (RRSLs) and Indian Institute of Legal Metrology (IILM), Ranchi

- Two new RRSLs one at Nagpur and another at Varanasi are being established and up-gradation of RRSL, Bangalore by constructing Hi-tech Laboratory is also in progress.
- **Equipment Support:** Standard weights & measures were supplied through India Government Mint, Mumbai.
- **Capacity Building:** Was imparted to the Legal Metrology Officers in various training institutions.
- **Outlay of the Scheme:** 30 crores
- **Total Release:** 19 crores

9.5. During 2017-20

The Sub-Scheme 'Strengthening of Legal Metrology Regulation and Enforcement' under the umbrella scheme 'Legal Metrology and Quality Assurance' with following components is being implemented:

- (i) **Strengthening Legal Metrology Infrastructure of States/ UTs**
- (ii) **Strengthening RRSLs and IILM, Ranchi**
- (iii) **Time Dissemination**

Under the said sub-scheme Rs. 261 crore has been allotted for the Legal Metrology. for its



strengthening. The grant released during 2017-18 is Rs. 9.85 Crore.

9.6 ISO: 9001 Certification

Legal Metrology Division has completed all requirements and obtained ISO: 9001 Certification. All RRSLs and IILM, Ranchi are ISO 9001 certified organizations.

9.7 International Co-operation

The Legal Metrology Division of the Department of Consumer Affairs adopted the recommendations of the International Organization of Legal Metrology and India is an OIML member country. Director (LM) is the member of International Committee on Legal Metrology (CIML) and other technical committees of OIML.

International Conference has been attended by Director (Legal Metrology) at Cambodia.

MRP of Unsold Pre-packaged Commodities After Implementation of GST



MRP is retail sale price inclusive of all taxes. GST is included in MRP.

Change of MRP of unsold stock of pre-packaged commodities on account of implementation of GST is allowed now till 31st December, 2017.

However, the original MRP label shall continue to be displayed and the revised price shall not overwrite on it.

The benefit of lower GST must be passed on to the consumers. A separate sticker with the revised MRP shall be put in such cases.

In the event of increase in MRP on account of GST*, Manufacturers, Importers and Packers to make two advertisements in one or more newspapers and intimate to the Director Legal Metrology and Controllers of Legal Metrology. Declaration of changed MRP can be made by way of stamping, or putting sticker or online printing.

*Increase means effective increase in the Tax liability after factoring in and taking into consideration extra availability of input tax credit under GST (including deemed credit available to traders under proviso to subsection (3) of section 140 of the CGST Act, 2017).

Once the revised MRP (reduced or increased) has been fixed by the manufacturer/ packer/ importer, either the manufacturer/ packer/ importer or a wholesaler/ retailer shall display the MRP so fixed, on the product.

For more details, visit www.consumeraffairs.nic.in

For any queries/guidance contact:

 National Consumer Helpline No:
1800-11-4000 or 14404 (Toll Free)



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Ministry of Consumer Affairs, Food and Public Distribution
Government of India, Krishi Bhawan, New Delhi-110001
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CHAPTER 10

10 ECONOMIC DIVISION

10.1 PRICE MONITORING CELL

Price Monitoring Cell was set up in 1998 for keeping a close watch on the prices of selected food items as well as the structural and other constraints affecting their availability, and ensuring timely intervention for improving the market availability and thereby moderating prices. Initially, PMC was tasked for monitoring prices of 14 essential food items across 18 centers in the country. Over the span of about 19 years of its creation, the scope of PMC has expanded and as of today the coverage of commodities monitored has been expanded to 22 and the number of reporting centers has increased to 101. The 22 commodities being monitored by PMC include five item groups i.e., **Cereals** (Rice & Wheat), **Pulses** (Gram, Tur, Urad, Moong, Masur), **Edible Oils** (Groundnut Oil, Mustard Oil, Vanaspati, Soya Oil, Sunflower Oil, Palm Oil), **Vegetables** (Potato, Onion, Tomato), and **other items** (Atta, Sugar, Gur, Milk, Tea, and Salt). List of 101 price reporting centers across the country is at **Annexure I** and the all India Monthly Average Retail prices of 22 essential food items is at **Annexure –II**.

10.1.2 Based on price data of 22 essential food items compiled from 101 centers, price report on trends of retail and wholesale price across the country is released by 5:00 P.M every day. The price data can be accessed at Department's web site <http://fcamin.nic.in> which is updated regularly. The report covers:-

- Comparative Wholesale and Retail prices of 22 essential food items.
- All India daily average prices of essential food items.
- Wholesale and Retail prices of essential food items at 101 select centres.
- Daily wholesale and Retail prices along with variation of select 22 essential food items at 101 centers during the fortnight.
- Spot and Futures prices of seven commodities i.e. Gram, Wheat, Mustard Seed, Sugar, Soya oil and Palm Oil collected daily from National Commodity Exchange (NCDEX).



(PMC team in Bhopal for conference-cum training seminar)

10.1.3 In addition to the daily price monitoring, during 2017-18, the PMC also performed the following tasks:-

10.1.3.1 Reports/ Agenda notes/ Analysis/Review based on price data and other related information.

(a) PMC is responsible for preparation of analytical agenda Notes on price trends of selected essential food items for Cabinet Committee/ Committee of Secretaries/PMO. This involves analysis of prevailing price situation as well as other relevant factors, both domestic and international which affect prices. PMC also prepares item specific analysis/appraisal notes e.g. onion, pulses, edible oils, sugar etc. as and when required. A fortnightly report based on price trends and other related inputs is being sent to PMO. Weekly reports on price trends of selected essential food items are also being sent to Department of Agriculture, Cooperation & Farmers Welfare, Chief Economic Adviser, Ministry of Finance and PIB, Min. of I&B.

(b) **Conference cum Training on Price Collection and reporting in States:** During 2017-18, Conference cum training for price monitoring centres of Uttar Pradesh, Madhya Pradesh and Chhattisgarh was held. Two representative each from all price reporting centres of Uttar Pradesh- Lucknow, Kanpur, Agra, Varanasi, Jhansi, Meerut, Allahabad and Gorakhpur; Madhya Pradesh-

Bhopal, Gwalior, Jabalpur, Rewa, Indore and Sagar; Chhattisgarh- Raipur and Bilaspur attended the programme. A hands on technical session and clarification on the methodology of price reporting was undertaken. The participants were informed of the importance and use of price reported by them, the extent to which these data are used for decision making at the higher levels of government.

10.2 INTER-MINISTERIAL COMMITTEE (IMC)

10.2.1 Periodic review meeting on price and availability situation of essential commodities is regularly held at the highest level including at the level of Ministers, Committee of Secretaries, Inter Ministerial Committee, Price Stabilization Fund Management Committee and other Departmental level review meetings. In this regard, an Inter-Ministerial Committee was set up for regular review of the prices of essential commodities under the Chairmanship of Secretary (Consumer Affairs) with senior representatives of Department of Commerce, Department of Revenue, Department of Food & Public Distribution, Department of Agriculture, Cooperation & Farmers Welfare, Department of Animal Husbandry, Dairy & Fisheries, Department of Economic Affairs, Ministry of Statistics & Programme Implementation and Cabinet Secretariat on 3rd September, 2015. PMC coordinates the Inter-Ministerial Committee set up under the chairmanship of Secretary (CA) to review prices of 22 essential food items. So far 86 meetings of the IMC have been held. The IMC takes stock of the acreage, production estimates, yields, rainfall, reservoir position, market arrivals, etc. of various crops, export and import data, exim policy, international prices related to various crops, futures prices, etc. which may have a direct or indirect impact on domestic prices of essential food commodities.



(PMC team in Lucknow for Conference-cum-training Seminar)

10.2.2 IMC also invites views of public sector agencies and other research organizations on specific issues as and when required. Procurement and distribution of pulses and onions as well as its impact on prices is also evaluated. IMC makes recommendation for controlling prices of essential commodities through imposition of Minimum Export Price (MEP), reducing import duty, promoting exports if needed etc. The IMC discussions/appraisals are also communicated to the Cabinet Secretariat and PMO. Some of the recent important recommendations of the IMC are as follows:-

- Domestic Procurement of onions through NAFED and SFAC and import of Onion through MMTC.
- Producing States have been requested to procure onions through their-agencies and supply them to Delhi to help moderate prices.
- Delhi Government and NAFED to examine the option of distribution of onions through Fair Price Shops of Delhi.
- NCCF to distribute onions in Delhi through mobile vans.
- Marketing Division of DACFW to ensure that procurement of agri-commodities under PSF and PSS is reflected on the Agmarknet portal.
- Took up with the Government of Maharashtra to regulate and limit unduly long closing of Mandis during Diwali holidays in Maharashtra.
- Enabling States to impose stock limits on onions.
- Imposition of MEP of \$850 per tonne on Onions.
- Lifting of stock limit on pulses.

10.2.3 DoCA also organizes stakeholder consultations/ meetings with exporters, retailers, wholesalers, etc to gain holistic perspective for policy intervention. This also helps in enhancing coordination between various stakeholders.

10.2.4 Further, the meetings of Committee of Secretaries (CoS) periodically review the prices of essential commodities under the Chairmanship of Cabinet Secretary. In these meetings, price trends and availability situation of essential commodities are analyzed and policy interventions are recommended accordingly. Price and availability situation of pulses, potatoes and onions are also reviewed by Price Stabilization Fund Management Committee (PSFMC). It also take decisions towards procurement, allocation, import of these items with a view to moderate the price volatility in

these items. The Committee of Group of Secretaries consisting of DoCA, DoFPD and DoAC&FW also have regular meetings to review and assess the price situation of essential food items and related issues like procurement of pulses, onions, etc.

10.3 PRICE STABILIZATION FUND (PSF)

10.3.1 Background



10.3.1.1 The Price Stabilization Fund (PSF) was set up with a corpus of Rs 500 crore to tackle inflationary trends of some agri-horticultural commodities viz. onion, potatoes and pulses to protect the interests of consumers. These commodities would then be stored and, in case of anticipatory increase in market prices, be sold by these agencies to help bring down the prices. It was also felt that such market intervention initiatives by Government would not only help send the appropriate market signal but also deter speculative/hoarding activities. To begin with, the Fund was to be used only for market interventions in case of perishable agri-horticultural commodities such as onion and potato which showed extreme volatility of prices. Subsequently, pulses were also covered. As per the scheme, the PSF is to be used to grant interest free advance of working capital to Central Agencies, State/UT Governments/Agencies to undertake such market intervention operations. Apart from

domestic procurement from farmers/wholesale mandis, imports may also be undertaken under PSF.

10.3.1.2 Budget allocation of ₹11,110 crore has been made so far since 2014-15 under PSF, which was largely utilized for building the dynamic buffer of pulses. The financial year-wise allocation of funds under PSF is ₹3500 cr in 2017-18; ₹ 6900 cr in 2016-17; ₹ 660 crores in 2015-16; and ₹ 50 crores in 2014-15.

10.3.1.3 As per the Government's decision, the PSF was transferred to the Department of Consumer Affairs w.e.f. 1st April, 2016. Price stabilization operations are determined at the Centre by the Central Price Stabilization Fund Management Committee (PSFMC) which was reconstituted on transfer of Scheme and is now headed by Secretary, Department of Consumer Affairs. The Corpus Fund is managed by Small Farmers Agribusiness Consortium (SFAC). There is also a Sub-committee for investing surplus from PSF corpus chaired by Financial Adviser, M/o CA, F&PD. Till now, 24 meetings of the Re-constituted PSMFC have been held. In the States/UTs, the price stabilization operations are to be managed by the State level PSFMC and operated out of the State level Corpus Fund. Interest free advances from the PSF corpus may be made both to Central Agencies and to State level Corpus. The State level Corpus is created with a sharing pattern between GoI and State in the ratio of 50: 50, which is 75:25 in case the North Eastern States.

10.3.1.4 The important activities and achievements under PSF includes the following:-

- Creation of buffer stock of pulses which has helped in moderating pulses prices for consumers and has also extended remunerative prices to farmers.
- Purchase and distribution of onions to moderate onion prices and augment supplies in consuming areas. During 2017-18, NAFED and SFAC were directed to procure onion to augment supplies and MMTC was directed to import the same.
- A buffer stock of 20.50 lakh tonnes of pulses was built through both domestic procurement of 16.71 lakh tonnes by FCI, NAFED and SFAC, and imports of 3.79 lakh tonnes by MMTC and STC. Domestic procurement for the buffer was done from farmers and farmers association during Kharif Marketing Seasons (KMS) of 2015-16 and 2016-17 as well as Rabi Marketing Seasons (RMS) of 2016-17 and 2017-18. Imports were made only during 2015-16 and 2016-17. As on 10.01.2018, 16.98 lakh MT of pulses is available in the buffer after disposal of 3.50 lakh MT.
- During KMS 2016-17 and RMS 2017-18, around 849,128 farmers were benefitted through procurement of pulses under PSF for building the buffer.
- During 2016-17 around 54000 MT of subsidized unmilled pulses consisting of Tur, Chana, and Urad from the buffer stock was allocated to states/ agencies for direct distribution to



public/consumer at a reasonable rate.

- The creation of buffer stock of pulses not only help in moderating the prices of pulses but also extended remunerative prices to farmers.
- Pulses from the buffer are being utilized by some states for various schemes such as PDS distribution in Karnataka and Mid-day Meal scheme in Gujarat. Tamil Nadu and Andhra Pradesh also took pulses from the buffer in 2017. In addition, pulses from the buffer are being utilized to meet the requirement of Army and Central Para-military Forces.
- Government has taken a decision that all Ministries/Department having schemes with nutrition component or providing food/ catering/hospitality services would utilize pulses from the central buffer.
- The Indian Institute of Pulses Research (IIPR) of ICAR was awarded study to assess the quality of the pulses in the government held by NAFED and MMTC in godowns across the country.
- Assistance was also provided to Andhra Pradesh (₹ 50 crores), Telangana (₹9.15 crores) and West Bengal (₹ 5 crores) for setting up State Level PSF.
- Government of India has entered into a MoU with Mozambique to ensure assured supply of pulses (Tur and other pulses) in India. Total pulses imports from Mozambique on private account was over 1.0 lakh MT in 2016-17. As per the MoU, during 2017-18, 1.25 lakh MT of pulses would be imported from Mozambique,
- To moderate the prices of Onions, procurement and import of Onions was undertaken through NAFED, SFAC and MMTC. During 2015-16, SFAC & NAFED procured 6011 MT of onion, while MMTC imported 2,000 MT of Onions from Egypt and China. During 2016-17, for creating a buffer stock of 20,000 MT, NAFED and SFAC procured around 17,747.467 MT viz. 5180 MT of NAFED and 12567 MT by SFAC.
- In 2017-18, to moderate the prices of Onions, decision was taken to buy it domestically and also import under PSF. NAFED and SFAC were directed to procure Onions domestically while MMTC was directed to import them.

10.4 BUFFER STOCK OF PULSES

10.4.1 In recent years, our demand for pulses has ranged from 24 million tonne to 26 million tonne while production has fluctuated between 17 million tonne to 23 million tonne (Table). To bridge the

demand-supply gap and to stabilize prices of pulses, sufficient buffer stock of pulses needs to be maintained, for effective intervention in the market.

Basic Indicators of Pulses

Item/Period	2009-10	2010-11	2011-12	2012-13	2013-14	2014-15	2015-16	2016-17	2017-18*
Area (Million hectare)	23.28	26.41	24.46	23.6	25.21	23.55	24.89	29.46	13.28
Production (MMT)	14.66	18.24	17.09	18.34	19.25	17.15	16.35	22.95	8.71
Yield (kg/hectare)	629.73	690.65	698.69	777.12	763.59	728.24	661.71	779.02	655
Demand (MMT)	18.29	19.08	20.06	20.9	21.77	22.68	23.62	24.61	-
Gap/Import Requirement (Demand-Production+ Exports)	3.72	1.05	3.14	2.76	2.86	5.75	7.53	1.8	-
Imports (MMT)	3.75	2.78	3.50	4.02	3.66	4.58	5.79	6.61	3.68 [^]
Exports (MMT)	3.75	2.78	3.5	4.02	3.66	4.58	5.79	6.61	3.68 [^]
Total Availability (MMT)	0.09	0.21	0.17	0.2	0.34	0.22	0.26	0.14	0.07 [^]
* - 1 st Advance Estimates (Kharif); Target for Rabi 14.15; [^] : upto 26 th October, 2017 MMT: Millian Metric Tonne									

10.4.2 On 9th December 2015, Government approved creation of buffer stock of 1.5 lakh tonne of pulses. Subsequently, after due deliberation, it was recommended that a larger buffer stock of around 20 lakh tonne of pulses would be needed for effective market intervention. This was approved by the Government on 12.09.2016. And through the four Kharif and Rabi Marketing Seasons since the initial decision to create the government pulses buffer was taken, Government has purchased a total of 20.50 lakh MT of pulses through both domestic procurement and imports. For an appropriate size of the buffer to be maintained in subsequent years, Government has set up a Committee on 27th October, 2017 under the Chairmanship of Prof. Ramesh Chand, Member, NITI Aayog to recommend and review the level of buffer stock of pulses to be maintained yearly by Government.

10.4.3 As on 18.01.2018, 16.83 lakh MT of pulses is available in the buffer after disposal of 3.67 lakh MT from 20.50 lakh MT procured/imported. Of 20.50 lakh MT, 16.71 lakh MT was procured domestically while 3.79 lakh MT was imported, and the details are as below:-

Total Procurement/Imports for Buffer Stock in MT

Rabi Pulses procured (completed for Masur and Chana) (RMS 2017-18)	87,328.56
Kharif Pulses Procured (KMS 2015-16)	50,422.53
Rabi Pulses Procured (RMS 2016-17)	69,049.08
Kharif Pulses Procured (KMS 2016-17)	14,64,325.56
Imported Pulses	3,79,170.40
Grand Total	20,50,296.13

10.4.4 Major part of the pulses buffer was built through procurement from KMS 2016-17 and RMS 2017-18. The State-wise procurement are given below:-

State-wise Procurement of Pulses for Buffer Stock in MT (KMS 2016-17 & RMS 2017-18)

Sl.N	States	Moong	Urad	Tur	Masur	Chana	Total
1	Madhya	8716.19	27179.2	104167.31	19721.3	14725.0	174509.14
2	Maharashtra	297.56	15591.6	404182.13	0.00	0.00	420071.37
3	Andhra	3665.48	702.30	582.95	0.00	0.00	4950.73
4	Telangana	3409.88	72.60	216340.21	0.00	0.00	219822.69
5	Karnataka	2533.45	2113.10	313166.75	0.00	0.00	317813.30
6	Gujarat	77.44	1422.45	127088.35	0.00	0.00	128588.24
7	Rajasthan	190165.1	18970.3	0.00	0.00	44076.8	253212.31
8	Uttar Pradesh	0.00	22322.4	370.80	7352.54	1144.80	31190.60
9	Tamil Nadu	0.00	118.39	0.00	0.00	0.00	118.39
10	Haryana	1069.35	0.00	0.00	0.00	308.00	1377.35
	Total	209934.5	88492.5	1165898.4	27073.8	60254.6	1551654.1

10.4.5 As per the Government decisions, pulses from the buffer stock are being offered to the States/UTs. They are also being allocated/ released to Central Agencies, Government outfits and its organs/agencies and are also being disposed through open market sale.

10.4.6 On 10th November, 2017 Government has decided that all Ministries/Departments having schemes with a nutrition component or providing food/catering/hospitality services would utilize pulses from the Central buffer built under PSF scheme. Implementation of this decision is being followed up with all concerned departments.

10.5 Overall trends in Inflation based on Consumer Price Index (CPI) & Wholesale Price Index (WPI)

10.5.1 Headline inflation based on Consumer Price Index (Combined), which was 3.4 per cent in the month of December 2016 remained in the range of 1.4 per cent to 5.21 per cent in the year 2017. During the Fiscal 2017-18, CPI declined and reached 1.46 per cent in the month of June 2017. Since then inflation rate based on CPI has increased and reached 5.21 per cent in the month of December 2017. Food inflation based on Consumer Food Price Index (CFPI) which was 1.37 per cent on December 2016 declined to -2.12 per cent in June 2017. Since then it increased over the month and reached 4.96 per cent in the month of December 2017.

10.5.2 Inflation based on Wholesale Price Index (WPI) was at 2.10 per cent in December 2016 which increased to reach its highest at 5.51 percent in the month of February 2017. Thereafter, it

moderated to reach its lowest at 0.90 in the month of June 2017. WPI based inflation crept slowly up thereafter and reached to 3.58 percent in the month of December 2017.

10.5.3 Details of month-wise inflation for Consumer Price Index (CPI) and Consumer Food Price Index (CFPI) is as follows:

	Description	Weights	Dec 16	Mar 17	Apr 17	May 17	Jun 17	July 17	Aug 17	Sep 17	Oct 17	Nov 17	Dec 17
CPI-Combined (Base 2012=100)	All Groups	100.00	3.41	3.89	2.99	2.18	1.46	2.36	3.28	3.28	3.58	4.88	5.21
	Food (CFPI*)	39.1	1.37	2.01	0.61	-1.05	-2.12	-0.36	1.52	1.25	1.90	4.35	4.96
	Cereals and products	9.7	5.25	5.38	5.06	4.81	4.39	3.97	3.87	3.7	3.68	3.27	2.37
	Pulses & products	2.4	-1.63	-12.4	-15.9	-19.4	-21.9	-24.7	-24.4	-22.5	-23.1	-23.59	-23.67
	Vegetables	6.0	-14.6	-7.16	-8.59	-13.4	-16.5	-3.57	5.97	3.92	7.54	22.48	29.13
	Sugar & confectionary	1.4	21.0	16.9	11.37	9.84	8.83	8.27	7.35	6.77	6.75	7.80	6.21
	Oils & fats	3.6	2.9	3.76	3.14	2.70	2.34	1.46	1.03	1.02	1.02	1.02	1.43
	Fuel and light	6.8	3.8	5.47	6.13	5.46	4.46	4.86	5.02	5.56	6.36	8.24	7.90

Source: MOSPI, *CFPI: Consumer Food Price Index

Note: Figures for last one month for CPI-Combined are provisional.

10.5.4 Details of month-wise inflation for Wholesale Price Index (WPI) is presented below:

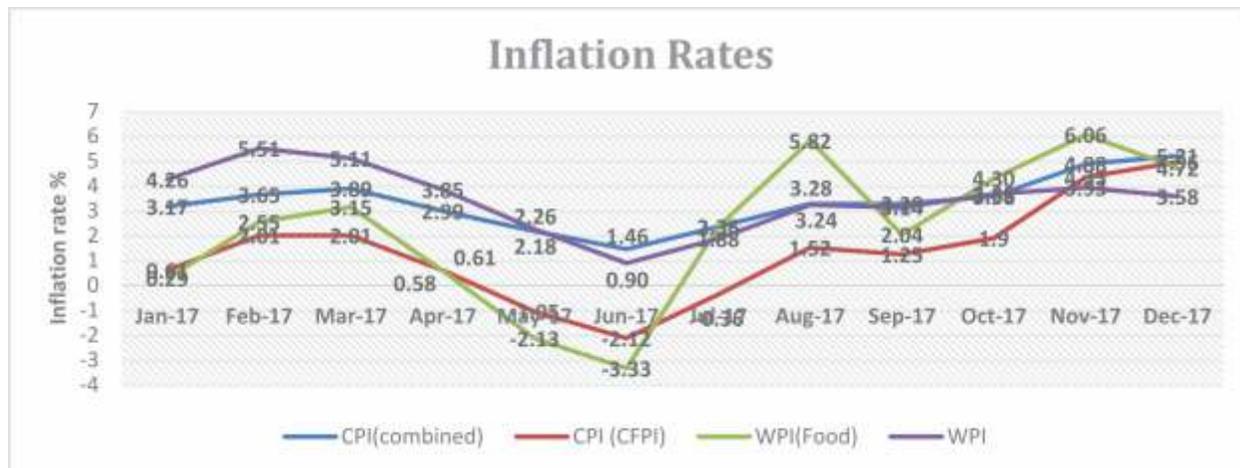
WPI inflation (in per cent)

	Description	Weights	Dec 16	Mar 17	Apr 17	May 17	Jun 17	July 17	Aug 17	Sep 17	Oct 17	Nov 17	Dec 17
WPI (Base 2012=100)	All Commodities	100.00	2.10	5.11	3.85	2.26	0.9	1.88	3.24	3.14	3.59	3.93	3.58
	Food Articles	15.26	0.07	3.15	0.58	-2.13	-3.33	2.35	5.82	2.04	4.30	5.28	4.72
	Pulses	0.64	14.77	-7.78	-13.64	-19.7	-25.6	-31.4	-28.8	-24.3	-31.1	-35.48	-34.6
	Wheat	1.03	15.47	6.56	6.09	2.23	-0.29	-1.16	-1.44	-1.71	-1.99	-5.75	-8.47
	Vegetables	1.87	-26.86	-0.5	-8.01	-18.4	-21.2	22.01	44.84	15.41	36.61	59.80	56.46
	Potato	0.28	-6.34	-31.6	-40.7	-43.8	-47.5	-42.4	-43.9	-46.8	-44.3	-40.73	-8.40
	Sugar	1.06	27.51	21.81	12.87	12.40	10.9	8.95	8.53	7.38	5.08	4.25	0.89
	Edible Oils	2.64	11.89	8.62	3.98	1.44	1.73	1.53	0.47	0.19	0.65	1.94	1
Fuel & Power	13.15	4.25	22.35	17.11	11.81	5.16	4.37	9.86	10.46	10.52	8.82	9.16	

Source: O/o Economic Adviser, DIPP

Note: Figures for last two months for WPI are provisional.

10.5.5. Graph showing the trend in the rate of inflation in CPI (Combined), CFPI, WPI (Food) and WPI during January to December, 2017.



Source: D/o Industry Policy & Promotion & MoSPI

10.6 COMMODITY-WISE TREND IN AVAILABILITY & PRICES OF ESSENTIAL FOOD ITEMS

The availability of most of the essential food items remained comfortable except seasonal variable in select vegetables like onion and tomatoes. Monthly average retail prices of 22 essential food items at major metropolitan cities from January, 2017 to December, 2017 are given in Annexure II. Commodity-wise position on prices, area and production of essential food items are briefly analyzed in the following paragraphs.

10.6.1 RICE

10.6.1.1 As per the 1st Advance Estimates of Department of Agriculture Cooperation and Farmer Welfare, Kharif production of rice is estimated at 94.48 million tonnes which is marginally higher than the 1st Advance Estimates of last year at 93.88 million tonnes.

10.6.1.2 During the current year (January 2017- December 2017), the retail price of rice have shown a mixed trend at most of the reporting centres. The all India monthly average retail price of rice varied in the range of ₹ 28-30 as may be seen from the graph below. The price variation across centers were in the range of ₹ 18-59 per kg during January 2017- December 2017 while the range was between ₹ 18-47 per kg during the same period last year.

During December 2017, 131.26 lakh tonne of actual stock of rice was available in the central pool

with FCI and State agencies as compared to 110.59 lakh tonne for December 2016.

10.6.1.3 The All India monthly average retail and wholesale price of rice for January - December 2016 and January - December 2017 is depicted below:



Source: State Civil Supplies Departments

10.6.2 WHEAT

10.6.2.1 As per the latest Advance Estimates of Department of Agriculture, Cooperation and Farmers Welfare, on 22.9.2017 targeted production of wheat for the year 2017-18 has been set at 97.50 million tonne which is marginally lower than the 4th Advance Estimate figure of 98.38 million tonne during 2016-17.

During December 2017, 216.65 lakh tonne of actual stock of wheat was available in the central pool with FCI and State agencies as compared to 164.96 lakh tonne for December 2016.

10.6.2.2 The all India monthly average retail prices of wheat were in the range of ₹23-25 per kg during January - December 2017 as against ₹23-24 per Kg over the same period last year. The wholesale price ranged between ₹ 21-22 per kg in 2016 as well as 2017.

10.6.2.3 The All India monthly average retail and wholesale prices of Wheat from January - December 2016 and 2017 are shown in the graph:



Source: State Civil Supplies Department

10.6.3 PULSES

10.6.3.1 As per the 1st Advance Estimates for 2017-18, production of kharif pulses is estimated at 8.71 million tonne as against 8.70 million tonne indicated in the 1st Advance Estimate of 2016-17. Production of major pulses (kharif) for 2016-17 is estimated at (figures in brackets indicate the 1st Advance Estimate for 2016-17): Tur 3.99 MT (4.29 MT), Moong 1.32 MT (1.35 MT) and Urad 2.53 MT (2.01 MT).

10.6.3.2 Price range of retail prices of pulses during January – December (2016 and 2017)

Pulses	Price Range	Price Range
	(January - December 2016) (₹/kg)	(January - December 2017) (₹/kg)
Gram dal	52-159	55-145
Tur/Arhar dal	64-180	50-170
Urad dal	73-198	45-160
Moong dal	55-150	50-140
Masoor dal	52-120	43-120

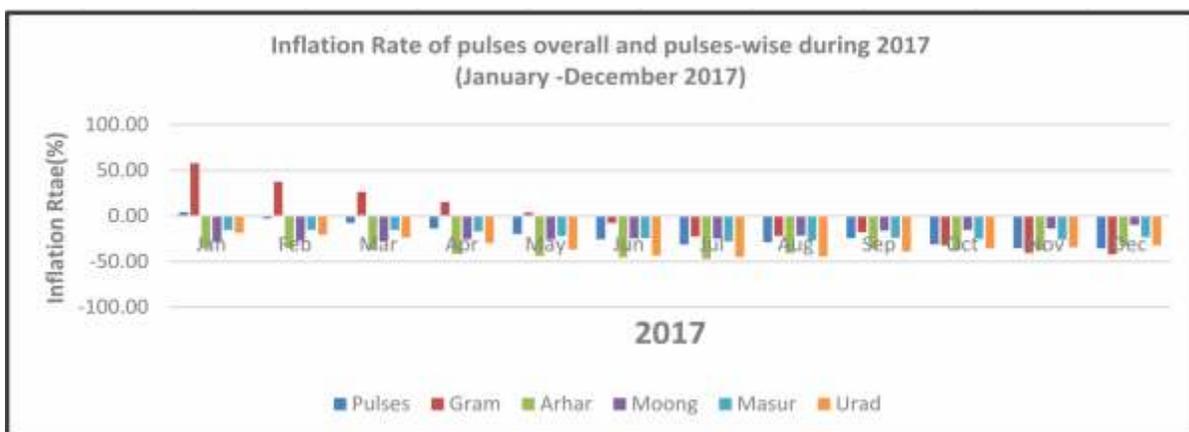
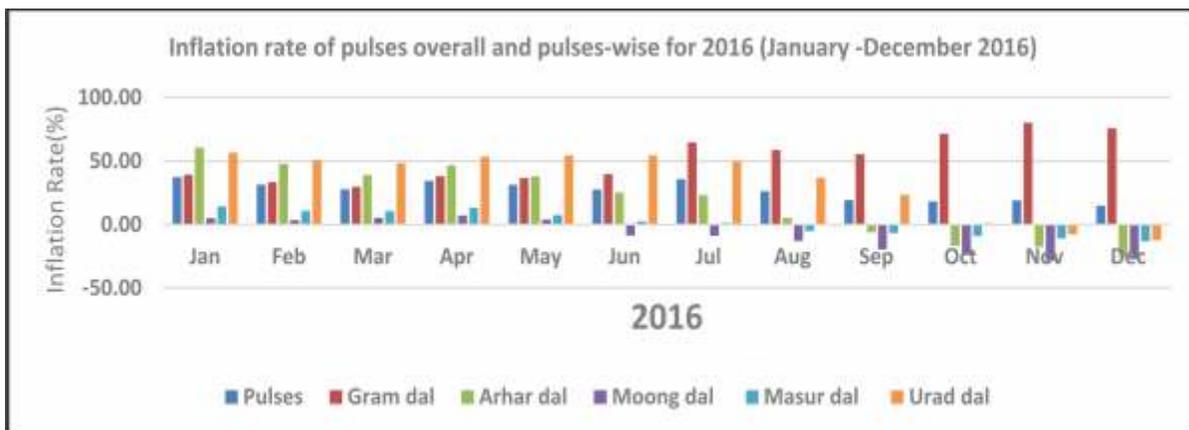
Source: - State Civil Supplies Departments

10.6.3.3 The All India monthly average retail and wholesale prices between January- December 2016 & 2017 for Gram dal, Tur/Arhar dal, Urad dal, Moong dal & Masoor dal are shown in the graphs below:





10.6.3.4 The inflation rate of overall Pulses and Pulse-wise during January 2016-December 2016 and January 2017 to December 2017 are shown in the graph:

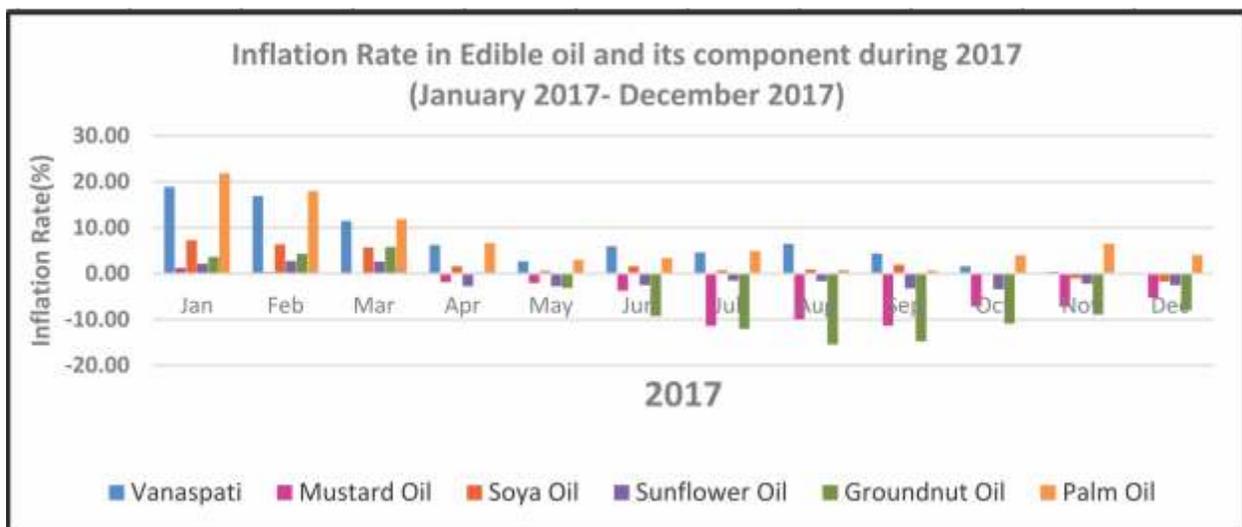
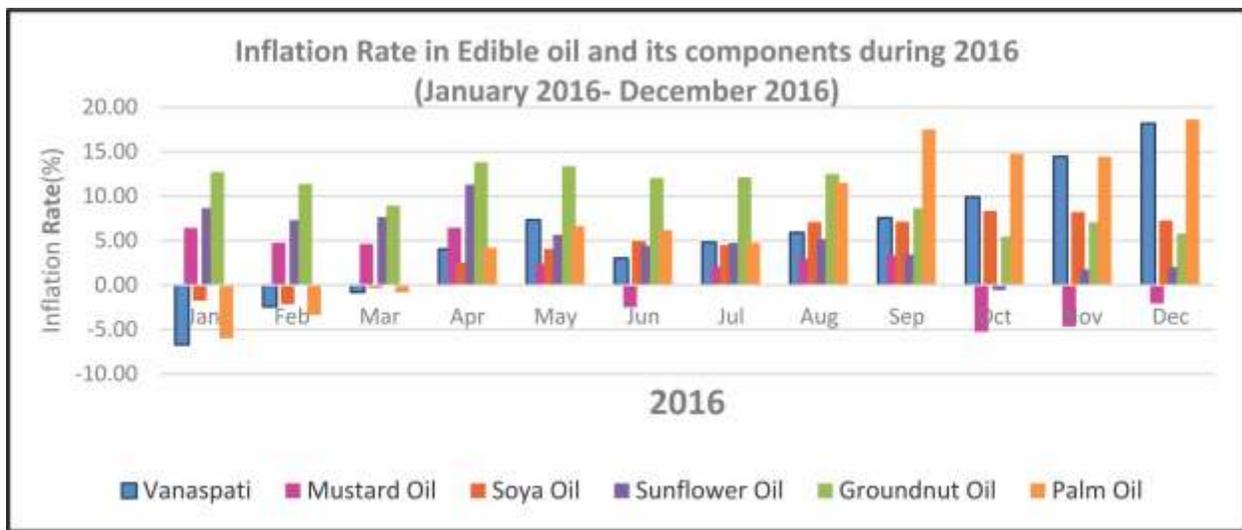


Source: Department of Industrial Policy and Promotion

10.6.4 EDIBLE OILS

10.6.4.1 According to the 1st Advance Estimates for the year 2017-18, released by Ministry of Agriculture, Cooperation and Farmers Welfare, production of Kharif oilseeds is estimated at 206.79 lakh tonne as against Advance Estimate of 233.63 lakh tonne for 2016-17. Estimated figures of major oilseed for the year 2017-18 are Groundnut 62.13 lakh, Soybean 122.17 lakh Tonne, Sesamum 6.64 lakh Tonne and Castorseed 13.96 lakh Tonne.

10.6.4.2 The inflation rate of overall Edible oil and Edible oil-wise during January – December 2016 and January – December 2017 are shown in the graph.



Source: Department of Industrial Policy and Promotion.

10.6.4.3 Price range of Edible oils during January – December (2016 & 2017)

Edible oils	Price Range (January – December 2016) (₹/kg)	Price Range (January – December 2017) (₹/kg)
Mustard oil	70-179	70-180
Vanaspati	46-120	58-175
Groundnut oil	67-182	64-180
Palm oil	50-131	58-110
Soya oil	60-122	69-125
Sunflower oil	74-192	74-130

Source: - State Civil Supplies Departments

10.6.4.4 The All India monthly average retail and wholesale prices between January- December 2016 & 2017 for Groundnut oil, Mustard oil, Vanaspati, Sunflower oil, Soya oil, Palm oil are shown in the graphs below :







Source: - State Civil Supplies Departments.

10.6.5 VEGETABLES

Government kept a close watch on the prices and availability of vegetables, especially onion, potato and tomato. Details of retail and wholesale prices, inflation, production and other related statistics w.r.t. onion, potato and tomato are as follows:

10.6.5.1 ONION

10.6.5.1.1 As per 1st Advance Estimate of National Horticultural Board for 2017-18, area under onion cultivation has been estimated at 11.96 lakh Ha during 2017-18 compare to final estimates of 13.06 lakh Ha for the previous year i.e. 2016-17. The production of onion is estimated at 21.40 million tonne during 2017-18 as compared to 22.43 million tonne during 2016-17 which is 4.6% lower than the final estimate of 2016-17. The period from July to September/October is reported to

be the lean period for the production of onion and demand is met mainly from the stored Rabi onion. Therefore, generally price increase is witnessed during this lean period. Lower price is observed in the month of March-April due to higher market arrivals from Rabi season onion. However, due to adverse weather condition and lower crop area under Kharif onion during the current year, prices of onion did not moderate during November-December, 2017.

10.6.5.1.2 A quantity 9.36 lakh tonne of onion was exported during 2017-18 (till November 16, 2017) as against 14.70 lakh tonne during same period last year. Onion is mainly exported to Bangladesh, Malaysia, UAE, Sri Lanka, Bahrain, Pakistan, Singapore, Indonesia, Kuwait, Mauritius etc.

10.6.5.1.3 Prices of Onion was stable in the first half of the current year but it increased significantly during the later half of the year based on the cue of lower production due to adverse weather condition.

10.6.5.1.4 The All India monthly average retail and wholesale prices of Onion from January 2016 to December 2017 are shown in the graph



Source: State Civil Supplies Departments.

10.6.5.2 POTATO

10.6.5.2.1 As per the data released by National Horticultural Board, production of potato is estimated at 49.34 million tonne during 2017-18 as compared to 48.60 million tonne during 2016-17 (final). As per 1st Advance Estimate of National Horticultural Board, area under potato cultivation

has been estimated at 21.76 lakh Ha during 2017-18 as compared to 21.79 lakh Ha for the last crop year 2016-17 (final).

10.6.5.2.2 The All India monthly average retail and wholesale prices of Potato from January-December 2017 and January-December 2016 are shown in the graph below:



Source: State Civil Supplies Departments.

10.6.5.3 TOMATO

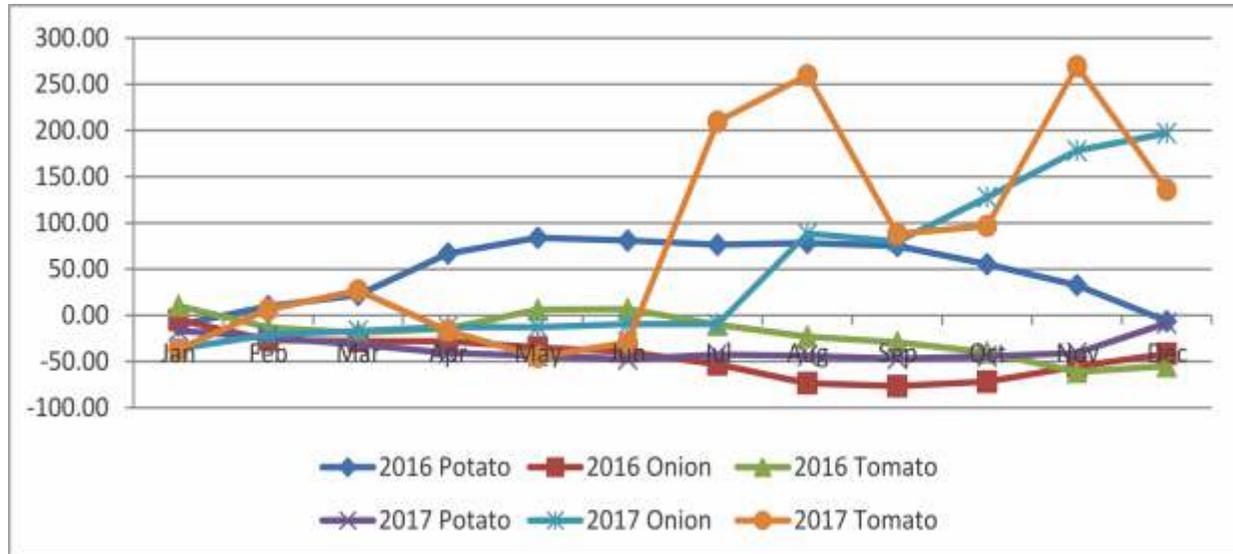
10.6.5.3.1 The area and production of tomato during 2017-18 (1st Advance Estimate) is 8.01 lakh Ha and 22.34 million tonne as compared to area of 7.97 Lakh Ha and production of 20.71 million tonne during 2016-17 (Final Estimate).

10.6.5.3.2 The All India monthly average retail and wholesale prices of tomato for January-December 2016 and January-December 2017 are shown in the graph below:



Source: State Civil Supplies Departments.

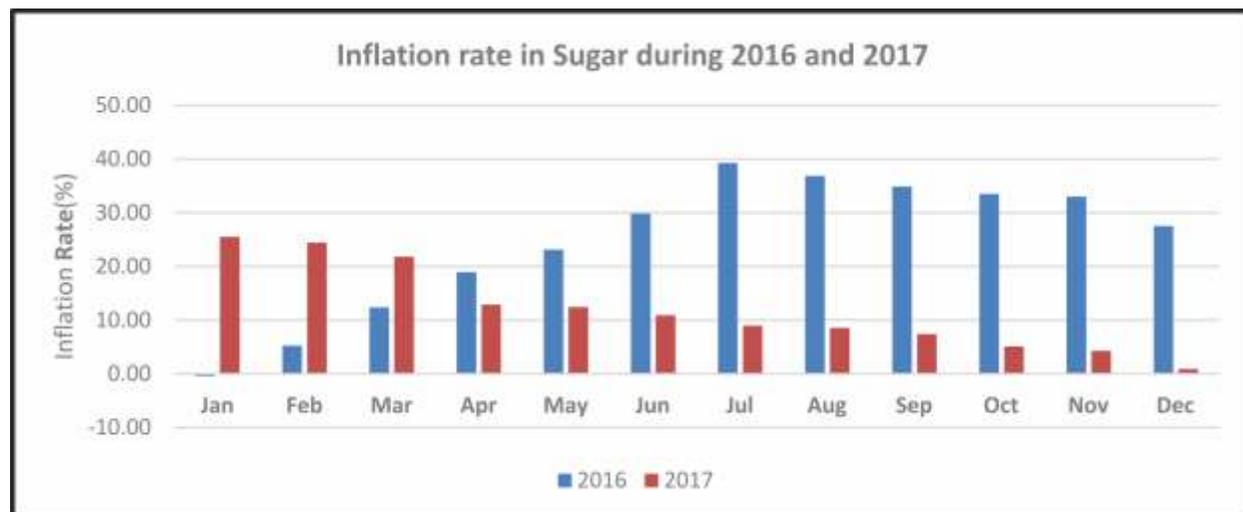
10.6.5.3.3 The inflation rate of potato, onion & tomato during January- December 2016 and January- December 2017 are shown in the graph



Source: Department of Industrial Policy and Promotion.

10.6.6 SUGAR

10.6.6.1 The Retail prices of sugar across centers were in the range of ₹. 26-54 per Kg. during January-December, 2016 as compared to ₹. 34-60 per kg during January-December, 2017. During the year, both the retail & Wholesale prices of Sugar remain stagnant. The WPI inflation rate for sugar increased throughout 2016 but it declined sharply in the current year from January-December 2017.



Source: Department of Industrial Policy and Promotion

10.6.6.2 The All India monthly average retail and wholesale prices of sugar from January-December 2016 and January- December 2017 are shown in the graph



Source: State Civil Supplies Departments.

10.6.7 MILK

10.6.7.1 The Retail prices of milk across centers were in the range of ₹28-65 per litre during January-December, 2017 as compared to ₹ 25-65 per litre during January- December, 2016.

The All India monthly average retail and wholesale prices of milk from January-December 2016 and January- December 2017 are shown in the graph



Source: State Civil Supplies Departments.

10.6.8 SALT

The Retail prices of salt were in the range of ₹. 6-22 per kg during January-December, 2017 as compared to ₹. 6-29 per kg during January- December, 2016.

The All India monthly average retail and wholesale prices of salt from January-December 2016 to January-December 2017 are shown in the graph



Source: State Civil Supplies Departments.

ANNEXURE-I

NAME OF PRICE MONITORING CENTRES									
TOTAL NO. OF CENTRES: 101									
North Zone		West Zone		East Zone		North-East Zone		South Zone	
Sr. No.	Centres	Sr. No.	Centres	Sr. No.	Centres	Sr. No.	Centres	Sr. No.	Centres
1	CHANDIGARH	1	RAIPUR	1	PATNA	1	ITANAGAR	1	PORT BLAIR
2	DELHI	2	DURG	2	BHAGALPUR	2	GUWAHATI	2	VIJAYWADA
3	HISAR	3	AMBIKAPUR	3	PURNIA	3	SHILLONG	3	VISAKHAPATNAM
4	KARNAL	4	BILASPUR	4	RANCHI	4	AIZWAL	4	KURNOOL
5	PANCHKULA	5	JAGDALPUR	5	BHUBANESHWAR	5	DIMAPUR	5	TIRUPATHI
6	GURGAON	6	PANAJI	6	CUTTACK	6	AGARTALA	6	BENGALURU
7	SHIMLA	7	AHMEDABAD	7	SAMBALPUR	7	GANGTOK	7	DHARWAD
8	MANDI	8	RAJKOT	8	ROURKELA	8	IMPHAL	8	MANGALORE
9	DHARAMSHALA	9	SURAT	9	KOLKATA			9	MYSORE
10	SOLAN	10	BHUJ	10	SILIGURI			10	T.PURAM
11	SRINAGAR	11	BHOPAL	11	PURULIA			11	ERNAKULAM
12	JAMMU	12	INDORE	12	KHARAGPUR			12	KOZHIKODE
13	AMRITSAR	13	GWALIOR	13	RAMPURHAT			13	THRISSUR
14	LUDHIANA	14	JABALPUR	14	MALDA			14	PALAKKAD
15	BATHINDA	15	REWA	15	RAIGANJ			15	WAYANAD
16	LUCKNOW	16	SAGAR					16	PUDUCHERRY
17	KANPUR	17	MUMBAI					17	CHENNAI
18	VARANASI	18	NAGPUR					18	DINDIGUL
19	AGRA	19	PUNE					19	THIRUCHIRAPALLI
20	JHANSI	20	NASHIK					20	COIMBATORE
21	MEERUT	21	JAIPUR					21	TIRUNELVELI
22	ALLAHABAD	22	JODHPUR					22	HYDERABAD
23	GORAKHPUR	23.	KOTA					23	KARIMNAGAR
24	DEHRADUN	24.	UDAIPUR					24	WARANGAL
25	HALDWANI							25	ADILABAD
26	RUDRAPUR							26	SURYAPET
27	HARIDWAR							27	JADCHERLA

ANNEXURE-II

All India Monthly Average Retail prices of 22 essential food items January-December 2017 (Rs per kg).

RICE												
Centre	Jan-17	Feb-17	Mar-17	Apr-17	May-17	Jun-17	Jul-17	Aug-17	Sep-17	Oct-17	Nov-17	Dec-17
DELHI	30.23	31.79	32	32	32	32	32	32	32	32.14	33.47	34
MUMBAI	30	29.36	29	29	29	29	29	29.52	30	29.74	29.53	30
KOLKAT A	26.55	26.54	28.16	29	29	27.87	27.67	28.52	29	29	29.67	30.81
CHENNAI	35.5	36	35.45	35.18	34.83	36.37	35.61	36	36	36	36	36
All India Average	28.34	28.87	28.85	28.64	28.84	29.07	29.48	29.46	29.47	29.81	30	29.82
WHEAT												
Centre	Jan-17	Feb-17	Mar-17	Apr-17	May-17	Jun-17	Jul-17	Aug-17	Sep-17	Oct-17	Nov-17	Dec-17
DELHI	25.5	24.54	23.97	24	23.79	23	23	23	23	23.07	24	23.16
MUMBAI	35	30.71	29.74	30.57	31	31	31	31	31	31	31.9	31.77
KOLKAT A	26.39	25.75	23.77	22.53	22.77	22.87	23	23	23	23	23	23
CHENNAI	30	30	30.65	32	32	32.27	31.48	29	29.62	31.36	30.93	30.07
All India Average	27.12	26.85	26.64	26.17	25.98	25.7	25.98	25.8	25.88	26.07	26.42	26.32
ATTA (WHEAT)												
Centre	Jan-17	Feb-17	Mar-17	Apr-17	May-17	Jun-17	Jul-17	Aug-17	Sep-17	Oct-17	Nov-17	Dec-17
DELHI	25.5	24.54	23.97	24	23.79	23	23	23	23	23.07	24	23.16
MUMBAI	35	30.71	29.74	30.57	31	31	31	31	31	31	31.9	31.77
KOLKAT A	26.39	25.75	23.77	22.53	22.77	22.87	23	23	23	23	23	23
CHENNAI	30	30	30.65	32	32	32.27	31.48	29	29.62	31.36	30.93	30.07
All India Average	27.12	26.85	26.64	26.17	25.98	25.7	25.98	25.8	25.88	26.07	26.42	26.32
GRAM DAL												
Centre	Jan-17	Feb-17	Mar-17	Apr-17	May-17	Jun-17	Jul-17	Aug-17	Sep-17	Oct-17	Nov-17	Dec-17
DELHI	116.97	94.29	87.23	87	87.07	85	84.58	84.97	89	87.17	85.67	83.35
MUMBAI	115.71	100.61	90.35	89.17	92.26	92.8	86.71	85.61	88.97	86.81	78.33	77.61
KOLKAT A	114.19	85.71	75.68	77.92	79	77.03	75.73	76.16	84.77	78.87	74.9	68.9
CHENNAI	123.04	92.54	83.84	85.57	86.37	83.9	81.26	80.39	87.45	85.39	77	70.93
All India Average	114.84	100.76	89.43	88.8	86.79	85.14	81.91	80.71	83.2	82.51	79.58	76.84

TUR/ARHAR DAL												
Centre	Jan-17	Feb-17	Mar-17	Apr-17	May-17	Jun-17	Jul-17	Aug-17	Sep-17	Oct-17	Nov-17	Dec-17
DELHI	102.33	91.82	87.9	86	84.62	81.27	81.13	84.13	87.17	86	84.7	82.9
MUMBAI	95.84	90.14	83.81	80.83	76	72.47	71.61	73.9	74.73	80.42	77.77	72.93
KOLKATA	86.77	79.71	76.71	74.47	69.68	65.93	65.8	69.42	77.97	70.68	70.93	71.9
CHENNAI	92.33	82.59	81.84	80.89	79.77	71.77	70.48	71.42	79.17	76.71	74.77	73.62
All India Average	102.96	95.95	89.55	88.13	85.35	82.5	78.97	78.09	79.79	78.29	76.54	75.08
URAD DAL												
Centre	Jan-17	Feb-17	Mar-17	Apr-17	May-17	Jun-17	Jul-17	Aug-17	Sep-17	Oct-17	Nov-17	Dec-17
DELHI	106.8	101.32	99	98.39	96.97	96.43	95.55	94.9	96.93	94.48	93.07	88.81
MUMBAI	111.74	111.25	103.48	106.73	103.74	102.23	98.16	91.9	90.3	89.16	82.4	80.39
KOLKATA	96.97	89.5	87.23	85.53	78.9	74.43	69.5	66.06	72.13	70.71	67.97	67.52
CHENNAI	101.5	97.78	95.35	98.89	96.7	95.03	89.74	84.87	90.62	90.16	79.6	73.59
All India Average	107.86	103.44	98.84	99.33	97.29	95.02	90.41	86.7	87.72	85.01	81.49	77.99
MOONG DAL												
Centre	Jan-17	Feb-17	Mar-17	Apr-17	May-17	Jun-17	Jul-17	Aug-17	Sep-17	Oct-17	Nov-17	Dec-17
DELHI	81.1	80.71	79.33	81	80.72	80.8	81.03	84.53	85.8	83.93	86	84.87
MUMBAI	85.32	84.04	79.48	83.23	82.52	78.87	77.55	75.52	78.47	82.48	80.77	83.39
KOLKATA	80	75.89	76.68	75.43	71.26	68.4	68.73	70	79.47	76	70.8	73.94
CHENNAI	77.83	76.04	75	75.36	75.6	71.73	70.77	70.42	79.14	78.97	79.27	74.72
All India Average	80.64	79.24	78.75	80.89	80.59	78.9	76.78	75	76.49	75.87	74.68	73.75
MASOOR DAL												
Centre	Jan-17	Feb-17	Mar-17	Apr-17	May-17	Jun-17	Jul-17	Aug-17	Sep-17	Oct-17	Nov-17	Dec-17
DELHI	84	84	82.3	80.29	78.17	77.2	75.84	75	78.13	78.1	77.83	76.65
MUMBAI	81.61	84.46	82.97	80.97	75.32	72.43	68.58	70.29	74.47	70.81	71.1	68.16
KOLKATA	70	66	61.13	60.6	56.81	55.27	54.6	54.23	54.97	53.87	52.87	53.35
CHENNAI	78.38	73.96	72.16	73.82	71.57	69.53	64.81	61.74	63.86	64.42	59.9	61.21
All India Average	78.69	77.11	74.8	74.89	73.61	71.72	68.88	66.67	66.55	65.28	64.2	63
GROUNDNUT OIL (PACKED)												
Centre	Jan-17	Feb-17	Mar-17	Apr-17	May-17	Jun-17	Jul-17	Aug-17	Sep-17	Oct-17	Nov-17	Dec-17
DELHI	167.2	171	166.43	164	163.86	162.73	164.87	165	164.23	164	164	164.52
MUMBAI	139.74	138.29	138.61	135.07	133.19	129.1	126.77	120.81	117.5	124.42	127.83	132.42
KOLKATA	158	152	146.13	144.4	146.67	148	148.9	150.71	152.97	154.81	145.3	146.9

CHENNAI	144.29	140.48	138.23	139.21	139.93	139.13	136.26	133.9	131.1	129.03	127.83	131.83
All India Average	135.42	133.84	133.46	133.37	132.76	131.69	131.04	129.87	128.48	127.82	127.65	127.32
MUSTARD OIL (PACKED)												
Centre	Jan-17	Feb-17	Mar-17	Apr-17	May-17	Jun-17	Jul-17	Aug-17	Sep-17	Oct-17	Nov-17	Dec-17
DELHI	127.23	124.54	120.73	121.21	120.24	119.57	120.87	120.07	120.53	120.14	120.07	120.65
MUMBAI	122.48	128.25	132.97	127.93	126	123.57	126.58	131.23	131.37	131.58	130.83	129.32
KOLKATA	109.74	108	102.58	99.77	99.55	97.4	95.07	96.52	97.97	99.03	99	101.35
CHENNAI	137	137	137	137	135.5	132	131.13	131	131	120	120	120.87
All India Average	110.58	110.06	109.65	107.62	106.9	105.88	105.59	104.79	105.17	105.56	105.55	106.63
VANASPATI (PACKED)												
Centre	Jan-17	Feb-17	Mar-17	Apr-17	May-17	Jun-17	Jul-17	Aug-17	Sep-17	Oct-17	Nov-17	Dec-17
DELHI	88.53	88.89	87.43	86.18	86.62	87	87	87.33	88	88	88	88
MUMBAI	98.81	98.39	94.42	92.8	91.45	92.6	90.29	92.84	94.6	92.39	91.8	91.45
KOLKATA	78	78	77.61	75	75	74.13	74.6	73.68	75.3	74.74	75.33	76.9
CHENNAI	101.25	102.22	103.39	102.54	102.4	102.93	98.58	97.06	97.66	98.97	100.67	102.66
All India Average	77.57	77.79	77.72	77.35	77.26	77.27	77.23	77.07	77.32	77.87	78.92	79.13
SOYA OIL (PACKED)												
Centre	Jan-17	Feb-17	Mar-17	Apr-17	May-17	Jun-17	Jul-17	Aug-17	Sep-17	Oct-17	Nov-17	Dec-17
DELHI	99	99	97.33	96	95.9	92	93.35	97.7	95.9	96	97.57	102.65
MUMBAI	84.35	83.86	84	84	84	83.93	84	85.29	86.43	85	85.73	86.48
KOLKATA	93.1	92.36	87.35	82.23	80.45	81.1	80.7	82.03	84.5	85.16	86.37	88.97
CHENNAI	NR											
All India Average	86.3	86.45	86.17	85.27	84.77	84.11	83.86	84.08	84.41	85.21	85.43	86.61
SUNFLOWER OIL (PACKED)												
Centre	Jan-17	Feb-17	Mar-17	Apr-17	May-17	Jun-17	Jul-17	Aug-17	Sep-17	Oct-17	Nov-17	Dec-17
DELHI	108.07	106.07	105.8	103	105.9	104.1	104.42	106.87	107.43	108	107.97	109.68
MUMBAI	90.58	89	88.06	85.97	84.65	86	86	87.74	87.83	84.03	84.83	85.68
KOLKATA	94	94	92.45	91.13	89.06	89.33	88.73	90.58	92.03	94.16	94	95.87
CHENNAI	92.79	92.7	93	93	91.57	92	90.19	89.48	91.21	90.29	91.27	94.79
All India Average	94.46	94.06	93.73	93.21	92.76	92.36	92.26	92.39	92.57	92.55	93.15	93.79
PALM OIL (PACKED)												
Centre	Jan-17	Feb-17	Mar-17	Apr-17	May-17	Jun-17	Jul-17	Aug-17	Sep-17	Oct-17	Nov-17	Dec-17

DELHI	77.2	79	78.1	77	77	76.33	76.74	76.77	76.43	77	77.27	78
MUMBAI	67.87	67.36	64.13	64	64.29	65	64.26	65.16	67.03	67	67.9	67.97
KOLKATA	71.32	73	71.45	69.43	68.23	67.7	66.33	68.58	74.03	74	75.8	78.1
CHENNAI	72.29	72.22	69.58	65.43	65.63	65.2	62.42	62.81	67	69	71.23	73.66
All India Average	71.27	71.41	70.76	69.63	69.63	69.3	68.69	68.9	69.7	70.59	71.72	73.01

POTATO

Centre	Jan-17	Feb-17	Mar-17	Apr-17	May-17	Jun-17	Jul-17	Aug-17	Sep-17	Oct-17	Nov-17	Dec-17
DELHI	12.93	12.79	12.5	13.32	14.76	17.97	20.03	20.13	21.73	23	22.27	18.19
MUMBAI	14.52	14.96	16.13	17.73	17.23	17.8	16.52	16.87	17.1	18.23	18.97	19.03
KOLKATA	8.97	7.93	7	8.23	10	10	10	10	10	10	10.1	10
CHENNAI	14.88	14.56	14.16	14.79	14.7	15.03	14.97	14.74	15	15.97	18.4	18.21
All India Average	14.66	13.97	13.54	13.64	13.9	14.53	15.34	15.82	15.68	15.91	16.11	15.9

ONION

Centre	Jan-17	Feb-17	Mar-17	Apr-17	May-17	Jun-17	Jul-17	Aug-17	Sep-17	Oct-17	Nov-17	Dec-17
DELHI	20.73	20	19.93	20	20.97	20.63	21.35	35.67	34	42.28	52.33	55.32
MUMBAI	13.87	15.21	16.16	17.27	16.74	17.6	17.29	29.77	24.07	34.23	49.17	49.97
KOLKATA	17.87	15.96	15.35	15	17.03	18.2	18.13	37.26	31.33	35.81	44.5	52.1
CHENNAI	14.79	14.15	13.35	13.43	12.2	14.17	14.23	30.03	23.38	29.45	42.13	41.9
All India Average	14.84	14.61	14.52	14.36	14.07	14.56	15.04	26.02	26.58	30.11	39.07	43.44

TOMATO

Centre	Jan-17	Feb-17	Mar-17	Apr-17	May-17	Jun-17	Jul-17	Aug-17	Sep-17	Oct-17	Nov-17	Dec-17
DELHI	20.7	22.32	24.53	29.21	22.48	35.37	75.65	70.57	45.77	47.17	60.33	43.19
MUMBAI	16.77	16.36	24.58	25.5	25.19	34.15	67.58	63.65	35.4	28.32	47.2	37.42
KOLKATA	15.61	10.93	10	10	20.65	35.83	81.67	78.23	45.67	53.39	64.48	44.68
CHENNAI	15.52	27.11	26.19	15.29	11.37	27.4	67.52	46.39	22.93	35.48	40.5	18.79
All India Average	14.67	15.62	16.66	17.35	16.86	21.44	57.29	59.91	40.85	36.99	47.12	36.88

SUGAR

Centre	Jan-17	Feb-17	Mar-17	Apr-17	May-17	Jun-17	Jul-17	Aug-17	Sep-17	Oct-17	Nov-17	Dec-17
DELHI	41.67	42.07	42.17	42	42	42	42.84	43.93	43.17	43.31	42.97	40.77
MUMBAI	42.03	43	43.87	43.6	43	42.97	43	43	43	43	42.93	41.1
KOLKATA	42.65	43.75	43.16	43	43.55	43	43.4	44	44	44	44	41.94

CHENNAI	42.17	44.81	45.06	44.18	44.23	43.77	43.42	43.06	43.66	43.42	42.77	41.03
All India Average	41.14	41.83	42.38	42.43	42.57	42.52	42.75	43.11	43.48	43.36	43.32	42.5
GUR												
Centre	Jan-17	Feb-17	Mar-17	Apr-17	May-17	Jun-17	Jul-17	Aug-17	Sep-17	Oct-17	Nov-17	Dec-17
DELHI	45.47	45.32	45.57	46	49.17	50	50	52.27	53.83	55.38	53.3	53
MUMBAI	51.29	53.61	55.45	54.1	53.61	54.83	56.23	56.45	52.87	54.84	54.53	52.84
KOLKATA	45	45	45	45.67	45.23	46	46.2	46	46	45.35	43.63	42
CHENNAI	51.83	50.89	51	51	54.63	57.17	57.16	58.35	59.48	61.16	60	58.45
All India Average	42.8	42.88	43.17	43.38	44.24	44.81	45.26	45.43	46.07	46.53	46.5	45.24
MILK (₹/LITER)												
Centre	Jan-17	Feb-17	Mar-17	Apr-17	May-17	Jun-17	Jul-17	Aug-17	Sep-17	Oct-17	Nov-17	Dec-17
DELHI	39	39	41	42	42	42	42	42	42	42	42	42
MUMBAI	42	42	42	42	42	42	42	42	42.57	43	43	43
KOLKATA	34	34	34	37.6	38	38	38	38	38	38	38	38
CHENNAI	37	37	37	37	37	37	37	37	37	37	37	37
All India Average	40.56	40.45	40.92	41.24	41.56	41.58	41.81	42.09	42.12	42.04	42.22	42.14
TEA LOOSE												
Centre	Jan-17	Feb-17	Mar-17	Apr-17	May-17	Jun-17	Jul-17	Aug-17	Sep-17	Oct-17	Nov-17	Dec-17
DELHI	215	220.71	223	223	225.41	228	231.74	232	228.8	228.1	231	231
MUMBAI	250	250	250	250	250	250	250	250	248.73	248.77	250	251.23
KOLKATA	140	140	140	140	140	140	140	140	140	140	140	140
CHENNAI	220	220	220	220	220	220	220	220	220	220	220	220
All India Average	200.55	200.9	200.24	200.88	201.43	202.68	204.09	204.04	204.28	204	204.66	204.77
SALT PACK												
Centre	Jan-17	Feb-17	Mar-17	Apr-17	May-17	Jun-17	Jul-17	Aug-17	Sep-17	Oct-17	Nov-17	Dec-17
DELHI	18	18	18	18	18	17.37	17	17	17	17	17	17
MUMBAI	18	18	18	18	18	18	18	18	18	18	18	18
KOLKATA	9	9	9	9	9	9	9	9	9	9	9	9
CHENNAI	18	18	18	18	17.23	16.77	17	17	17	17	17.07	17.55
All India Average	15.12	15.15	14.98	14.99	15.12	15.15	15.12	15.22	15.24	15.1	15.06	15.07
Source : - State civil supplies Deptt NR- Not Reported												



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CHAPTER 11

11. ESSENTIAL COMMODITIES REGULATIONS AND ENFORCEMENT

11.1 THIS DEPARTMENT, INTER ALIA, IS ALSO ADMINISTERING THE FOLLOWING ACTS:

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

11.2 THE OBJECTIVE OF THE CONSTITUTION OF INDIA INCLUDES, SECURING TO ALL ITS CITIZENS ECONOMIC JUSTICE. TO ACHIEVE THIS, THE RELEVANT PROVISIONS OF MECHANISM & PRINCIPLES FOR GOVERNMENTS INCLUDE THE FOLLOWING:-

- (i) Article 38, “The State (Government) shall strive to promote the welfare of the people by securing and protecting as effectively as it may a social order in which justice, social, economic and political, shall inform all the institutions of the national life. The State shall, in particular, strive to minimize the inequalities in income, and endeavor to eliminate inequalities in status, facilities and opportunities, not only amongst individuals but also amongst groups of people residing in different areas or engaged in different vocations”.
- (ii) Article 39, “The State shall, in particular, direct its policy towards securing that the citizens, men and women equally, have the right to an adequate means of livelihood; that the operation of the economic system does not result in the concentration of wealth and means of production to the common detriment”.
- (iii) Article 46, “The State shall promote with special care the educational and economic interests of the weaker sections of the people, and, in particular, of the Scheduled Castes and the Scheduled Tribes, and shall protect them from social injustice and all forms of exploitation”.

To achieve the above mentioned Constitutional goals the responsibility lies with both the Central & State Governments including ensuring adequate availability of all the Essential Commodities to the economically weaker families/people of the country at a fair price. To achieve this national goal, regulation of the price, production, supply and distribution, and trade and commerce, in commodities essential to the general public as human beings, is to be ensured statutorily by the Central Government. 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 by the President of India on 1st April 1955. The powers of Central Government under the Act, have been delegated, comprehensively, to the State Governments vide order dated 09.06.1978.

2. The Essential Commodities Act, 1955 empowers the Government to regulate prices, production, supply, distribution etc. of essential commodities for maintaining or increasing their supplies and for securing their equitable distribution and availability at fair prices. Most of the powers under the Act have been delegated by the Central Government to the State Governments with the direction that they shall exercise these powers. Exercising powers under the Act, various Ministries/Departments of the Central Government and State Governments/UT Administrations have issued Control Orders for regulating production, distribution, pricing etc. and trading of the commodities declared as essential. At present only seven essential commodities have been retained under the Essential Commodities Act, 1955 to protect the interests of the farmers, general people and the families below the poverty line. Various Ministries/Departments use powers of Central Government under the Essential Commodities Act to issue various kinds of regulatory orders, policies and mechanism to ensure adequate availability of essential commodities, as allocated to them, to the general public at fair prices. These Ministries/Departments and commodities under them are as under:

Commodity	Administrative Department
Drugs	D/o Pharmaceuticals
Fertilizers, whether inorganic, organic or mixed	D/o Fertilizers
'Foodstuffs'* including edible oilseeds and oil	M/o Agriculture & Cooperation, D/o Animal Husbandry, Dairying & Fisheries, D/o Food & PD, M/o Food Processing Industries, D/o Consumer Affairs
Hank yarn made wholly of cotton	M/o Textiles
Petroleum and Petroleum Products	D/o Petroleum
Raw jute and jute textiles	M/o Textiles
Seeds of food crops, fruits and vegetables	M/o Agriculture
Seeds of cattle fodder	M/o Agriculture
Jute seeds; and	M/o Agriculture & M/o Textiles
Cotton seed	M/o Agriculture & M/o Textiles



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

3. As per Cabinet Decision, Central Govt. has issued Order G.S.R. 929(E) dated 29th September, 2016 and merged all the relevant Orders and allowed any dealer may freely buy, stock, sell, transport, distribute, dispose, acquire, use or consume, any quantity of wheat, wheat products (namely maida, rava, suji, atta, resultant atta and bran) paddy, rice, coarsegrains, gur, hydrogenated vegetable oils or vanaspati, onions, edible oilseeds, edible oils, pulses and sugar and potato and shall not require a permit or license therefore, under any order issued under the Act, save as otherwise. The provisions in respect of purchase, movement, sale, supply, distribution or storage for sale will not apply to edible oilseeds, edible oils for a period upto 30.09.2018.
4. As per direction given by Prime Minister's Office the stock limit on pulses was withdrawn on 17.05.2017. It was seen that the production of pulses was on increasing side in comparison to last two years and overall availability and price situation was satisfactory.
5. The overall area sown under kharif onion is less by around 30% this year as compared to last year due to which the price of onion was increasing abnormally. In order to keep the prices of onion in limit for domestic consumption and within the reach of general people, this Department issued a notification enabling States to impose stock limit on onion under EC Act, 1955 vide order dated 25.08.2017 and extended its validity upto 31.03.2018.
6. In respect of sugar, D/o Food and PD informed that certain quarters are still indulged in speculative activities which are pushing up sugar prices and not in accordance with market fundamentals. Hence, in order to discourage any speculative activity by dealers/traders and to control price rise of sugar they requested to continue stock holding and turnover limits on dealers of sugar for another 6 months beyond 28.10.2017. Accordingly, this department issued notification dated 25.10.2017 to enable D/o Food & PD, GoI & States/UTs to fix stock limit on Sugar upto 28.04.2018.
7. The Prevention of Black-marketing and Maintenance of Supplies of Essential Commodities Act, 1980 is complementary to the EC Act, 1955. It is being implemented through the State Governments/UT Administrations for the prevention of illegal and unethical trade practices like hoarding and black-marketing of essential commodities etc. by way of ordering preventive detentions for six months under the Act. 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 in general including targeted groups under PDS.

8. To implement the provisions of these Acts, States/UTs have to be pro-active for action against the violators and apprise the Department of Consumer Affairs regularly. As per the reports received from the State Governments/UT Administrations 86404 raids were conducted, 9495 persons arrested, 4870 persons prosecuted and 349 persons convicted during the year 2017 (upto 31.12.2017). Value of goods confiscated during the year 2017 is ₹ 2836.47 Lakh. Detention orders were issued against 219 persons under the Act during the period 01.01.2017 to 31.12.2017.
9. In Tamilnadu, a separate wing of Police Department namely Civil Supplies Crimes Investigation Department (CSCID) has been setup for investigating the mal-practices in the trade of essential commodities and also in curbing violations of any order notified under Essential Commodities Act 1955 to ensure zero tolerance to Black Marketing, Hoarding and profiteering in the trade and supply of essential commodities, so that the benefits of the Government schemes reach the targeted beneficiaries. Such institution does not exist in any other states. The States have been urged to adopt Tamil Nadu model of Policing for essential commodities under the EC Act.
10. To monitor the unscrupulous trading, black-marketing, hoarding and cartelling in essential food commodities like Pulses, Edible Oils etc. and to ensure effective and coordinated action by different enforcement agencies, a group of such agencies has been constituted under the chairmanship of Secretary(CA). It meets regularly to review the food inflation, in consultation with the States and advises to States and other agencies the course of action to keep the prices at reasonable level and shares data/information mutually with States and ensures coordinated action under the EC Act. In the year 2017, two meetings were convened by this Group.
11. Authorities to be approached: Under both the Acts- The Essential Commodities Act, 1955 and Prevention of Black-marketing and Maintenance of Supplies of Essential Commodities Act, 1980 (PBM Act, 1980), the competent authorities are- (i) Joint Secretary of the Department of Consumer Affairs, Government of India, Krishi Bhawan, New Delhi-110001, (ii) Joint Secretary of the Department of Food, Civil Supplies/ Consumer Protection of dealing with the Acts in the State Governments/ UTs, (iii) Police Commissioner/ I.G. of Police of the concerned area and (iv) District Magistrate/ District Collector of the concerned district. In addition to these authorities State Government may empower as many officers



for this purpose as required in the State. The complaints may be made by the citizens/groups of citizens/ association etc. to any of the authorities in writing or e-mail, against the hoarders, black-marketers profiteers etc. violating Govt. orders whose Acts deprive the people/BPL families the benefits of schemes of the Governments to provide essential commodities adequately and at fair price. The implementation of both these Acts depends on the awakening of the general public & pro-activeness of the Police of the States & UTs and concerned departments e.g. Civil Supplies, Fertilizer/Agriculture, Health etc.



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to protect yourself from unfair trade practices



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- You have a right to choose any article or service
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- State Commission (For complaint of more than 20 lac rupees up to one crore rupees)
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CHAPTER 12

12 THE BUDGET AND FINANCIAL REVIEW

The Internal Finance Division of the Ministry of Consumer Affairs, Food and Public Distribution (Department of Consumer Affairs) is headed by an Special Secretary and Financial Adviser.

12.1 FUNCTIONS

- 12.3 To ensure that the schedule for preparation of budget is adhered to by the Ministry and the Budget is drawn up according to the instructions issued by Finance Ministry from time to time.
- To scrutinize budget proposals thoroughly, before sending them to Ministry of Finance.
- To see that complete departmental accounts are maintained in accordance with the requirements under the General Financial Rules. It should, in particular, be ensured that the Ministry not only maintains accounts of expenditure against the Grants or Appropriations directly controlled by it but also obtains figures of the expenditure incurred by the subordinate offices so that the Ministry has a complete month to month picture of the entire expenditure falling within its jurisdiction;
- To watch and review the progress of expenditure against sanctioned grants through maintenance of necessary Control Registers and to issue timely warnings to Controlling authorities where the progress of expenditure is not even;
- To ensure the proper maintenance of the Register of Liabilities and commitments as required under the G.F.Rs. to facilitate realistic preparation of budget estimates, watching of book debits and timely surrender of anticipated savings;
- To screen the proposals for supplementary demands for grants;
- To advise the Administrative Department on all matters falling within the field of delegated powers. This includes all powers other than those devolving on a Ministry in its capacity as

Head of Office. It has to be ensured by I.F. Division that the sanctions issued by Administrative Ministry in exercise of delegated powers clearly indicate that they issue after consultation with IF Division.

- To be involved in and coordinate the preparation of Outcome Budget of the Department;
- To ensure high quality appraisal and evaluation of Schemes/Projects with requisite rigor.
- To scrutinize proposals for re-delegation of powers to subordinate authorities;
- To keep itself closely associated with the formulation of schemes and important expenditure proposals from their initial stages;
- To associate itself with the evaluation of progress/performance in the case of projects and other continuing schemes, and to see that the results of such evaluation studies are taken into account in the budget formulation;
- To watch the settlement of audit objections, inspection reports, draft audit paras, etc;
- To examine foreign deputation proposals in respect of officers of the Department and organizations under its administrative Control.
- To represent Central Government in the Finance Committee and Executive Committee of BIS.
- To ensure prompt action on Audit Reports and Appropriation Accounts,
- To screen all expenditure proposals requiring to be referred to Finance Ministry for concurrence or advice.
- To ensure regular and timely submission of the prescribed statements, reports and returns required by Finance Ministry.

12.2 STATEMENT SHOWING BE, RE AND ACTUALS IN RESPECT OF DEPARTMENT OF CONSUMER AFFAIRS FOR FISCAL YEAR 2002-03 TO 2017-18 (UPTO TO DECEMBER, 2017 PROVISIONAL)

(Rs. In Crore)

Year	Demand No.	Budget Estimates			Revised Estimates			Actuals		
		Plan	Non-Plan	Total	Plan	Non-Plan	Total	Plan	Non-Plan	Total
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	161.31	140.93	302.24
2016-2017	16	1050.00	207.11	1257.11	3539.00	286.50	3825.50	7021.54	241.85	7263.39
2017-2018	15	3645.00	99.45	3744.45	3630.40	103.45	3733.85	3572.64	81.45	3654.09*

* Provisional Expenditure upto 31st December, 2017 as intimated by Pr. Accounts Office and includes the amount of Rs. 22.22 (20.16 + 0.06) Crore authorized in favour of other Ministries/Departments.

12.3 SUMMARY OF AUDIT OBSERVATIONS

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 31.12.2017).

Name of Ministry/Department	CAG Reports of 2015	CAG Reports of 2016	Total (1+2)
	(1)	(2)	(3)
Ministry of Consumer Affairs, Food & PD (Department of Consumer Affairs)	3	1	4

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CHAPTER 13

13. PROGRESSIVE USE OF HINDI

13.1 OFFICIAL LANGUAGE ACT AND RULES

The Hindi Division of this Department is working under the supervision of Economic Advisor and to assist him there are Joint Director (OL), Assistant Director (OL) and one Senior Translator and one Junior Translator along with 2 Stenographers. Hindi Division is responsible for entire translation work of the Department and Implementation of Official Language Policy of the Govt. of India in the Department and its attached and subordinate offices and their field organizations. The important activities undertaken during the year are as under:

1. During the year, appropriate action was taken to ensure implementation of the provisions of the Official Language Act and the Rules framed thereunder.
2. For ensuring compliance with the provisions of the Official Language Act, 1963 and rules framed thereunder, checkpoints have been set up in the Department. Effective steps were taken for the adherence to these checkpoints.



13.2 REVIEW

- i) The Annual Programme for the year 2017-2018 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.
- ii) 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 to increase the progressive use of Hindi.
- iii) Meeting of the Hindi Salahakar Samiti of the Ministry was held on 03rd October, 2016,

13.3 INCENTIVE SCHEMES

- i) The scheme for awarding cash prizes to Central Govt. Employees for noting and drafting in Hindi continued to be implemented during the year.
- ii) Special incentive for Hindi typing in addition to English typing continued to be given to employees of the Department.
- iii) The Department observed Hindi fortnight from 01.09.2017 to 15.9.2017. During this fortnight various competitions were organized with a view to encourage the officers/employees of the Department for doing their official work in Hindi. The prizes were distributed by the Hon'ble Minister for Consumer affairs, Food and Public Distribution in a prize distribution ceremony held on 16th October, 2017.

13.4 OTHER ACTIVITIES

- i) Workshops are being organized in the Department - to impart training in noting and drafting in Hindi, to do work in Hindi on computers and to give guidance about filling up of quarterly progress reports.
- ii) Information regarding interesting Hindi Books have obtained from the Officers/Staff of the Department and directed the library to purchase those books. Hindi Newspapers, Magazines and journals were purchased regularly by the library of the Department.

- iii) Continuous efforts are being made to encourage progressive use of Hindi in official work not only in the Department but also in its attached and subordinate offices.

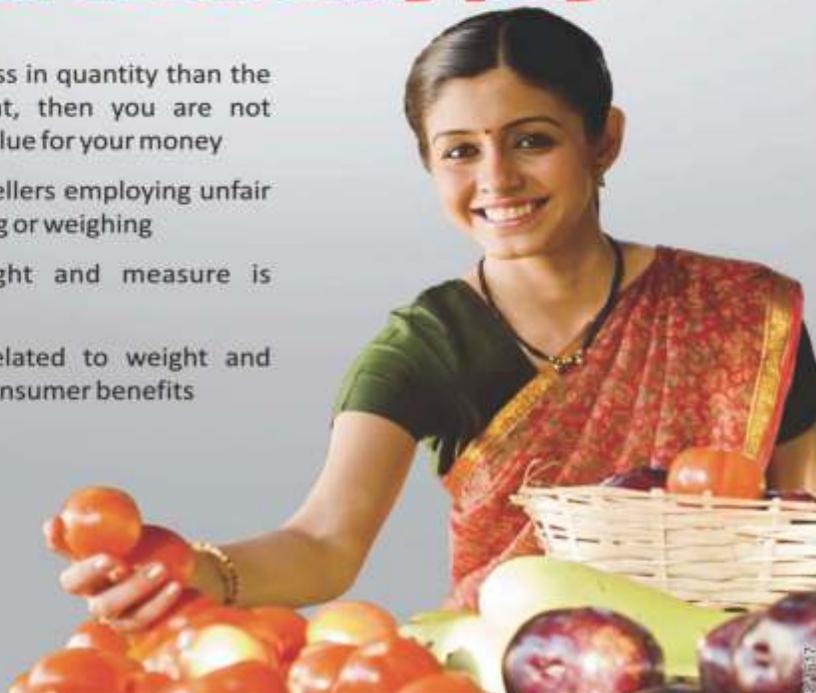


**This International Women's Day
We empower the women
In our special way**



**BUY PRODUCTS RIGHTLY MEASURED AND WEIGHED
And then only pay**

- If the product is less in quantity than the mentioned amount, then you are not really getting the value for your money
- Be careful about sellers employing unfair means of measuring or weighing
- Ensure that weight and measure is stamped
- Rules and acts related to weight and measures are for consumer benefits



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


@consaff
@jagograahakjago



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Online Complaints : www.consumerhelpline.gov.in

CHAPTER 14

14. CITIZEN CENTRIC E-GOVERNANCE INITIATIVES

The Government of India is focused on using technology to the maximum possible extent to give fillip to effective and efficient governance. To achieve the objective of providing consumer-friendly services, the department has digitized its various 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

“3 years of Sustainable Development towards Food Security and Consumer Empowerment” has been published on the website of the Department (<http://consumeraffairs.nic.in>).

14.3 INGRAM V2.0:

During the year 2017, an upgraded version 2.0 of the web portal <http://consumerhelpline.gov.in> was launched by the Department developed in-house by the NIC cell. The new version provides an effective and efficient multi-layer grievance handling system. This portal integrates various stakeholders of the Consumer Grievance Redressal process and provide a common platform for all to put in place effective and efficient consumer grievance redressal mechanism.

14.4 ONLINE CONSUMER WELFARE FUND PROPOSALS:

Proposals under the Consumer Welfare Fund Scheme was called online and processes for verification of VCOs have been integrated with NGO Darpan portal.

14.5 ONLINE PRICE MONITORING SYSTEM:

The daily retail and wholesale prices of 22 essential commodities is being collected from all India across 101 centers through the online application Price Monitoring System developed in-house by the NIC.

The process of collection and compilation of price data on 22 essential food items from 101 centers situated across the country has been fully automated and more than 95% of prices from State Government are being reported through online system. Reports are generated and circulated to various decision-making authorities. The Scheme for Strengthening PMCs has been approved for the period 2017-18 to 2019-20. The scheme has been strengthened to include new features such as remuneration of one contractual employee (Data Entry Operator) at each center and handheld device with geo-tagging facilities. It is also proposed to organize total 5 training-cum-conference in each zone of the country. PMC has also launched a software for crowd sourcing of prices on National Consumer Day, 21 December, 2017.

14.6 SOCIAL MEDIA:

The Department has initiated various measures to reach the consumers through the social media. The department has uploaded various consumer awareness material in Youtube Channel, Facebook. Through the two twitter handles @consaff for addressing consumer grievances including e-commerce related and @jagograhaakjago for creating awareness amongst consumers are in place.

14.7 CONFONET

The automation and Networking of Consumer Fora and Commissions across the country is supported by the CONFONET Project of the Department which is being implemented by the NIC.

During the year, various other IT initiatives have been undertaken such as launch of MobileApps for Consumer Helpline, CONFONET and Smart Consumer to know product details by scanning barcodes.

14.8 ONLINE MODEL APPROVAL SYSTEM:

The process of Model Approval of the Legal Metrology Division has been automated to enable online application and approval.

14.9 OTHER E-GOVERNANCE INITIATIVES:

Various e-governance projects such as CompDDO, E-granthalaya, RTI (Right To Information) software, e-Samiksha, Parliament Q & A, BAS (Biometric Attendance System), e-visitor, CPGRAMS, VLMS (VVIP Letter Monitoring System), AVMS (Accredited Vacancy Monitoring System), e-Tendering and Procurement, Vacancy Details posting on DOPT site and Sparrow which are centrally deployed by NIC have been



implemented successfully in the department. NIC is also extending support during the Pragati Conference of the Hon'ble Prime Minister.

14.10 DIGITALIATION IN BUREAU OF INDIAN STANDARDS (BIS)

BIS, in line with the Government of India's vision of Digital India, is actively in the process of digitizing its activities. As a part of this endeavour, following initiatives have been undertaken:

- i) A software for managing Standard Formulation activity has been operational in BIS. This software automates all the stages involved in the formulation of standards and their amendments. This software has been enhanced further to cater to its associate activities including management of committees, committee members, meetings, inter department coordination, generation of real time reports, etc. It enables outside users to easily search relevant Indian Standards, to submit their comments on any published Indian Standard or document in wide circulation online.
- ii) An integrated web portal is being developed by CDAC, Noida to automate the major activities of BIS. The first phase of the project has been launched on 15 May 2017. This portal enables applicants/licenses to apply for new licence, renewal, inclusion, payment of fees, etc., online. BIS can process these requests and communicate their decision online. Further, the management system processes have also been made online. The remaining modules of this portal are under development.
- iii) An online web portal is operational for managing the Compulsory Registration Scheme. Apart from the existing email facilities, the SMS gateway has also been integrated to facilitate SMS alerts/notifications to the concerned stakeholders
- iv) The module to host WTO-TBT notifications has been enhanced to cater to the requirements of International Relations Department, BIS. It enables outside users to register themselves to receive email notifications. It facilitates stakeholders to submit comments and receive their clarifications online.
- v) An android mobile app (BIS CARE) is operational for lodging complaints from smart phones. This app has been enhanced to make it informative, user friendly and efficient. This app is downloadable from google and m-seva app store.

E-procurement module of Central Public Procurement Portal has been implemented in BIS and is operational.



CHAPTER 15

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 Tribes, Other Backward Castes, Persons with Disabilities and Ex-Servicemen employed in the Department of Consumer Affairs and its attached/subordinate officers are as under:

STATEMENT SHOWING THE NUMBER OF SC/ST/OBC/PWD/EXM/WOMEN
(AS ON 31.12.2017)

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			EX M	WO MEN
						VH	HH	OH		
1	2	3	4	5	6	7	8	9	10	11
Group A	176	128	16	10	17	-	-	01	02	14
Group B (Gazetted)	173	141	20	06	11	-	-	04	-	32
Group B, (Non-Gazetted)	248	117	22	04	18	01	01	03	-	31
Group C	589	347	78	29	47	-	02	03	02	46
Total	1186	733	136	49	93	01	03	11	04	123

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 Redressal Commission, New Delhi.

Indian Institute of Legal Metrology –Ranchi.

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

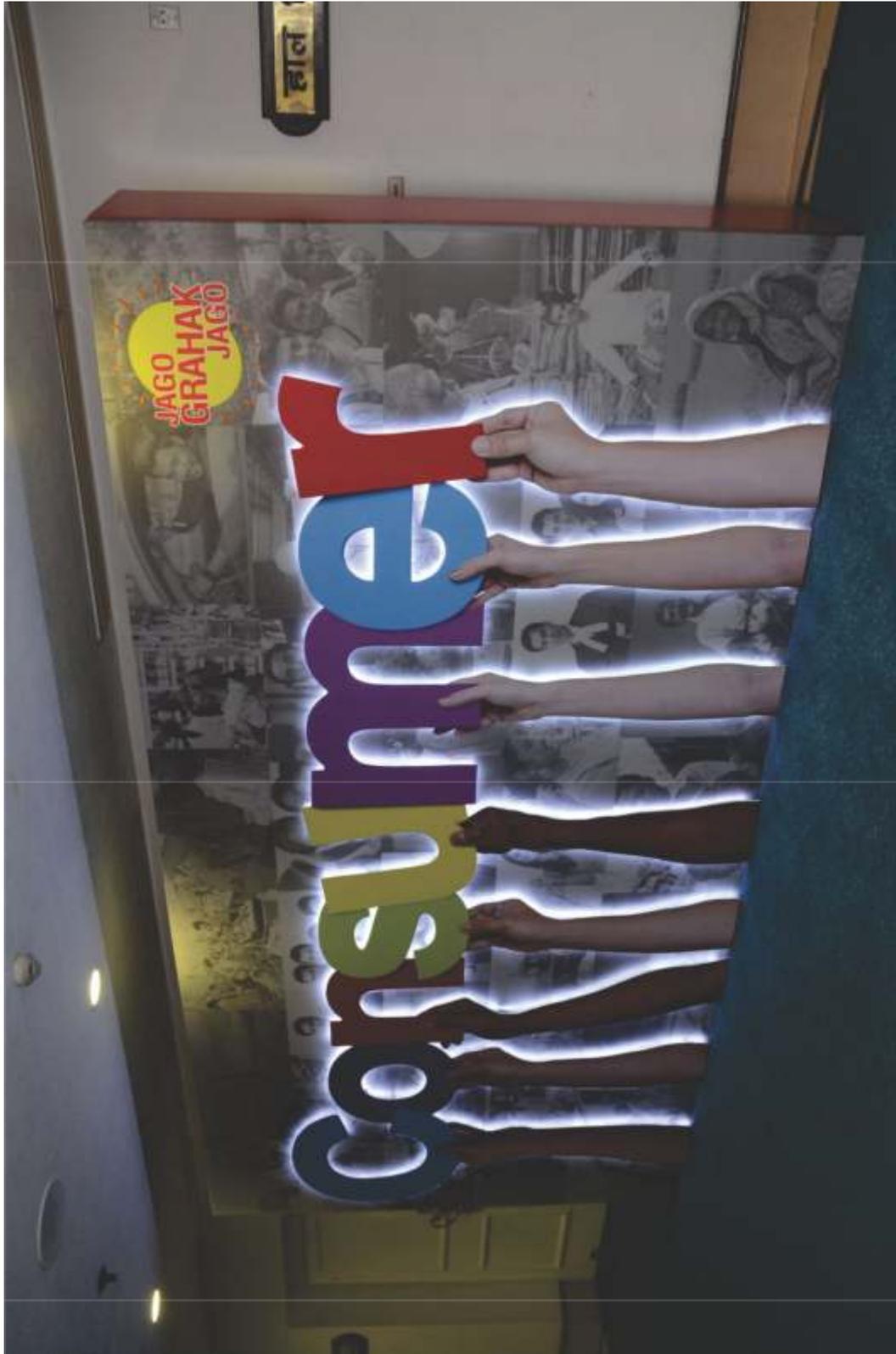
15.1 Reservation For Scheduled Castes / Scheduled Tribes / Other Backward Classes And Physically Handicapped Persons In Bureau Of Indian Standards.

The total staff strength of Group A (Scientific Cadre & Non-Scientific Cadre), B & C (including erstwhile Group D) employees as on December, 2017 was 1411, Group-wise representation of SC/ST/OBC and Physically Handicapped (PH) persons are as indicated below:

Group	Existing Strength	SC	ST	OBC	PH	PH-ST	EX-servicemen
A (Scientific Cadre)	461	89	23	100	05	-	-
A (Non-Scientific Cadre)	37	11	02	03	01@	01@	03
B	425	75	19	07	05	-	-
C	339	71	33	83	15	-	01
D*	149	61	11	02	02	-	-
Total	1411	307	88	195	28	01	04

@One official who belongs to ST category, is also a physically handicapped, therefore he has been counted at both places i.e. PH & PH-ST

*Group D, on completion of training as per the decision of GOI on the recommendations of 6th Central Pay Commission, are now treated as Group 'C' employees.



Department of Consumer Affairs
Ministry of Consumer Affairs,
Food and Public Distribution



**INVITES CREATIVE MINDS
to make...**



**for Creating Consumer Awareness
for 'Jago Grahak Jago' campaign**

Mascot

A striking visual icon that can be instantly recognised as that of a smart, aware and alert consumer

1st Prize : Rs. 50,000
2nd Prize : Rs. 25,000
3rd Prize : Rs. 10,000

Jingle

3 to 5 minutes duration with catchy lyrics set to memorable music that takes the concept of consumer awareness further

1st Prize : Rs. 25,000
2nd Prize : Rs. 20,000
3rd Prize : Rs. 15,000

Video Clips

Maximum duration of 2 minutes, to be uploaded on Youtube, that enhances awareness of consumer rights and grievance redressal mechanisms

1st Prize : Rs. 50,000
2nd Prize : Rs. 30,000
3rd Prize : Rs. 20,000

SUBMISSION OF ENTRIES

- ❖ Entries are to be submitted to the **Creative Corner** section of  www.mygov.in
- ❖ **The Contest is open to all citizens of India upto the age of 28 years only**
- ❖ **Terms & conditions and the technical parameters for submission of entries are given on MyGov and the Department's website www.consumeraffairs.nic.in**
- ❖ **The last date for submission of entries is 28.07.2017**
- ❖ **The entries should be original work of participants and must not infringe the Intellectual Property Rights of any third party**

For details, please visit www.mygov.in or www.consumeraffairs.nic.in



Department of Consumer Affairs,
Ministry of Consumer Affairs,
Food and Public Distribution
Govt. of India, Krishi Bhawan, New Delhi-110001
Website : www.consumeraffairs.nic.in



National Consumer Helpline
1800-11-4000 or 14404 (Toll Free)
Online Complaints
www.consumerhelpline.gov.in



CHAPTER 16

16. SCHEMES FOR THE BENEFIT OF PHYSICALLY DISABLED PERSONS

16.1 SCHEMES FOR THE BENEFIT OF THE PERSONS WITH DISABILITIES

Statement showing the number of persons with disabilities in various groups
(as on 31.12.2017)

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	176	128	-	-	01
Group B(Gazetted)	173	141	-	-	04
Group B(Non-Gazetted)	248	117	01	01	03
Group C	589	347	-	02	03
Total	1186	733	01	03	11

VH- Visually Handicapped

HH-Hearing handicapped

OH- Orthopedically Handicapped

Schemes For Persons With Disabilities In Bureau Of Indian Standards (BIS)

- i) As per the GOI instructions, 3% reservation is being provided to the persons with disabilities in direct recruitment under Group A, B, C & D posts. Further 3% of the vacancies in case of promotion to Group C and D posts, in which element of direct recruitment, if any, does not

exceed 75% is also being reserved for persons with disabilities.

- ii) BIS also allows 12 Casual Leaves to the Physically challenged/ disabled people instead of 8 Casual Leaves permissible to a normal employee.
- iii) Moreover, physically challenged/disabled people are being paid Transport Allowance at double the rates prescribed for other employees, subject to a minimum of Rs. 2250/- per month.

16.2 SEXUAL HARASSMENT OF WOMEN AT WORK PLACE – CONSTITUTION OF COMPLAINTS COMMITTEE.

In Order to implement the guidelines of Hon'ble Supreme Court on prevention of sexual harassment of women at work place, a Complaints Committee was constituted in the Department of Consumer Affairs on 03.8.1998 which has been reconstituted on 8.11.2013 and subsequent in July, 2016 and 25th May, 2017. With the approval of the Competent Authority in this Department, the Internal Complaints Committee against Sexual Harassment against Women in the Department of Consumer Affairs is reconstituted with the following composition:

Sl. No.	Name of the Officer	Designation
1	Additional Secretary	Chairperson
2	Director (Estt.)	Member
3	Representative from YWCA	Member
4	Under Secretary (Estt.)	Member Secretary
5	Section Officer	Member

Officials at Sl. No 1, 3, 4 and 5 are women.

The Complaints Committee also functions as Women's Cell, which broadly covers the following areas:

- (a) To attend and coordinate the action for improvement of working conditions of women employees in the Department;
 - (b) To attend and expedite action on the complaints received from the women employees;
 - (c) Other general areas concerning the welfare of women employees.
3. No complaint was received during last year in the Department.



fssai and  marks
give you security

...that the water you
buy is of good quality !

Select the right price.
Never pay over
Maximum Retail Price

(Including all Taxes)



National Consumer Helpline :
1800-11-4000 (Toll Free)

Online Complaints :
www.consumerhelpline.gov.in



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Department of Consumer Affairs
Ministry of Consumer Affairs,
Food and Public Distribution
Govt. of India
Website : www.consumeraffairs.nic.in

CHAPTER 17

17. INITIATIVES IN THE NORTH EAST STATES ANNEXURE/TABLE

17.1 Development in North –East Region (NER)

- 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 to NER.
- The total operative license in all seven North Eastern States up to December 2017 is 926 (488 licenses for Product Certification and 438 licenses for Hallmarking).
- BIS also has a laboratory at Guwahati with testing facilities in the mechanical field and test products like high strength deformed steel bars (HSD steel bars), corrugated and plain asbestos cement sheet, Galvanized Steel sheets, PET bottles & Jars for Packaged Drinking Water and Plywood etc.
- Price Monitoring Cell (PMC) monitors the retail and wholesale prices of 22 essential food items, 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 for which data is obtained from 101 centres including 7 centres from North East, viz. Guwahati, Agartala, Shillong, Itanagar, Dimapur, Aizawl and Gangtok. Process is also ongoing for adding Imphal as the price reporting centre from Manipur.
- PMC is implementing Scheme for Strengthening of Price Monitoring Cell (PMC) in the States. To strengthen the price monitoring mechanism in the North Eastern states, PMC through its Scheme for Strengthening of PMC provided financial assistance to State Government of Arunachal Pradesh and Sikkim.
- Interest free advances from the PSF corpus may be made both to Central Agencies and to State level Corpus. The State level Corpus is created with a sharing pattern between GOI and State in the ratio of 50: 50, which is 75:25 in case the North Eastern States. The States of NE have been asked to provide requirement of pulses, which may be met from the buffer stock. During 2016-17, Chana from the buffer was provided to Nagaland at subsidized rate for retail sale at reasonable rates. So far, in 2017-18, Nagaland and Manipur have evinced interests for taking pulses from the buffer.

NTH, Guwahati:-

- Installed of '1000 kN Universal testing machine (UTM)' enabling mechanical testing of nearly all type of metallic items viz TMT, HSD etc.
- Installation of 'Ion Chromatograph' (IC) for enabling testing of Packaged Drinking Water immediately after completion of the fabrication of Microbiological Lab which is in progress.

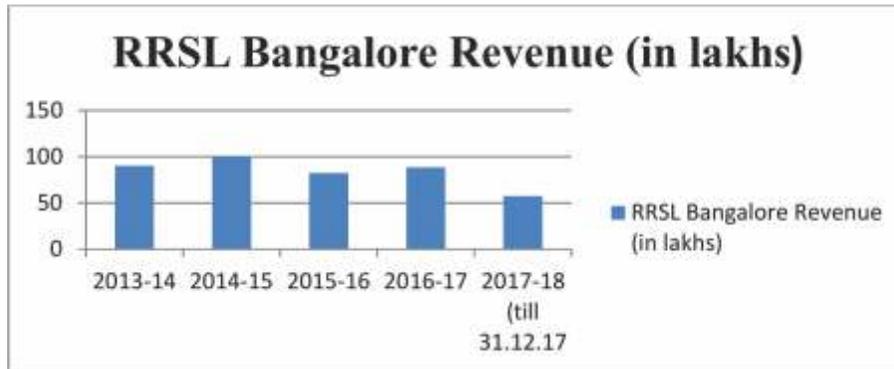
Future Vision of NTH Guwahati:-

- Venturing into new areas of testing in Civil Engineering.
- Testing of Coal
- Venturing into new areas of testing in Mechanical Engineering.

ANNEXURE-A

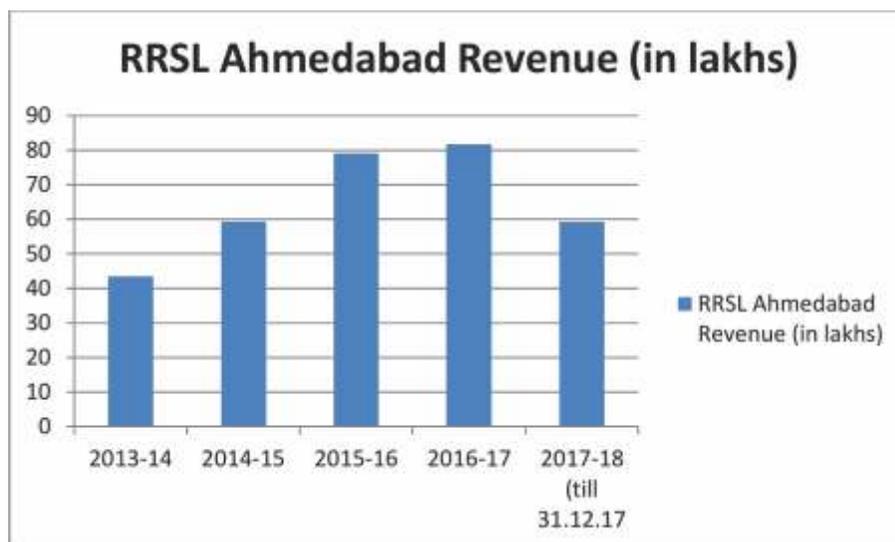
GOVERNMENT OF INDIA
MINISTRY OF CONSUMER AFFAIRS, FOOD AND PUBLIC DISTRIBUTION
DEPARTMENT OF CONSUMER AFFAIRS
REGIONAL REFERENCE STANDARDS LABORATORY - BANGALORE.
PERFORMANCE. REPORT FOR 2013-14 (Up to Dec, 17)

PERIOD	2013-14	2014-15	2015-16	2016-17	2017-18 up to 31st Dec,17
Number of legal standards verified	54	76	32	73	24
Number of instruments calibrated					
Number of certificates issued	7980	8298	7154	7787	5384
Number of industries benefited	758	750	658	702	440
Number of models tested for approval	254	273	177	110	97
Number of seminars conducted	4	6	6	3	3
Test fee collected	90.09	100.18	82.38	88.67	57.34



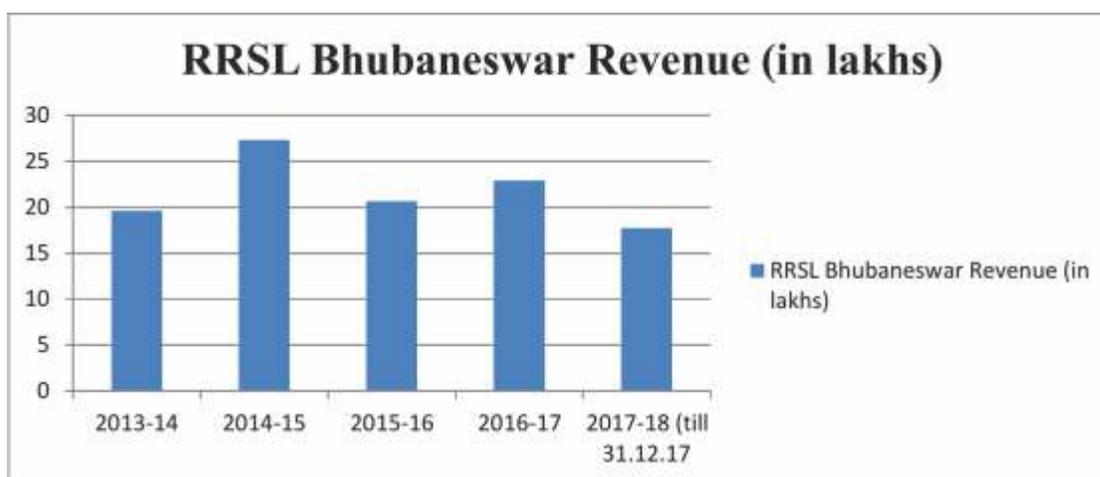
**PERFORMANCE OF THE REGIONAL REFERENCE STANDARDS
LABORATORY, AHMEDABAD
(During last 5 years and up to Dec, 17)**

Description	2013-2014	2014-2015	2015-2016	2016-2017	2017-18 up to Dec., 2017
No. of Standards verified	74	79	73	70	155
No. of industries benefited	742	717	875	884	650
No. of certificates issued	2032	1737	2180	2231	1135
No. of models tested	60	107	145	155	116
No. of seminar conducted	2	2	3	2	1
Revenue collected in Lacs	43.57	59.44	79.13	81.71	59.32



Laboratory, Bhubaneswar from year 2013-2014 to 2017-18

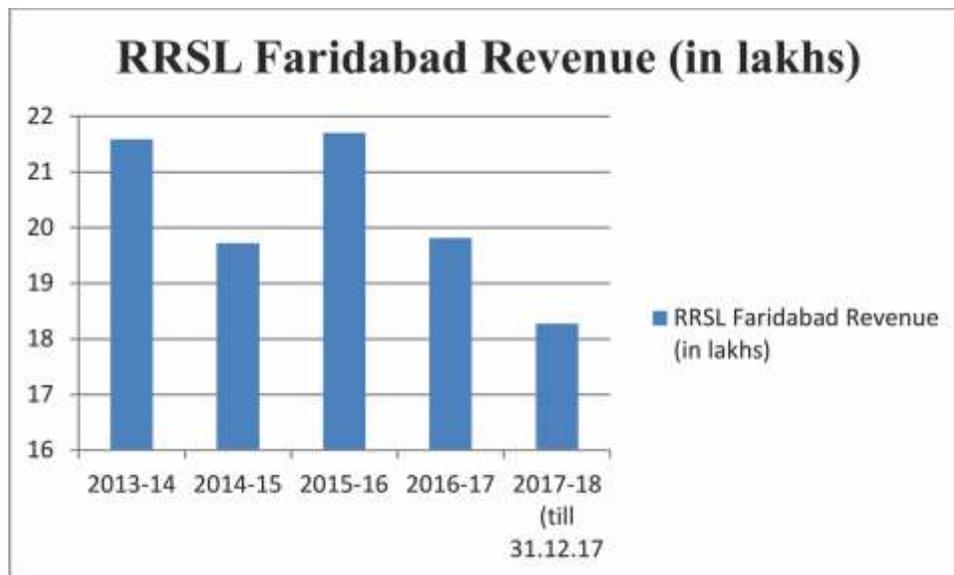
Description	2013-14	2014-15	2015-16	2016-17	2017-18 Up to 31st Dec., 2017
No. of Standards verified	54	48	45	73	65
No. of industries benefited	222	200	190	180	160
No. of certificates issued	1259	900	950	861	700
No. of models approved	55	44	52	59	60
No. of seminar conducted	1	1	3	1	1
Revenue collected in rupees	19.60	27.32	20.66	22.89	17.74



PERFORMANCE OF THE REGIONAL REFERENCE STANDARDS

LABORATORY, FARIDABAD
(2013-14 up to 31.12.17)

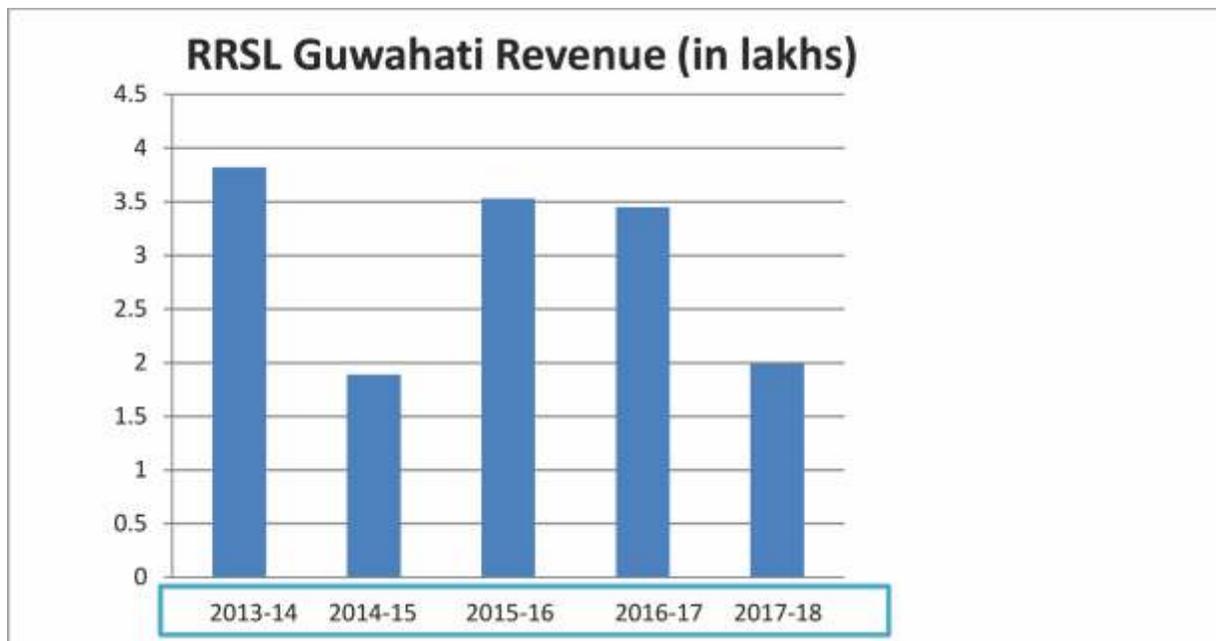
Description	2013-14	2014-15	2015-16	2016-17	2017-18 Up to 31.12.17
No. of Standards verified	46	27	104	16	77
No. of industries benefited	154	165	216	170	124
No. of certificates issued	144	203	322	238	256
No. of models tested	119	126	169	159	148
No. of seminar conducted	3	4	3	3	1
Revenue collected (in Lakh)	21.59	19.72	21.7	19.81	18.27

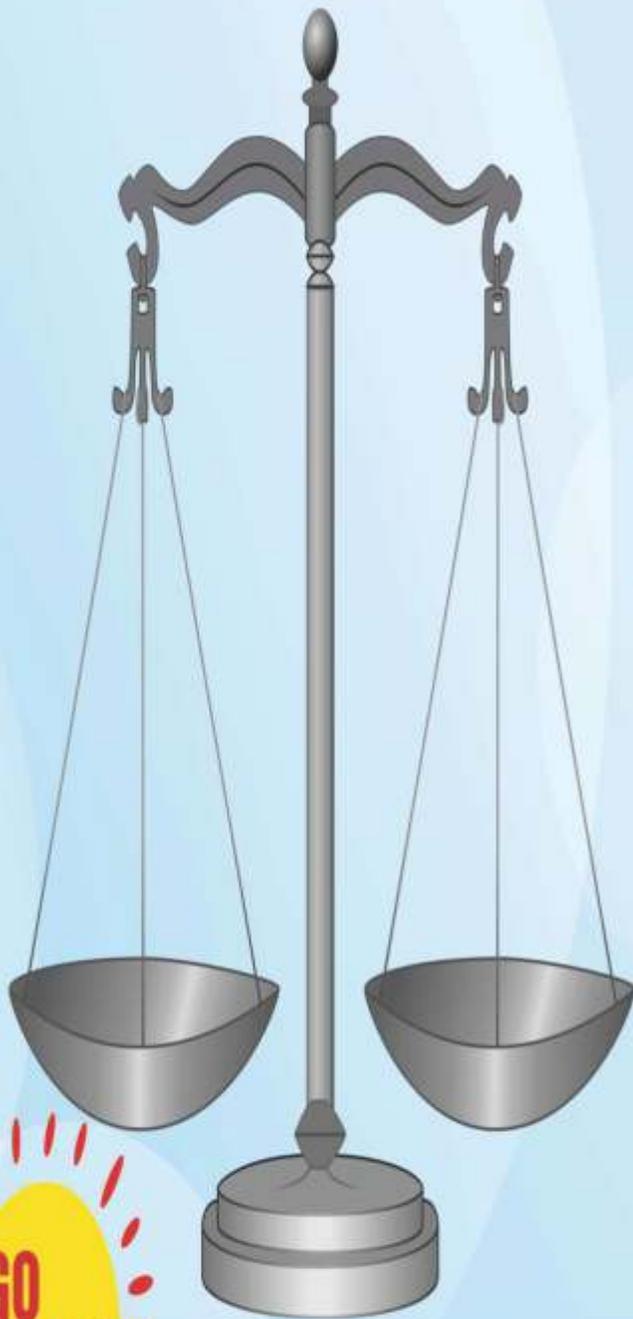


PERFORMANCE OF THE REGIONAL REFERENCE STANDARDS

LABORATORY, GUWAHATI
(till 31st December 2017)

Description	2013-14	2014-15	2015-16	2016-17	2017-18 Till 31.12.2017
No. of Standards verified	34	27	13	17	16
No. of industries benefited	02	10	10	10	5
No. of certificates issued	74	55	84	56	24
No. of models tested	05	--	9	8	4
No. of seminar conducted	02	--	--	--	--
Revenue collected (in Lakhs)	3.82	1.89	3.53	3.45	1.99





If you feel wronged
as a Consumer...

Seek Redressal in
Consumer Forum

District Level

Cases upto
Rs. 20 Lacs

State Level

Cases above
Rs. 20 Lacs,
upto Rs. 1 Crore

National Level

Cases of more than
Rs. 1 Crore

Locate the Consumer Forum
in your area at...

www.ncdrc.nic.in



National Consumer Helpline :
1800-11-4000 (Toll Free)

Online Complaints :
www.consumerhelpline.gov.in



@consaff

@jagograhakjago



Department of Consumer Affairs
Ministry of Consumer Affairs,
Food and Public Distribution
Govt. of India
Website : www.consumeraffairs.nic.in



Government of India

MINISTRY OF CONSUMER AFFAIRS, FOOD AND PUBLIC DISTRIBUTION

Department of Consumer Affairs

Krishi Bhawan, New Delhi-110114

Website: www.fcamin.nic.in, www.core.nic.in

National Consumer Helpline Number : 1800-11-4000