



**Department of
Consumer Affairs**
Ministry of Consumer Affairs
Food and Public Distribution Govt. of India

ANNUAL REPORT 2019-2020

Consumers... assert your Rights

The Right
to Consumer
Education

The Right
to Safety

The Right
to be
Informed

The Right
to Choose



The Right
to seek
Redressal

The Right
to be
Heard



Government of India
MINISTRY OF CONSUMER AFFAIRS
FOOD AND PUBLIC DISTRIBUTION

Department of Consumer Affairs
Krishi Bhawan, New Delhi-110001
website: <https://consumeraffairs.nic.in>



National Consumer Helpline
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ANNUAL REPORT

2019-2020



सत्यमेव जयते

Government of India
Department of Consumer Affairs
Ministry of Consumer Affairs
Food & Public Distribution
Krishi Bhawan, New Delhi-110001





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"Consumers are the most vital part of a market. They are also the harbingers of economic prosperity. We remain committed to protecting the interests of consumers which creates a positive economic environment."

- Narendra Modi
Prime Minister



**Any
Grievance**

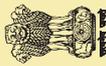
**Any
Complaint**

**Any
Product**

**Any
Service**



Call National Consumer Helpline from anywhere in India



Government of India
Department of Consumer Affairs
Website : www.consumeraffairs.nic.in



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1 4 4 0 4

National
Consumer
Helpline



"Consumers are the most vital part of a market. They are also the harbingers of economic prosperity. We remain committed to protecting the interests of consumers which creates a positive economic environment."

- Narendra Modi
Prime Minister



Consumers: Don't pay more than MRP

Charging higher than MRP is punishable



Government of India
Department of Consumer Affairs
Website : www.consumeraffairs.nic.in



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1 4 4 0 4

National
Consumer
Helpline

1. 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, Price 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
- Regulation of Packaged Commodities
- The National Test House

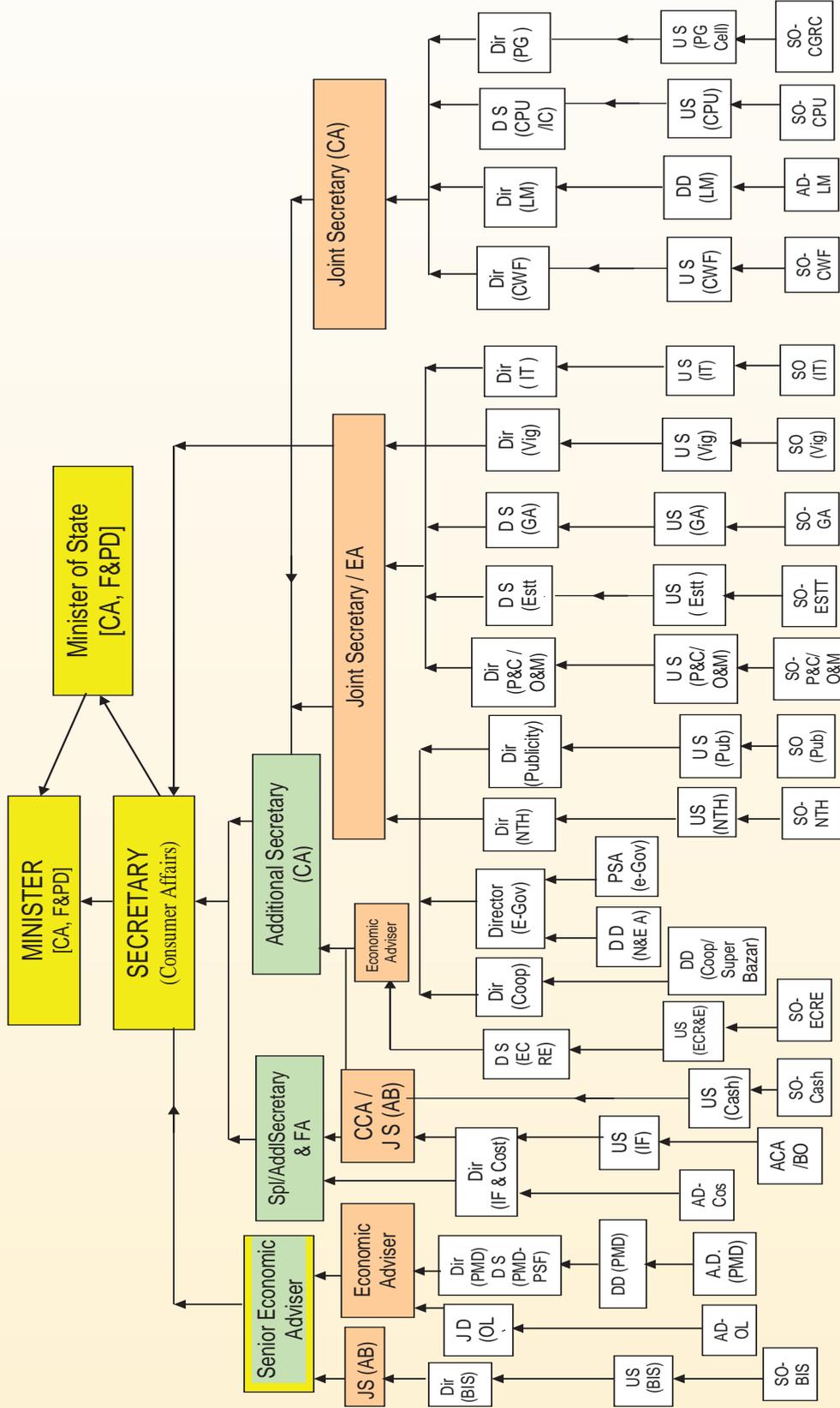
1.1 Functional and Organizational Set up

- Shri Ram Vilas Paswan took charge as Cabinet Minister in the Ministry of Consumer Affairs, Food & Public Distribution with effect from 30th May 2019.
- Shri Dadarao Dadasaheb Danve took charge as Minister of State in the Ministry upon inclusion in the Council of Ministers with effect from 30th May 2019.
- Shri Avinash K Srivastava, IAS, assumed charge as Secretary (CA) with effect from 22nd June, 2017 and Shri Pawan Kumar Agarwal, IAS assumed charge as Secretary (CA) with effect from 17th February 2020 on superannuation of Shri Avinash K. Srivastava from Government service. A Senior Economic Adviser, an Additional Secretary, two Joint Secretaries and Economic Adviser assist the Secretary (CA).

1.2 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.

ORGANISATION CHART OF DEPARTMENT OF CONSUMER AFFAIRS (As on: 31st December 2019)



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

DESIGNATIONS: DS – Deputy Secretary, US – Under Secretary, DD – Deputy Director, SO – Section Officer, AD – Assistant Director, ACA/BO – Assistant Controller of Accounts/Budget Officer.

Legend**Secretary (CA)**

- Shri Avinash K Srivastava

Additional Secretary (CA) - SmtNidhiKhare

Senior Economic Adviser - Shri Rohit Kumar Parmar

Economic Adviser - Shri Awadhesh Kumar Chaudhary

Joint Secretary (CA) - Shri Amit Mehta

Joint Secretary - --

A S & F A – Shri. G Srinivas

C C A -- DrGautamTalukdar

| <u>Directors/Deputy Secretaries S/Shree</u> | <u>Division/Section/Unit</u> | <u>Under Secretaries/ Deputy Directors S/Shree</u> | <u>Section Officer / Assistant Director S/Shree</u> |
|---|--|---|---|
| 1. B.N. Dixit | Weights & Measures/ Legal Metrology | RajKumarTyagi, DD AshutoshAgarwal, DD | Shailendra Singh, AD Dinesh Sagar, AD |
| 2. DharmeshMakwana | Bureau of Indian Standards; Internal Trade | A K Pandey, US - Do - | Ms. SaritaBhatnagar, SO Arvind Kumar, SO |
| 3. Sita Ram Meena | Consumer Welfare Fund; Names & Emblems Act; INGRAM; NCH; Public Grievances/CGRC | MsJayalakshmikannan, US B S Kardam, DD | Dharmender, SO -- |
| 4. R C Dhankar | National Test House | D K Sonkar, DD | Om Prakash, SO |
| 5. Alok Kumar Verma | Parliament &Coord; O&M Unit | Sunil K Mishra, US | S. Mahesh, SO |
| 6. Abhay Kumar | Price Monitoring Divn | Ms. Jayanti Kala, DD Ms LalRamdinpuiiRenthlei, DD | MsPriyaSarraf, AD VenkatHariharan Asha, AD |
| 7. Singh Veer Pratap | Integrated Finance; Costing Cell | P K Tyagi, US | Deepak Garg, AD |
| 8. Pradeep Bhatnagar | Publicity/Media Coordn; Vigilance | Jasbir Tiwari, US/ S K Mishra, US Paramjit Singh Thakur, US | -- -- |
| 9. Surendra Singh (DS) | Essential Commodities Regulation & Enforcement Act; PMC (PSF related work) | Anand Joshi, US | Ms Anita Meena, SO |
| 10. Gokul Chandra Rout (DS) | Consumer Protection Unit / IC; General Administration | MJayashree Narayanan, US Charanjit Gulati, US | S Chakraborty, SO J S Rawat, SO |
| 11. Sanjay Kumar Prasad (DS) | Establishment Cash | A K Pandey, US Paramjit Singh Thakur, US | RoshanBurman, SO KishanLal, SO |
| 12. S S Thakur | Cooperation, NCCF | D K Sonkar, DD B S Kardam, DD | Dhanraj, SO |
| 13. DD/JD - vacant | OL / Rajbhasha | -- | Sh. Ashok Kumar, AD |
| 14. NIC Cell: (i) N Natarajan | Technical Director | | |

1.3 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 in the department and the details of the reports sent to CIC are displayed on the website under RTI Section. Online RTI applications and First Appeals are being disposed since the launch of RTI Web portal with effect from 22nd May 2013. During the period April to December 2019, 1131 RTI applications and 84 First Appeals were received through the online RTI portal, in addition to physical applications received in the department. From January 2017, Subordinate Offices, Autonomous and Quasi-Judicial Bodies functioning under this department have been linked through online RTI MIS network to facilitate online receiving and disposal of RTI applications and First Appeals submitted by the 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 are now increasingly done through 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.

1.4 Citizen Centric e-Governance Initiatives

- All Rules, Regulations, Notifications, Orders etc made and published by the Department against the respective Acts have been uploaded in the India Code Portal, and also mapped against the concerned Section of the Act. This is according to the instructions issued by the Legislative Department, Ministry of Law & Justice, to enable access to all Government of India Acts and Rules etc framed thereunder to all user groups, stakeholders and the legal community. The information in the portal is to be updated regularly.

1.5 Vigilance

- The Department of Consumer Affairs has a part-time Chief Vigilance Officer (CVO). The Joint Secretary (CA) is designated as the CVO in addition to his normal duties assigned to the post. The Director (Vigilance), Under Secretary (Vig.) 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 the National Test House (NTH), the Indian Institute of Legal Metrology, Ranchi, subordinate organizations of the Department 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, and the Indian Institute of Legal Metrology (IILM), Ranchi.
- Vigilance Awareness Week was observed from 28.10.2019 to 02.11.2019, in which Integrity Pledge, Essay Competition, Quiz Competition and Debate Competitions were conducted successfully to cultivate vigilance awareness among the employees/officials of this Department. The Theme of the Vigilance Awareness Week was “Integrity – A way of life”.



Oath Taking Ceremony during Vigilance Awareness Week
“Integrity- A way of life”

1.6 National Informatics Center (NIC)

The Department is actively involved in automation of many day to day manual tasks, during the year 2019.

A new version of the INGRAM V2.3 which is the web portal <https://consumerhelpline.gov.in> was launched by the Department. The upgraded version provides the sector specific facility to enter the grievance in the system. A BOT based chat application was also developed and implemented by NIC. 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.

- Consumer App was an initiative of the Department of Consumer Affairs, Government of India. Consumers can use this app in Hindi and English and in both Android and iOS platform. This App can be downloaded freely in both Google Play Store and App Store.
- Proposals under the Consumer Welfare Fund Scheme were called online for financial assistance to promote and protect the welfare of the consumers and strengthen the consumer movement in the country. Process for verification of Voluntary Consumer Organisations (VCOs) has been integrated with NGO Darpan portal.
- The daily retail and wholesale prices of 22 essential commodities are being collected from all India across 114 centers through the online application 'Price Monitoring System'.
- Two twitter handles @consaff for addressing consumer grievances including e-commerce related matters and @jagograhaakjago for creating awareness amongst consumers are in place.
- An online system has been developed by NIC for the procurement / import and disposal of pulses and agri-horticultural commodities under Price Stabilization Fund (PSF) by the different agencies (eg. FCI, NAFED, SFACX, MMTC and STC).
- The Automation and Networking of Consumer Fora and Commissions across the country is supported by the CONFONET Project of the Department which is being Design, Developed and implemented by the NIC.
- The process of Model Approval of the Legal Metrology Division has been automated to enable online application and approval.

- The process of registration of importers for weights and measurements instruments of the Legal Metrology has been automated to enable online application and approval.
- Software for Direct Selling Entities declaration, action taken report on EC Act and action taken report on Legal Metrology (GST and enforcement) developed and implemented.

1.7 Internal Trade Division

- The Department of Consumer Affairs issued advisory to the State Governments/ UT Administrations in the form of model framework on guidelines for direct selling entities i.e. 'the Direct Selling Guidelines, 2016' on 9th September, 2016 for which the Gazette Notification dated 26th October, 2016 was also issued.
- These guidelines were issued as guiding principles for State Governments/UT Administrations to strengthen the regulatory mechanism on direct selling and multi-level marketing (MLM) and for preventing frauds and protecting the legitimate rights and interests of consumers.
- The above guidelines mandate every direct selling entity in the country to submit a declaration with the Department of Consumer Affairs in the prescribed proforma along with an undertaking stating that it is in compliance with these guidelines. 846 Direct Selling Entities have submitted their declarations with the Department of Consumer Affairs till 31st December, 2019. After preliminary scrutiny of these declarations, a list of 388 direct selling entities, which have submitted their declarations in the prescribed proforma along with undertakings to the Department of Consumer Affairs in compliance with Direct Selling guidelines dated 26th October, 2016, has been hosted provisionally on the website of Department of Consumer Affairs for public comments w.r.t checking accuracy and veracity of the information.
- These guidelines also envisage that the State Governments will set up a mechanism to monitor/supervise the activities of direct selling entities, direct sellers regarding compliance with the guidelines. Pursuant to this, 13 States have issued guidelines in their respective states till 31st December, 2019. Further, 30 State Governments/ UT Administrations have, till 31st December, 2019, appointed Nodal Officers to deal with the issues related to direct selling in their respective states/UTs.

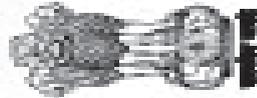
CHECK BEFORE

YOU BUY

Packaged products depicting correct information
Are the right choice for consumers

Checklist

- Name and address of Manufacturer/Packer/Importer
- General or common name of the product
- Quantity/ Number in standard unit
- MRP Rs. Incl. taxes
- Consumer Grievance contact person details
- Month and Year of Manufacturing
- Manufacturing and expiry date for consumables



Department of Consumer Affairs

Ministry of Consumer Affairs, Food and Public Distribution

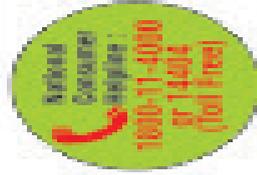
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2. DEPARTMENT OF CONSUMER AFFAIRS: AN OVERVIEW

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 Departments is consumer advocacy.

India was 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 entail:

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

2.1 The Year at a Glance

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

2.1.1 Major Events Attended or Organized by the Department

- International Cooperation – Indo German JWG: Indian delegation led by Secretary (Consumer Affairs) participated in the Sixth Meeting of Indo-German Working Group on Quality Infrastructure for Co-operation in Standardization, Conformity, Assessment and Product Safety held on 17 – 18 January 2019 at Berlin, Germany. During the meeting, progress made on various areas of cooperation was reviewed and discussions were held on future areas of mutual interest based on which Work Plan 2019 was finalized.
- Secretary participated in 2nd meeting of Management Committee of International Organization of Legal Metrology – Certification Scheme at Delft, Netherlands in March 2019. Discussions were held and way forward evolved to make India an Issuing Authority of certificates for Weights and Measures which will have international acceptance. This will improve trade for Indian manufacturers. In this meeting, Deputy Director, LM, India was approved for the first time in the list of International experts for LM.
- World Consumer Rights Day 2019: World Consumer Rights Day 2019 was celebrated

on 15th March, 2019 at Vigyan Bhawan, New Delhi with the theme “Trusted Smart Products”. It was attended by the NCDRC, State Commissions, representatives of the State Governments, NGOs, etc.

- A meeting of IMC was held in presence of Hon’ble Minister (CA, F & PD) on 11th June, 2019 to take stock of the availability and prices of Arhar. Recommendations made in the meeting included raising the quantitative restrictions on import of Arhar, offloading at no profit no loss basis and taking strict action against hoarders / black marketeers.
- 5th National Consultation Meeting (NCM) of Hon’ble Minister, CAF&PD with State Ministers was held on 03.09.2019. After detailed deliberations, an Action Plan was adopted in the meeting to be implemented over next 12 months. The decisions concerning this Department taken in the NCM, inter alia, include:
 - ✓ Enforcement of Legal Metrology (Packaged Commodities) Rules;
 - ✓ States to hold meetings with the dealers of essential food items especially pulses and onions, and regularly review prices for intervention, if need be;
 - ✓ A buffer of about 16 LMT of pulses and 56,000 MT of onions is already available under PSF. States may utilize the stock for their welfare schemes like MDM, ICDS, PDS, etc. and for retailing;
 - ✓ State may consider setting up their own State Level PSF;
 - ✓ States / UTs requested to furnish inputs for framing of rules under the Consumer Protection Act, 2019;
 - ✓ Keeping the objective of doubling farmer’s income in view, States may suggest amendments in provisions of EC Act or its Orders that may need liberalization to promote investment in the farm sector and allied supply chain activities.
- A meeting on ‘Replacing one time use Plastic Bottles for Drinking Water with alternatives’ was held under the Chairmanship of Hon’ble Minister, CAF&PD on 09 Sept 2019. Officials of BIS and all other relevant stakeholders attended the meeting. The following items were identified as way forward:
 - ✓ Compostable plastics should be encouraged
 - ✓ Water ATM should be installed at various places
 - ✓ Multi-layer Plastics with compostable plastic layer may be permitted
 - ✓ Need for R&D work for finding other alternatives
 - ✓ Consumer awareness.

The meeting was followed by a press conference by Hon'ble Union Minister Shri Ram Vilas Paswan on 17 Sept 2019 on 'Replacing one time use Plastic Bottles for Drinking Water with alternatives'. During the press conference Hon'ble Union Minister Shri Ram Vilas Paswan and BIS officers explained the outcome of the meeting and the way forward.

- A meeting on 'Review of the process of making standards and implementation of standards' was held under the Chairmanship of Hon'ble Minister, CAF&PD on 12 Sept 2019 with senior officers from different Ministries/Regulators. Wide ranging discussions were held on how standards are set and what can be done to make their implementation/enforcement better. While discussing the overlapping role of different Standards Developing Organizations, the convergence of efforts of standards formulation in the country under the aegis of BIS, the National Standards body was discussed. Hon'ble Minister exhorted that similar to "One Nation One Constitution" and "One Nation One Ration Card" there should be "One Nation One Standard".
- A four member Indian delegation led by Secretary, Consumers Affairs and comprising of DG BIS, and other officials of BIS attended the ISO General Assembly (GA) and related meetings held during 16-20 Sep 2019 at Cape Town, South Africa. On the sidelines of ISO GA, meetings were also held with the National Standard Bodies of South Africa, Australia, Japan, USA, Saudi Arabia, Uzbekistan, Russia, Bhutan and Spain wherein issues of mutual cooperation were discussed.
- A meeting to review the work of BIS Labs was held under the chairmanship of Hon'ble Minister on 24-09-2019. The meeting was attended by Hon'ble Minister of State, CA F&PD and officers of DoCA, BIS and various Ministries and Government Departments along with representatives of BIS recognized laboratories. It was discussed that BIS Laboratories should equip themselves with latest test equipments in order to modernize the laboratories while making use of IT/ Software for electronic transfer of data from test equipments. BIS was advised to regular interactions with various stakeholders including various Ministries and Regulators to have effective implementation of various Quality Control Orders and create testing facilities for new products being brought under new conformity assessment schemes of BIS. It was discussed that BIS has made a standard IS 10500: 2012 for piped drinking water. However, this standard is voluntary and its implementation is up to various municipal corporations and water supply departments. It was decided to take up with the States for mandatory certification of piped drinking water.
- A Consumer App was launched on 01-10-2019 by the Hon'ble Minister. The App is available in both Hindi and English on Android as well as iOS platform. Through the Consumer App,

a consumer can register his complaint/grievance and also give suggestions. The App aims at giving a fair resolution within 60 days.

- A meeting was chaired by Hon'ble Minister of CA, F & PD on 03-10-2019 regarding supply of drinking water in Delhi in which the salient features of Indian Standard on Drinking water i.e. IS 10500:2012 were shared with the representatives from Delhi Jal Board (DJB), Ministry of Jal Shakti, Central Ground Water Board, FSSAI, etc. Further, D.O. letter dated 11-10-2019 from Hon'ble Minister of CA, F & PD to Chief Minister of all States was sent for compliance to Indian Standard IS 10500:2012.
- One day workshop on Ensuring Quality of Piped Drinking Water as per IS 10500:2012 was organized by BIS on 09 December 2019 at Manak Bhawan, New Delhi. The workshop was inaugurated by Hon'ble Minister (CA, F & PD) and was attended by participants from 23 States and UTs representing the Water Supply and PHE Departments. Officials of BIS delivered a presentation on IS 10500- Specification for Drinking Water and on IS 15000 – Hazard Analysis and Critical Control Points.
- National Consumer Day 2019: National Consumer Day 2019 was celebrated in Association with Indian Institute of Public Administration New Delhi on 24th December, 2019 with the theme "A Turning Point for Indian Consumer: The Consumer Protection Act, 2019". Hon'ble MoS (CA, F&PD) inaugurated the event. On the occasion, Hon'ble MoS distributed prizes and certificates to school students, winners of poster making competition organized by IIPA. Five publications of CCS, IIPA were also released by Hon'ble Minister.

2.1.2 Consumer Protection Bill / Act-2019

- The Consumer Protection Bill 2019 was passed by Lok Sabha on 30.07.2019 and by Rajya Sabha on 06.08.2019. After assent of Hon'ble President, the Consumer Protection Act, 2019 was published in the official gazette on 09.08.2019. The Bill seeks to give enhanced protection to consumers and timely settlement of their grievances in the era of e-Commerce.
- Hon'ble Minister of Consumer Affairs, Food & PD held a meeting on 27.08.2019 with Members of Parliament, who participated in the debate in both Houses during passing of the Bill to elicit suggestions / views for making rules under the Consumer Protection Act, 2019.
- Department of Consumer Affairs organised a Zonal Conference (North Zone) in association with IIPA to sensitize all the stakeholders about provisions of the new Consumer Protection Act, 2019 on 22-10-2019 in IIPA.

- The Rules and Regulations have been formulated and put up on the website for comments.

2.1.3 Pulses and Onion Buffer Stock

- Weekly Meetings to review prices, management of buffer of pulses and onion as well as their release to States / UTs and agencies for improving availability at reasonable rates were held. Video Conferences with States / UTs were also held to review the status of retailing of Onions, Pulses, enforcement of stock limit of Onion and related matters.
- A Zonal conference was held on 30th May, 2019 in Shillong, Meghalaya regarding Scheme of Strengthening of Price Monitoring Cell (PMC) in which representatives from eight North-Eastern States participated and training on price reporting was imparted to them. A brief session on PSF was also held and States were requested to send their proposal for setting up the State Level PSF in their States.
- A meeting of the CoS was held on 20.06.2019 to review prices of essential commodities. It was recommended that DoCA may take steps for the setting up of new retail outlets and utilize existing outlets of Cooperatives/Dairy Corporations/Marketing Federations in States for direct retailing of essential commodities. Further, DoCA may consider taking necessary steps for increasing the onion storage capacity with NAFED and State agencies up to 1 LMT. Also DoCA was asked to continuously monitor the prices of all essential commodities including the prices of mustard seeds / oil and other edible oils. Inter-Ministerial Committee on Prices may meet regularly and analyse inputs from agencies and media.
- A Video Conference was held on 27th June, 2019 to review the status of State / UT Level Price Stabilization Fund (PSF) proposals and explore prospects of retailing of Tur and Onion from Central Buffer Stock.
- All State / UTs Chief Secretaries were requested to indicate monthly / annual requirement of the milled / unmilled pulses of Tur and any requirement of onion from Central buffer.
- Meetings were held to discuss the reasons for sudden spurt in tomato prices in Delhi and actions to be taken were identified.
- A meeting of Hon'ble Minister of Consumer Affairs, Food & Public Distribution to review the price and availability of essential items was held on 26.08.2019 with DACFW, DFPD and DoC.
- Prices of onion increased sharply during the middle of the year, hence Government took measures to control the prices, namely, ban on exports, imposition of stock limits and supply of onion from the central buffer to Governments of Delhi, Haryana, Tripura and

Andhra Pradesh for retailing in the States / UTs. DoCA directed NAFED to retail onion through their own outlets and supply onions to SAFAL, Kendriya Bhandar and NCCF. A meeting of Committee of Secretaries (CoS) was held under the chairmanship of Cabinet Secretary on 9th October, 2019 wherein it was recommended inter alia to ensure import of contracted Tur quantity in a timely manner, building up mandated buffer stocks of pulses, retailing Tur dal, marketing PSF buffer stocks of previous years and continuous monitoring the retail prices / availability of pulses and edible oils as well as onion and take necessary steps as and when required.

- Onion prices shot up in early November because of extensive crop damage due to untimely rain in the month of October in the producing areas, namely, Maharashtra, Karnataka and Madhya Pradesh. A proposal for consideration of CCEA was prepared to import/ procure 1.2 LMT of onions and to provide subsidy to the States for containing the prices. CCEA agreed in principle, to import 1.2 LMT of onions and authorise a Committee of Ministers (CoM) under the Chairmanship of Hon'ble Home Minister and comprising of Minister of CA, F & PD, Agriculture Minister, Commerce Minister, Finance Minister and Minister of Road Transport and Highways to take appropriate decisions in the matter. The CoM met on 22nd November, 2019 (and again on 05 and 12 December 2019) and took various decisions on import of onions, relaxation of specifications, domestic procurement by NAFED, etc. The Committee also decided that a Calendar be prepared based on seasonality and other factors that may affect the area/production of onions, pulses and oil seeds.
- Several meetings of the Price Stabilisation Fund Management Committee were held and important decisions were taken, including imports of around 30,000 MT of onions through MMTC, revising stock limits from earlier 50 and 10 to 25 and 2 MT for wholesalers and retailers respectively, enhancing pulses Buffer Stock. The State Governments were asked at the level of Hon'ble Minister, CA, F&PD to carry out anti-hoarding operations and consider the procurement and retailing of onions through their agencies. Private imports were encouraged by Government.
- Letters were sent to States by Hon'ble Minister and Secretary requesting them to confirm their requirements of imported onion and take appropriate measures to restrain the onion price rise. Video Conferences with States were also held seeking their requirement. Initially, States indicated a requirement of onion however as prices started to moderate towards the end of December, States withdrew their demand
- Department of Consumer Affairs has built a buffer of about 15.64 LMT of pulses. States

were offered pulses from this buffer that have become eligible for disposal at DRP / market based prices for utilization in their welfare scheme. Also, auction of Tur was undertaken to restrain the rising price trend.

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

- Hon'ble High Court of Delhi vide its Order dated 12 September 2019 constituted an Interim Board of NCCF consisting of one retired High Court Judge and 2 retired Secretaries of Government of India. The Interim Board is carrying out the functions of the Board.

2.1.5 Bureau of Indian Standards

- BIS in association with FICCI organized an event on the release of Indian Standard on Bullet Resistant Jacket – Performance requirements (IS 17051:2018) on 10.01.2019 at FICCCI, New Delhi. This has placed India in the select League of Nations like US, UK and Germany who have their own national standard on the subject.
- Release Ceremony of IS 17081:2019 Aviation Turbine Fuel (Kerosene Type, Jet A-1) Containing Synthesized Hydrocarbons – Specification was organized by BIS on 24.02.2019, at Air Headquarters, Vayu Bhawan, New Delhi.
- MoU of BIS with IIT-Delhi and IIT Mumbai: Bureau of Indian Standards (BIS) has signed Memorandum of Understanding (MoU) with Indian Institutes of Technology (IITs) Delhi and Mumbai to collaborate in the field of standardization and conformity assessment. According to the MoU, IIT Delhi and IIT Mumbai will develop infrastructure support for R&D Projects of relevance to standardization. BIS will provide financial support for such R&D Projects. The terms and conditions for infrastructure support and finance will be jointly worked out based on the nature and the duration of the R&D Projects.
- A Removal of Difficulty Order under the BIS Act, 2016 was notified in the Gazette on 10 April 2019. The above notification provides that the Bureau may, with the approval of the Central Government by notification in the Official Gazette, make regulations consistent with the Act to carry out the purposes of the Act. The Bureau headed by Hon'ble Minister is thus the authority to make and notify the Regulations instead of the Executive Committee headed by DG.
- The BIS Rules, 2018 has been amended vide notification dated 29.05.2019 thereby increasing the number of members on the Executive Committee (EC) from 11 to 12 by including Joint Secretary of Department of Consumer Affairs as Member with a view to have better representation of the Government on the EC of BIS.
- A link has been provided on the Department's website for free access to all the mandatory Indian Standards (IS) by consumers / public.

- Bureau of Indian Standards (BIS) has been elected to the ISO Technical Management Board (TMB), the apex governance Body of ISO for technical matters for the term 2020-2022.
- An ambitious Project for promotion of use of National Building Code of India (NBC) 2016 in all States and UTs of India has been undertaken by BIS. It involves comprehensive review of rules and regulations governing land development and building construction and preparing draft regulations which are aligned with provisions in NBC 2016, for use by the States and UTs.
- A National Laboratory Directory has been launched by BIS containing data of more than 4000 laboratories with location and product-wise testing facility. Categorisation of labs is on the basis of ISO 17025 accreditation and approval by various regulators, namely, BIS, FSSAI, EIC, APEDA, CPCB.
- BIS (Recruitment to Laboratory Technical Posts) Regulations, 2019 has been notified in official gazette on 04-10-2019.
- State Governments have been asked to consider mandating the BIS standards for piped drinking water. This is in line with the vision of Government to supply piped drinking water to every house-hold by 2024.
- BIS (Recruitment to Scientific cadre) Regulations, 2019 has been notified in Official Gazette on 23rd December, 2019.

2.1.6 Essential Commodities Act (E. C. Act)

- Meeting of Group constituted to monitor cartelization / hoardings and speculative trade in food items was held on 3 April 2019.
- CoS in its meeting held on 9.5.2019 discussed simplification of renewal of licensing by doing away with the requirement of annual/ periodic renewal of licenses in control orders issued under Section 3 of the Essential Commodities Act by the concerned Ministries / Departments. It was agreed to by the concerned Ministries to amend their respective control orders so as to make the validity of the licenses to be at least 5 years.
- An Order has been passed under the Essential Commodities Act as per which, stock limit shall not apply to a contract farming purchaser of any agricultural produce registered under any State Act made in this behalf, subject to the overall ceiling of registered quality. This will lead to –
 - ✓ Increased investment and technology flow in farming sector,
 - ✓ Assured income to farmers,
 - ✓ Increased investment in supply chain activities – warehousing, cold storage and cold chain, transportation.

- Stock limit on Onion imposed under E. C. Act, 1955 was revised downward to 25 MT for Wholesalers & 2 MT for Retailers. States/UTs requested to enforce aforesaid stock limits strictly and carry out anti-hoarding operations against unscrupulous traders by organizing raids.

2.1.7 Legal Metrology (LM)

- In February 2019, meetings were held with President, National Institute of Standards & Technology, USA, Head (International) of PTB, Germany and representative of NPL-UK, to discuss mutual cooperation in the fields of Legal Metrology viz., certification for weights and measures equipments being manufactured in India for the export purposes, accurate dissemination of Indian Standard Time, capacity building of LM officers, etc.
- Secretary (CA) had a meeting in February 2019 with the State Controllers of Legal Metrology to review the activities.

2.1.8 Some noteworthy judgments delivered by NCDRC / Supreme Court

- The following judgment was delivered by Supreme Court upholding the judgment of NCDRC in the case of Kolkata West International City Pvt Ltd vs Devasis Rudra: Supreme Court held that a buyer cannot be expected to wait indefinitely for possession of flat on 7-year delay which is beyond reasonable time. In the instant case, complainant booked a Row House in 2006 to be handed over by 31.12.2008 as per agreement between petitioner and respondent. Flat was not delivered in the prescribed time and completion certificate was given only in the year 2016 against which complainant filed a case in State Commission. The case was then moved to NCDRC and finally to Supreme Court wherein Supreme Court upheld the decision of NCDRC directing the developer to refund the money paid together with interest and compensation of Rs 2 lakhs to the complainant.
- In Pioneer Urban Land & Infrastructure Ltd. vs. Govindan Raghavan & Ors., the Respondent / Flat Purchaser entered into an Apartment Buyer's Agreement with the Builder to purchase an apartment in Gurugram. The Builder failed to apply for the Occupancy Certificate as per the Agreement and subsequently, the Purchaser approached the National Commission. National Commission ordered for refund of full amount along with interest rate of 10.7%, higher than that mentioned in agreement (6%). Builder approached Supreme Court against the order of National Commission, but Supreme Court upheld the decision of National Commission noting that incorporation of one-sided clauses in a buyer/builder agreement constitutes an unfair trade practice as per Section 2 (r) of the Consumer Protection Act, 1986.

- In *Jaypee vs. Ors.*, the Supreme Court of India upheld the judgment of the National Consumer Disputes Redressal Commission (NCDRC) pertaining to the issues of maintainability of consumer complaints before the redressal commission. The matter pertains to consumer complaints filed by aggrieved homebuyers against Jaiprakash Associate Ltd. (JAL). The order of the Commission had held that aggrieved homebuyers were entitled to proceed before the redressal commission and continue alongside the pending insolvency proceedings against Jaypee Infratech Ltd (Jaypee). Therefore, over 300 matters were allowed to be moved before the Commission.
- In *Vijay Kumar & Vinod Kumar vs. IFFCO / Indian Farmers Fertilizers Co-operative Society Ltd.*, NCDRC granted compensation of about Rs 5 lakh to two farmers of Haryana from Indian Farmers Fertiliser Cooperative Limited (IFFCO). This compensation was granted after the IFFCO had sold defective guar seeds to farmers that led to 70% crop failure. While selling seeds, IFFCO assured yield of 8 to 10 quintals per acre. However, even after following proper instructions and procedures, the yield was only about 30%.
- *Bajaj Allianz General Insurance Co. Ltd vs Devender Mohan Anand, Delhi* is a case of medical negligence and impleading the Insurance Company as a party to the disputes. The complainant filed a complaint of medical negligence against Sunder Lal Jain Hospital, Delhi, and 3 of its doctors in the State Commission of Delhi. The hospital subsequently filed an application impleading the Insurance Company in the case, which was allowed by the State Commission vide its order dated 18.3.2016. The Insurance Company filed an appeal in the NCDRC against the order of the State Commission dated 9-4-2018. The NCDRC declined the appeal stating medical negligence is alleged against this hospital and doctors and not against insurance company. NCDRC opined that Insurance Company is not a proper and necessary party in consumer dispute which is under adjudication between the complainant and the hospital and the doctors and therefore the Insurance Company stands deleted from the array of the parties before the State Commission. The NCDRC reasoned that the insurance company has nothing to do with the medical negligence per se. The medical negligence or any stigma attached thereto cannot be determined against the insurance company.
- In *Prashant Sareen vs Mohan Dai Oswal Cancer Treatment & Research Foundation & Ors.*, National Consumer Disputes Redressal Commission (NCDRC) directed Mohan Dai Oswal Cancer Treatment & Research Foundation and its doctors to pay a compensation of Rs. 16,80,749 to the parents of a three year old child who died while undergoing treatment for cancer at the Hospital under the supervision of one Dr. Raman Arora. In the instant

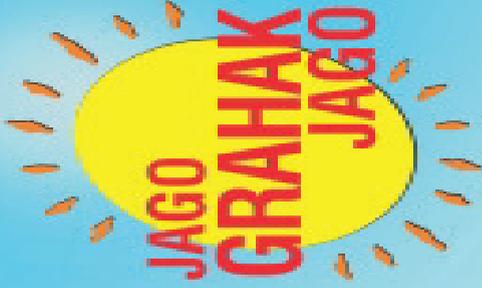
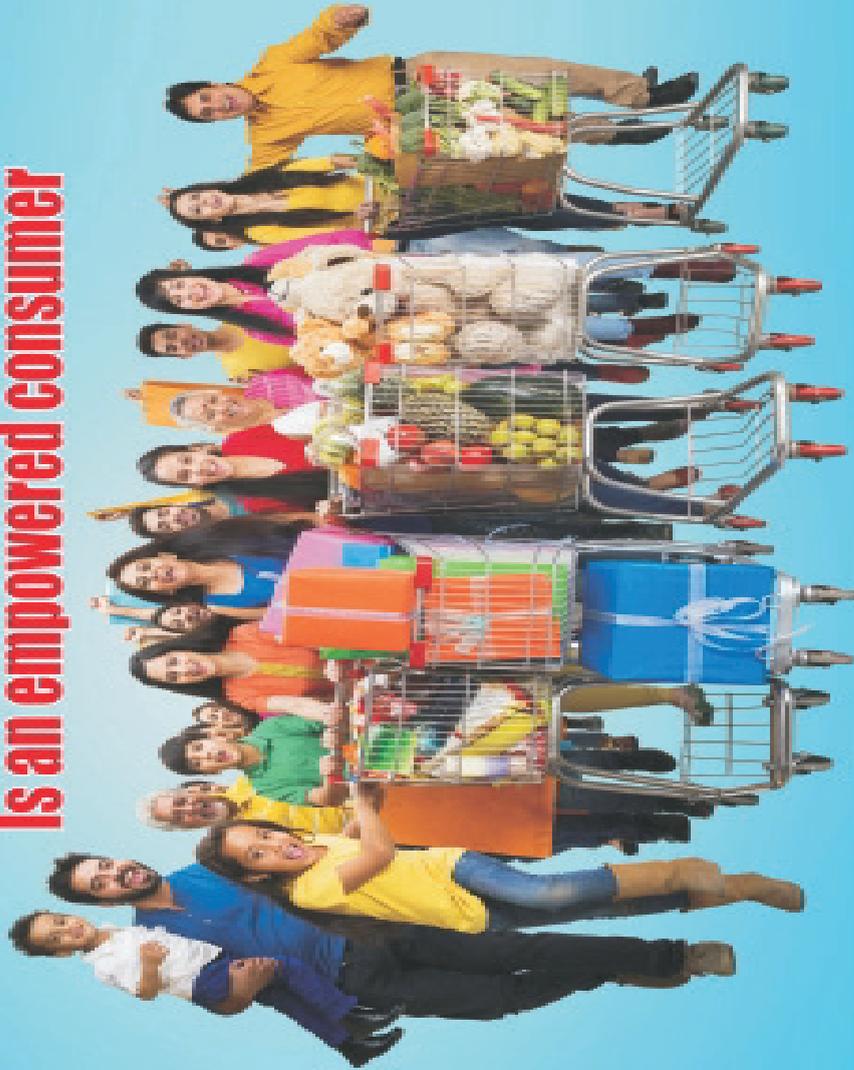
case, a medicine was given to the child intrathecally (through back bone injection) instead of intravenously which deteriorated the condition of child and she became paralysed and died within two weeks. NCDRC taking it as a case of medical negligence awarded compensation of Rs. 16,80,749/- to the parents of the child. NCDRC also remarked that inspite of the fact that Dr. Raman Arora didn't administer the injection, he is also liable for any acts / commission or omissions done by his team or the assistants who assisted him in rendering treatment to the Patient.

- In M/s. Country Colonisers Pvt. Ltd vs Harmit Singh Arora & ors., NCDRC directed builder Country Colonisers Pvt. Ltd of Mohali to refund money to around 20 Home buyers along with interest rates similar to home loans for delayed project. In the instant case, around 20 home buyers invested an amount in a residential project "Wave Garden" of the builder. The builder promised completion of project within 3 years but even after 7 years the project was incomplete. NCDRC taking it as case of unfair trade practice on part of builder directed the builder to pay original amount alongwith interest rates similar to home loans for the corresponding period.
- In Pankaj R. Toprani & ors. vs Bombay Hospital and Research & Medical, a 73-year-old patient, one Ranjit Toprani was admitted in Bombay Hospital for Carcinoma of the Sigmoid Colon. Dr. Wagle checked the patient and declared the patient fit for the surgery to be performed by Dr. Desai. After operation, the patient suffered Bradycardia Attack and thereafter went into coma. The patient was then put on ventilator. The patient never regained his consciousness and remained in the Hospital for next 8 months. After that he was brought Home in unconscious and in a vegetative state with support of oxygen concentrator. After 2 years, the patient died without regaining consciousness. Family members of the patient approached NCDRC for negligence on the part of doctors which resulted in Bradycardia Attack of the patient after which patient never regained consciousness. NCDRC noted that after operation patient suffered a Bradycardia Attack as due care was not given to the patient after surgery and therefore patient went in coma. Taking it as a case of medical negligence, NCDRC ordered Hospital to pay Rs. 30,00,000 as compensation and directed both doctors to pay further 1,00,00 in total to the family members of the patient.

2.1.9 Consumer Grievances

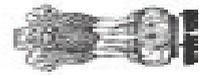
- Filing of consumer grievances through mobile app and through web is increasing vis-à-vis through telephone calls. All efforts are being made to resolve the grievances at the earliest.

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

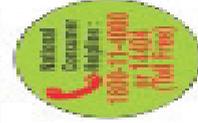


Department of Consumer Affairs

Ministry of Consumer Affairs, Food and Public Distribution
Government of India
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3. CONSUMER ADVOCACY

3.1 CONSUMER WELFARE FUND

The Consumer Welfare Fund Rules were framed and notified in the Gazette of India in 1992, under the Central Excise and Salt Act, 1944 (1 of 1944) pursuant to its amendment in 1991. On enactment of the CGST Act, 2017, the Consumer Welfare Fund has been setup under section 57 thereof. Rule 97 of the CGST Rules, 2017 deals with Consumer Welfare Fund.

The money that is not refundable to the manufacturers etc. shall be credited to the Consumer Welfare Fund. The money credited to the Fund is to be utilized by the Central Govt. (Department of Consumer Affairs) through the Standing Committee, for the welfare of the consumers in accordance with the Rules framed.

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

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

A window for Call for Proposal inviting proposals for financial assistance from the Consumer Welfare Fund from eligible VCOs/NGOs/Academic Institutions in digital/electronic format was open from 26.08.2019 to 10.10.2019, in which around 1400 proposals were received. A sum of Rs. 496.9474 Crore was available in the Consumer Welfare Fund as on 31.01.2020. Out of budget provision of Rs. 19.50 crore, an amount of Rs. 9.01 crore has been utilized during the financial year 2019-20 (Upto 31.01.2020) 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 (CORPUS) 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. The ratio of sharing is 75:25 by the Centre and State (90:10 in the case of Special Category States/UTs) for Corpus Fund of Rs. 10.00 crore. With the help of Government of India Consumer Welfare Fund has been set up in 15 States/UTs viz. Gujarat, Andhra Pradesh, Orissa, West Bengal, Bihar, Nagaland, Karnataka, Tamil Nadu, Madhya Pradesh, Kerala, Haryana, Jharkhand, Telangana, Rajasthan & Sikkim.

Now, as per the concerned State Goods and Services Tax Act, Consumer Welfare Fund has been established by the State Governments in their State.

3.3 PROJECTS UNDER CWF

The endeavour of the Department is to partner with Academic Institutions/Government Bodies and 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 areas follows:

3.3.1 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 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. 79.47791 lacs for the project has been released so far. 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 or 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.

CERC printed Grahak Sathi magazine and sent the same to consumer groups, ministers and Secretaries of Hindi-speaking States, and Consumer Fora and Commissions. In addition CERC prepared e-copies of the magazine and e-newsletter in English based on Grahak Sathi content and sent it to peoples.

3.3.2 Financial Protection of Consumers by Consumer Unity & Trust Society (CUTS), Jaipur

The project of Consumer Unity & Trust Society (CUTS), Jaipur for Financial Protection of Consumers was approved in the 70th meeting of the Standing Committee held on 05.11.2015 with a total project cost of Rs. 60.00 lacs including VCO's contribution of Rs. 15.00 lacs for two years. The MOA was signed on 07.03.2017. The period of 2nd year of the project was amended as January, 2019-December, 2019. Grant-in-aid of Rs. 43.26597 lacs for the project has been released. The objectives of the project are as under:-

- (i) Build the capacities of the rural consumers specially women in terms of financial literacy thereby enhancing their financial inclusion and other financial involvements.
- (ii) Build awareness, knowledge and skills among the target community on the financial decisions about savings, investments, borrowings, income and expenditure.
- (iii) To overcome vulnerability and ensure the economic security of rural consumers specially women.

Under this project various Cluster Meetings & Periodic Meetings were conducted in two Districts of Rajasthan namely Chittorgarh and Bhilwara. Besides these Annual Stakeholders Consultation cum Dissemination meetings were also conducted in Chittorgarh and Bhilwara Districts of Rajasthan to achieve the objectives of the project.

3.3.3 Study Current Consumer Protection System in India project by IIM Kashipur & Shaping Tomorrow Consultants LLP

A project was sanctioned to IIM Kashipur & Shaping Tomorrow Consultants LLP for Conducting Study Current Consumer Protection System in India in the 72nd meeting of Standing Committee held on 22.09.2016 for a period of one year i.e. upto 31.01.2018, which was further extended upto 31.03.2018 in the 78th meeting of Standing Committee held on 18.07.2019, with a cost of Rs. 98.4 lacs, out of which Rs.88.56 was to be granted from Department to be released in 3 instalments. So far Rs. 84.03559 lacs has been released by the Department for the project. The primary objectives of the Project were 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 identify 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 D/O 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 report on Study Current Consumer Protection System in India submitted under the project has been forwarded to all the Divisions in the Department for necessary.

3.3.4 Central University of Jammu, J&K

A project titled “Field Mapping and Capacity Building of Stakeholders for Consumer Welfare & Protection” was approved in the with 75th meeting of the Standing Committee held on 07.03.2018 for one year i.e. upto March 2020, which has been extended upto June, 2020, with project cost of Rs. 31.25 lakh including Institute’s contribution of Rs. 6.25 lakh for one year was sanctioned. MOA was signed on 20.03.2019. The first instalment of Rs. 12.50 lakh has been released in March, 2019. The main objectives of the project are:

- (a) To determine the present state of consumer awareness with respect to Consumer Protection Act in Jammu, Kashmir and Ladakh region of J&K.
- (b) To identify the capacity building needs for Jammu, Kashmir and Ladakh region of J&K.
- (c) To determine the best capacity building practices required in Jammu, Kashmir and Ladakh region of J&K.



- (d) To organize workshops and camps on consumer protection, rights vis a vis brick and click commerce/trade in three regions with special focus on SC/ST/OBC.
- (e) To organize three National seminar on Consumer Protection; one each in Jammu, Kashmir and Ladakh region.
- (f) To develop a capacity building framework for enhancing the awareness of consumer rights and its adoption by regional agencies/institutions for compliance and sustenance.

3.3.5 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 for which Rs. 90 lakh was released as Endowment grant & Rs. 15 lakh as cost for setting up the Chair during 1st year. The MoU was signed on 28th August, 2007 for a period of 5 years upto August 2012 and then August, 2017 to August, 2022. 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.

During the period (01.04.2018 to 31.03.2019) Sh. Ashok Patil Chair professor of Law, has taken teaching work for BALLB (Hons.) students Post Graduate Diploma in Consumer Laws and Practice Course and Master of Business Law students. During this period 2 days of workshop on Tobacco Control Workshop for Law Enforcers organised jointly by Consumer Law and Practice, NLSIU and the Campaign for Tobacco Free Kids. A national seminar on Deliberation on Consumer Laws, Contemporary Issues and Challenges in Global Market was organised jointly by IFIM Law School Bangalore and Consumer Law and Practice/ NLSIU on 20.03.2019.

(ii) One time grant of Rs.1.00 crore was sanctioned and released in 2015 with an endowment grant of Rs. 90.00 lacs and Rs.10.00 lacs as grant-in-aid for first year only to National Academy of Legal Studies and Research (NALSAR) University of Law, Hyderabad for establishing Consumer Law Chair and running courses on consumer issues. The project period has been extended upto August, 2020.

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.

An year book on Consumer Law was published. Law clinic in two districts Rangareddy and Hyderabad have been set up. Workshop on Consumer Protection Bill, 2018 was conducted on 08.09.2018 in association with Federation of Chamber of Commerce. Rural Consumer Awareness Programme in association with Confederation of All Telangana Consumer Organizations on 23.06.2018 was conducted under the Chair.

(iii) Dr. Ambedkar Law University, Chennai was sanctioned in June, 2011 an amount of Rs. 94.45 lacs to set up a Chair on Consumer Law and Jurisprudence over a period of five years from 2011 to 2016 which was extended from 2014 to 2019. An amount of Rs. 59.01 lacs has been released so far. The objectives of the project are as under:-

To promote legal education and well being of the community generally;

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

An awareness booklet “Do’s and Don’ts” for the Consumer was published and released on 31.05.2019. A book “Banking Services – Problems and Perspectives” was furnished. A Survey Report on Consumer Awareness about Health and Drugs was published in June 2019.

(iv) Centre for Consumer Studies by IIPA: A grant of Rs. 850.77 lacs spread over a period of



five years was sanctioned to IIPA in 2007-08 for setting up Centre for Consumer Studies (CCS) and extended from time to time. 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 crores for a period of 5 years. Out of this sanctioned amount, an amount of Rs. 11.36 crore has been released so far.

The Centre conducted 30 Capacity Building Programmes (July, 2018 to June, 2019) for various stakeholders, organized workshops and seminars on Consumer Protection and Consumer Welfare in collaboration with various institutions brought out newsletter, publications monographs and conducted research studies. Four Research studies on Consumer Awareness, Digital Banking, consumer protection etc. have been completed during the period.

(v) National Law University, Delhi: A project titled “Establishment of Consumer Chair” with cost of Rs. 100.00 lakhs as endowment fund over a period of four years (20.03.2019 to 19.03.2023) and Rs. 7.50 lakh as grant for first year activities has been sanctioned to NLU, Delhi. The expenses on the activities of the Chair from the 2nd to 4th year shall be met out of the interest accrued on the endowment each year respectively. The primary objective of the Chair is to act as a ‘Think Tank’ for the Research and Policy related issues on Consumer Law and Practice and also develop Consumer Affairs as a distinct subject of study both at Under Graduate & Post Graduate levels.

(vi) Bhavishya Educational and Charitable Society: A project titled “Right to Consumer Education: Education of Consumers specially through awareness programmes in school/colleges/markets/ other public place” with cost of Rs.27.34 lakh (VCO’s contribution of Rs. 7.34 lakh and DoCA contribution of Rs. 20.00 lakh) for two years was sanctioned in 2019. The first instalment of Rs. 10.00 lakh has been released in March, 2019. The main objectives of the project are:

- (a) To create awareness and sensitisation regarding rural consumer protection, rural consumer rights and privileges in rural areas;
- (b) To create enabling environment for promoting rural consumer awareness;
- (c) To make the rural consumers aware of their rural consumer rights as in the Rural Consumer Protection Act;
- (d) To develop IEC materials, training manuals, folk songs & drama for rural consumer awareness and education;
- (e) To organize policy advocacy programmes for mobilizing community and other stakeholders for taking active role in rural consumer protection.

3.4 INFORMATION, EDUCATION & COMMUNICATION (IEC)

Department of Consumer Affairs is mandated to protect the rights of consumers and also to set up redressal mechanisms relating to consumer grievances. Towards this end, Consumer Awareness is vital.

The entire strategy of the IEC activities under the scheme of Consumer Awareness has been designed to launch and continue an effective and intensive consumer awareness campaign for fulfilling these rights so as to reach the urban, semi-urban as well as the rural and remote areas. The objective is also to encourage buildup of informed decisions by the consumers while purchasing goods and services and seeking fair settlement of genuine grievances through the Grievance Redressal mechanism set up by the Department. Towards this end, the Department has been carrying out a country-wide multi-media awareness campaign titled “Jago Grahak Jago” covering various issues impinging on the consumer rights. Through simple messages, consumers are warned against fraudulent practices and seek redress of complaints. Redress of complaints against manufacturers or retailer by approaching the consumer fora established across the country.

The Consumer Awareness campaign is implemented through Bureau of Outreach and Communication, Doordarshan, All India Radio, Lok Sabha TV and National Film Development Corporation.

The following is the budget allocation and expenditure during the last three years and the current year :

(Rs. in cr)

| S. No. | Year | BE | RE | Expenditure |
|--------|---------|-------|-------|-------------|
| 1. | 2016-17 | 60.00 | 60.00 | 58.68 |
| 2. | 2017-18 | 62.00 | 62.00 | 61.78 |
| 3. | 2018-19 | 70.00 | 60.00 | 58.90 |
| 4. | 2019-20 | 62.00 | 40.00 | 29.15 |

The Department has designed a strategic framework for targeted IEC activities encompassing mass media along with mid-media and inter-personal activities. The aim is to disseminate information about various issues which are generally overlooked by the consumers or are not well publicized by the producers /sellers for obvious reasons. Besides Radio and Television, print media is also utilized.

An Empowered Committee with different stakeholders as members and Secretary (Consumer Affairs) as Chairman provides direction and also oversees implementation of the “Jago Grahak Jago” campaign activities. Two meetings of the Committee were held on 26.04.2019 and 18.06.2019 for allocation of funds to various media agencies and approving the strategy for implementation of the programme.

A brief overview of the multi - media campaigns to reach out to consumers across diverse sectors and geographies and initiatives taken by the Publicity Division is given below.

3.5 PRINT

Print media was utilized during the year for publication of advertisements on Pan-India basis in Hindi, English and regional languages relating to Joint Campaign with the Telecom Regulatory Authority of India (TRAI) on 22.06.2019 and 29.12.2019. The campaign related to New Regulatory Framework of Broadcasting and Cable TV Services and Consumer Awareness on Tower related frauds.

3.6 TELEVISION

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 were telecast through various channels of Doordarshan were :-

The details of the Media campaigns are as under :-

- Media Plan during General Election – 2019 results
- Media Plan for Kaun Banega Crore Pati
- Media Plan for Independence Day

In addition to this, the platform of Lok Sabha TV has also been utilized during the various Parliament sessions and also during the intervening period for telecast of video spots.

3.7 ALL INDIA RADIO

The Department has also utilized the reach of All India Radio for broadcasting audio spots of 30 seconds duration during various programmes of AIR. Audio spots covered relevant consumer issues like Consumer protection, food wastage, unfair trade practice, Swachh Bharat and service charge. Details of the campaign are as follows : -

- Campaign during the election 2019 results
- Campaign during ICC cricket world cup in June-July
- Campaign during the Union Budget 2019 presentation in July
- Campaign during Independence Day 2019
- Prime time campaign during various programmes in primary channels /local radio stations during August 2019.
- Pan India Campaign during India -West Indies cricket series in August, 2019
- Pan- India Campaign during various programmes in August 2019
- Pan India Campaign during national news in August 2019

3.8 GRANTS-IN-AID TO STATE/ UT GOVERNMENTS

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 State/ UTs has been one of the key components of the Consumer Awareness scheme. Grant- in aid released to various States/ UTs are as under : -

| (Rs. In Lakh) | | |
|---------------|---------------------|--------|
| S. No. | Name of States/ UTs | Amount |
| 1. | Karnataka | 73.00 |

| | | |
|----|---------------------------|--------|
| 2. | Tripura | 40.00 |
| 3. | Meghalaya | 40.00 |
| 4. | Andhra Pradesh | 60.00 |
| 5. | Madhya Pradesh | 60.00 |
| 6. | Telangana | 20.00 |
| 7. | Uttarakhand | 23.00 |
| 8. | Daman & Diu (UT) | 20.00 |
| 9. | Dadar & Nagar Haveli (UT) | 16.00 |
| | TOTAL | 350.00 |

In addition, proposals from more than 10 states have also been processed for release of Grants in aid for carrying out Consumer Awareness Activities.

3.9 SOCIAL MEDIA

Social media, these days, is a strong influence and helps in sensitizing the individual or society. The Department has extensively used social media platforms like Facebook and Twitter for generating awareness due to increased digitalization of the country. Regular posts in the form of creatives and audio/visual were uploaded to educate and empower consumers. Also, regular campaigns using relevant hashtags were run on different platforms. #SamjhoApnaAdhikar campaign highlighted the importance of consumer rights and different consumer commissions on which they could seek justice. Other hashtags like #JagoGrahakJago and #IndianConsumer led to maximum engagements and feedback. Regular tweets throwing light on subjects like 'smart consumer' and 'misleading advertisements' helped readers/consumers attain relevant information about the informed consumer and redressal mechanism. Due to the daily engagements, Facebook count has reached to 13,156 people whereas Twitter count has escalated to 32,700 followers. Other social media platforms like Instagram are still growing to disseminate information on consumer awareness.

3.10 MELAS/ FESTIVALS / EVENTS

In order to create awareness amongst the people living in rural & backward areas, this Department takes 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 & backward areas. The department participated and organized different fairs throughout the year to reach out to the rural population of the country. An information booth was set up to disseminate information and guide the consumers about dos and don'ts relating to buying of goods and services. The fairs / festivals in which this Department has participated are as under: -

| S. No. | Name of Fair/ Festival & Location | Period |
|--------|---|--------------------------|
| 1. | Shravani Mela | 25.07.2019 to 15.08.2019 |
| 2. | Vibrant North-East 2019, Manipur | 19.06.2019 to 21.06.2019 |
| 3. | Mega Exhibition Ujwal Himachal Pradesh-2019 | 28.07.2019 to 30.07.2019 |
| 4. | Govt. Achievements & Schemes expo -2019, New Delhi | 01.09.2019 to 03.08.2019 |
| 5. | Vision Rajasthan -2019 | 18.09.2019 to 19.09.2019 |
| 6. | Rising Sikkim 2019 | 20.09.2019 to 21.09.2019 |
| 7. | 6 th India Water week -2019, New Delhi | 24.09.2019 to 28.09.2019 |
| 8. | Paryatan Parv -2019, New Delhi | 02.10.2019 to 06.10.2019 |
| 9. | 6 th Vibrant India2019 & Meri Dilli Utsav, New Delhi | 18.10.2019 to 20.10.2019 |
| 10. | 2 nd Agro world 2019, New Delhi | 06.11.2019 to 08.11.2019 |
| 11. | Sonepur Mela | 02.12.2019 to 12.12.2019 |

3.11 OTHER INITIATIVES

The Division has taken several initiatives during the year. Production of audio/video spots have been initiated on the following topics :

- Single use plastics
- BIS standards
- Consumer Protection
- Water Conservation
- Hallmarking
- Packaged Commodities
- Service Charge
- MRP
- Consumer Rights

It is proposed to feature various celebrities/ influencers in these spots for endorsing the 'Jago Grahak Jago' Campaign. Social Media Platforms would be used for spreading the messages.

Division has also taken up production of 52 episodes of Sponsored Radio Programmes on the topics of Consumer Fora, Packaged commodity rules and the National Consumer Helpline. The episodes are proposed to be broadcast exclusively in the North Eastern States in order to increase Consumer Awareness in these areas. The Programme would be broadcast in 9 local languages of Mizo, Garo, Manipuri, Bodo, Nagamese, Assamese, Khasi, Nepali and Bengali besides Hindi.

MRP means Maximum Retail Price inclusive of all taxes

Sellers:

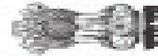
Charging more than the MRP
is a punishable offence.

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

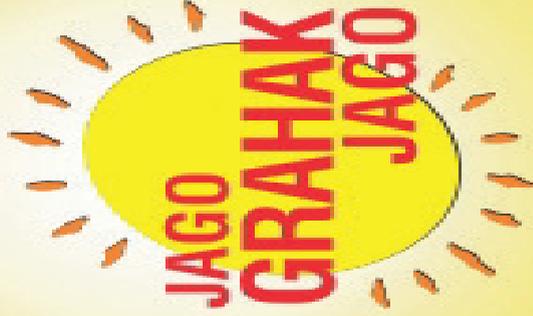
Visit : www.consumeraffairs.nic.in for contact details of Weights and Measures/
Legal Metrology Departments of the Concerned States/Union Territories



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



@consoaff
@jagagrahakjago





**JAGO
GRAHAK
JAGO**

Reading the
fine print of
every contract
matters...

Don't just sign
and repent later !

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

 **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 | @jagograhakjago

 14404
Consumer
Mobile App
for Consumers

Online Complaints : www.consumerhelpline.gov.in

4. CONSUMER PROTECTION

4.1 EXECUTIVE SUMMARY

The Financial year 2019-20 has been a year of great achievement as the Consumer Protection Act, 2019 (New Act) received the assent of the President of India after being passed by the Parliament and was published in the official gazette on 9 August 2019. The New Act will come into force on such date as the Central Government may so notify. It aims to protect the rights of consumers by establishing authorities for timely and effective administration and settlement of consumers' dispute.

The Digital Age has ushered in a new era of commerce and digital branding, as well as a new set of customer expectations. Digitization has provided easy access, a large variety of choice, convenient payment mechanisms, improved services and shopping as per convenience. However, along the growth path it also brought in challenges related to consumer protection.

Keeping this in mind and to address the new set of challenges faced by consumers in the digital age and 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, the Consumer Protection Act, 2019 will replace the more than 3 (three) decades old Consumer Protection Act, 1986 (Act) with the following provisions.

| Provisions | Consumer Protection Act, 2019 |
|--------------------------|---|
| ❖ Regulator | ❖ The Central Consumer Protection Authority (CCPA) to be formed |
| ❖ Consumer Commissions | ❖ Complaint can be filed in a consumer Commission where the complainant resides or works |
| ❖ Product Liability | ❖ Consumer can seek compensation for harm caused by a product or service |
| ❖ Pecuniary Jurisdiction | ❖ District Commission upto Rs. 1 crore ❖ State Commission Rs. 1 crore upto 10 crore ❖ National Commission Above Rs. 10 crores |
| ❖ E-Commerce | ❖ Rules for E-commerce to be framed |
| ❖ Mediation Cells | ❖ Consumer Commissions can refer settlement through mediation |

The Govt. is moving ahead from consumer protection towards best consumer practices and prosperity with the focus on consumer empowerment. With the changing market scenario, a realistic act to cater to the needs of the consumers in the digital era was felt strongly and the new Consumer Protection Act, 2019 is certainly a solid step towards being *caveat venditor* from *the days of caveat emptor*.

4.2 CONSUMER PROTECTION

Consumer Movement refers to the widening range of activities of government, business and independent organizations that are designed to protect individuals from policies that infringe upon their rights as consumers. The Consumer movement all over the world has come to stay. India is no exception. The Government has been according high priority to better protect consumer interests. The Government ensures that the rights of the Consumers are safeguarded in the digital era by passing the new Consumer Protection act 2019 which is all set to become the law. It expects consumer driven businesses (such as, retail, e-commerce) to be mindful of the changes in the legal landscape and strive to take extra precautions against unfair trade practices and unethical business practices to avoid penal action.

Market resources and influences are growing by the day and so is the awareness of one's consumer rights. In this direction, the Govt. is taking a multi pronged approach to generate proper awareness among consumers in order to empower them because it recognizes the fact that an aware consumer is an asset to the society; he/she not only protects himself from exploitation but also induces efficiency, transparency and accountability into the entire system by taking up consumer welfare measures on various dimensions like consumer protection with legal measures, education and awareness programmes etc.

The main objective of the Consumer Protection programme are;

- (i) To create suitable administrative and legal mechanisms which would be within the easy reach of consumers and to interact with both Government and non-Governmental Organizations to promote and protect the welfare of the consumers.
- (ii) To involve and motivate various sections of society including consumer organizations, women and youth to participate in the programme.
- (iii) To generate awareness among consumers about their rights and responsibilities, motivate them to assert their rights so 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.



- (iv) To educate the consumers as to be aware of their rights & social responsibilities.
- (v) to provide a meaningful consumer protection through proper legislation

4.3 THE CONSUMER PROTECTION ACT, 1986

The Consumer Protection Act, 1986 (68 of 1986) is a milestone in the history of socio-economic legislation in the country. The main objective is to provide for the better protection of the consumers unlike existing laws, which are punitive or preventive in nature. The Act intended to provide simple, speedy & inexpensive redresses to the consumer's grievances and also to promote and protect the interest of consumers against deficiencies and defects in goods or services and secure the rights of a consumer against unfair or restrictive trade practices, which may be practiced by manufacturers and traders.

The Act provided the provision for a three-tier adjudication system popularly known as "Consumer Fora". India has established a three-tier quasi-judicial machinery in the name of exclusive courts at the district, state and national levels with a view to provide speedy and simple redress to consumer disputes.

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. State Consumer Disputes Redressal Commissions (State Commissions) with territorial jurisdiction over the State/ UT concerned and financial jurisdiction to entertain consumer complaints involving claims above Rs. 20.00 lakhs and up to Rs. 1.00 crore and with appellate jurisdiction over the District Fora. District Consumer Dispute Redressal Fora (District Forum) with territorial jurisdiction over the district and pecuniary jurisdiction up to Rs. 20.00 lakhs. As on 31.12.2019, 650 functional District Fora, 35 State Commissions and the National Commission have been established in the country.

Salient features of the Consumer Protection Act, 1986 are as under:

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. 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. It is an umbrella legislation covering goods & services, but excluding transactions not involving consumers from the purview of the Act. The provisions of the Act are not only compensatory in nature but also preventive and punitive in character. 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. 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.

The Act provides for simple, inexpensive and timely redressal of consumer complaints. A consumer can seek redressal against any manufacturer and trader of goods/service provider, so long as the goods purchased or service availed of was for a consideration. The Act allows filing of class action complaints on behalf of groups of consumers having common interest.

4.4 CONSUMER PROTECTION ACT, 2019

A. The Consumer Protection Act, 2019 (New Act) received the assent of the President of India after being passed by the Parliament and was published in the official gazette on 9 August, 2019. The salient features of the Consumer Protection Act, 2019 include Establishment of Central Consumer Protection Authority (CCPA) to

- (a) protect, promote and enforce the rights of consumers as a class, and prevent violation of consumers rights under this Act;
 - (b) prevent unfair trade practices and ensure that no person engages himself in unfair trade practices;
 - (c) ensure that no false or misleading advertisement is made of any goods or services which contravenes the provisions of this Act or the rules or regulations made thereunder;
 - (d) ensure that no person takes part in the publication of any advertisement which is false or misleading.
- The CCPA shall 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. The CCPA will have an investigation wing, headed by a Director-General, which may conduct inquiry or investigation into consumer law violations. The CCPA has been granted wide powers to take suo-moto actions, recall products, order reimbursement of the price of goods/services, cancel licenses and file class action suits, if a consumer complaint affects more than 1 (one) individual.
 - The New Act fixes liability on endorsers considering that there have been numerous instances in the recent past where consumers have fallen prey to unfair trade practices. In such cases, it becomes important for the endorser to take the onus and exercise due diligence to verify the veracity of the claims made in the advertisement to refute liability claims. The CCPA may impose a penalty on a manufacturer or an endorser, for a false or



misleading advertisement. Failure to exercise due diligence will attract a penalty of ₹10-50 lakh and/or a ban from further endorsements for a period of 1-3 years.

- As per the new Act, any grievous injury or death caused due to adulterated goods or spurious goods has been made into a punishable offence with imprisonment and fine. The offence is also cognizable and non - bailable.

B. Speedier adjudication : The 2019 Act emphasizes on speedier adjudication of complaints by enabling provisions for consumers to file complaints electronically and for hearing and/or examining parties through video-conferencing. It also provides flexibility to the consumer to file complaints with the jurisdictional consumer forum located at the place of residence or work of the consumer This is aimed to provide procedural ease and reduce inconvenience and harassment for the consumers.

C. Product Liability: 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 introduced. The term ‘product seller’ is defined to include a person who is involved in placing the product for a commercial purpose and as such would include e-commerce platforms as well. It provides the basis for product liability action and the liability of a manufacturer to a claimant under which a manufacturer or a service provider has to compensate a consumer if their good/service cause injury or loss to the consumer due to manufacturing defect or poor service.

D. Enhancement of Pecuniary Jurisdiction: Revised pecuniary limits have been fixed under the New Act. Accordingly, the district forum can now entertain consumer complaints where the value of goods or services paid does not exceed INR 1 crore. The State Commission can entertain disputes where such value exceeds 1 crore and is below 10 crores and the National Commission can exercise jurisdiction where such value 10 crores.

E. e-Commerce Rules: The Consumer Protection Act, 2019 notified on 9th August, 2019, inter-alia, has provision for making rules to prevent unfair trade practices in e-commerce to protect the interest and rights of consumers.

F. “Mediation” as an Alternate Dispute Resolution (ADR) mechanism has been introduced which aims 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 courts.

G. Unfair Trade Practices: The New Act introduces a specific broad definition of Unfair Trade

Practices, which also includes sharing of personal information given by the consumer in confidence, unless such disclosure is made in accordance with the provisions of any other law.

H. Other provisions: Several other provisions aimed at simplifying the consumer dispute adjudication process in the consumer for a which include, among others, increasing minimum number of Members in the Consumer Commissions to facilitate quick disposal of complaints, power to review their own orders by the State and District Commission, constitution of 'Circuit Bench' to facilitate quicker disposal of complaints, enabling provisions for consumers to file complaints electronically and file complaints in consumer courts 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.

4.5 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:

4.5.1 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 for a, carrying out addition/alteration/renovation of existing buildings and also for acquiring non-building assets such as furniture, office equipment, installation of a CCTV Cameras etc. It is also proposed to establish new District Fora where there is none.

4.5.2 CONFONET

The scheme of 'Computerization and Computer Networking of Consumer Fora in the country, (CONFONET)' aims to digitalize 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 forums for speedy delivery of information to the consumers. An online Case monitoring system has been developed and implemented by NIC to facilitate entry of consumer cases online in the consumer forums. The registration of complaints, recording of court 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. Through the portal <http://confonet.nic.in>, consumers have easy access to acquire 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.

Computer hardware/software and technical manpower are provided to the Consumer Fora for computerization of their functioning under the scheme CONFONET. Expansion of the above scheme is envisaged so as to enable court annexed mediation process and also to take the Confonet Project to advanced levels to enable filing of complaints online. Data mining will further simplify the process of getting redressal through consumer for a.

The hardware/software have been replaced in 31 State Commissions and 381 District Fora till now and it is proposed to gradually extend the same to all District For a in the country.

4.5.3 STATE CONSUMER HELPLINE

Under this scheme State Consumer Helplines are set up by State Governments with the objective to encourage Alternate Consumer Disputes Redressal mechanism at State level. 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 the State Consumer Helpline. It is the responsibility of State Government to run the Helpline thereafter.

4.5.4 INTEGRATED GRIEVANCE REDRESSAL MECHANISM

Also an Integrated Grievance Redressal Mechanism in the way of National Consumer Helpline and 6 Zonal Helplines would work parallel to help consumers to resolve their problems. As the country's largest advice provider, NCH is equipped to deal with any issue, from anyone, spanning various sectors. Through the training, information systems and operational support it provides highest quality advice to the consumers. The NCH service offers information and advice through face-to-face, phone and email services, SMS and online. It also takes up consumer advocacy and education responsibilities from a range of consumer issues. NCH under the convergence initiative, provides a platform to complainants to get their complaints addressed and redressed by companies who have voluntarily partnered with the National Consumer Helpline. Thus NCH Convergence acts as a handholding platform for an Alternate Dispute Resolution of consumer grievances.

A new "Consumer App" was launched by the Department on 01.10.2019 inviting complaints

and suggestions from the general public. The complaints received through the app are attended promptly. Considered decisions are also taken on the valuable suggestions received through the app.

4.5.5 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 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.

4.5.6 ACHIEVEMENT DURING THE YEAR 2019-20

- (i) The Consumer Protection Act, 2019 (New Act) received the assent of the President of India and was published in the official gazette on 9 August 2019. It will be enforced as soon as the rules and regulations made thereunder are notified.
- (ii) The rules and regulations under the CP Act, 2019 are being finalized in consultation with stakeholders. They will be notified after legal vetting.
- (iii) Cabinet note has been moved for creation of posts in the Executive Body CCPA.
- (iv) The Department of Consumer Affairs, GoI in collaboration with Centre for Consumer Studies, Indian Institute of Public Administration celebrated the National Consumer Day 2019 on the theme: A Turning Point for Indian Consumer- The Consumer Protection Act, 2019 on December 24, 2019 in the Indian Institute of Public Administration (IIPA), New Delhi. Shri Raosaheb Dadarao Danve, Minister of State for Consumer Affairs, Food & Public Distribution, Govt of India was the chief guest. Inaugurating the event, Shri Raosaheb Dadarao Danve, Hon'ble Minister of State for Consumer Affairs, Food & Public Distribution, Govt of India, mentioned that the theme will help in sensitizing all stakeholders on the new Act and its consumer friendly provisions.

Shri Avinash K. Srivastava, Secretary, Department of Consumer Affairs, Shri Surendra Nath Tripathi, Director, IIPA and Ms. Pushpa Girimaji, Senior Journalist, Consumer Activist & Columnist were the other speakers

On the occasion, Minister of State for Consumer Affairs, Food & Public Distribution, Govt of India also distributed certificates and prizes to school students, winners of poster making competition organized by Centre for Consumer Studies, IIPA with School of Excellence, Kalkaji. Five Publications of CCS, IIPA and Consumer Awareness Calendar 2020 were also released by Hon'ble Minister.



(Celebration of World's Consumer Rights Day, 2019)

Calling Corporates...
**Protecting Consumers
and your brand...
go hand in hand**

Join our growing
Convergence Programme
for speedy resolution
of Complaints

Contact : www.consumerhelpline.gov.in



Department of Consumer Affairs

Ministry of Consumer Affairs, Food and Public Distribution
Govt. of India, Krishna Bhawan, New Delhi - 110001

www.consumeraffairs.nic.in



@consaff | @jagograhakjago



Consumer
is the King



5. CONSUMER GRIEVANCE REDRESS

5.1 CONSUMER GRIEVANCE REDRESS

As per the latest reports made available by the National Commission, the average % disposal of cases in all three levels of Consumers For a in the country is an impressive 90.91%. The total number of cases filed and disposed of in the National Commission, State Commissions and District For a, as on 31.10.2019, 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 | 133148 | 111932 | 21216 | 84.07% |
| 2 | State Commissions | 944841 | 819685 | 125156 | 86.75% |
| 3 | District Forums | 4305234 | 3962438 | 342796 | 92.04% |
| | TOTAL | 5383223 | 4894055 | 489168 | 90.91% |

5.2 PUBLIC GRIEVANCE CELL SET UP IN NATIONAL TEST HOUSE (NTH)

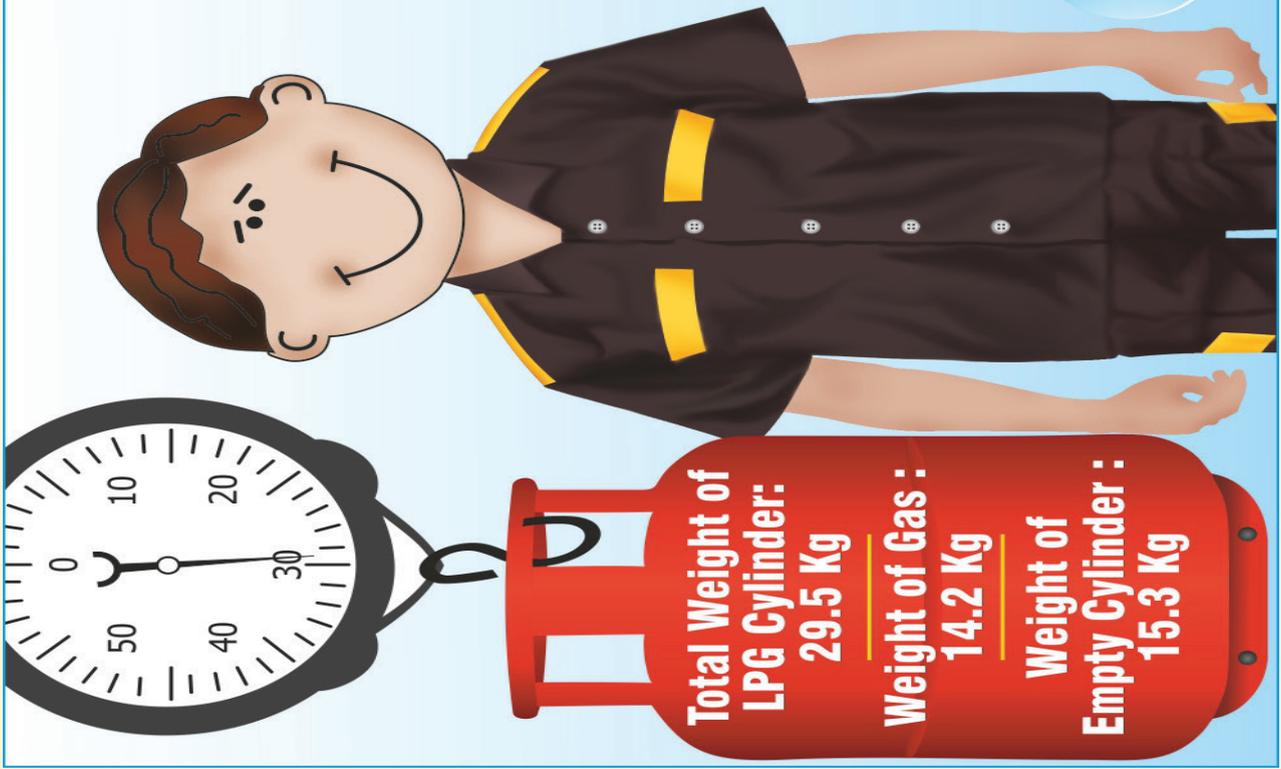
National Test House (NTH) is a premier Scientific Institution engaged in testing, evaluation, quality assurance and standardization of materials and finished products. For the above mentioned services and activities there is a direct interaction with the public from deposition of sample and receipt of sample and test fee etc. These facilities are available in all the units of NTH through computerized system and it functions through a single window "Sample Room". In spite of these, there is public grievance cell in each region of NTH to monitor Public Grievances for registration and prompt redress. The Regional Head of each region chairs the cell.

Achievement:

Report on Public Grievance for the year 2019-20 up to 31st Dec, 2019 is as under:-

- | | | |
|--|---|-----|
| a) No. of grievances pending as on 31.12.2019 | = | NIL |
| b) No. of grievances received during 01.4.19 to 31.12.19 | = | 03 |
| c) No. of grievances disposed of during 01.04.19 to 31.12.19 | = | 03 |
| d) No. of grievances pending as on 31.12.2019 | = | NIL |

The one who delivers
the gas cylinder to you...
comes with a
weighing scale...
to weigh it before you !



For incorrect weight, complain to Controller of Legal Metrology (Weights & Measures) of the concerned State/Union Territory. Visit www.consumeraffairs.nic.in to locate their contact details.



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 | @jaggrahakjago

Online Complaints : www.consumerhelpline.gov.in



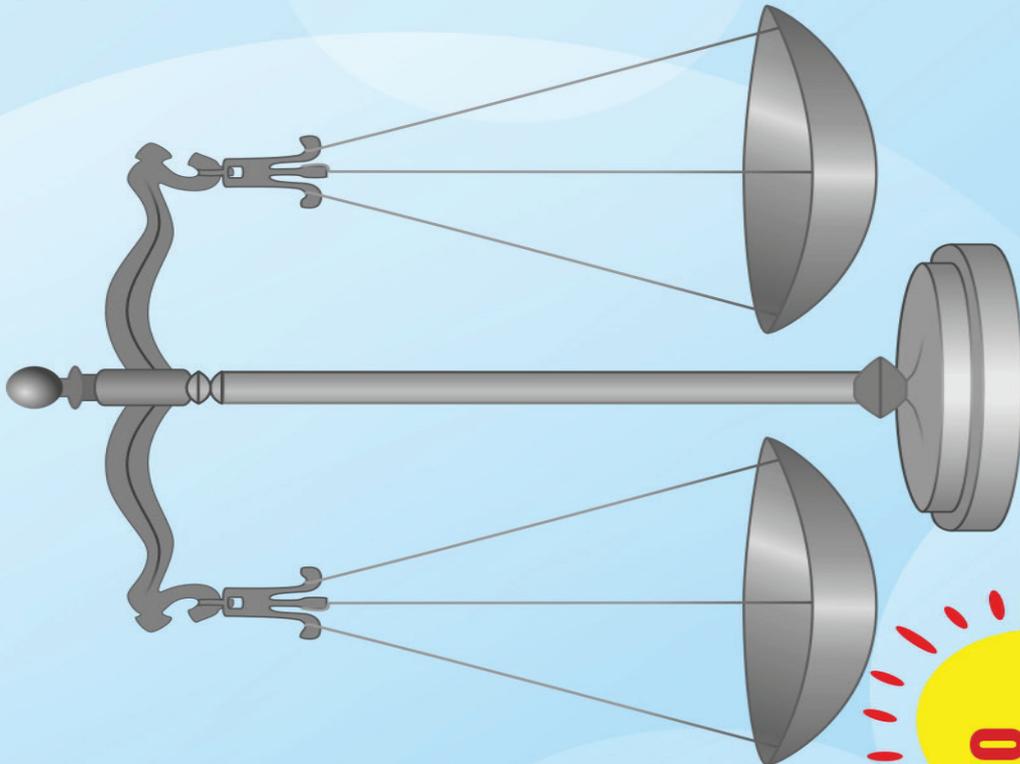
6. CONSUMER COOPERATIVES

- i. 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 31.03.2018, NCCF has 162 members, which includes the Government of India, three national level cooperative organizations namely National Cooperative Union of India (NCUI) National Cooperative Development Corporation (NCDC), and the National Agriculture Cooperative Marketing Federation of India (NAFED).
- ii. The total paid-up share capital of NCCF as on 31.03.2018 was Rs. 15.56 Crores, out of which Government of India has contributed Rs. 9.48 Crores (i.e. 60.92%).
- iii. The NCCF has been functioning with its Head Office at New Delhi with 29 branches located in various parts of the country. It has an industrial unit located at Bhiwani (Haryana) & an industrial plot at Mohali.
- iv. The Sales Turnover achieved by the NCCF during the year 2017-18 was Rs. 874.51 crores as against Rs. 791.92 crores during the year 2016-17. The bulk of the sales related to supply of grocery and general merchandise items.
- v. The turnover of NCCF and its profitability during the last three years is as under:-

(Rs. In Crores)

| Category | 2016-17 (Audited) | 2017-18 (Audited) | 2018-19 (Provisional upto Feb 19) |
|-------------------|--------------------------|--------------------------|--|
| Sales | 791.92 | 874.51 | 1351.72 |
| Gross Margin | 17.73 | 18.00 | 21.17 |
| Other Receipts | 9.47 | 7.92 | 7.49 |
| Net Profit/(Loss) | 3.16 | 4.53 | 15.02 |

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



Department of Consumer Affairs

Ministry of Consumer Affairs, Food and Public Distribution
Govt. of India, Krishna Bhawan, New Delhi - 110001

www.consumeraffairs.nic.in

@consaff | @jagograhakjago

Online Complaints : www.consumerhelpline.gov.in



7. BUREAU OF INDIAN STANDARDS

7.1 GENERAL

The Bureau of Indian Standards 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 came into force with effect from 12 October 2017, subsequently Governing Council was reconstituted and its Second meeting was held on 20 December 2018 at Krishi Bhawan New Delhi.

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 in its principal activities are indicated below:

7.2 STANDARDS FORMULATION

BIS formulates need based Indian Standards in line with National priorities. BIS also harmonizes National standards with International standards in order to facilitate adoption of International standards by industry and thereby facilitating trade. Up to 31 Dec 2019, 6159 Indian Standards have been harmonized with International Standards, which is around 80% of standards where corresponding ISO/IEC Standards exist. Existing Indian Standards are reviewed, once in five years. During April –December 2019, 685 Standards (new and revised) were formulated. Also a total number of 2043 Standards were reviewed during this period. The total number of standards in force, as on 31 December 2019 was 20647.

INTERNATIONAL ACTIVITIES

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 in 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. As on December 2019, 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, 465 Technical Committees/Subcommittees of ISO and 93 Technical Committees/Subcommittees of IEC, and an O-member in 198 Technical Committees/Subcommittees of ISO and 75 Technical Committees/Subcommittees of IEC. BIS has nominated convenors for 21 working groups of ISO and 9 working groups/system evaluation groups of IEC. BIS has successfully contested for the membership of ISO Technical Management Board for the term 2020-2022.

Indian delegation participated in the ISO General Assembly and related meetings held during 16th – 20th September, 2019 at Cape Town, South Africa; and IEC General Meetings 2019 held during 24th – 25th October 2019 at Shanghai, China.

Delegations participated in 46 ISO/ IEC technical committee meetings in areas such as Intelligent Transport Systems, Artificial Intelligence, Internet of Things, Health informatics, Assistive devices, Anaesthetic and respiratory equipment, Gaseous fuels, Electrical energy measurement and control, Energy management and Energy Savings, LVDC, Power Transformers, Governance of organizations, Financial Services, Agricultural Biotechnology and Bio-safety, Refrigeration and Air Conditioning, Smart cities, Indoor Air, Lift, Escalators and Moving Walks, etc.

BIS (India) hosted the following international meetings during April – December 2019:

- Plenary meeting of ISO/ TC 146/SC 1 “Air Quality –Stationary Source Emissions” along with its working groups during 23rd – 26th Sept 2019 in New Delhi
- 5th Plenary meeting of ISO/ TC 309 “Governance of Organizations” along with its working groups during 3rd – 9th Nov 2019 in New Delhi
- 36th Plenary meeting of ISO/ IEC JTC 1 “Information Technology” and its subcommittees along with Working Groups during 4th – 8th Nov 2019 in New Delhi
- 6th Plenary meeting of ISO/ TC 307 “Blockchain and Distributed Ledger Technologies” and its subcommittee alongwith WGs during 18th – 22nd Nov 2019 in Hyderabad, Telengana
- Plenary meeting of ISO/ TC 94/SC 3 “Foot Protection” along with its working groups during 25th - 28th Nov 2019 in New Delhi



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 30 MoUs and 7 BCAs signed with National Standards Bodies of other countries.

BIS has also been playing an active role in formulation and implementation of regional standardization activities under the South Asian Regional Standards Organization (SARSO) and Pacific Area Standards Congress (PASC). BIS participated in the 42nd meeting of Pacific Area Standards Congress held during 8th – 11th April 2019 in New Zealand and made a presentation on the session on “National Examples of Engagement with Regulators” in the PASC Workshop on “Standards & Regulatory Stewardship”.

A Kenyan delegation led by Mr. Edward Njoroge, ISO President-elect and comprising of officials from the Kenya Bureau of Standards (KEBS) visited BIS on 22nd March, 2019 and had interaction with BIS officials and Indian industry representatives.

7.3 CONFORMITY ASSESSMENT

i) Product Certification :

BIS operates a Product Certification Scheme under the Bureau of Indian Standards Act, 2016 and the Rules there under and BIS (Conformity Assessment) Regulations, 2018. 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 164 product standards that have been made mandatory by the Central Government on considerations of health and safety of the consumer.

During April 2019 to December 2019, 3057 new licences were granted, which include 28 products covered for the first time under the scheme. The total number of Indian Standards which has been covered under BIS Certification Marks Scheme is 964. The total number of operative licences, held by domestic manufacturers as on December 2019, was 35162.

ii) Foreign Manufacturer's Certification Scheme(FMCS):

BIS has 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 the year 2019-20 till 30-11-2019, 176 licences were granted under FMCS, taking the total number of operative licences to 1016 against 112 Indian Standards. The licences granted covered 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 52 countries across the globe.

iii) Compulsory Registration Scheme

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 3 October 2012 mandating Compulsory Registration from BIS for 15 Electronics and Information Technology product categories based on its safety compliance to Indian Standards.

A second Order was notified on November 13, 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 October 24, 2016. Scope of two existing products was expanded and 11 new product categories were added under the scheme by MeitY vide notification dated August 23, 2017.

Ministry of New and Renewal Energy (MNRE) also has notified Solar Photovoltaic, Systems, Devices and Components Goods (Requirements for Compulsory Registration) Order, 2017 for five product categories through notification dated September 5, 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 sub-standard 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.

The major products under the Scheme are:

- LED fixtures, lamps, drivers, Flood Lights, Hand lamps, and Lighting Chains
- Recessed LED Luminaires, LED Luminaires for Road and Street lighting, Luminaires for Emergency Lighting
- Mobile phones, power banks for portable applications, 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 equipment, Audio-Video products, and for household and similar electrical appliances
- Point-of-sale terminals, ADP machine
- Laptop/notebook/tablet
- Printers/plotters and scanners
- Set top box
- CCTV Cameras/CCTV Recorders
- USB driven Barcode readers, Barcode scanners, Iris scanners, Optical Fingerprint scanners
- Solar Photovoltaic Modules

The first Registration was granted by BIS on June 12, 2013. As on December 31, 2019, BIS has ~14920 operative licences granted to manufacturers located in various countries including India.

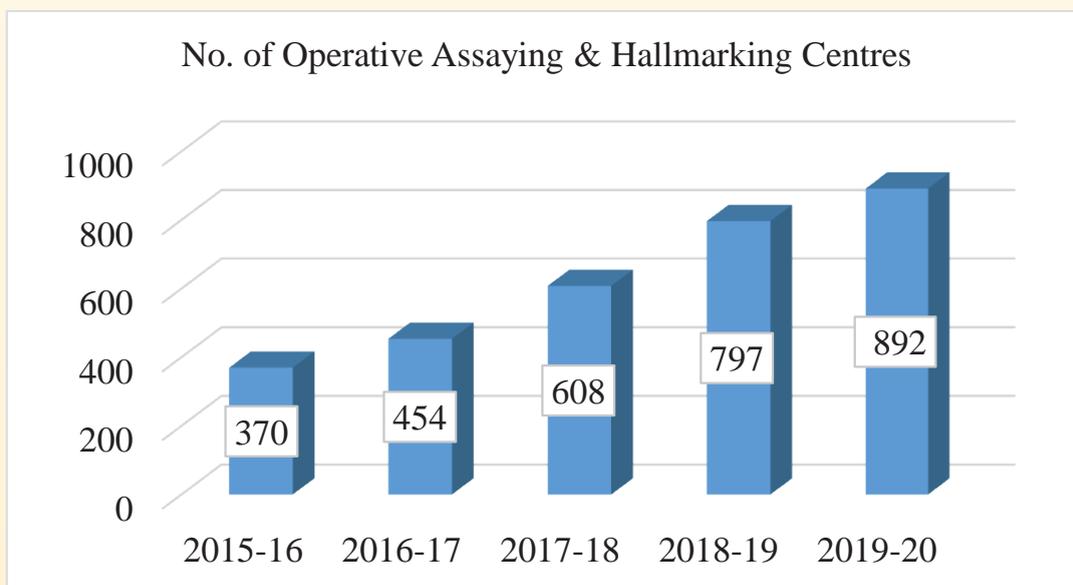
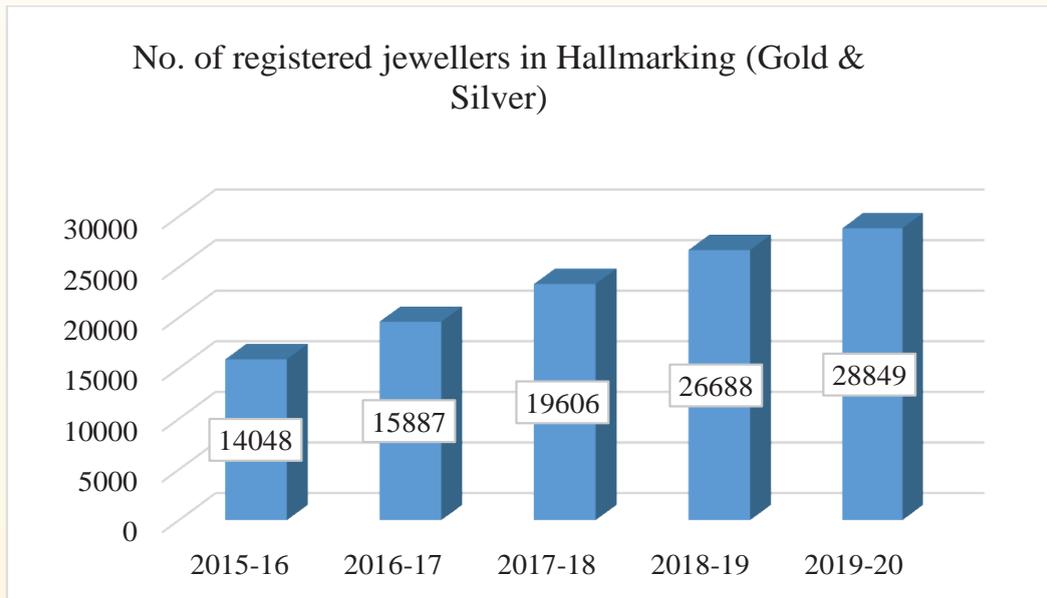
7.4 HALLMARKING

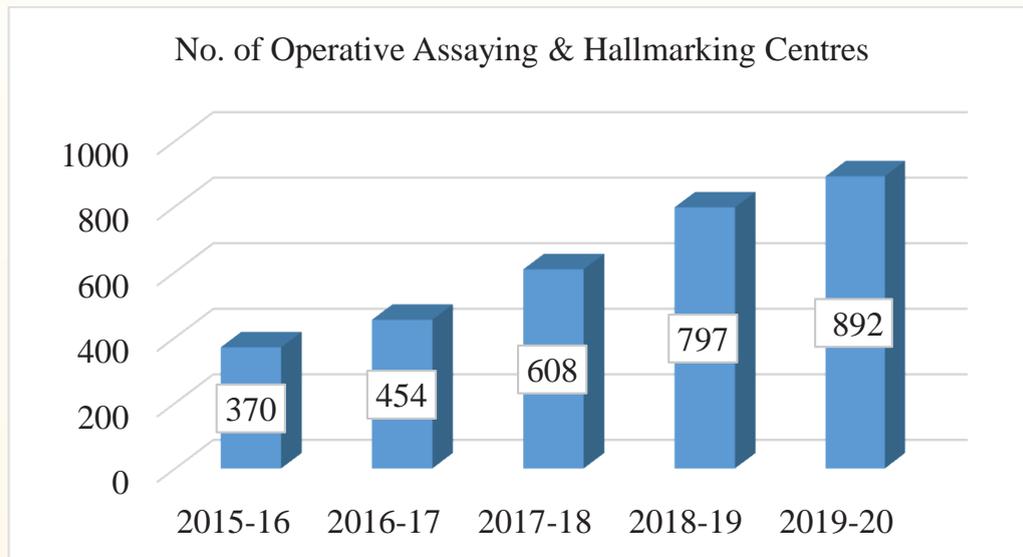
A Hallmarking scheme of gold/silver jewellery

(i) 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 registration to sell hallmarked jewellery, Assaying & Hallmarking centres are recognized to assay the purity of the jewellery submitted by the registered 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 2019 – Dec 2019, number of hallmarking registrations have grown from 26688 to 28849 while the number of BIS recognized Assaying and Hallmarking centres have increased from 797 to 892. During the same period 3.15 crore articles of gold and silver jewellery/ artefacts have been hallmarked.





(ii) Mandatory Hallmarking

Draft Quality control for mandatory hallmarking of gold jewellery/artefacts was hosted on WTO website on 10 October 2019 for comments for a period of 60 days.

(iii) 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 NABL.

So far 29 licences have been granted to refineries/ India Government Mint for Gold bullion and coin as on 31 December 2019.

(iv) Gold Monetization Scheme

Govt. of India has launched Gold Monetization Scheme on 5 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 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.

(v) 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, 47 such jewellers' awareness programmes were organized.

(vi) Plan Schemes

BIS has been implementing the Plan 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 assaying and hallmarking Centres

Under the Plan Scheme for Hallmarking, during this period, in capacity building, twelve programmes have been organized for training of artisans, six programme have been organized for Assaying & Hallmarking personal Training and one programme for training of BIS officers were organised.

7.5 MANAGEMENT SYSTEMS CERTIFICATION

The Management Systems Certification Services of Bureau of Indian Standards (BIS) are operated in accordance with the international standard ISO/IEC 17021-1:2015 - Conformity assessment -- Requirements for bodies providing audit and certification of management systems. - Requirements.

In the year 2019-2020, BIS has launched following Management Systems Certification Schemes:

1. Educational Organizations Quality Management Systems as per IS/ISO 21001: 2019
2. Medical Devices Quality Management Systems with Essential Principles of Safety and Performance as per IS 23485: 2019
3. Anti- Bribery Management systems as per IS/ ISO 37001: 2016
4. Information Security Management Systems as per IS/ISO 27001: 2013



With the addition of above mentioned schemes, BIS now operates 17 Management Systems Certifications schemes. The list of MSC schemes is as follows:

1. Quality Management System (QMS) Certification Scheme as per IS/ISO 9001:2015
2. Environmental Management System (EMS) Certification Scheme as per IS/ISO 14001:2015
3. Occupational Health and Safety Management System (OHSMS) Certification Scheme as per IS 18001:2007 and IS/ISO 45001: 2018
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 and IS/ISO 22000: 2018
6. Service Quality Management System (SQMS) Certification Scheme as per IS 15700:2005 and IS 15700: 2017
7. Energy Management System (EnMS) Certification Scheme as per IS/ISO 50001:2011 and IS/ ISO 50001: 2018
8. Medical Devices Quality Management Systems (MDMS) Certification Scheme as per IS/ ISO 13485:2003 and IS/ISO 13485: 2016
9. Social Accountability Management Systems (SAMS) as per IS 16001:2012.
10. Integrated Milk Certification scheme as per IS/ISO 22000 and Is 13688
11. Ready Mixed Concrete Certification scheme as per IS/ISO 9001 & IS 4926
12. Adventure Tourism Safety Management System as per IS/ ISO 21101: 2014
13. Road Traffic Safety Management system as per IS/ISO 39001: 2012
14. Educational Organizations Quality Management Systems as per IS/ISO 21001: 2019
15. Medical Devices Quality Management Systems with Essential Principles of Safety and Performance as per IS 23485: 2019
16. Anti- Bribery Management systems as per IS/ ISO 37001: 2016
17. Information Security Management Systems as per IS/ISO 27001: 2013

The Quality Management Systems Certification Scheme and the Environmental Management Systems Certification Scheme have been accredited by the National Accreditation Board for Certification Bodies (NABCB) against the standard ISO/IEC 17021. Accreditation is valid up to 15 March 2021 for 24 scope sectors in Quality Management Systems Certification and for five scope sectors) in Environmental Management Systems Certification.

The accreditation for Food Safety Management System (FSMS) Certification activity from NABCB is under process. All actions have been completed and decision awaited from NABCB.

As on 31st December 2019, a total of 1284 operative licences exist under the Management Systems Certification schemes being operated by BIS. A total of 69 licences were granted during 2019-2020 (up to 31st Dec 2019)

7.6 LABORATORY

One of the main pillars of conformity assessment is product testing to ascertain the conformity of products to relevant standards. BIS has established eight laboratories in the country to cater to the testing need of samples generated from conformity assessment schemes, beginning with the establishment of Central Laboratory at Sahibabad in 1962. Subsequently, four regional laboratories at Mohali, Kolkata, Mumbai and Chennai and three branch office laboratories at Patna, Bangalore and Guwahati were established. BIS laboratories have facilities for testing of products in the field of chemical, microbiological, electrical and mechanical requirements. In addition to product testing, BIS has established gold assaying lab at Chennai, Sahibabad and Kolkata. Gold assaying lab at Chennai is a referral lab and also tests silver jewellery

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 for Testing and Calibration Laboratories (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 245 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.

B. Creation/Upgradation of testing facilities in BIS Labs

- Testing facility for Mineral oil content in Packaged Drinking Water and abrasion resistance testing facility of paver blocks has been created at Eastern Regional Laboratory, Kolkata.
- Referral Assaying Laboratory for testing of Gold and Gold alloys, Jewellery/Artefacts has also been set up at Eastern Regional Laboratory, Kolkata
- Northern Regional Laboratory, Mohali has created testing facility for Domestic Electric Food-Mixers and LPG cylinders.

- Guwahati Branch Laboratory has created new testing facilities for Dunnage Pallets and Steel Countersunk Head Wire Nails.
- Southern Regional Laboratory has upgraded testing facilities for XLPE cables and Aerial Bunched cables.

7.7 NEW INITIATIVES

7.7.1 National Lab Directory

BIS created a National Laboratory Directory which was launched by Shri Ram Vilas Paswan, Hon'ble Minister of Consumer Affairs, Food & Public Distribution on 30.08.2019. The National Lab Directory is an online platform created on the basis of self-entry by testing laboratories about the available testing facilities in their laboratories with an aim to bring together the information about test facilities available in the country. This is a single online platform where details of laboratories are available for use with various stakeholders.

Any Laboratory across the country can register on the portal, free of cost and enter the details of the testing facilities available with them. The consumers on the other side get a platform where they can search for laboratories available in the country for testing of any product.

7.7.2 Drinking water quality testing

In keeping with the objectives of the Jal Jeevan Mission of Hon'ble Prime Minister, BIS, as per the directions of Ministry of Consumer Affairs Food & PD, undertook a study of the quality of piped drinking water being supplied in the country.

In the first phase, the samples of drinking water were drawn from various locations across Delhi, and in the second phase, samples were drawn from 20 other state capitals. The samples were drawn from different locations from piped water being supplied by city municipalities/ Corporation/ Water Board local bodies at consumer's end and sent for testing as per IS 10500:2012 (Specification for Drinking Water) at NABL accredited labs across India. The city wise test results were published on BIS website.

In the third phase, samples from the state capitals cities of North Eastern States and Smart Cities identified by the Ministry of Housing and Urban Affairs have been drawn and are under tests.

7.7.3 Workshop on Standard for Drinking Water

A One Day Workshop on 'Ensuring Quality of Piped Drinking Water' was organized by BIS on 09.12.2019 with an aim to disseminate the information about the requirements of IS 10500:2012

(Specification for Drinking Water) and other Indian Standards. The workshop was inaugurated by Shri Ram Vilas Paswan, Hon'ble Minister of Consumer Affairs, Food & Public Distribution in the august presence of Shri Rao Saheb Danve Patil, Hon'ble State Minister of Consumer Affairs Food & Public Distribution, Shri Avinash K. Srivastava, Secretary, Ministry of Consumer Affairs, Food & Public Distribution and Director General, BIS.

The workshop was attended by participants from 23 States/Union Territories representing their respective Water Supply and PHE Departments. During the workshop, information regarding the certification schemes and testing facilities required for compliance with IS 10500:2012 for providing safe drinking water was also disseminated. The similarities between relevant International Standards, Indian Standard and WHO Guidelines were also explained. Representatives from various states updated about the measures being taken to ensure supply of safe drinking water and suggestions regarding same were also discussed.

7.8 CONSUMER AFFAIRS

The Consumers Affairs Department in BIS interfaces with the consumers, industries and other stake holders. Its 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 2019, 135 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, 38 Industry Awareness Programmes were conducted during the period April – December 2019. 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 2019, BIS organized 16 EUS Programmes.



- iv) World Standards Day: World Standards Day' is celebrated throughout the world every year to pay tribute to the collaborative efforts of the thousands of experts worldwide who develop the voluntary technical documents that are published as international standards.

Bureau of Indian Standards (BIS), the National Standards Body of India, celebrates the World Standards Day by arranging Seminars/Conferences across the country at its Regional offices and Branch offices on theme identified by International Organization for Standardization (ISO), International Electrotechnical Commission (IEC) and International Telecommunication Union (ITU).

The theme for this year was:“Video Standards Create a Global Stage”

On the occasion, seminar at the national level was held on 14 October 2019. The event was inaugurated by Shri Ram Vilas Paswan, Hon'ble Minister, Ministry of Consumer Affairs, Food and Public Distribution, Govt. of India.

- v) 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 2019, 54 Product Quality Complaints, 95 CPGRAMS grievances have been received. During this period 43 Product Quality complaints and 85 CPGRAMS grievances have been disposed.
- vi) 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 2019, BIS carried out 77 successful search and seizures all over the country on the firms which were indulging in the misuse of BIS Standard mark, based on 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

7.9 TRAINING SERVICES

National Institute of Training for Standardization (NITS), the training arm of Bureau of Indian Standards is located at Sector-62, Noida. The Training Institute is equipped with four well developed Training Halls, an Auditorium, Library and a hostel having 48 air-conditioned rooms, a Dining Hall and a Recreation Hall.

In addition, the training to industry and BIS officials, three International Training Programmes (Management Systems, Standardization and Quality Assurance and Laboratory Management Systems) for developing countries are also conducted at NITS under the ITEC scheme of MEA, Govt. of India.

i) 16th International Training Programme on Management Systems for Developing Countries during FY 2019-20

The 16th International Training Programme on 'Management Systems', was organized during 02 Sept - 20 September 2019, was attended by 33 participants from 23 developing countries with the financial support from Ministry of External Affairs, Government of India under the ITEC scheme.





ii) 10th International Training Programme on “Competence of Laboratories and their Management Systems” for Developing Countries during FY 2019-20

The 10th International Training Programme on ‘Competence of Laboratories and their Management Systems’, was organized during 04 November – 22 November 2019, was attended by 37 participants from 19 developing countries with the financial support from Ministry of External Affairs, Government of India under the ITEC scheme.





iii) 52nd International Training Programme on “Standardization and Conformity Assessment” for Developing Countries during FY 2019-20

The 52nd International Training Programme on “Standardization and Conformity Assessment” was organized during 25 November- 20 December 2019, was attended by 31 participants from 18 developing countries with the financial support from Ministry of External Affairs, Government of India under the ITEC scheme.





iv) Training Programmes for Industry during FY 2019-20

During the period 1 April 2019 – 20 December 2019, the National Institute of Training for Standardization (NITS) organized 31 off-Campus programmes and 52 open on-campus programmes including four Consumer Awareness programmes for Consumer protection organizations for 2,081 Participants from Industry and Consumer Protection Organizations. In addition, 3 programmes for technical committee members

The following main training programmes were conducted for Industries:

1. Lead Auditor Course on Quality Management Systems as per IS/ISO 9001:2015
2. Awareness & Internal Audit on QMS as per IS/ISO 9001:2015
3. Lead Auditor Course on Environmental Management Systems as per IS/ISO 14001 : 2015
4. Awareness & Internal Audit on EMS as per IS/ISO 14001:2015
5. Lead Auditor Course on Occupational Health & Safety Mgmt System as per IS 18001:2007
6. Internal Audit Training Course on OHSMS as per IS 18001:2007
7. Internal Audit Training Course on IMS (Integrated QMS, EMS, OHSMS)
8. Lead Auditor Course on Food Safety Management System as per IS/ISO 22000
9. Training programme on Service Quality Management Systems as per IS 15700
10. Awareness on Energy Management Systems IS/ISO 50001
11. Laboratory Quality Management and Internal Audit as per IS/IEC/ISO 17025
12. Medical Laboratories Quality Systems and Internal Audit as per IS/ISO 15189
13. Measurement Uncertainty
14. Inter Lab Comparison / Proficiency Testing and Evaluation of Scores
15. Certification Procedures for BIS Applicants
16. Operation of Product Certification Marks Scheme for Licensees.
17. Product Specific training for testing of Cement etc.



Training programme on Measurement Uncertainty on 02-03 July 2019 at NITS Noida.

v) Training Programmes for BIS Employees during FY 2017-18

During the period 1 April 2019 – 20 December 2019, 22 programmes were exclusively organized for 6,10 BIS officials , which included the following:

1. Specific Product Certification & Testing (Steel & Steel products)
2. Training for Trainers on Hallmarking for Group A Officers
3. Workshop on Pay fixation, MACP, Pension, LTC,TA & Leave Advance for Group B & C NRO Chandigarh employees
4. Transition Training programme on QMS as per IS/ISO 9001:2015
5. Training programme on Noting ,Drafting & Record Management (for Gr. A, B & C)
6. Training programme on GST for employees of BIS across the country.
7. Training programme on Effective communication, Interpersonal relations & Behavioural Aspects (for Gr. B & C)
8. Transition Training programme on EMS as per IS/ISO 14001:2015
9. Training programme for LDCE participants for the post of SO/PS.
10. Training programme on Laboratory Quality Management Systems and Internal Audits as per IS/ISO/IEC 17025 : 2005
11. Lead Auditor Course on Food Safety Management Systems as per IS/ISO 22000

12. Training programme on Noting, Drafting & Record Management (for Gr. A, B & C) at WRO Mumbai.
13. Training programme on Preventive Vigilance organized at NITS.
14. Training programme on RTI Act organized by NITS Noida.
15. Refresher course on Product Certification for Gr. A officers Kolkata.
16. Training programme on Specific Product Certification & Testing for Sc-B, C & D of BIS at Kolkata.
17. Refresher Course for Lab Officers of BIS at SRO, Chennai.
18. Training programme on Soft Skills for Group B & C.



Refresher Course for BIS – FSMS Lead Auditors as per IS/ISO 22000 on 04 May 2019 at NITS, Noida

vi) New Programmes developed by NITS

1. Training programme on Testing of mixer , Grinder and Centrifugal Juicer on 20-21 June 2019 at NRO, Chandigarh
2. Training programme on Root Cause Analysis and Cost of Quality on 19-21 June at NITS, Noida

3. Training programme on Integrated Milk Certification Scheme on 11-12 June at NITS, Noida.
4. Refresher course for Lead Auditors of BIS on FSMS on 04 May 2019 at NITS, Noida.
5. Training programme on “Sensitization of employees an Sexual Harassment of Women at Workplace on 23 August 2019 at NITS, Noida
6. Workshop on Gender Sensitization for Group B & C employee on 16 September 2019 at NITS, Noida.
7. Training programme on “Prerna” on 02 Sep 2019 at ERO, Kolkata.
8. Lead Auditor course on Anti- Bribery Management Systems as per IS 37001:2016 on 23-27 September 2019 at NITS, Noida.
9. Training programme on Process Failure Mode Effects Analysis (PFMEA) and Design Failure Mode Effects Analysis (DFMEA) on 10-11 October 2019 at NITS, Noida.
10. Training programme on Ready Mix Concrete as per IS 4926 on 04 October 2019 at NITS, Noida.

vii) Special Achievements

1. Seminar by Registration Department on Awareness programme for implementation of revised standards for Batteries/ Cells on 14 May 2019 at NITS, Noida.
2. Meeting of Members of sampling and test for petroleum, its products, gaseous fuels and lubricants Sectional Committee, PCD on 24-25 July 2019 at NITS, Noida

viii) Other Important events

1. Consumer Awareness programme on “Quality Standardization and Conformity Assessment for Student of IMS on 04 October 2019 at NITS, Noida.
2. Consumer Awareness programme on “LPG Cylinder” at Khoda Ghaziabad for women.
3. Consumer Awareness programme on “ Quality Standardization and Conformity Assessment” for student of Gautam Budh University at NITS, Noida
4. Awareness programme on “Quality Standardization and Conformity Assessment” for Student of Amity University on 30 October 2019 at NITS, Noida
5. Workshop on “Visioning and Planning for Strategic Transformation of BIS” conducted on 08 November. 2019 at NITS Noida



One Day Training programme on “Standardization and Conformity Assessment” for Students of IMS Noida.

7.10 INFORMATION TECHNOLOGY SERVICES

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) As per the directions of Hon’ble Minister for Consumer Affairs, Food & Public Distribution, GoI, a dashboard for displaying the details of BIS activities has made operational. This dashboard is being revised based on the feedbacks received from the Ministry of Consumer Affairs, Food & Public Distribution.
- ii) A new comprehensive software (e-BIS) has been envisaged encompassing all activities of BIS and with advanced features like data analytics, artificial intelligence, good MIS for effective monitoring, user-friendly interfaces, etc. with a view to realize the Government of India’s aim of ease of doing business. The eBIS will provide an integrated platform for all stakeholders- Industry, Consumers, Labs, BIS, etc. Various Discussion Foras and Recommendation Forums have been constituted for timely finalization of requirements. PricewaterhouseCoopers Ltd. (PwC) has been appointed as the project consultancy agency and a Program Management Unit (IT-PMU) has been set up for development and maintenance of eBIS by engaging four dedicated IT professionals through the firm. PwC has been engaged for a period of three years which can be increased upto five years.

- iii) The software for managing Standard Formulation activity has been enhanced to automate all the stages involved in the formulation of standards and their amendments. 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. The software generates management control reports for effective monitoring. Ancillary modules have also been developed to automate administrative process related to standards formulation like committee room booking, committee lunch booking, etc.
- iv) A BIS-Connect software (developed on the lines of i-connect solution provided by ISO) has been made operational which helps in information dissemination, sharing of documents & data with concerned stakeholders, etc. The software has various features like document repository, notice board, drafts circulation, ballot, comment register, new proposal submission, Indian Standard locator, feedback etc which provide customized dashboards, notifications and update to users.
- v) An integrated web portal is being developed by CDAC, Noida to automate the major activities of BIS. Initially portal has been made operational to cater to product certification scheme, related laboratory activities and management system certification. This portal enables applicants/licenses to apply for new licence, renewal, inclusion, payment of fees, etc., online for grant of licence to use standard mark. BIS can process these requests and communicate their decision online. The modules regarding foreign manufacturer certification, hallmarking and related consumer affairs activities have been developed & are under testing.
- vi) A portal to list all testing laboratories in India along with their test facilities on a single platform has been launched by Shri Ram Vilas Paswan, Hon'ble Minister for Consumer Affairs, Food and Public Distribution, Govt. of India on 30/08/2019. The labs can register themselves and declare their testing facilities. This can be utilized by general public/other agencies for identifying the laboratories of interest. This directory has been synched with NABL to incorporate accredited Labs and their test facilities. Geographical Information System has also been integrated with the portal to display the Labs/BIS certified manufacturers/hallmarking jewelers/assaying & hallmarking centers on India's map.
- vii) e-OfficeLite software has been procured from NIC and is being implemented in BIS. Training of employees for effective utilization of the software is being initiated.



- viii) A Human Resource and Finance Management System (HFMS) module for managing support services of BIS such as HR, Finance, Accounts, Administration, Establishment, etc. was procured from CDAC, Noida. Various modules for generation of salary & pension, service book of employees, annual performance appraisal reports for scientific cadre and inventory management system have been made operational. Other features of the system are under customization.
- ix) A web portal has been developed to enable stakeholders to raise technical queries related to activities of BIS. The portal facilitates various departments of BIS to view & reply to these queries along with attachments.
- x) A portal is being developed to facilitate automotive manufactures to obtain WMI code online from BIS, which is the WMI coordinator in India.
- xi) An android based mobile app has been made operational for SDOC under the conformity assessment scheme. This app is all you need to get details of a registered manufacturer under SDOC scheme. This fast, simple and user friendly app enables user to fetch details of a registered manufacturer based on R-no. The user can also scan QR-code provided on Licence document issued by BIS to a manufacturer.
- xii) A micro-site for disseminating information regarding hallmarking of pashmina was made operational during the adventure rally organized in July-Aug 2019.
- xiii) To supplement our digitization initiatives, the bandwidth in BIS offices would be upgraded to 16 Mbps. The work of commissioning the Optical Fiber Cables (OFC) in BIS offices has been completed. Further, the bandwidth at BIS-HQ would be upgraded to 1 Gbps.
- xiv) Both the buildings of BIS-HQ have been Wi-Fi enabled w.e.f. 01/10/2019.
- xv) A new server room has been created in BIS-HQ to house servers and networking equipments with adequate cooling and fire detection facility.
- xvi) As per the laptop policy of BIS, 342 HP laptops have been provided to BIS officials. The laptops have been pre-loaded with MS Office and Quick Heal Antivirus alongwith Windows 10 OS.

7.11 PUBLIC RELATIONS

To publicize ISI mark and Hallmark amongst common consumers, a number of publicity activities are undertaken by BIS. During the current year from 1 January 2019 to 31 December 2019, an amount of Rs 7.47 crore has been spent on publicity, out of which the expenditure on print, electronic, outdoor and Digital media was Rs 0.14 crore, Rs 0.88 crore, Rs 6.28 crore and Rs. 0.17 crore respectively (till 12 December 2019).

7.12 PLAN SCHEMES

BIS is implementing following two Central Sector Schemes:

- i) Scheme for setting up of gold Assaying and Hallmarking (A&H) centres in India with central assistance.
- ii) National System for Standardization for strengthening Standardization at National and International level.

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)



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 |  @jaggrahakiago

Online Complaints : www.consumerhelpline.gov.in



**JAGO
GRAHAK
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**JAGO
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**JAGO
GRAHAK
JAGO**



**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**


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

8. NATIONAL TEST HOUSE

National Test House, a subordinate office under the administrative control of Department of Consumer affairs, Ministry of Consumer Affairs, Food & Public Distribution, Government of India, traveled a long journey and in the year 2019 completed 107 years of dedicated service to the Nation.

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

STAFF STRENGTH AS ON 31.12.2019

Name of the Ministry / Department: Consumer Affairs Office/Organisation: National Test House

| | Gazetted | Non-Gazetted | TOTAL |
|------------|----------|--------------|-------|
| Sanctioned | 201 | 514 | 715 |
| Actual | 138 | 247 | 385 |

8.1 FUNCTIONS

National Test House works in the field of Testing, Evaluation and Quality Control of various engineering materials and finished products, Calibration of measuring equipment /instruments and devices on chargeable basis. To be more precise, National Test House works by issuing test certificates in scientific & engineering fields conforming to national/international specification or customer standard specification.

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

8.2 SERVICES OFFERED BY NTH

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

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

- ii) Calibration at the level of Echelon-II and maintenance of proper standards and reference in areas of its competence.
- iii) Consultancy on all sorts of failure analysis of engineering materials as well as in Small Scale industrial development related to engineering & material products.
- iv) Structural Evaluation & Rehabilitation of Heritage Buildings.
- v) Assistance to NABL Board in the process of Laboratory Accreditation.
- vi) Assistance to BIS in Standardizing the Indian Specifications.
- vii) Imparts training in 'Testing and Measurement Technology'
- viii) Certifying welders under the scheme of 'Central Authority for Testing and Certification of Welders' of Indian Boilers Regulation Act, 1950.
- ix) NTH has also been considered as an independent reference laboratory for arbitration of disputed samples with respect to quality compliance as per various standards.
- x) Participates in major fairs at the near locations and arranges discussions and demonstrations to create consciousness in quality standard among small Entrepreneurs and the customers.

8.3 FACILITIES AVAILABLE

Testing & Evaluation services in the following fields:

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

Calibration Services (Echelon level-II)

- Mechanical parameters
- Electrical & Thermal parameters



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

8.4. The Regional Laboratories of NTH at NTH (ER) Kolkata, NTH (WR) Mumbai, NTH (SR) Chennai, NTH (NR) Ghaziabad, NTH (NWR) Jaipur and NTH (NER) Guwahati are accorded accreditation by NABL and BIS.

8.5 NTH is also providing Industrial Quality Consultancy Services (IQCS) in the following specialized areas

- a) Strength, Serviceability and Durability (SSD) consultancy for civil constructions.
- b) Interpretation of Radiograph and grading of severity of defects with reference to Standards
- c) Small Scale Industrial Development consultancy

8.6 Creation of Test Facility:

NTH (ER):

- Creation of Transformer Routine Test Facilities for 3 Phase distribution/ power Transformer up to 220kV class as per IS 1180:2014 is under progress and it is expected to be completed by July 2020.

NTH (NWR):

- Permeability Test carried out for Water proofing Compound in the Civil Laboratory.
- Fire extinguisher Ball in the Chemical Laboratory.
- Filter Sand & Gravels As per IS 8419 in the Chemical Laboratory.

NTH (SR):

- Test facility for Impulse Voltage Generator.

NTH (NR):

- Civil lab has introduced two new test facilities for paver blocks Tensile splitting test and Flexural test-
- Electrical laboratory has purchased Power Quality Analyzer which enabled High Volt lab to carry out outdoor testing on site for power and distribution transformer.

- Chemical laboratory has created new test facility for fertilizers.
- Chemical lab has tested the C-5 paint system samples first time as per Japanese specification which was completely witnessed by the Japanese representatives of Chugoku Paint(I) Pvt. Ltd , KRCL, CEIL, AFCONS.

NTH (NER):

- Test facilities of Alcoholic Beverages in the Chemical Laboratory.
- Test facilities for Mix Design (IS 10262:2009) in the Civil Laboratory.
- Charpy Impact test on Mettalic Material (IS 1757:1988)
- Test Facility for Sanitary Napkin (IS 5405 :1980)

8.7 DETAILS OF NON-COMMERCIAL ACTIVITIES UNDERTAKEN BY NTH AS FOLLOWS

- a) Assisting BIS in framing Specifications of varied engineering and consumable products through representation in its various Sectional Committees.
- b) NTH Scientists represent as Lead Assessors and Technical Assessors in National Accreditation Board for Testing & Calibration Laboratories (NABL) for conducting Technical & Managerial Audit and representation in Core Accreditation Committee.
- c) Providing training to the professionals belonging to Govt. Departments and Autonomous Bodies viz. Railways, SAIL, BIS in the field of Testing and Measurement Technology with nominal charge.
- d) Assisting various Court of Laws, Legal custodians and Vigilance Departments for quality assurance as a third party reference laboratory. Although NTH receives testing fees but the intangible value for these sort of testing are enormous in the consumer interests of the country.
- e) NTH undertakes Social Welfare Service in sectors like, health, environment and ecology, safe inhabitancy etc. NTH accepts fees but cannot be considered as commercial in true sense of the terms, since the main role of NTH is to provide services to the Society & Nation.

8.8 PLAN ACTIVITY

To enable NTH to play its role effectively in the field of quality control, material evaluation, standardisation, R&D activities and assistance in industrial development, it has been brought under the Plan scheme. The Scheme envisages creation, augmentation and modernisation of

testing facilities for the benefit of the Society, Consumers, Manufacturers and Users in particular. The activities of NTH are supported by the Govt. of India in form of provision of funding.

8.9 Physical Achievements

Under Land & Building

1. On-going Construction of the G+4 Phase-II Building at NTH(WR), Mumbai:

NTH(WR), Mumbai was suffering from the acute space shortage and was unable to expand further. With a view to create more space for expansion of the existing Test Facilities, construction of the G+4 Phase-II Building at NTH(WR), Mumbai was conceived during 12th Five Year Plan. An estimate of Rs. 25.26 crore was submitted by the CPWD(WZ) , Mumbai and the same was approved by the SFC.

The building completion certificate and occupancy certificate is also received from the authorities of Maharashtra Industrial Development Corporation (MIDC), Mumbai. The final hand over is expected to be completed by the current financial year (as informed by CPWD) subject to the availability of sufficient fund under the Major Plan Head “Land & Building”.

2. On-going Construction of Impulse Voltage Laboratory at NTH(SR) , Chennai:

Construction of the Impulse Voltage Laboratory at NTH(SR), Chennai was conceived during the 12th Five Year Plan with a view to create facilities for Testing of High Voltage Line Materials at NTH(SR), Chennai. CPWD had submitted an estimate of Rs. 6.62 crore and the same was approved by SFC.

8.10 Expenditure (Scheme & Non-Scheme) incurred at the six region of NTH (with previous Three years) are as follows

Expenditure incurred (Rupees in lakh) (including major works outlay):

| 2017-18 (Up to 31 st March, 2018) | | | 2018-19 (Up to 31 st March, 2019) | | | 2019-20 (Up to 31 st Dec, 2019) | | |
|---|------------|---------|---|------------|--------|---|------------|--------|
| Scheme | Non-Scheme | Total | Scheme+MW | Non-Scheme | Total | Scheme +MW | Non-Scheme | Total |
| 985.02 | 3296.96 | 4281.98 | 2417.34 | 3447 | 5864.3 | 634.4 | 2923 | 3557.4 |

8.11 PERFORMANCE

8.11.1 Revenue Earned in 2019-20 along with previous Two years

(Rupees in lakh)

| Sl No. | Name of the Region | 2017-18 | 2018-19 | 2019-20 (Up to Nov 2019) |
|--------|--------------------|---------|---------|-----------------------------|
| 1 | NTH(ER), Kolkata | 667.09 | 640.69 | 452.38 |
| 2 | NTH(WR), Mumbai | 283.06 | 324.33 | 184.10 |
| 3 | NTH(SR), Chennai | 262.23 | 336.52 | 209.14 |
| 4 | NTH(NR), Ghaziabad | 721.20 | 834.22 | 443.01 |
| 5 | NTH(NWR), Jaipur | 165.58 | 202.85 | 121.34 |
| 6 | NTH(NER), Guwahati | 49.12 | 54.24 | 27.19 |
| | Total | 2148.27 | 2392.85 | 1437.16 |

8.11.2 No of Samples Tested and Revenue earned Region wise

| Name of the Region | 2017-18 | | 2018-19 | | 2019-20 (Up to Nov '19) | |
|--------------------|----------------------|------------------------|----------------------|------------------------|-------------------------|------------------------|
| | No of Samples Tested | Revenue Earned in lakh | No of Samples Tested | Revenue Earned in lakh | No of Samples Tested | Revenue Earned in lakh |
| NTH(ER), Kolkata | 10062 | 667.09 | 9364 | 640.69 | 6451 | 452.38 |
| NTH(WR), Mumbai | 3335 | 283.06 | 3024 | 324.33 | 1595 | 184.10 |
| NTH(SR), Chennai | 3415 | 262.23 | 3799 | 336.52 | 2262 | 209.14 |
| NTH(NR), Ghaziabad | 4547 | 721.20 | 4755 | 834.22 | 3007 | 443.01 |
| NTH(NWR), Jaipur | 1525 | 165.58 | 2008 | 202.85 | 1124 | 121.34 |
| NTH(NER), Guwahati | 1189 | 49.12 | 1387 | 54.24 | 669 | 27.19 |
| Total | 24073 | 2148.28 | 24337 | 2392.85 | 15108 | 1437.16 |

8.11.3 Performance with respect of expenditure for present and previous year Region wise

(Rupees in lakh)

| 2017-18 | | | 2018-19 | | | 2019-20 (Up to Dec) | | |
|---------------------|----------------|-------------------------------------|---------------------|----------------|-------------------------------------|---------------------|----------------|-------------------------------------|
| Non-Scheme Expenses | Revenue earned | % of revenue to Non-Scheme Expenses | Non-Scheme Expenses | Revenue earned | % of revenue to Non-Scheme Expenses | Non-Scheme Expenses | Revenue earned | % of revenue to Non-Scheme Expenses |
| 3296.96 | 2148.28 | 67.69 | 3447 | 2392.85 | 73.66 | 2923 | 1437.16 | 48.70 |

8.12 NEW PROCUREMENTS OF INSTRUMENTS AT THE REGIONS OF NTH

1. NTH(ER), Kolkata:

- ❖ Quality Power Analyzer (for measurement of Electrical Parameter)
- ❖ DC High Voltage Insulation Tester
- ❖ Dust Chamber
- ❖ Thermal Endurance Chamber
- ❖ Rain Test Apparatus
- ❖ Double Distilled Water Plant

2. NTH(WR), Mumbai:

- ❖ Motorised Concrete Mixer.
- ❖ Cement Autoclave.
- ❖ Rugged & sturdy Insulator.

3. NTH (NWR), Jaipur:

- ❖ Slump Test Apparatus for testing of slump in Mix Design – Mechanical (Building Material) Dept.
- ❖ ELGA water purification system – Chemical Lab.
- ❖ RI Hot Plate Rectangular – Chemical Lab.
- ❖ Water Bath Shaker – Chemical Lab.
- ❖ Digital Ball ended Micro Meter – Electrical Lab.

4. NTH (NR), Ghaziabad:

- ❖ Flexural Strength Test Apparatus
- ❖ Tensile Split Test Apparatus
- ❖ Power Quality Analyser

5. NTH (NER), Guwahati:

- ❖ UV-VIS Spectrophotometer – Chemical Lab
- ❖ Autoclave (2 Nos.) – Micro Biology Lab
- ❖ Humidity Chamber – Civil Lab

8.13 VIGILANCE SET UP AT NTH

Vigilance Department of NTH (HQ) is under the direct control of the Director General, National Test House and comprises one Vigilance Officer, two UD Clerks. Six Officers from six regional branches of NTH act as Assistant Vigilance Officers under the direct control of the Vigilance Officer of NTH (HQ). All the six Assistant Vigilance Officers of the regions and the Vigilance Officer of NTH (HQ) perform their duties for vigilance as Part-Time in addition to their regular duties assigned to them. As on 31.12.2019, there is no Vigilance Case pending in NTH.

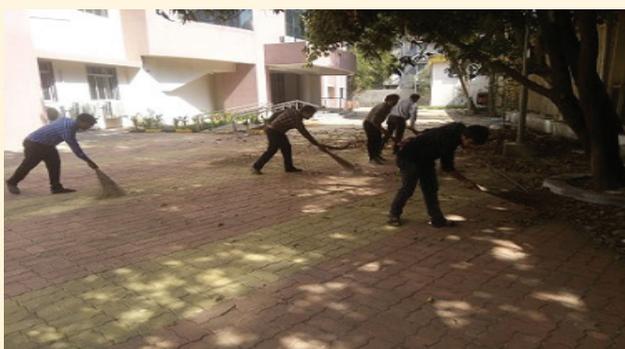
2. Activities of NTH Regional Offices in support of Swachh Bharat Mission – The Regional Officers & Staffs observed Swachh Bharat Mission (fortnight programme) at their respective Regions.



Swachh Bharat Activity at NTH (NWR), Jaipur



Swachh Bharat activity at NTH(ER), Kolkata



(Swachh Bharat Activity at NTH (WR) Mumbai)



(Swachh Bharat Activity at NTH (NR), Ghaziabad)

3. Observation of Vigilance Awareness week at the Regional Offices of NTH - The Vigilance Awareness week was observed at all Regions of NTH from 28th October to 2nd November 2019.

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



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

Mascot, Jingle & Video Clips

**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



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



MRP means Maximum Retail Price **inclusive of all taxes**

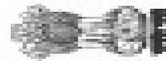
Sellers:

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

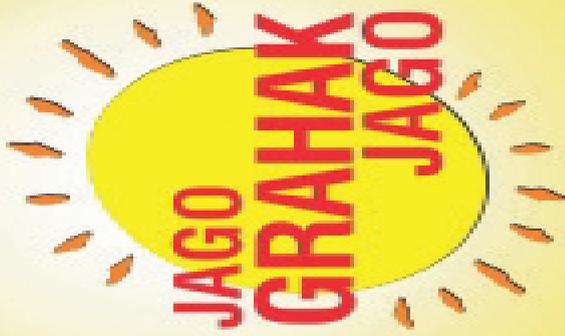
Visit : www.consumeraffairs.nic.in for contact details of Weights and Measures/
Legal Metrology Departments of the Concerned States/Union Territories



Department of Consumer Affairs
Ministry of Consumer Affairs, Food and Public Distribution
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9. WEIGHTS & MEASURES

9.1 EXECUTIVE SUMMARY

Legal Metrology (Weights and Measures) Laws form the basis of commercial transaction in any civilized society. To ensure accuracy of measurement in such transaction, the Government has enacted legislation namely, the Legal Metrology Act, 2009 (1 to 2010). The said Act is unified Act of two repealed Acts namely the Standards of Weights & Measures Act, 1976 & the Standards of Weights & Measures (Enforcement) Act, 1985. The Legal Metrology Act, 2009 has come into force with effect from 1st April, 2011. Rules have been formulated for better implementation of the Act. The Act & Rules are available on Department's website.

9.2 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 & the 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 (Approval of Models) Rules, 2011
- d) The Legal Metrology (National Standards) 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 Centre) 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, weighing in-motion road vehicles, 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 transaction and protection 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 for.

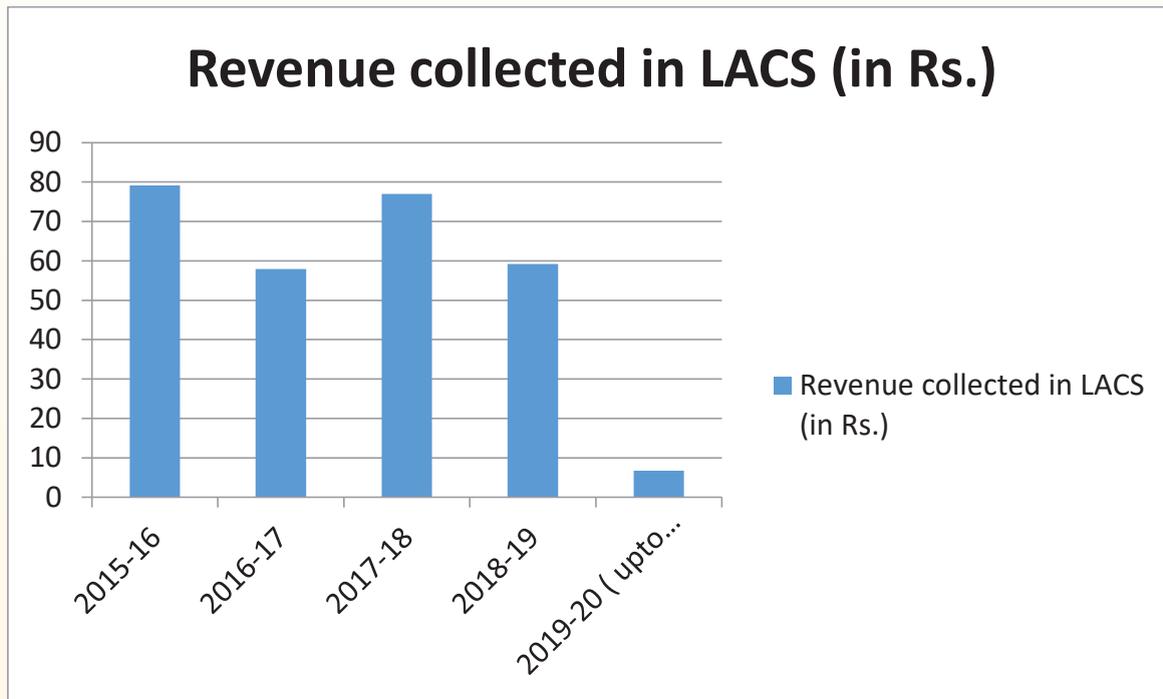
The Legal Metrology (Weights and Measures) regulation in India also regulates the sale of commodities in Pre-Packaged form. The Legal Metrology (Packaged Commodities) Rules, 2011 require mandatory declaration of certain basic information namely name of Manufacturer/Importer/Packer, common or generic name of the commodity, net quantity, month & year in which the commodity is manufactured/pre-packed/imported, retail sale price of the package and consumer care details etc. 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.

9.3 Regional Reference Standards Laboratories

(i) 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.

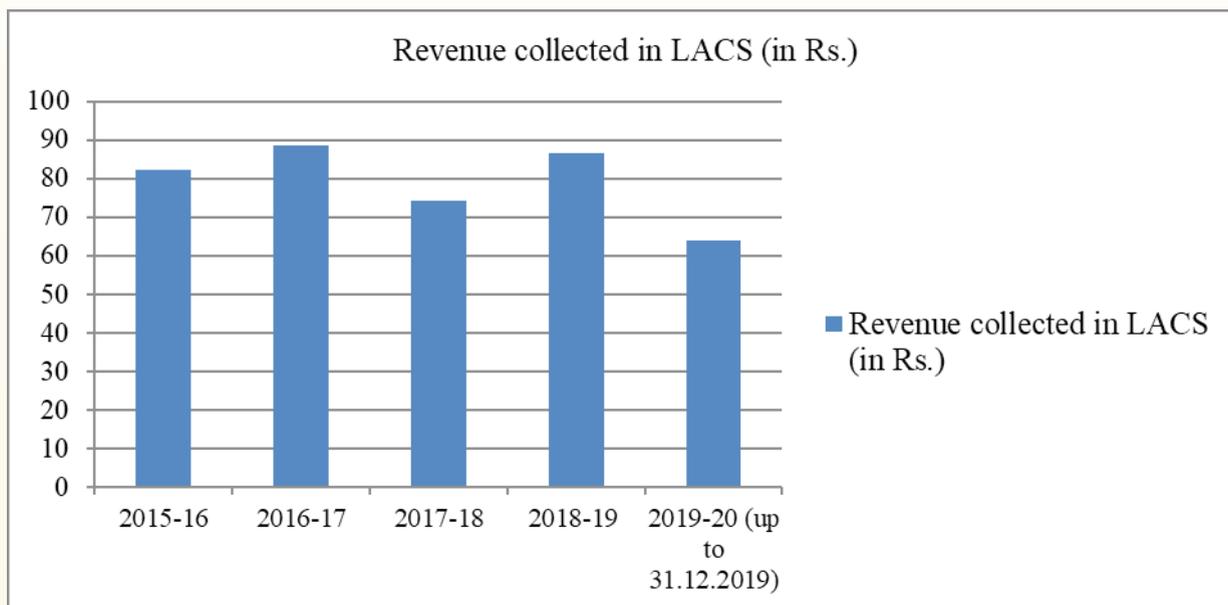
9.3.1 PERFORMANCE OF THE REGIONAL REFERENCE STANDARDS LABORATORY, AHMEDABAD (During last 5 years)

| Description | 2015-2016 | 2016-2017 | 2017-2018 | 2018-19 | 2019-20 (upto 24.01.20) |
|----------------------------------|------------------|------------------|------------------|----------------|--|
| No. of Standards verified | 73 | 59 | 124 | 92 | 132 |
| No. of industries benefited | 875 | 634 | 648 | 674 | 76 |
| No. of certificates issued | 2180 | 1282 | 1406 | 1123 | 222 |
| No. of models approved | 145 | 106 | 158 | 63 | - |
| No. of seminar conducted | 3 | 2 | 2 | 2 | - |
| Revenue collected in Lacs | 79.13 | 57.95 | 77.02 | 59.19 | 6.75 |



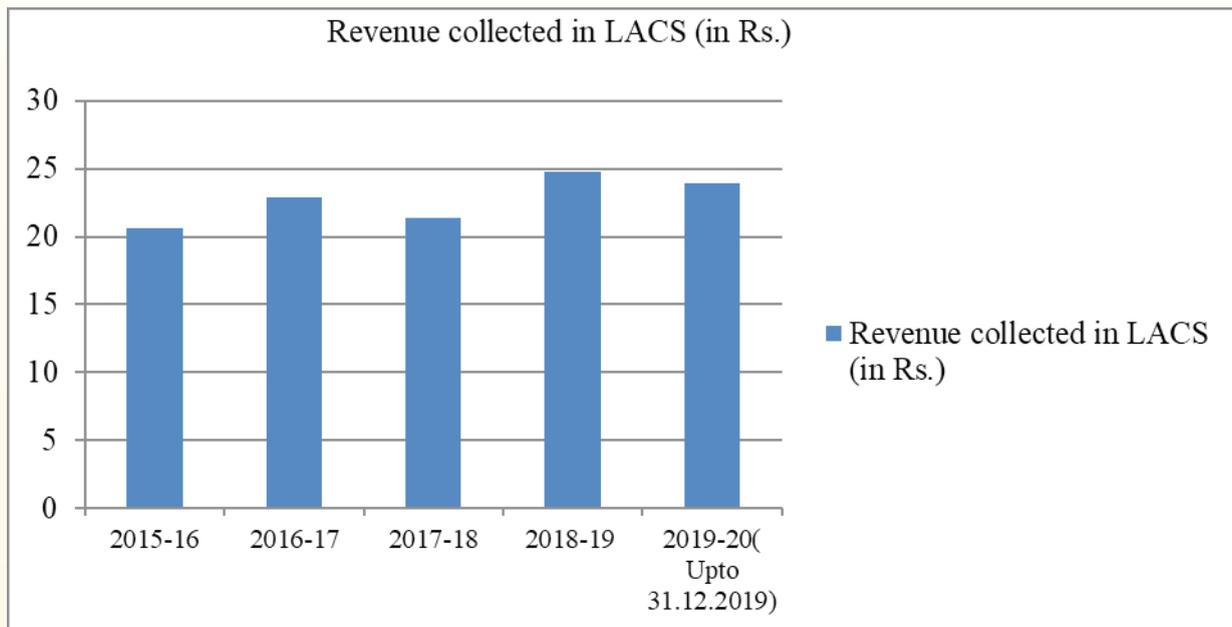
9.3.2 PERFORMANCE OF THE REGIONAL REFERENCE STANDARDS LABORATORY, BANGALORE from year 2015-2016 to 2019-20 (Upto 31.12.19)

| PERIOD | 2015-16 | 2016-17 | 2017-18 | 2018-19 | 2019-20 (upto 31-12-19) |
|--------------------------------------|---------|---------|---------|---------|-------------------------|
| Number of legal standards verified | 32 | 73 | 40 | 126 | 42 |
| Number of instruments calibrated | 7154 | 7787 | 7759 | 7698 | 1100 |
| Number of certificates issued | 7154 | 7787 | 7759 | 5609 | 5795 |
| Number of industries benefited | 658 | 702 | 600 | 672 | 458 |
| Number of models tested for approval | 177 | 134 | 104 | 97 | 152 |
| Test fee collected | 8238606 | 8867837 | 7414861 | 7872497 | 6381284 |
| Number of seminars conducted | 03 | 03 | 03 | 04 | 03 |



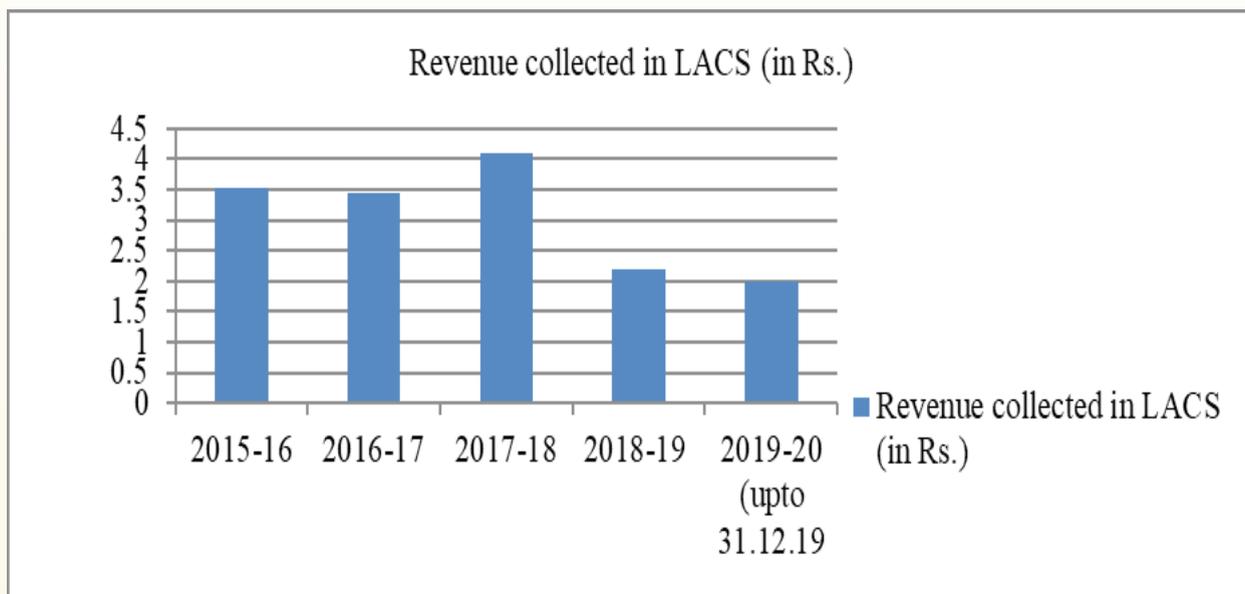
9.3.3 PERFORMANCE OF THE REGIONAL REFERENCE STANDARDS LABORATORY, BHUBANESWAR from year 2015-2016 to 2019-20 (Upto 31.12.19)

| Description | 2015-16 | 2016-17 | 2017-18 | 2018-19 | 2019-20 (upto 31-12-19) |
|-----------------------------|---------|---------|---------|---------|-------------------------------|
| No. of Standards verified | 45 | 73 | 70 | 66 | 45 |
| No. of industries benefited | 190 | 180 | 190 | 220 | 170 |
| No. of certificates issued | 950 | 861 | 760 | 632 | 516 |
| No. of models approved | 52 | 59 | 81 | 82 | 90 |
| No. of seminar conducted | 02 | 01 | 01 | 01 | 01 |
| Revenue collected in Lakhs | 20.66 | 22.89 | 21.39 | 24.80 | 23.93 |



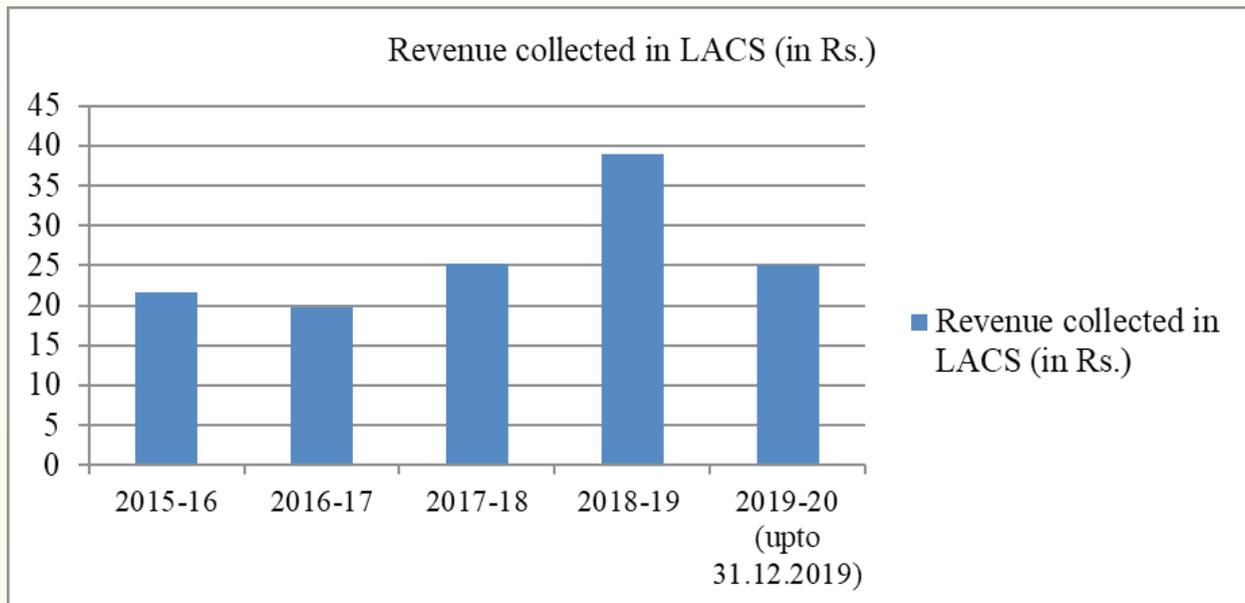
9.3.4 PERFORMANCE OF THE REGIONAL REFERENCE STANDARDS LABORATORY, GUWAHATI (2014-15 to 2018-19)

| Description | 2015-16 | 2016-17 | 2017-18 | 2018-19 | 2019-20 (up to 31.12.19) |
|------------------------------|---------|---------|---------|---------|--------------------------------|
| No. of Standards verified | 13 | 17 | 62 | 21 | 5 |
| No. of industries benefited | 10 | 10 | 12 | 15 | 9 |
| No. of certificates issued | 84 | 56 | 77 | 40 | 25 |
| No. of models approved | 09 | 08 | -- | 03 | 05 |
| No. of seminar conducted | - | - | - | 02 | |
| Revenue collected (in Lakhs) | 3.53 | 3.45 | 4.1 | 2.19 | 1.98 |



9.3.5 PERFORMANCE OF THE REGIONAL REFERENCE STANDARDS LABORATORY, FARIDABAD (2015-16 to 2019-20 [upto 31.12.19])

| Description | 2015-16 | 2016-17 | 2017-18 | 2018-19 | 2019-20 (upto 31.12.19) |
|-----------------------------|---------|---------|---------|---------|-------------------------|
| No. of Standards verified | 104 | 16 | 96 | 108 | 16 |
| No. of industries benefited | 216 | 170 | 234 | 358 | 352 |
| No. of certificates issued | 322 | 238 | 362 | 466 | 368 |
| No. of models approved | 169 | 159 | 221 | 207 | 143 |
| No. of seminar conducted | 03 | 03 | 02 | 01 | 02 |
| Revenue collected (in Lakh) | 21.7 | 19.81 | 25.20 | 38.88 | 25.05 |



All RRSLs viz. RRSL, Ahmedabad, Bangalore, Bhubaneswar, Faridabad and Guwahati are accredited by NABL.

9.4 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, Districts 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.

9.5 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 which provides training to the enforcement officials of the States and UTs. The testing/calibration facility of flow meter at RRSL, Ahmedabad, 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.

9.6 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 of Legal Metrology Officers 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

- Establishment of two new RRSLs at Nagpur and Varanasi is started and up-gradation of RRSL, Bangalore by constructing Hi-tech Laboratory
- Equipment Support: Standard weights & measures through India Government Mint, Mumbai were supplied.
- Capacity Building: Training of Legal Metrology Officers in various training institutions
- Outlay of the Scheme: 30 crores
- Total Release: 19 crores

9.7 During 2017-20

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 implemented:

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

Under the said sub-scheme Rs. 261 crores have been allotted for the Legal Metrology for its strengthening. The grant released during 2019-20 is Rs. 5.50 Crore.

9.8 Time Dissemination

In India, dissemination of Time, one of the seven base units, is being maintained at only one level which is at NPL, New Delhi. The Group of Secretaries on Science & Technology, constituted



by the Cabinet Secretariat in 2016, recommend that, “Presently, Indian Standard Time (IST) is not being adopted mandatorily by all Telecom Service Providers (TSPs) and ‘Internet Service Providers’ (ISPs). Non-uniformity of time across different systems creates problems in investigation of cybercrime by the law enforcement agencies (LEAs). Hence, synchronization of all networks and computers within the country with a national clock is a must, especially for the real time applications in strategic sector and national security.

Accurate time dissemination as well as precise time synchronization has significant impact on all societal, industrial, strategic and many other sectors like monitoring of the power grid failures, international trade, banking systems, automatic signaling in road & railways, weather forecasting, disaster managements, searching for natural resources under the earth’s crust requires robust, reliable and accurate timing systems.

On the request of DSIR, this Department has decided to disseminate the Indian Standard Time through five laboratories of Legal Metrology (LM) located at Ahmedabad, Bengaluru, Bhubaneswar, Faridabad and Guwahati with the cooperation of National Physical Laboratory (NPL) and a budget provision of Rs. 100 crores has been made. An MoU with CSIR- NPL for executing the project for setting up of atomic clocks for dissemination of Indian Standard Time has already been signed.

Under the MoU, the hardware and software for setting up the time ensembles will be procured by NPL which shall also be responsible for installation and commissioning of the same including training on equipment operation to the LM personnel. NPL will handhold LM and shall provide requisite technical support. The MoU also envisages setting up of a Disaster Recovery Centre (DRC) at RRSL, Bengaluru. The operational laboratory space and technical manpower would be provided by the RRSLs and the project would be funded by this Department.

Implementation of Indian Standard Time and its dissemination will reduce the error in time dissemination to just a few milli to micro seconds. Accurate time dissemination would ensure national security and will enhance cyber security.

9.9 ISO: 9001 Certification

Legal Metrology Division, all RRSLs and IILM, Ranchi are ISO 9001 certified organizations/laboratories.

9.10 International Co-operation

The Legal Metrology Division of the Department of Consumer Affairs adopts the recommendations of the International Organization of Legal Metrology and India is an OIML

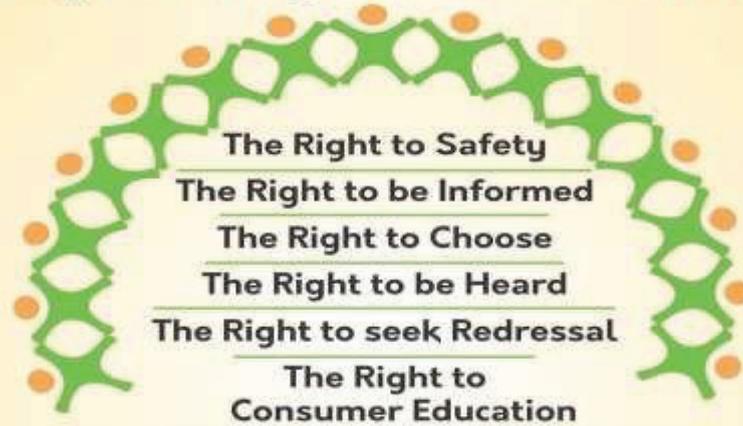
member country. Director (LM) is the member of International Committee on Legal Metrology (CIML) and other technical committees of OIML.

The CIML Meeting was attended by Joint Secretary (CA) and Director (Legal Metrology) at Germany and CGPM meeting at France was attended by Secretary (CA) where the definitions of base units were decided to be changed on the basis of natural constants.





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but also act Responsibly !



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Paper, Plastic &
Cardboard Packaging



Use Bins
Do not litter
the streets



Segregate
Household Garbage into
Wet & Dry Categories



**Join
Cleanliness
Drives**
Keep your
surroundings clean



Compost
Leaves, waste flowers,
tree branches



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Department of Consumer Affairs'
Swachhata Pakhwada**

16th Feb – 28th Feb, 2018



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Calling Corporates...
**Protecting Consumers
and your brand...
go hand in hand**

Join our growing
Convergence Programme
for speedy resolution
of Complaints

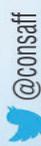
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Consumer
is the King



10. PRICE MONITORING DIVISION (PMD)

10.1 PRICE MONITORING DIVISION (PMD)

10.1.1 Price Monitoring Division 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. These information are critical for ensuring timely intervention for improving the market availability and thereby moderating prices. Initially, PMD was tasked with monitoring prices of 14 essential food items across 18 centers in the country. Over the span of about 21 years, the coverage of commodities monitored by PMD has expanded to 22 and the number of reporting centers has increased to 114. The 22 commodities being monitored by PMD 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 114 price reporting centers (year wise) across the country is at Annexure I.

10.1.2 Retail and Wholesale prices of 22 essential food items is released every day by 5.00 P.M. based on the information compiled from 114 centers. 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 114 select centres.
- Daily wholesale and Retail prices along with variation of select 22 essential food items at 114 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).

10.1.3 IN ADDITION TO THE DAILY PRICE MONITORING, DURING 2019-20, THE PMD ALSO PERFORMED THE FOLLOWING TASKS:-

10.1.3.1 REVIEW AND ANALYSIS OF PRICES BASED ON DATA AND OTHER RELATED INFORMATION.

(a) PMD reviews and analyses price data received from 114 reporting centers across India. This helps in 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. PMD 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 provided to PMO. Weekly reports on price trends of selected essential food items are also being shared with Department of Agriculture, Cooperation & Farmers Welfare, Chief Economic Adviser, Ministry of Finance and Press Information Bureau, Ministry of Information and Broadcasting.

(b) Conference cum Training on Price Collection and reporting in States: During 2019-20, Conference cum training Seminar for price monitoring centers in North East Zone, North Zone and West Zone were held. Two representatives each from all price reporting centers were called for attending the Programme. A hands-on technical session was organized for the participants and clarification on the methodology of price reporting was provided to them. The participants were informed of the importance and use of price reported by them in the decision making at the higher levels of government.



PMD Conference-cum-training Seminar for North-East Region in Shillong



PMD Conference-cum-training Seminar for West Zone in Ahmadabad

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 (DoC), Department of Revenue (DoR), Department of Food and Public Distribution (DoF&PD), Department of Agriculture Cooperation and Farmers Welfare (DoAC&FW), Department of Animal Husbandry, Dairying & Fisheries (DoAHD&F), Department of Economic Affairs (DoEA), Ministry of Statistics & Programme Implementation (MoS&PI) and Cabinet Secretariat on 3rd September, 2015. PMD coordinates the Inter-Ministerial Committee set up under the chairmanship of Secretary (CA) to review prices of 22 essential food items. So far 141 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.

10.2.2 IMC also invites other agencies and research organizations to get inputs about relevant parameter that may affect the prices. IMC provides suggestions/recommendation regarding measures that may be taken for managing the prices of essential commodities and placing the relevant recommendation for the approval of appropriate authority. 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:-

- Mother Dairy was advised to bring more supplies of tomato from hilly states like Uttarakhand where good quality tomatoes are available at reasonable prices.
- Mother Dairy was advised to publicize the availability of onions at reasonable prices at its stores for the consumers.
- Department of Revenue may issue a reminder to the National Anti-Profiteering Authority to take immediate action to ensure that the benefits that accrued to entities due to reduction in GST rates on cereals, pulses and other flours is passed on to the consumers.
- NAFED was advised to supply about 10 trucks onions in Delhi daily from the PSF buffer till the prices of onions stabilize.
- Govt. of Delhi may spread the information about increased arrivals of onions in the markets through press release etc. to upward pressure on onions prices.
- Ministry of Food Processing may look into ways to stabilize tomato prices under the TOP scheme. Processing facilities for tomato may be promoted.
- Government of NCT of Delhi may take appropriate measures to check cartelling by traders in the APMC mandis and facilitate smooth disposal of onions from the central buffer by NAFED.
- ICAR may undertake scientific research on tomato seeds and develop improved varieties of tomato seeds which can provide higher productivity. Drought and temperature resistant varieties of tomatoes may also be developed.
- Mother Dairy NCCF, NAFED and Kendriya Bhandar were advised to undertake retailing of pulses utilizing the stock available in the PSF buffer.

10.2.3 Department of Consumer Affairs (DoCA) also conducts meetings as and when required, with other stakeholders like exporters, retailers, wholesalers, etc to gain an alternate perspective that may be useful for policy decisions. 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 actions are recommended. 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. PMD also provides price inputs to Inter-Ministerial Committee of Secretaries under the chairmanship of Secretary, DFPD and places other relevant parameters and variables that may affect the price and availability of these items before the Committee for suitable policy recommendations.

10.3 PRICE STABILIZATION FUND (PSF)

10.3.1 Background

10.3.1.1 The Price Stabilization Fund (PSF) was set up with an initial corpus of Rs 500 crore to tackle price volatility in some agri-horticultural commodities viz. onion, potato and pulses to protect the interests of consumers. These commodities are to be procured from farmers/farmer's association at the time of harvesting and stored for regulated release during lean season to help bring down their prices. Such market intervention 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. Under the PSF, interest free working capital advance is provided 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 Rs12,610 crore has been made to PSF corpus over 2014-15 to 2018-19. This fund was largely utilized for building the dynamic buffer of pulses. The financial year-wise allocation of funds under PSF is Rs 1,820 cr in 2019-20, Rs 1500 cr in 2018-19, Rs 3500 cr in 2017-18; Rs 6900 cr in 2016-17; Rs 660 crores in 2015-16; and Rs 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 (DoCA) 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, 45 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 Govt and State in the ratio of 50: 50, which is 75:25 in case the North Eastern States.

10.4 Buffer Stock of pulses

10.4.1 In recent years, our demand for pulses has ranged from 24 million tonnes to 26 million tonnes while production has fluctuated between 17 million tonnes to 24 million tonnes (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 | 2018-19 | 2019-20 |
|------------------------|---------|---------|---------|---------|---------|---------|---------|---------|---------|-------------------|--------------------|
| Area (Million hectare) | 23.28 | 26.41 | 24.46 | 23.6 | 25.21 | 23.55 | 24.89 | 29.46 | 30 | 29.03* | 12.58 [#] |
| Production (MMT) | 14.66 | 18.24 | 17.09 | 18.34 | 19.25 | 17.15 | 16.35 | 22.95 | 25.23 | 23.40* | 8.23 [#] |
| Yield (kg/ hectare) | 629.73 | 690.65 | 698.69 | 777.12 | 763.59 | 728.24 | 661.71 | 779.02 | 841 | 806 | 654 |
| Imports (MMT) | 3.75 | 2.78 | 3.5 | 4.02 | 3.66 | 4.58 | 5.79 | 6.61 | 5.61 | 2.57 [^] | 2.38 [^] |
| Exports (MMT) | 0.09 | 0.21 | 0.17 | 0.20 | 0.34 | 0.22 | 0.26 | 0.14 | 0.18 | 2.87 [^] | 1.57 [^] |
| Availability (MMT) | 18.32 | 20.81 | 20.42 | 22.16 | 22.57 | 21.51 | 21.88 | 29.42 | 30.66 | 23.10 | 9.04 |

* - 4th Advance Estimates 2018-19; # - 1st Adv. Estimate (Kharif only) 2019-20, Target 26.30 MMT; [^]: upto 19.12.2019

10.4.2 On 9th December 2015, Government approved creation of buffer stock of 1.5 lakh tonnes of pulses. Subsequently, after due deliberation, it was recommended that a larger buffer stock of around 20 lakh tonnes of pulses would be needed for effective market intervention. This was approved by the Government on 12.09.2016. Government created a buffer of 20.50 lakh MT of pulses through both domestic procurement and imports by RMS 2017-18 from which regular disposal was undertaken.

10.4.3 For an appropriate size of the buffer to be maintained in subsequent years, Government 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 by

Government. Based on the recommendation of the Committee, buffer of 16.15 LMT of pulses for the current year is being rebuilt.

10.4.4 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.

10.4.5 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. Under this supplies of pulses from the buffer were made for the Mid-Day-Meal (MDM) Scheme and Integrated Child Development Service Scheme.

10.4.6 The important activities and achievements under PSF include the following:-

- Price Stabilization Fund (PSF) Scheme is being implemented by the Department of Consumer Affairs and has helped in achieving the objective of stabilizing prices of pulses offering significant benefits to all stakeholders. Creation of buffer stock of pulses has helped in moderating pulses prices for consumers and also extended remunerative prices to farmers.
- Purchase and distribution of onions to moderate onion prices and augment supplies in consuming areas. A buffer stock of about 57,300 MT of Onion was created under PSF this year which was released into the markets during lean period to augment supply and regulate the prices.
- In order to improve the prices and availability situation of onions in the country, imports of about 36,000 MT onions were undertaken through MMTC under PSF is scheduled to arrive in lots during Dec, 2019 and Jan, 2020.
- Imported onions being supplied to States/UTs based on their demand. Imported onions also being supplied to Mother Dairy/ SAFAL, Kendriya Bhandar and NAFED for its direct retailing at their outlets in Delhi-NCR.
- 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 15.01.2020, around 0.03 lakh MT of pulses was available from the 20.50 LMT buffer after disposal of about 20.47 lakh MT.
- Subsequently, Government has decided that procurement at MSP would be under PSS of DACFW and requirement towards building suitable buffer would be met from the PSS

stock in case procurement is not required to be undertaken under PSF. As the procurement since Rabi-17 was under MSP operation of PSS, pulses procured under Price Support Scheme (PSS) of Department of Agriculture, Cooperation and Farmers Welfare (DACFW) have since been channelized to PSF to the extent of meeting buffer requirements. This has ensured effective utilisation of PSS stocks towards stabilization efforts as calibrated releases are made from PSF. Thus, harmonization between PSS and PSF has been achieved with remunerative prices being assured to farmers and intervention on the supply side is undertaken to manage their prices in consumer interest. Around 15.63 LMT of pulses have been transferred/replenished from PSS stocks to rebuild PSF buffer stock. Of this transferred/replenished stock, nearly 1 LMT Tur has been disposed through OMS to cool down their prices. In addition, around 8.5 LMT pulses have been offered to States/UTs for utilization under their welfare schemes as well as direct retailing. DoCA has also taken up the matter of retailing of pulses with NAFED, NCCF, Mother Dairy and Kendriya Bhandar. Balance requirement of pulses to achieve the recommended level of buffer has been indicated to DACFW for necessary procurement under PSS. Shortfall, if any, shall be reviewed at an appropriate stage keeping in view prevailing and anticipated prices and availability scenario and may be met from domestic procurement under PSF.

- Pulses from the buffer are being utilised for PDS distribution, in Mid-day Meal Scheme and in ICDS Schemes across States/UTs. In addition, utilization of pulses from the buffer to meet the requirement of Army and Central Para-Military Forces has been streamlined to the satisfaction of all stakeholders involved. The balance stock is disposed in market, based on considerations like shelf life, efficient buffer management, market prices etc.
- Creation of buffer stock of pulses has helped in moderating pulses prices. Lower prices of pulses lead to consumer savings. Also, production was incentivized which led to two successive years of bumper production taking country towards self-sufficiency and resulting in reduced imports and concomitant savings in forex.
- Assistance has been provided to Andhra Pradesh (Rs 50 crores), Telangana (Rs 9.15 crores), West Bengal (Rs 2.50 crores), Odisha (Rs 25 crores), Tamil Nadu (Rs 2.50 crores) and Assam (Rs 75 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. The MoU provides for import of 1.75 lakh MT of pulses during 2019-20 from Mozambique.

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 4.58 in the month of April 2018 declined to 2.99 in the month of April 2019 and increased to 7.35 in December 2019 in comparison to 2.11 in Dec 2018. Food inflation based on Consumer Food Price Index (CFPI) which was 2.8 in April 2018 declined to 1.1 in April 2019 and rose to 14.12 in Dec 2019 from -2.65 in Dec 2018.

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

(CPI Combined inflation in %)

| CPI-Combined (Base 2012=100) | Description | Weights | Apr-18 | Dec-18 | Apr-19 | May-19 | Jun-19 | Jul-19 | Aug-19 | Sep-19 | Oct-19 | Nov-19 | Dec-19 |
|---------------------------------|-------------|---------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
| | All Groups | 100 | 4.58 | 2.11 | 2.99 | 3.05 | 3.18 | 3.15 | 3.28 | 3.99 | 4.62 | 5.54 | 7.35 |
| Food (CFPI*) | 39.06 | 2.8 | -2.65 | 1.1 | 1.83 | 2.25 | 2.36 | 2.99 | 5.11 | 7.89 | 10.01 | 14.12 | |
| Cereals and products | 9.67 | 2.56 | 1.25 | 1.17 | 1.24 | 1.31 | 1.31 | 1.3 | 1.66 | 2.16 | 3.71 | 4.36 | |
| Pulses & products | 2.38 | -12.35 | -7.2 | -0.81 | 2.13 | 5.68 | 6.82 | 6.94 | 8.4 | 11.72 | 13.94 | 15.44 | |
| Vegetables | 6.04 | 7.46 | -16.39 | 2.87 | 5.46 | 4.73 | 2.82 | 6.9 | 15.47 | 26.1 | 35.99 | 60.5 | |
| Sugar & confectionary | 1.36 | -4.05 | -9.22 | -4.05 | 0.27 | -0.09 | -2.11 | -2.35 | -0.44 | 1.33 | 2.06 | 3.35 | |
| Oils & fats | 3.56 | 2.2 | 1.24 | 0.74 | 0.83 | 0.74 | 0.91 | 0.57 | 1.15 | 1.98 | 2.64 | 3.11 | |
| Fuel and light | 6.84 | 5.16 | 4.47 | 2.56 | 2.48 | 2.24 | -0.29 | -1.7 | -2.18 | -2.02 | -1.93 | 0.7 | |

Source: MOSPI, *CFPI: Consumer Food Price Index

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

10.5.2 Inflation based on Wholesale Price Index (WPI) was at -1.56% in Dec 2018 that increased marginally to 0.41% in the month of Dec 2019. WPI moderated during September and October 2019 and remained stable till November 2019.

Details of month-wise inflation for Wholesale Price Index (WPI) for last nine months and April & December 2018 are presented below:

(WPI inflation in %)

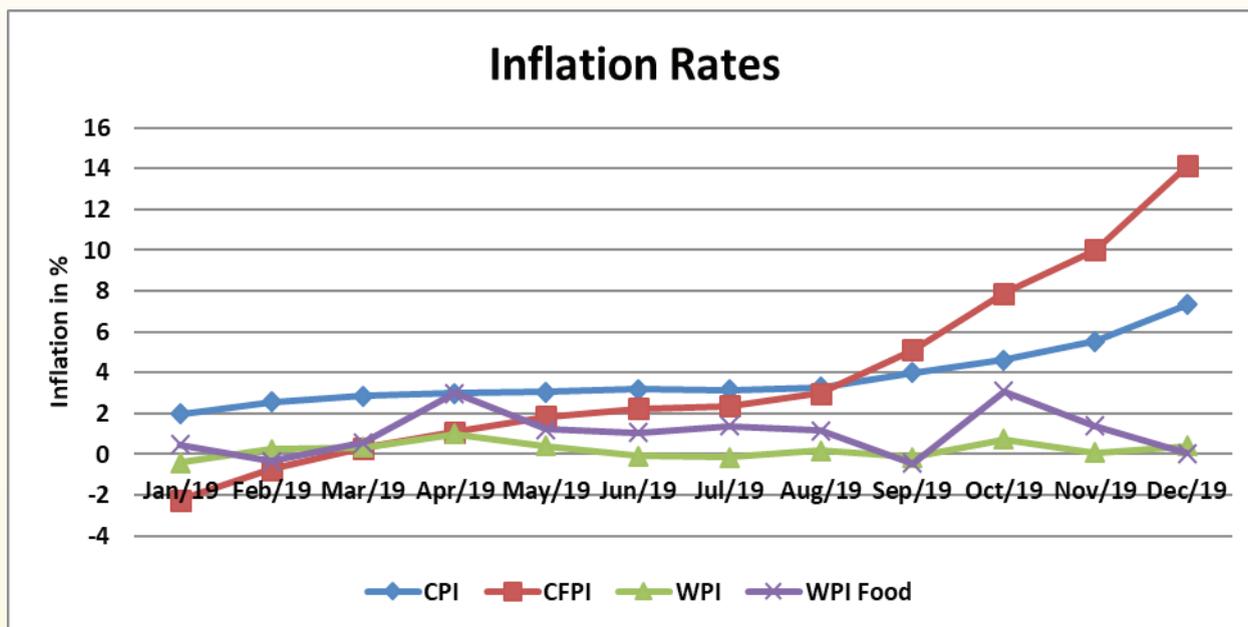
(WPI inflation in %)

| WPI (Base 2012=100) | Description | Weights | Apr-18 | Dec-18 | Apr-19 | May-19 | Jun-19 | Jul-19 | Aug-19 | Sep-19 | Oct-19 | Nov-19 | Dec-19 |
|------------------------|-----------------|---------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
| | All commodities | 100.00 | 0.86 | -1.56 | 1.00 | 0.41 | -0.08 | -0.16 | 0.16 | -0.16 | 0.74 | 0.08 | 0.41 |
| Food Articles | 15.26 | 1.82 | -1.85 | 2.98 | 1.21 | 1.06 | 1.38 | 1.17 | -0.45 | 3.09 | 1.37 | 0.06 | |
| Pulses | 0.64 | -1.23 | 3.82 | 2.07 | 2.75 | 1.90 | 0.00 | 0.35 | 0.14 | 0.69 | 4.24 | 0.72 | |
| Wheat | 1.03 | -0.21 | 0.39 | -2.57 | -0.53 | 0.07 | 1.72 | 2.02 | 1.15 | 1.45 | 2.37 | 0.79 | |
| Vegetables | 1.87 | 7.20 | -14.53 | 13.51 | 7.71 | 5.04 | 5.01 | 2.65 | -3.44 | 19.06 | 7.30 | -0.20 | |
| Potato | 0.28 | 30.88 | -25.94 | 6.95 | 10.34 | 7.73 | 3.59 | -0.28 | -3.02 | 9.74 | 10.32 | 17.35 | |
| Sugar | 1.06 | -6.16 | -2.17 | 0.88 | 1.82 | -0.77 | -0.86 | 2.25 | 1.10 | -0.08 | -0.50 | -0.67 | |

Source: O/o Economic Adviser, D/o Promotion of Industry and Internal Trade.

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

10.5.3 GRAPH SHOWING THE TREND IN THE RATE OF INFLATION IN CPI (COMBINED), CFPI, WPI (FOOD) AND WPI DURING JANUARY-DECEMBER 2019.



Source: D/o Promotion of Industry and Internal Trade Industry Policy & Promotion.

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

The availability of most of the essential food items remained relatively stable from Jan to Dec 2019 except Onion and Palm Oil. Monthly average retail prices of 22 essential food items at major metropolitan cities from January to December 2019 are given in Annexure II. Commodity-wise position on prices, area and production of essential food items are briefly analyzed in the following paragraphs.

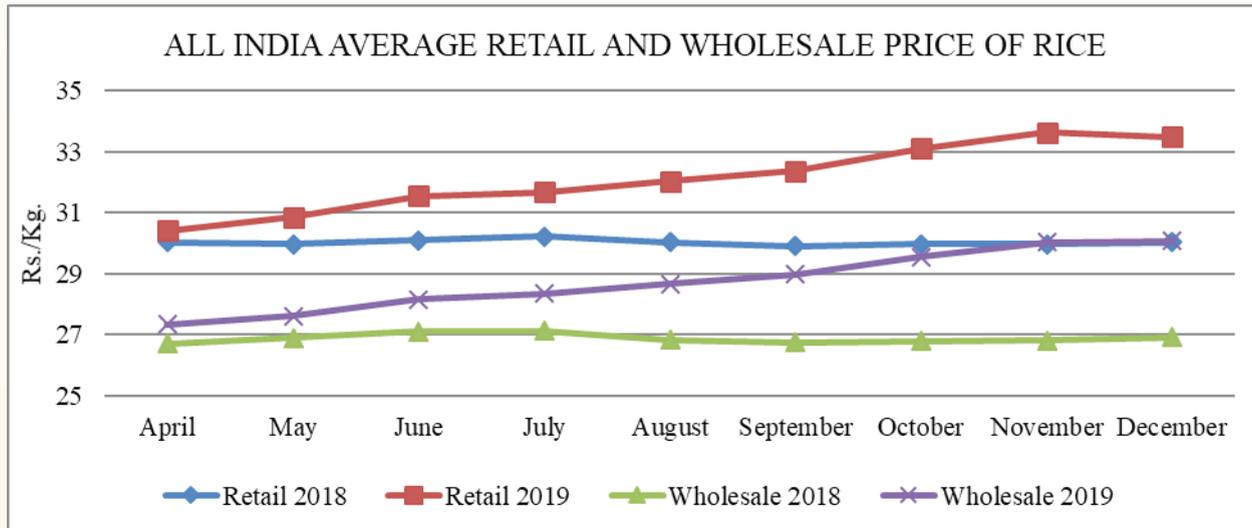
10.6.1 RICE

10.6.1.1 As per the 1st Advance Estimates of Production of food grains for 2019-20 of Department of Agriculture Cooperation and Farmer Welfare, Kharif production of rice is estimated at 100.35 million tonnes which is marginally higher than the 1st Advance Estimates of last year at 99.24 million tonnes.

10.6.1.2 During the year 2019, the retail price of rice have shown a rising trend at most of the reporting centres. The all India monthly average retail price of rice varied in the range of Rs 30-34 as may be seen from the graph below.

10.6.1.3 The All India monthly average retail and wholesale price trend of rice for April to

December depicted below:



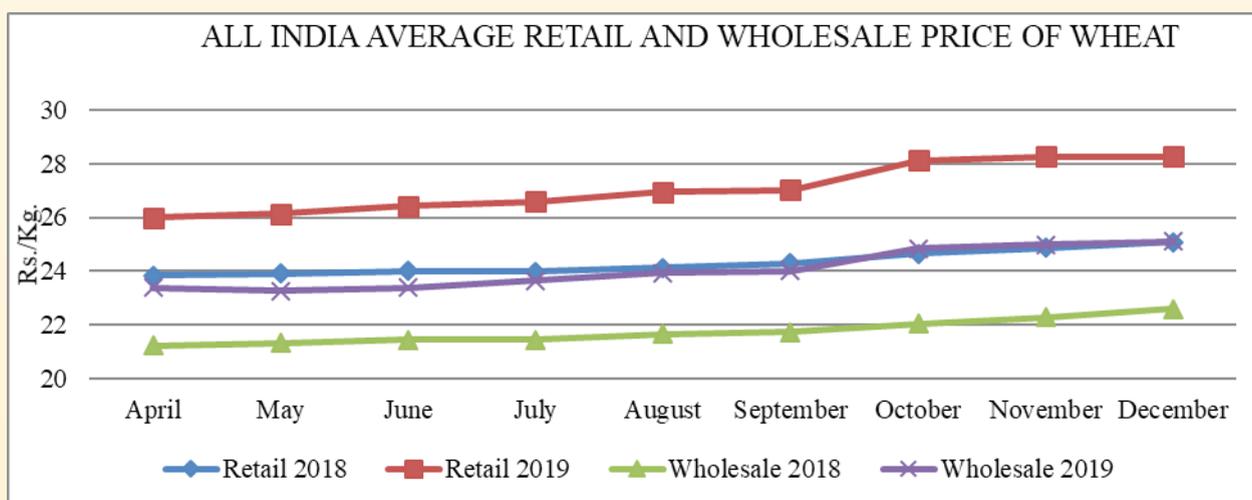
Source: State Civil Supplies Departments

10.6.2 WHEAT

10.6.2.1 As per the 4th Advance Estimates of Production of food grains of Department of Agriculture Cooperation and Farmer Welfare, production of wheat is estimated at 102.19 million tonnes in 2018-19 as against final estimates of 99.87 million tonnes in 2017-18.

10.6.2.2 The all India monthly average retail price of wheat was in the range of Rs 26-28 per kg during April to December 2019.

10.6.2.3 The All India monthly average retail and wholesale price trend of rice for April to December depicted below:



Source: State Civil Supplies Department

10.6.3 PULSES

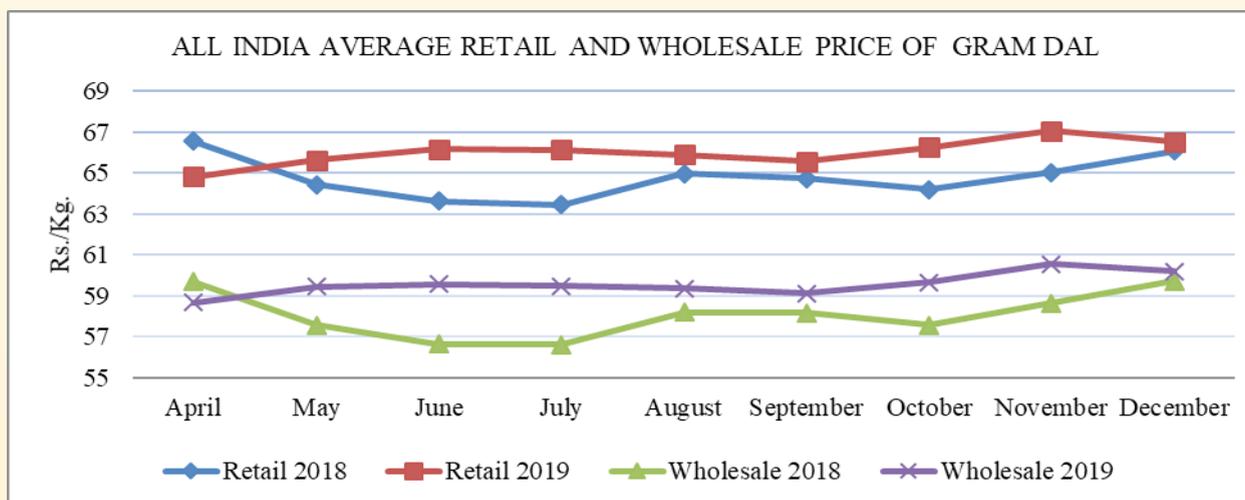
10.6.3.1 As per the 1st Advance Estimates 2019-20 the production of total pulses (kharif only) is estimated to be at 8.23 million tonnes in 2019-20 as against 1st Advance estimates of 9.22 million tonnes in 2017-18. Production of major pulses for 2019-20 is estimated at (figures in brackets indicate the 1st Advance Estimate for 2018-19): Tur 3.54 MT (4.08 MT), Moong 1.42 MT (1.58 MT) and Urad 2.43 MT (2.65 MT).

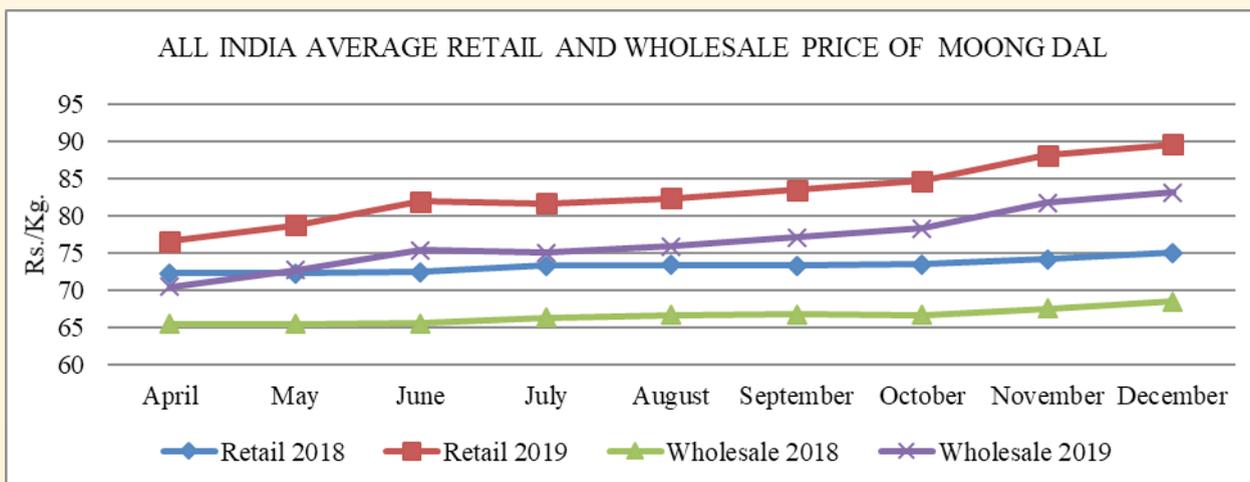
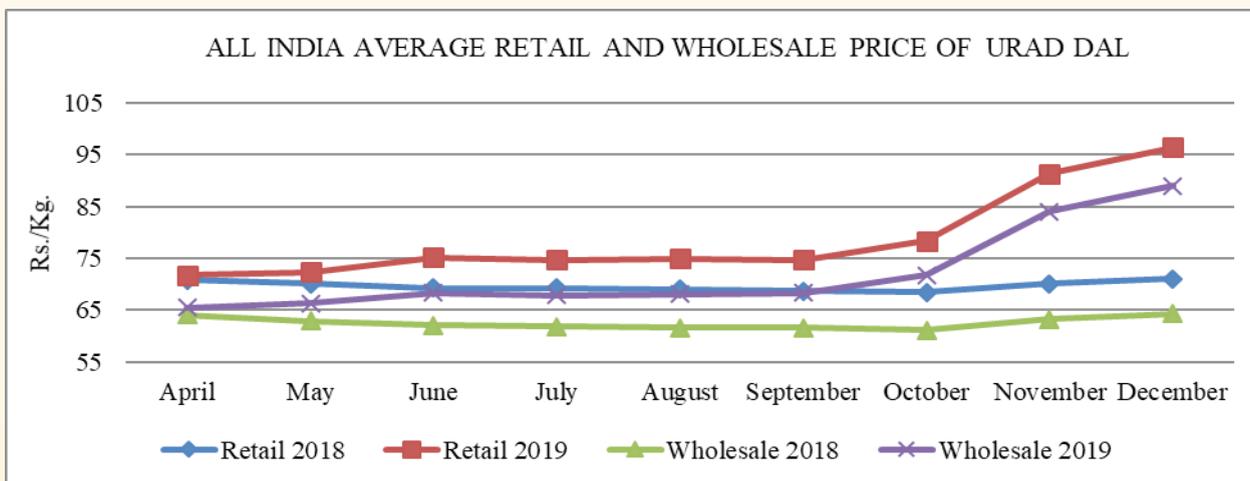
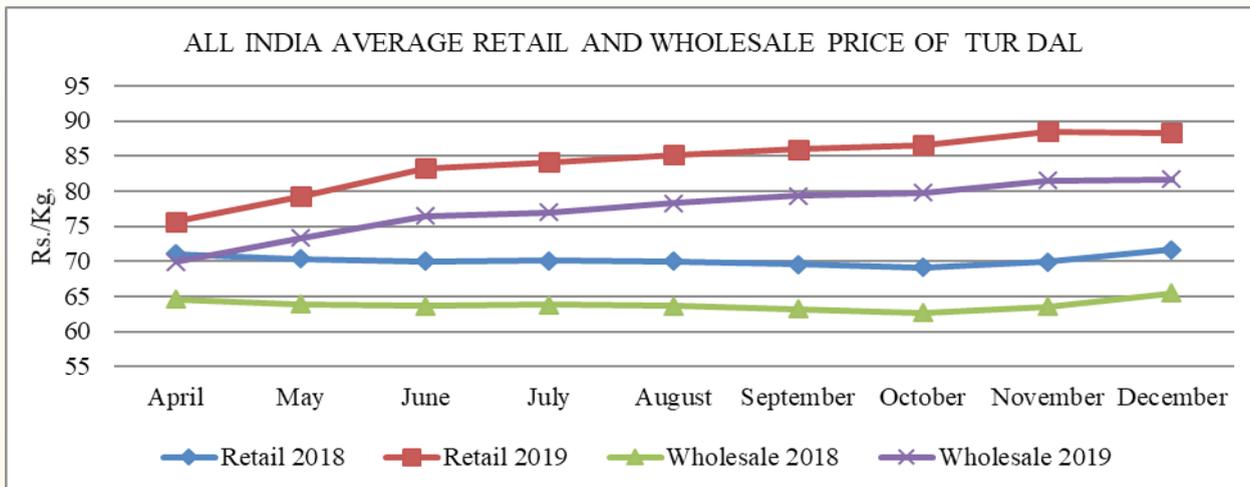
10.6.3.2 Price range of All India monthly average retail prices of pulses during April-December 2018 & April-December 2019.

| Pulses | Price Range (April-December 2018) (Rs/kg) | Price Range (April-December 2019) (Rs/kg) |
|---------------|---|---|
| Gram dal | 63-67 | 65-67 |
| Tur/Arhar dal | 69-72 | 79-88 |
| Urad dal | 68-71 | 72-96 |
| Moong dal | 72-75 | 77-90 |
| Masoor dal | 60-62 | 62-65 |

Source: - State Civil Supplies Departments

10.6.3.3 The All India monthly average retail and wholesale price trend of Gram Dal, Tur/Arhar Dal, Urad Dal, Moong Dal and Masoor Dal from April-December 2018 and April-December 2019 are shown in the graph:

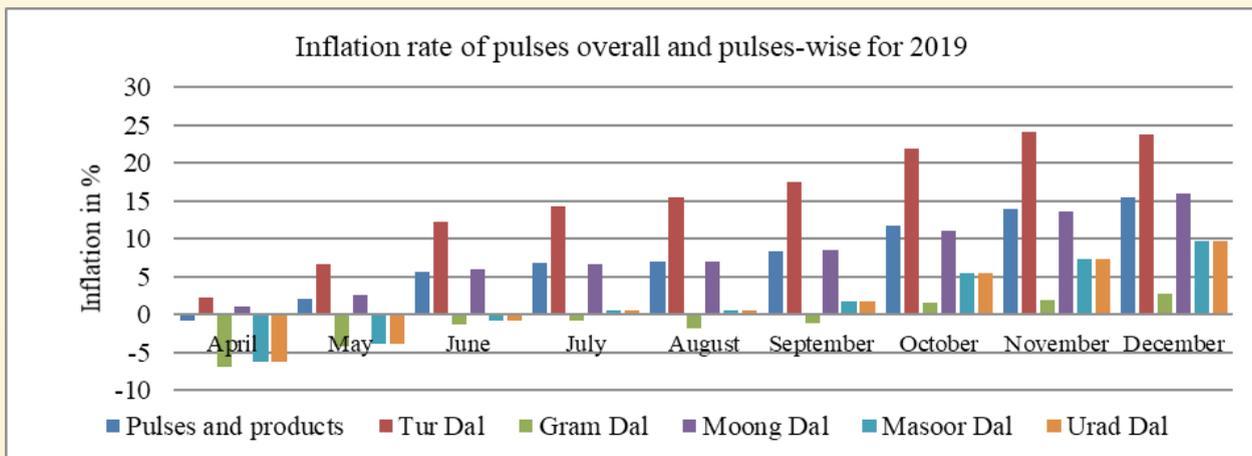
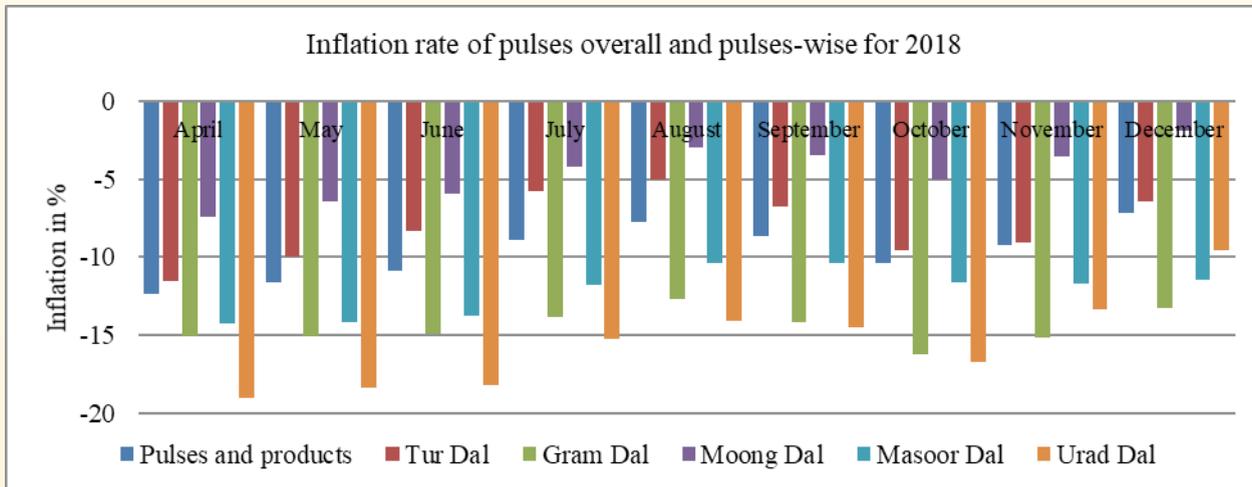






Source: State Civil Supplies Department

10.6.3.4 The inflation rate of overall Pulses and Pulse-wise during April-December 2018 and April-December 2019 are shown in the graph:



Source: Ministry of Statistics and Programme Implementation

10.6.4 EDIBLE OILS

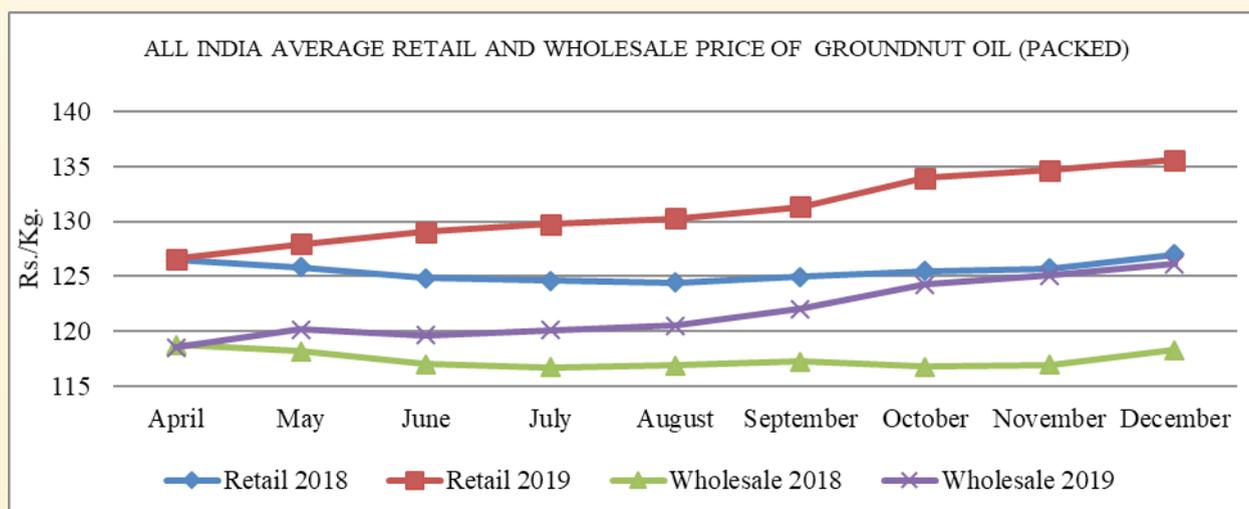
10.6.4.1 According to the 1st Advance Estimates for the year 2019-20, released by Ministry of Agriculture, Cooperation and Farmers Welfare, production of oilseeds is estimated at 223.89 lakh tonnes as against 1st Advance Estimate of 221.89 lakh tonnes for 2018-19. Estimated figures of major oilseed for the year 2019-20 are Groundnut 63.11 lakh MT, Sunflower 0.67 lakh MT, Soybean 135.05 lakh MT, Sesamum 6.86 lakh MT and Castorseed 17.37 lakh MT.

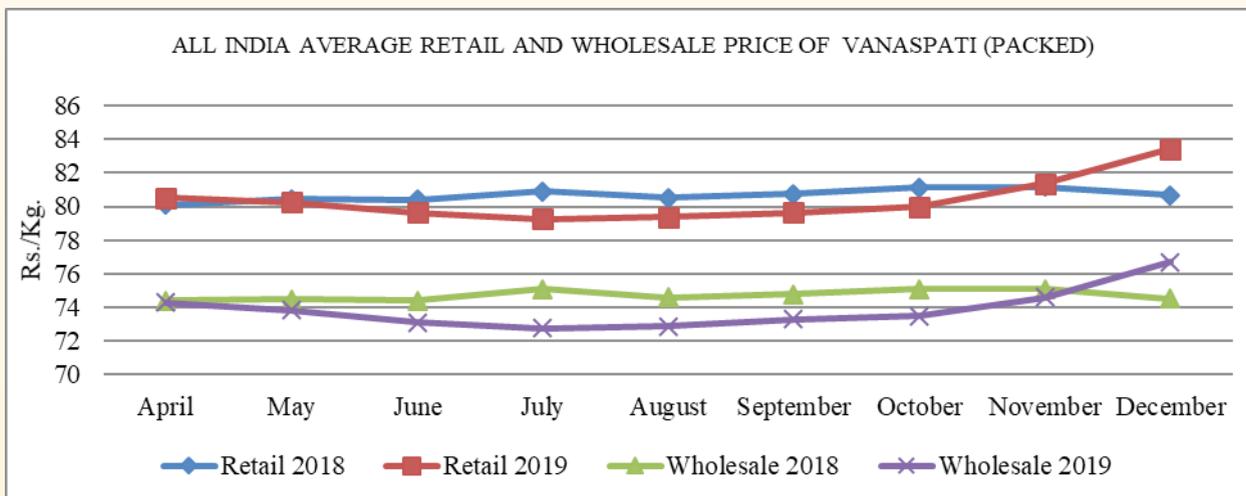
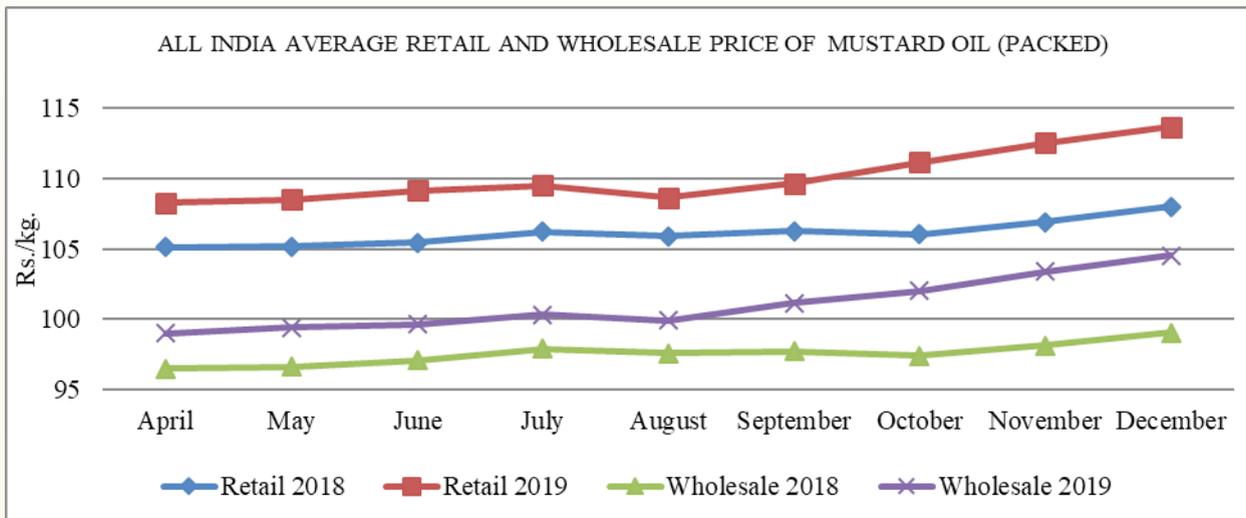
10.6.4.2 Price range of All India monthly average retail prices of edibles oils during April-December 2018 and April-December 2019.

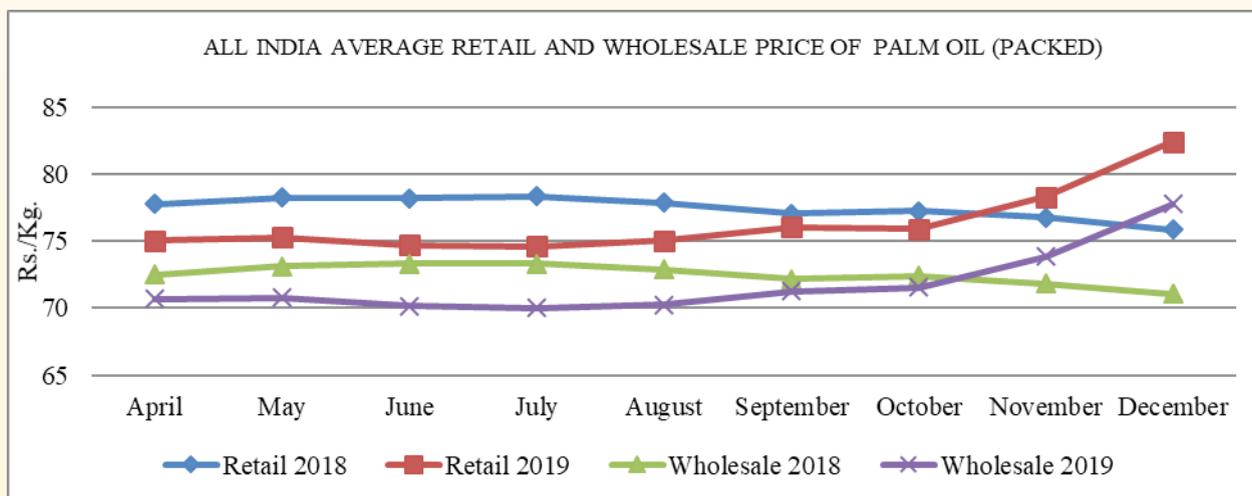
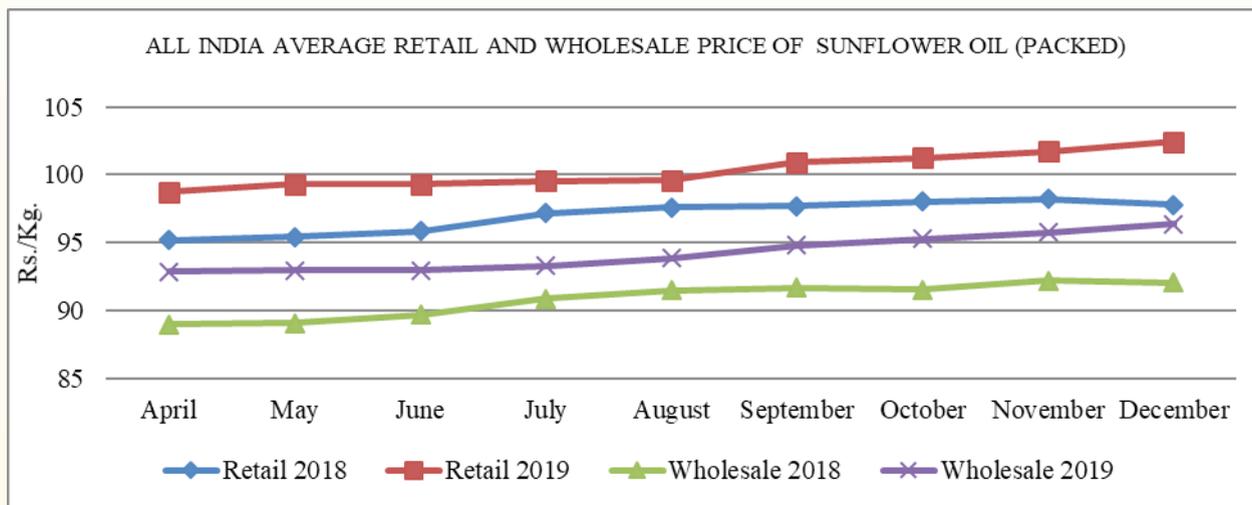
| Edible Oils | Price Range (April-December 2018) (Rs/kg) | Price Range (April-December 2019) (Rs/kg) |
|---------------|---|---|
| Groundnut Oil | 124-127 | 127-136 |
| Mustard Oil | 105-108 | 108-114 |
| Vanaspati Oil | 80-81 | 79-83 |
| Soya Oil | 89-91 | 92-94 |
| Sunflower Oil | 95-98 | 99-102 |
| Palm Oil | 76-78 | 75-82 |

Source: - State Civil Supplies Departments

10.6.4.3 The All India monthly average retail and wholesale price trend of Groundnut Oil, Mustard Oil, Vanaspati, Sunflower Oil, Soya Oil and Palm Oil from April-December 2018 and April-December 2019 are shown in the graph:







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:

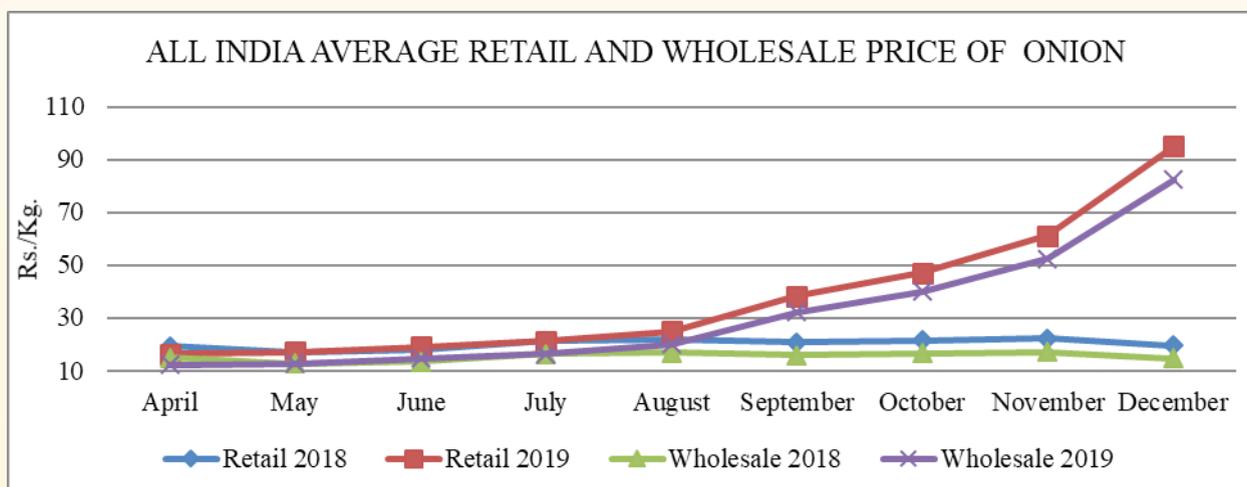
10.6.5.1 ONION

10.6.5.1.1 As per 3rd Advance Estimate of National Horticultural Board for 2018-19, area under onion cultivation has been estimated at 12.63 lakh Ha during 2018-19 compared to final estimates of 12.85 lakh Ha for the previous year i.e. 2017-18. The production of onion is estimated at 23.46 million tonnes during 2018-19 as compared to 23.26 million tonnes during 2017-18. Production in 2017-18 was lower by 1.60% as compared to production in 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.

10.6.5.1.2 A quantity 9.60 lakh tonnes of onion has exported during 2019-20 (till 26th December, 2019) as against 18.08 lakh tonnes 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 The All India monthly average retail and wholesale prices of Onion for April-December 2018 and April-December 2019 are shown in the graph.

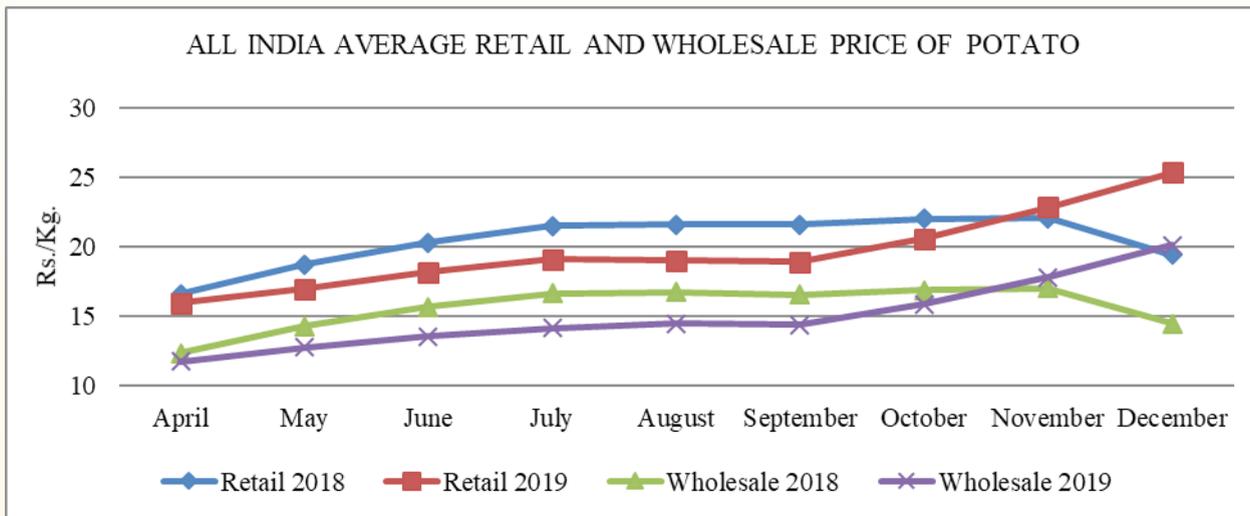


Source: State Civil Supplies Departments

10.6.5.2 POTATO

10.6.5.2.1 As per the 3rd Advance Estimates released by National Horticultural Board, production of potato is estimated at 53.03 million tonnes during 2018-19 as compared to 51.31 million tonnes during 2017-19(final). As per 3rd Advance Estimate of National Horticultural Board, area under potato cultivation has been estimated at 21.61 lakh Ha during 2018-19 as compared to 21.42 lakh Ha for the last crop year 2017-18(final).

10.6.5.2.2 The All India monthly average retail and wholesale prices of Potato for April-December 2018 and April-December 2019 are shown in the graph below:

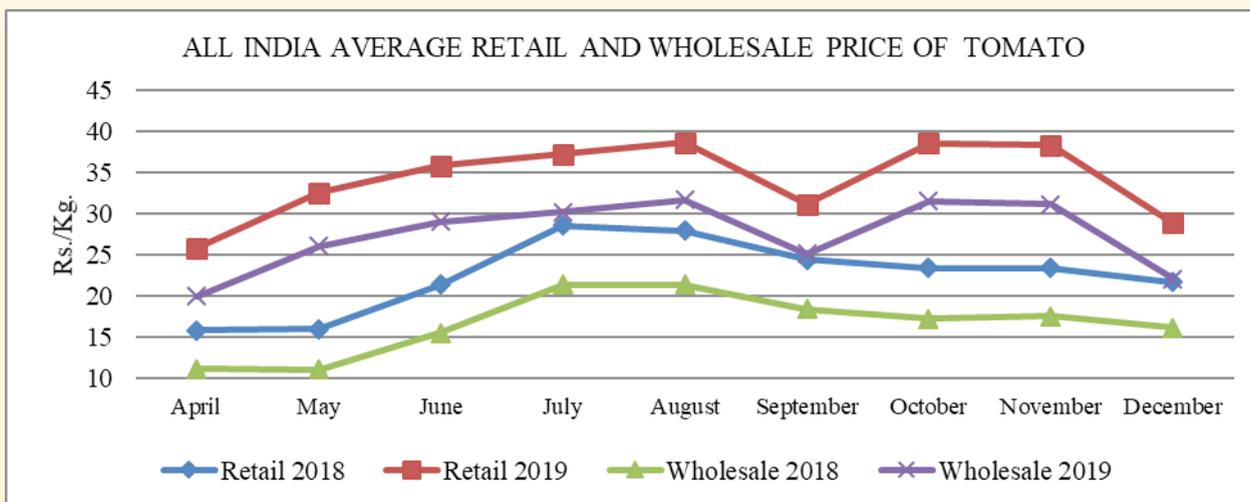


Source: State Civil Supplies Departments

10.6.5.3 TOMATO

10.6.5.3.1 The area and production of tomato during 2018-19 released by National Horticultural Board, (3rd Advance Estimate) is 7.78 lakh Ha and 19.40 million tonnes respectively as compared to area of 7.89 Lakh Ha and production of 19.76 million tonnes during 2017-18 (Final Estimate).

10.6.5.3.2 The All India monthly average retail and wholesale prices of tomato for April-December 2018 and April-December 2019 are shown in the graph below:



Source: State Civil Supplies Departments

10.6.6 SUGAR

10.6.6.1 The Retail prices of sugar across centers were in the range of Rs 38-40 per Kg. during April-December 2019 as compared to Rs 37-39 per kg during April-December 2018. The All India monthly average retail and wholesale prices of Sugar for April-December 2018 and April-December 2019 are shown in the graph below:



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 Rs 43-45 per liter during April-December 2019 as compared to Rs 42-43 per liter during April-December 2018.

The All India monthly average retail and wholesale prices of Milk from April-December 2018 and April-December 2019 are shown in the graph below:



Source: State Civil Supplies Departments

10.6.8 SALT

The average retail prices of salt were Rs 15-16 per kg during April to December 2019 as compared to Rs 15 in April to December 2018. All India monthly average retail and wholesale prices of Salt from April-December 2018 and April-December 2019 are shown in the graph below:



Source: State Civil Supplies Departments

YEAR-WISE BREAK UP OF 114 REPORTING CENTRES

| Year | Total Number of Existing Centres | Number of Reporting Centres added/Deleted | Name of Reporting Centres added | Total Number of Centres after Addition/ Deletion |
|--------------------|----------------------------------|---|---|--|
| 1998 | - | 18 | Agartala, Ahmedabad, Aizawl, Bengaluru, Bhopal, Bhubaneshwar, Chennai, Delhi, Guwahati, Hyderabad, Jaipur, Kolkata, Lucknow, Mumbai, Patna, Shillong, Shimla and Thiruvananthpuram | 18 |
| 1999 | 18 | Nil | Nil | 18 |
| 2000 | 18 | Nil | Nil | 18 |
| 2001 | 18 | Nil | Nil | 18 |
| 2002 | 18 | Nil | Nil | 18 |
| 2003 | 18 | Nil | Nil | 18 |
| 2004 | 18 | Nil | Nil | 18 |
| 2005 | 18 | Nil | Nil | 18 |
| 2006 | 18 | 9 | Amritsar, Chandigarh, Dehradun, Jammu, Kohima, Ludhiana, Raipur, Ranchi and Srinagar | 27 |
| 2007 | 27 | Nil | Nil | 27 |
| 2008 | 27 | Nil | Nil | 27 |
| 2009 | 27 | Nil | Nil | 27 |
| 2010 | 27 | 23 | Kanpur, Dindigul, Rajkot, Vijayawada, Agra, Bhatinda, Bhagalpur, Cuttack, Dharwad, Dimapur, Hisar, Indore, Itanagar, Jodhpur, Karnal, Kota, Mandi, Nagpur, Sambalpur, Siliguri, Thiruchirapalli, Varanasi and Ernakulam | 50 |
| 2011 | 50 | 1 (Deleted) | Kohima | 49 |
| 2012 | 49 | 6 | Port Blair, Puducherry, Panaji, Gwalior, Jabalpur and Kozhikode | 55 |
| 2013 | 55 | 2 | Rourkela and Vishakhapatnam | 57 |
| 2014 | 57 | 7 | Gurgaon, Panchkula, Coimbatore, Tirunelveli, Rewa, Sagar and Purnia | 64 |
| 2015 | 64 | 21 | Thrissur, Wayanad, Palakkad, Haldwani, Dharamshala, Mysore, Mangalore, Surat, Bhuj, Karimnagar, Warangal, Adilabad, Suryapet, Jadcherla, Rudrapur, Haridwar, Jhansi, Meerut, Allahabad, Gorakhpur and Solan | 85 |
| 2016 | 85 | 15 | Pune, Nashik, Kurnool, Tirupathi, Durg, Ambikapur, Bilaspur, Jagdalpur, Udaipur, Purulia, Kharagpur, Rampurhat, Malda, Raiganj and Gangtok | 100 |
| 2017 | 100 | 1 | Imphal | 101 |
| 2018 | 101 | 8 | Darbhanga, Tura, Gaya, Muzaffarpur, Jowai, Balasore, Jeypore and Berhampur | 109 |
| 2019 | 114 | 5 | Cuddalore, Dharmapuri, Vellore, Ramanathapuram and Mayabunder | 114 |
| Total - 114 | | | | |

ALL INDIA MONTHLY AVERAGE RETAIL PRICES OF 22 ESSENTIAL FOOD ITEMS JAN-DEC 2019

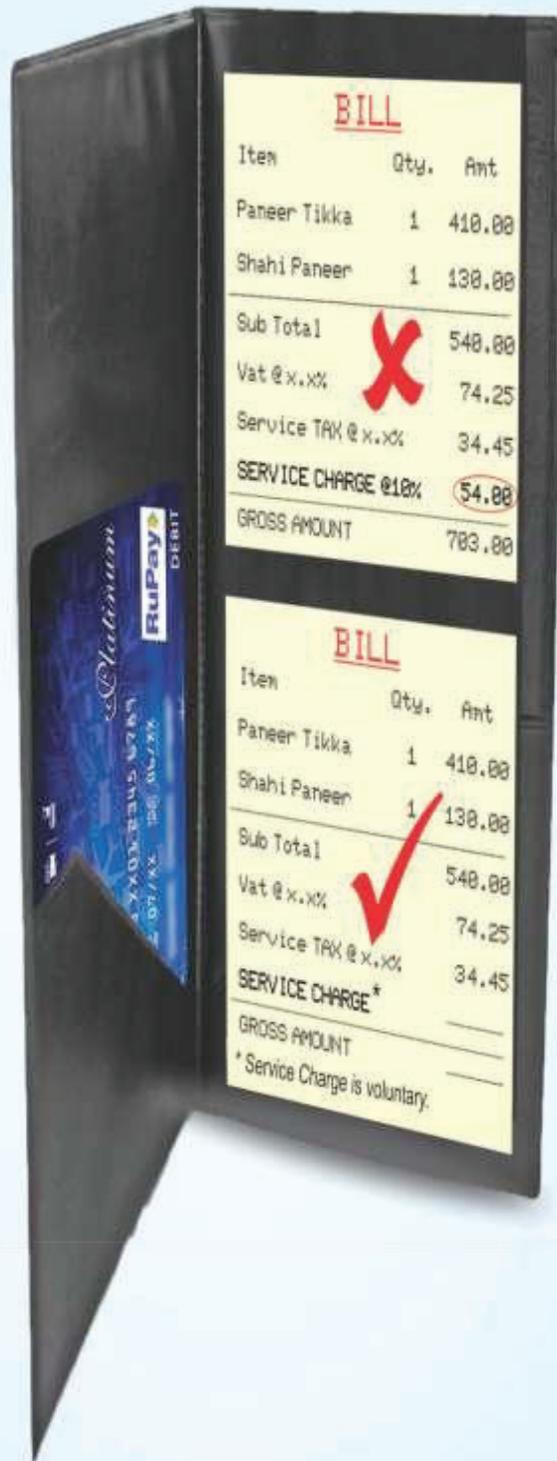
(Rs/KG)

| Gram Dal | | | | | | | | | | | | |
|-------------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
| Centre | Jan-19 | Feb-19 | Mar-19 | Apr-19 | May-19 | Jun-19 | Jul-19 | Aug-19 | Sep-19 | Oct-19 | Nov-19 | Dec-19 |
| DELHI | 76.57 | 74.86 | 73.67 | 73.7 | 74.27 | 75.13 | 74 | 73 | 73.43 | 73.6 | 72.43 | 73 |
| MUMBAI | 75.45 | 74.32 | 71.48 | 68.41 | 73.97 | 78.03 | 71.87 | 67.29 | 68.76 | 70.1 | 75.6 | 78.06 |
| KOLKATA | 67.87 | 66.04 | 62.74 | 66.52 | 67.96 | 64.82 | 63.15 | 62.74 | 63.71 | 64.1 | 66.41 | 67 |
| CHENNAI | 69.74 | 68.57 | 65.97 | 63.67 | 64.43 | 67.17 | 68.9 | 66 | 66.03 | 66.32 | 68 | 63.48 |
| ALL INDIA AVERAGE | 66.43 | 66.54 | 65.14 | 64.83 | 65.64 | 66.16 | 66.14 | 65.9 | 65.59 | 66.25 | 67.06 | 66.54 |
| Tur/Arhar Dal | | | | | | | | | | | | |
| Centre | Jan-19 | Feb-19 | Mar-19 | Apr-19 | May-19 | Jun-19 | Jul-19 | Aug-19 | Sep-19 | Oct-19 | Nov-19 | Dec-19 |
| DELHI | 85.87 | 88.89 | 87.57 | 86.7 | 90.8 | 95.5 | 93.97 | 94.33 | 97 | 97 | 97.9 | 97.39 |
| MUMBAI | 73.26 | 75.25 | 76.97 | 80.79 | 85.8 | 90.83 | 92.45 | 92.65 | 90.79 | 87.68 | 87.73 | 95.65 |
| KOLKATA | 76.37 | 77.89 | 77.39 | 81.72 | 89.46 | 93.61 | 89.74 | 90.11 | 89.29 | 88.32 | 89.86 | 89.2 |
| CHENNAI | 77.65 | 85.79 | 87.52 | 84.7 | 87.03 | 93.97 | 91.48 | 90.47 | 90.41 | 90.32 | 92.38 | 92.1 |
| All India Average | 72.84 | 74.63 | 74.89 | 75.65 | 79.22 | 83.22 | 84.1 | 85.13 | 85.94 | 86.57 | 88.46 | 88.35 |
| Urad Dal | | | | | | | | | | | | |
| Centre | Jan-19 | Feb-19 | Mar-19 | Apr-19 | May-19 | Jun-19 | Jul-19 | Aug-19 | Sep-19 | Oct-19 | Nov-19 | Dec-19 |
| DELHI | 86 | 86 | 85.23 | 84 | 84.93 | 86.63 | 84.26 | 83.77 | 85.5 | 87.5 | 101.97 | 105.42 |
| MUMBAI | 77.81 | 77.07 | 79.29 | 78.17 | 76.67 | 81.1 | 76.68 | 73.97 | 75.72 | 79.48 | 86.1 | 103.23 |
| KOLKATA | 68.77 | 67.64 | 64.55 | 64.62 | 68.65 | 70.64 | 68.26 | 67.59 | 66.75 | 69.9 | 91 | 102.73 |
| CHENNAI | 82.06 | 82.07 | 81.81 | 78.13 | 81.77 | 88.31 | 90.1 | 89 | 87.14 | 98.39 | 122.59 | 115.84 |
| All India Average | 71.83 | 72.2 | 71.8 | 71.76 | 72.38 | 75.2 | 74.77 | 74.91 | 74.75 | 78.42 | 91.4 | 96.4 |
| Moong Dal | | | | | | | | | | | | |
| Centre | Jan-19 | Feb-19 | Mar-19 | Apr-19 | May-19 | Jun-19 | Jul-19 | Aug-19 | Sep-19 | Oct-19 | Nov-19 | Dec-19 |
| DELHI | 88 | 88 | 87.17 | 86.57 | 89.53 | 90 | 89 | 89 | 89 | 89.07 | 94.3 | 98.35 |
| MUMBAI | 89.39 | 89.18 | 88.23 | 89.07 | 91.1 | 99.67 | 101.8 | 98.9 | 98.17 | 96.1 | 98.07 | 105.23 |
| KOLKATA | 83.63 | 84.25 | 80.19 | 83.24 | 88.54 | 89.64 | 87.33 | 87.33 | 87.54 | 88.77 | 95.24 | 98.43 |
| CHENNAI | 81.61 | 81.5 | 84.03 | 79.37 | 82.5 | 87.59 | 89.03 | 88.3 | 88.31 | 88.26 | 92.38 | 95.29 |
| All India Average | 75.75 | 76.59 | 76.35 | 76.55 | 78.75 | 81.92 | 81.7 | 82.33 | 83.44 | 84.64 | 88.15 | 89.58 |
| Masoor Dal | | | | | | | | | | | | |
| Centre | Jan-19 | Feb-19 | Mar-19 | Apr-19 | May-19 | Jun-19 | Jul-19 | Aug-19 | Sep-19 | Oct-19 | Nov-19 | Dec-19 |
| DELHI | 76.93 | 74.57 | 73 | 72.07 | 73.4 | 74 | 73.48 | 71.6 | 72 | 71.87 | 71.53 | 72 |
| MUMBAI | 64.39 | 64.57 | 66.19 | 65.52 | 66.7 | 68.83 | 67.45 | 64.39 | 63.21 | 64.26 | 65.47 | 71.13 |
| KOLKATA | 58.9 | 59.36 | 57.77 | 58.72 | 60.73 | 59.29 | 58.04 | 58.33 | 58.11 | 58.1 | 60.9 | 63.37 |
| CHENNAI | 58.1 | 62.71 | 61.06 | 60.17 | 60.3 | 61.9 | 63.13 | 59.67 | 61.59 | 61.42 | 61.62 | 60.1 |
| All India Average | 61.81 | 62.76 | 62.73 | 61.99 | 61.87 | 62.6 | 62.8 | 62.71 | 62.83 | 63.26 | 64.67 | 65.09 |

| Groundnut Oil (Packed) | | | | | | | | | | | | |
|------------------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
| Centre | Jan-19 | Feb-19 | Mar-19 | Apr-19 | May-19 | Jun-19 | Jul-19 | Aug-19 | Sep-19 | Oct-19 | Nov-19 | Dec-19 |
| DELHI | 163.03 | 162.93 | 161.5 | 160.63 | 161.47 | 163 | 162.1 | 162 | 162 | 162 | 162 | 162.81 |
| MUMBAI | 134.35 | 134.11 | 134.42 | 134.62 | 139.4 | 144.23 | 151.8 | 148.68 | 141.55 | 139.45 | 137.1 | 141.29 |
| KOLKATA | 138.03 | 141.36 | 138.65 | 137.66 | 137.77 | 138.82 | 138 | 138.48 | 143.46 | 144.13 | 150 | 154.17 |
| CHENNAI | 132.13 | 132.29 | 134.68 | 128.37 | 143.13 | 143.14 | 142.8 | 141.3 | 142 | 139 | 139.83 | 137.1 |
| All India Average | 126.17 | 126.85 | 127.24 | 126.6 | 127.95 | 129.05 | 129.7 | 130.29 | 131.3 | 133.96 | 134.66 | 135.55 |
| Mustard Oil (Packed) | | | | | | | | | | | | |
| Centre | Jan-19 | Feb-19 | Mar-19 | Apr-19 | May-19 | Jun-19 | Jul-19 | Aug-19 | Sep-19 | Oct-19 | Nov-19 | Dec-19 |
| DELHI | 121 | 121 | 120.87 | 118.87 | 118.6 | 119 | 119 | 119.33 | 120 | 120 | 120.43 | 124.52 |
| MUMBAI | 124.45 | 122.54 | 117.68 | 116.34 | 115.93 | 118.47 | 119.5 | 119.55 | 119.41 | 118.23 | 123.33 | 129.39 |
| KOLKATA | 102.5 | 102.43 | 100.71 | 99.86 | 98.81 | 100.29 | 100.3 | 100.41 | 100.39 | 100.35 | 100.66 | 103.13 |
| CHENNAI | 129.13 | 131 | 131 | 130.87 | 127.57 | 128 | 128 | 128 | 128.78 | 128 | 128 | 128 |
| All India Average | 108.35 | 114.41 | 108.81 | 108.3 | 108.52 | 114.15 | 114.5 | 108.64 | 114.65 | 111.19 | 112.52 | 113.67 |
| Vanaspati (Packed) | | | | | | | | | | | | |
| Centre | Jan-19 | Feb-19 | Mar-19 | Apr-19 | May-19 | Jun-19 | Jul-19 | Aug-19 | Sep-19 | Oct-19 | Nov-19 | Dec-19 |
| DELHI | 93.93 | 94 | 92.67 | 90.67 | 91 | 91 | 91 | 90.13 | 90.87 | 92 | 91.1 | 95.42 |
| MUMBAI | 90.19 | 87.79 | 86.94 | 88.48 | 88.5 | 88.63 | 83.71 | 81.71 | 83.79 | 84.77 | 88.53 | 90.42 |
| KOLKATA | 72.37 | 72.21 | 70.71 | 70.03 | 69.62 | 69.04 | 68.59 | 68.22 | 70.21 | 68.84 | 72.24 | 75.7 |
| CHENNAI | 101.58 | 103.21 | 93.03 | 94.57 | 94 | 96.93 | 98.55 | 95 | 97.54 | 99.06 | 102.34 | 95.06 |
| All India Average | 80.56 | 81.22 | 80.84 | 80.53 | 80.25 | 79.64 | 79.25 | 79.36 | 79.64 | 80 | 81.34 | 83.41 |
| Soya Oil (Packed) | | | | | | | | | | | | |
| Centre | Jan-19 | Feb-19 | Mar-19 | Apr-19 | May-19 | Jun-19 | Jul-19 | Aug-19 | Sep-19 | Oct-19 | Nov-19 | Dec-19 |
| DELHI | 99.07 | 104 | 105 | 104.87 | 100.8 | 100 | 100 | 100 | 103.07 | 105 | 105 | 107.61 |
| MUMBAI | 88.65 | 88.11 | 86.48 | 86.62 | 86.17 | 87.47 | 84.84 | 84.19 | 85.55 | 85.03 | 88.03 | 93.03 |
| KOLKATA | 95.77 | 96.43 | 94.1 | 92.38 | 92.23 | 91.89 | 89 | 90.04 | 90.14 | 90.06 | 92.45 | 96.83 |
| CHENNAI | | | | | | | | | | | | |
| All India Average | 91.21 | 91.64 | 92.08 | 91.84 | 92.23 | 92.31 | 92.06 | 92.01 | 92.57 | 92.51 | 93.15 | 94.03 |
| Sunflower Oil (Packed) | | | | | | | | | | | | |
| Centre | Jan-19 | Feb-19 | Mar-19 | Apr-19 | May-19 | Jun-19 | Jul-19 | Aug-19 | Sep-19 | Oct-19 | Nov-19 | Dec-19 |
| DELHI | 110 | 110 | 110 | 110.4 | 113.73 | 116 | 116 | 116 | 116 | 116 | 116.6 | 117.81 |
| MUMBAI | 87.23 | 88.89 | 88.87 | 87.86 | 88.43 | 89.4 | 90.32 | 93.87 | 93.76 | 90.26 | 91.6 | 95.65 |
| KOLKATA | 101.53 | 102.32 | 101.52 | 100.03 | 100.08 | 100.11 | 99.96 | 100.33 | 101.79 | 102 | 102 | 103.07 |
| CHENNAI | 101 | 101.43 | 100.77 | 98.2 | 98.93 | 98.76 | 99.77 | 100.9 | 104.75 | 105.94 | 102.34 | 105.74 |
| All India Average | 98.14 | 98.3 | 98.56 | 98.75 | 99.31 | 99.32 | 99.52 | 99.59 | 100.9 | 101.25 | 101.72 | 102.44 |
| Palm Oil (Packed) | | | | | | | | | | | | |
| Centre | Jan-19 | Feb-19 | Mar-19 | Apr-19 | May-19 | Jun-19 | Jul-19 | Aug-19 | Sep-19 | Oct-19 | Nov-19 | Dec-19 |
| DELHI | 78.97 | 79.25 | 78.93 | 78 | 77.17 | 77 | 76.48 | 76.63 | 79 | 79.07 | 83.6 | 92.29 |
| MUMBAI | 66.45 | 68.25 | 66 | 65.76 | 63.53 | 62.33 | 60.61 | 63.48 | 66.45 | 66.94 | 74.1 | 83.16 |
| KOLKATA | 76.27 | 79.29 | 77.81 | 76.03 | 75.19 | 73.75 | 72.96 | 73.56 | 77.5 | 77.58 | 82.45 | 90.3 |
| CHENNAI | 70.94 | 75.36 | 73.35 | 70 | 70.2 | 70.9 | 68.84 | 68.93 | 72.86 | 74.03 | 80.97 | 88.16 |

| | | | | | | | | | | | | |
|---------------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
| All India Average | 75.8 | 76.39 | 76 | 75.02 | 75.27 | 74.72 | 74.61 | 75.02 | 76.05 | 75.92 | 78.32 | 82.4 |
| Rice | | | | | | | | | | | | |
| Centre | Jan-19 | Feb-19 | Mar-19 | Apr-19 | May-19 | Jun-19 | Jul-19 | Aug-19 | Sep-19 | Oct-19 | Nov-19 | Dec-19 |
| DELHI | 36 | 36 | 35.83 | 34.93 | 34.1 | 35 | 34.1 | 34 | 34 | 34 | 34 | 34 |
| MUMBAI | 32.68 | 33 | 32.06 | 29 | 29.07 | 29.83 | 29.29 | 30 | 30.45 | 30.39 | 31 | 31 |
| KOLKATA | 27.6 | 28.57 | 28.13 | 29.07 | 28.92 | 28.46 | 28.33 | 28.41 | 29.68 | 29.81 | 29.83 | 29.5 |
| CHENNAI | 33.23 | 32.46 | 33.23 | 33.5 | 33 | 41.45 | 42.29 | 41.53 | 42 | 42.58 | 51 | 50.77 |
| All India Average | 30.09 | 30.34 | 30.35 | 30.41 | 30.86 | 31.54 | 31.68 | 32.04 | 32.38 | 33.11 | 33.63 | 33.48 |
| Wheat | | | | | | | | | | | | |
| Centre | Jan-19 | Feb-19 | Mar-19 | Apr-19 | May-19 | Jun-19 | Jul-19 | Aug-19 | Sep-19 | Oct-19 | Nov-19 | Dec-19 |
| DELHI | 24.73 | 25 | 24.73 | 21.87 | 21.4 | 22 | 23 | 24 | 24 | 24.77 | 26 | 25.06 |
| MUMBAI | 34.13 | 34.89 | 33.1 | 30.97 | 31.97 | 34.07 | 34.32 | 34 | 34.28 | 34.03 | 32.8 | 32.39 |
| KOLKATA | NR |
| CHENNAI | 33.39 | 34.57 | 34.68 | 32.13 | 33 | 34.28 | 34.1 | 35 | 34.55 | 34.77 | 34.86 | 35.48 |
| All India Average | 25.59 | 26.22 | 26.27 | 25.98 | 26.14 | 26.43 | 26.58 | 26.95 | 27.03 | 28.12 | 28.26 | 28.27 |
| Atta (Wheat) | | | | | | | | | | | | |
| Centre | Jan-19 | Feb-19 | Mar-19 | Apr-19 | May-19 | Jun-19 | Jul-19 | Aug-19 | Sep-19 | Oct-19 | Nov-19 | Dec-19 |
| DELHI | 27 | 27 | 26.77 | 24.4 | 24.4 | 25 | 26 | 27 | 27 | 27.33 | 28 | 27.06 |
| MUMBAI | 35.77 | 36 | 34.29 | 32.52 | 32.97 | 35.07 | 35.32 | 35 | 35.28 | 36 | 34.8 | 34.32 |
| KOLKATA | 27.43 | 27 | 27 | 26.21 | 25.42 | 25.57 | 25.59 | 26.19 | 26.21 | 26.35 | 27 | 27.07 |
| CHENNAI | 32.58 | 33.96 | 32.16 | 32.77 | 34.83 | 40.72 | 36.39 | 31.8 | 32 | 32.06 | 33 | 34.13 |
| All India Average | 27.39 | 27.78 | 27.82 | 27.68 | 27.81 | 27.91 | 27.9 | 28.38 | 28.42 | 29.41 | 29.78 | 29.73 |
| Potato | | | | | | | | | | | | |
| Centre | Jan-19 | Feb-19 | Mar-19 | Apr-19 | May-19 | Jun-19 | Jul-19 | Aug-19 | Sep-19 | Oct-19 | Nov-19 | Dec-19 |
| DELHI | 16.27 | 15 | 15.03 | 17.6 | 20 | 21.67 | 24.48 | 25 | 25 | 25 | 25 | 28.03 |
| MUMBAI | 24.94 | 25.86 | 24.58 | 24.48 | 24.7 | 24.83 | 24.81 | 22.84 | 22.31 | 23.26 | 28.53 | 32.29 |
| KOLKATA | 11.13 | 9.21 | 8.26 | 11.76 | 14.58 | 14 | 14 | 14 | 14 | 16.39 | 20.45 | 23.03 |
| CHENNAI | 20.71 | 19.25 | 16.55 | 20.27 | 20.8 | 23.1 | 22.06 | 21.73 | 21.32 | 23.23 | 26.93 | 30.71 |
| All India Average | 16.93 | 16.13 | 15.35 | 15.96 | 16.98 | 18.2 | 19.09 | 19.03 | 18.9 | 20.57 | 22.83 | 25.35 |
| Onion | | | | | | | | | | | | |
| Centre | Jan-19 | Feb-19 | Mar-19 | Apr-19 | May-19 | Jun-19 | Jul-19 | Aug-19 | Sep-19 | Oct-19 | Nov-19 | Dec-19 |
| DELHI | 22.8 | 20.25 | 20.53 | 20.87 | 21 | 24.2 | 27 | 33.3 | 47.97 | 53.53 | 68.87 | 98.74 |
| MUMBAI | 20.35 | 17.89 | 16.19 | 16.93 | 17.53 | 22.7 | 24.06 | 28.9 | 45.72 | 57.06 | 72.97 | 105.58 |
| KOLKATA | 19.93 | 18 | 18.84 | 14.52 | 18.92 | 22.18 | 25.89 | 31.11 | 48.5 | 57.26 | 74.14 | 115.67 |
| CHENNAI | 14.68 | 13.32 | 12.97 | 14.47 | 16.7 | 23.03 | 22.19 | 25.87 | 34.64 | 34.61 | 50.62 | 92.1 |
| All India Average | 18.03 | 16.48 | 15.87 | 16.25 | 16.96 | 19.04 | 21.11 | 24.82 | 38.3 | 47.02 | 61.08 | 94.95 |
| Tomato | | | | | | | | | | | | |
| Centre | Jan-19 | Feb-19 | Mar-19 | Apr-19 | May-19 | Jun-19 | Jul-19 | Aug-19 | Sep-19 | Oct-19 | Nov-19 | Dec-19 |
| DELHI | 33.3 | 31.11 | 37.87 | 33.67 | 40.6 | 37.53 | 49.9 | 46.67 | 38.13 | 53.3 | 43.07 | 29.19 |
| MUMBAI | 25 | 27 | 32.58 | 26.97 | 35.5 | 40.73 | 45 | 43.77 | 41.79 | 53.1 | 49.97 | 38.87 |
| KOLKATA | 26.33 | 20 | 24.84 | 34.48 | 60.77 | 56.43 | 45.56 | 50 | 40.71 | 58.87 | 52.76 | 34.67 |

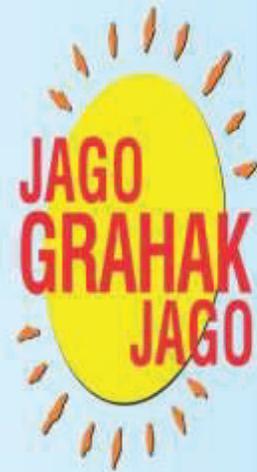
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|----------------------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
| CHENNAI | 28.06 | 17.61 | 18.29 | 30.9 | 42.7 | 43.45 | 39.16 | 28.63 | 19.21 | 32.1 | 28.45 | 23.06 |
| All India Average | 22.98 | 19.95 | 21.84 | 25.89 | 32.57 | 35.89 | 37.31 | 38.71 | 31.2 | 38.59 | 38.38 | 28.95 |
| Sugar | | | | | | | | | | | | |
| Centre | Jan-19 | Feb-19 | Mar-19 | Apr-19 | May-19 | Jun-19 | Jul-19 | Aug-19 | Sep-19 | Oct-19 | Nov-19 | Dec-19 |
| DELHI | 39 | 39.43 | 38.9 | 39 | 39.8 | 40 | 38.48 | 38.87 | 39.43 | 40 | 40 | 40 |
| MUMBAI | 40.1 | 40.11 | 39.9 | 40 | 39.83 | 39 | 39 | 39.48 | 40.97 | 41 | 41 | 42.1 |
| KOLKATA | 38 | 38.43 | 38.1 | 37.86 | 39 | 39.57 | 39 | 39 | 40.39 | 41 | 40.45 | 39.57 |
| CHENNAI | 35.94 | 35.86 | 36.61 | 36.93 | 37.53 | 38.21 | 38.13 | 37.9 | 38.54 | 38.23 | 37.72 | 37.16 |
| All India Average | 38.25 | 38.13 | 38.14 | 37.96 | 38.34 | 38.59 | 38.56 | 38.68 | 39.16 | 39.41 | 39.5 | 39.21 |
| Gur | | | | | | | | | | | | |
| Centre | Jan-19 | Feb-19 | Mar-19 | Apr-19 | May-19 | Jun-19 | Jul-19 | Aug-19 | Sep-19 | Oct-19 | Nov-19 | Dec-19 |
| DELHI | 49 | 49.39 | 50.17 | 53.37 | 54.17 | 55 | 55.9 | 56 | 56 | 55.47 | 52 | 55.1 |
| MUMBAI | 58 | 55.29 | 56.26 | 57.55 | 57.37 | 57.8 | 57.1 | 58.68 | 60.66 | 63.87 | 68.07 | 65.68 |
| KOLKATA | 39 | 38.54 | 38.61 | 39.62 | 41.15 | 43.29 | 43.59 | 44.89 | 44.79 | 44.94 | 44.62 | 42.57 |
| CHENNAI | 49.32 | 51.64 | 57 | 49.13 | 50.13 | 53.03 | 54.03 | 53 | 52.68 | 56.16 | 62 | 60.19 |
| All India Average | 42.39 | 42.39 | 42.78 | 42.72 | 43.41 | 44.42 | 44.03 | 44.56 | 45.17 | 46.16 | 46.8 | 46.15 |
| Milk | | | | | | | | | | | | |
| Centre | Jan-19 | Feb-19 | Mar-19 | Apr-19 | May-19 | Jun-19 | Jul-19 | Aug-19 | Sep-19 | Oct-19 | Nov-19 | Dec-19 |
| DELHI | 42 | 42 | 42 | 42 | 42.47 | 44 | 44 | 44 | 44 | 44 | 44 | 45.1 |
| MUMBAI | 43 | 43 | 43 | 43 | 43 | 43 | 42.39 | 42 | 42 | 42 | 42 | 42.97 |
| KOLKATA | 38 | 38 | 38 | 38 | 38 | 38 | 38 | 38 | 38 | 38 | 38 | 38 |
| CHENNAI | 37 | 37 | 37 | 37 | 37 | 37 | 37 | 38.2 | 43 | 43 | 43 | 43 |
| All India Average | 42.68 | 42.76 | 43.38 | 43.24 | 43.47 | 43.27 | 43.41 | 43.5 | 44.47 | 44.87 | 44.97 | 44.92 |
| Tea Loose | | | | | | | | | | | | |
| Centre | Jan-19 | Feb-19 | Mar-19 | Apr-19 | May-19 | Jun-19 | Jul-19 | Aug-19 | Sep-19 | Oct-19 | Nov-19 | Dec-19 |
| DELHI | 237.93 | 238 | 237.67 | 239 | 239.97 | 240 | 240 | 240 | 240 | 240 | 240 | 240.29 |
| MUMBAI | 270 | 270 | 270 | 270 | 270 | 270 | 271.2 | 273.29 | 274 | 274.32 | 276 | 277.55 |
| 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 | 208.22 | 208.26 | 209.48 | 211.3 | 212.26 | 213.02 | 212.2 | 212.45 | 213.64 | 215.25 | 216.89 | 216.74 |
| Salt Pack (Iodised) | | | | | | | | | | | | |
| Centre | Jan-19 | Feb-19 | Mar-19 | Apr-19 | May-19 | Jun-19 | Jul-19 | Aug-19 | Sep-19 | Oct-19 | Nov-19 | Dec-19 |
| DELHI | 18 | 18 | 18 | 18 | 18 | 18.67 | 19 | 19 | 19 | 19 | 19 | 19 |
| MUMBAI | 18 | 18 | 18 | 18 | 18 | 18 | 18 | 18.9 | 19 | 19 | 19 | 19 |
| KOLKATA | 9 | 9 | 9 | 9 | 9 | 9 | 9 | 9 | 9 | 9 | 9 | 9 |
| CHENNAI | 18 | 18 | 18 | 18 | 18.1 | 19 | 18.77 | 19 | 19 | 19 | 19 | 19 |
| All India Average | 15.46 | 15.29 | 15.3 | 15.35 | 15.28 | 15.38 | 15.31 | 15.4 | 15.48 | 15.43 | 15.52 | 15.59 |



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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.



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Ministry of Consumer Affairs, Food and Public Distribution
Government of India, Krishi Bhawan, New Delhi-110001
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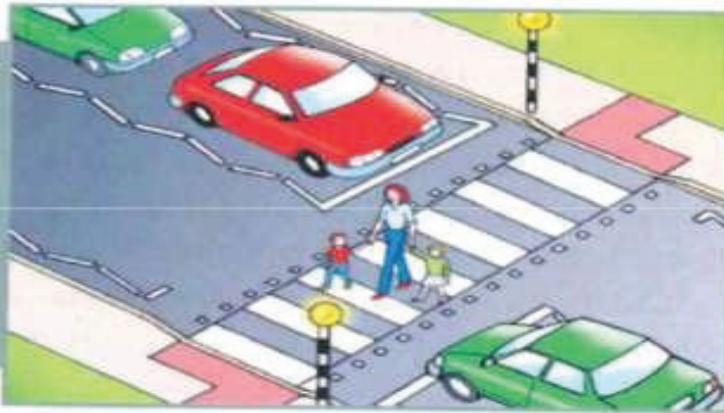
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Be alert. Be cautious.

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



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11. ESSENTIAL COMMODITIES REGULATIONS AND ENFORCEMENT

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”.

11.3 The Preamble of Constitution of India adopted by the people of India inter-alia ensures for all its citizens: justice, social, economic and political. Further, Article 19(I) & Article 21 provide as under:

Article 19. (I) All citizens shall have the right to practice any profession, or to carry on any occupation, trade or business.

Article 21. No person shall be deprived of his life or personal liberty except according to procedure established by law.

11.4 The Essential Commodities Act, 1955 is scheduled in Schedule IX of the Constitution. Under this Act from the Constitutional provisions, the State has power to restrict the above mentioned fundamental rights in the public interest, public order, decency or morality. The Act are to ensure public order to protect public interest and to save the lives of the economically deprived sections like AAY families and such other beneficiaries of Government Schemes. The contraventions of orders issued under the EC Act, 1955 are criminal offences, a subject of CrPC.

11.5 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.

11.6 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. The following are the essential commodities specified in the EC Act (along with names of the Departments/Ministries of Central Government authorized

as per Allocation of Business Rules to issue Control Order with respect to the commodity):

| S I . No. | Commodity | Administrative Department/Ministry |
|-----------|--|-------------------------------------|
| 1 | Drugs | Ministry of Health & Family Welfare |
| 2 | Fertilizers, whether inorganic, organic or mixed | DACFW |
| 3 | 'Foodstuffs'* including edible oilseeds and oil | DACFW, MoFPI, DFPD, DoCA |
| 4 | Hank yarn made wholly of cotton | M/o Textiles |
| 5 | Petroleum and Petroleum Products | M/o Petroleum & Natural Gas |
| 6 | Raw jute and jute textiles | M/o Textiles |
| 7(i) | Seeds of food crops, fruits and vegetables | DACFW |
| (ii) | Seeds of cattle fodder | |
| (iii) | Jute seeds; and | |
| (iv) | Cotton seed | |

11.7 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. In view of the rising prices of Onion, Government of India has imposed stock limit on Onion. Accordingly, wholesale traders may keep the stock of onion upto 250 quintals and for retail traders upto 20 quintals.

11.8 This Department has recently exempted contract farming purchaser registered under the concerned State/UT Agricultural Produce & Livestock Contract Farming and Services (Promotion & Facilitation) Act, from stock limits to the extent of quantity purchased under contract farming vide Central Order dated 06.08.2016. This would promote investment in agriculture and agro-processing industry thereby helping achieve the objective of doubling farmer's income.

11.9 Vide central order dated 16.12.2019, exemption from stock limits under EC Act was also granted to the stock of specified commodities (specified by the Central Government for the purpose of this order), in which derivatives trading is permissible and kept in warehouses accredited by a commodity derivatives exchange and registered with the Warehouses Development and Regulatory Authority for delivery on exchange platforms and this exemption shall be available as long as these conditions are fulfilled.



(Press Conference after 5th National Consultation Meeting)

11.12 To monitor speculative trading, black-marketing, hoarding and cartelling of essential food commodities, a Group on Cartelization with the representatives from ED, Income Tax Department, Police of NCR States, Customs etc. was constituted under the chairmanship of Secretary (CA) in 2016. It meets depending on exigencies, reviews the market scenario with respect to possible manipulation in prices and advises States and other agencies about the actions required to check hoarding, cartelling & speculative trading in the select essential food items vulnerable to abnormal price rise. Depending on the need the group also consults State through Video Conferencing. So far 19 Meetings of this group have been held since 2016.

11.13 The role of State Government is vital to ensure adequate availability of essential commodities at fair prices in the larger public interest. One of the ways in which States/UTs may facilitate achievement of this objective is by holding regular meetings with the traders/dealers of the essential food items to get feedback on price and availability of these items from them (traders/dealers) and impress upon them the need to desist from hoarding, speculative trading, profiteering, unfair and illegal trade practices like cartelling. In this context, all the States/UTs have been requested to hold regular meetings with stakeholders of essential food items at the State and district levels.

11.14 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.

11.15 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 76033 raids were conducted, 6146 persons arrested, 3583 persons prosecuted, 2941 persons convicted and goods of Rs. 2953.49 lakh confiscated, detention orders under the PBMSEC Act were issued against 112 persons during the year 2019 (as per report received upto 30.12.2019).

11.16 In Tamil Nadu, a separate wing of Police Department namely Civil Supplies Crimes Investigation Department (CSCID) has been setup for investigating the malpractices 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.

11.17 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 awareness of the general public & pro-activeness of the Police of the States & UTs and concerned departments e.g. Civil Supplies, Fertilizer/Agriculture, Health etc.

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)



Department of Consumer Affairs
Ministry of Consumer Affairs, Food and Public Distribution
Govt. of India, Krishi Bhawan, New Delhi - 110001
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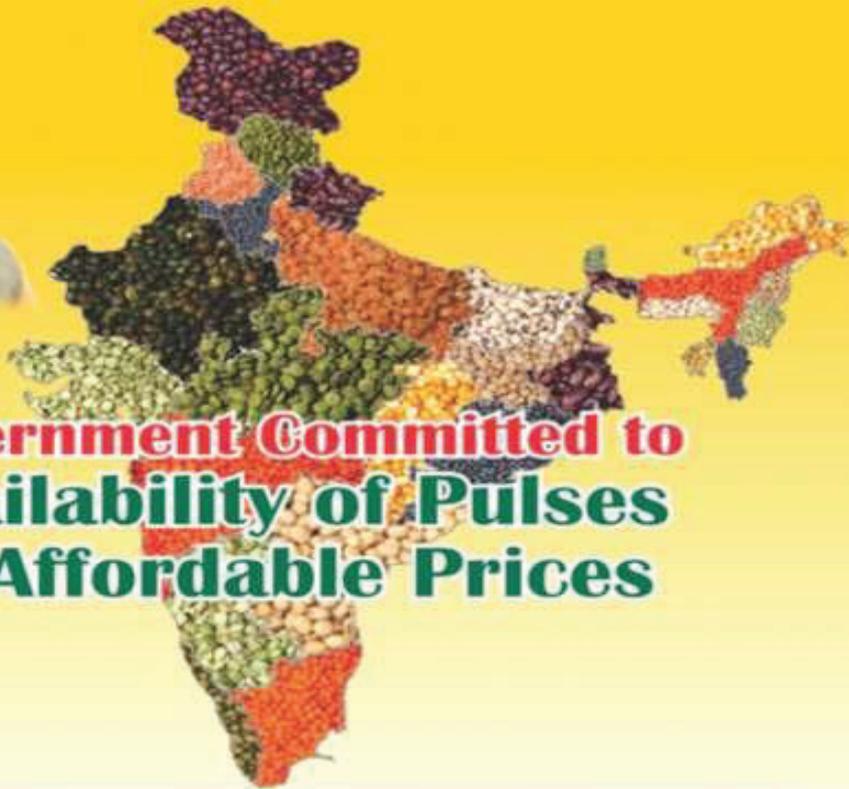
Online Complaints : www.consumerhelpline.gov.in



**JAGO
GRAHAK
JAGO**



Narendra Modi
Hon'ble Prime Minister



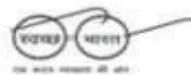
Government Committed to Availability of Pulses at Affordable Prices

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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Department of Consumer Affairs
Ministry of Consumer Affairs, Food & Public Distribution
Government of India
Krishi Bhawan, New Delhi - 110 001
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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 Additional Secretary and Financial Adviser.

12.1 FUNCTIONS

- To ensure that the schedule for preparation of budget is adhered to by the Ministry and the Budget is drawn up according to the instructions issued by Finance Ministry from time to time.
- To scrutinize budget proposals thoroughly, before sending them to Ministry of Finance.
- To see that complete departmental accounts are maintained in accordance with the requirements under the General Financial Rules. It should, in particular, be ensured that the Ministry not only maintains accounts of expenditure against the Grants or Appropriations directly controlled by it but also obtains figures of the expenditure incurred by the subordinate offices so that the Ministry has a complete month to month picture of the entire expenditure falling within its jurisdiction;
- To watch and review the progress of expenditure against sanctioned grants through maintenance of necessary Control Registers and to issue timely warnings to Controlling authorities where the progress of expenditure is not even;
- To ensure the proper maintenance of the Register of Liabilities and commitments as required under the G.F.Rs. to facilitate realistic preparation of budget estimates, watching of book debits and timely surrender of anticipated savings;
- To screen the proposals for supplementary demands for grants;
- To advise the Administrative Ministry on all matters falling within the field of delegated powers. This includes all powers other than those devolving on a Ministry in its capacity as Head of Office. It has to be ensured by I.F. Division that the sanctions issued by Administrative Ministry in exercise of delegated powers clearly indicate that they issue after consultation with IF Division.
- To 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 2015-2016 TO 2019-20 (UPTO 31ST DECEMBER, 2019 PROVISIONAL)

(Rs. in crore)

| Year | Demand No. | Budget Estimates | | | Revised Estimates | | | Actuals | | |
|-----------|------------|------------------|------------|---------|-------------------|------------|---------|---------|------------|---------|
| | | Scheme | Non Scheme | Total | Scheme | Non Scheme | Total | Scheme | Non Scheme | Total |
| 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 | 3630.81 | 99.74 | 3730.55 |
| 2018-2019 | 15 | 1690.17 | 114.35 | 1804.52 | 1690.17 | 109.20 | 1799.37 | 1679.08 | 108.54 | 1787.62 |
| 2019-2020 | 14 | 2176.00 | 115.82 | 2291.82 | 1950.00 | 119.50 | 2069.50 | 89.66 | 84.31 | 173.97* |

* Provisional Expenditure upto 31st December, 2019 as intimated by Pr. Accounts Office and includes the amount of Rs. 3.44 (3.27 + 0.17) Crore authorized in favour of other Ministries/Departments.

12.3 SUMMARY OF AUDIT OBSERVATIONS

12.3.1 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 31.12.2019).

| Name of Ministry/ Department | CAG Reports of 2016 | CAG Reports of 2017 | CAG Reports of 2018 | Total (1+2+3) |
|---|---|------------------------|------------------------|------------------|
| | (1) | (2) | (3) | (4) |
| Ministry of Consumer Affairs, Food & PD (Department of Consumer Affairs) | No Action Taken Note on the C&AG reports are pending. | | | |

12.3.2 NATIONAL TEST HOUSE (NTH)

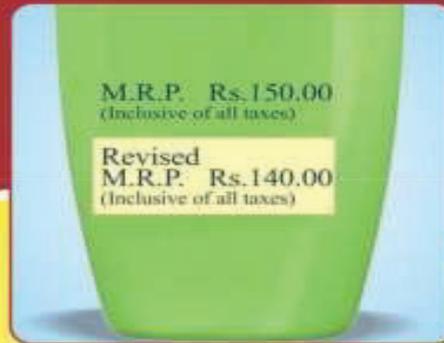
As per report available at NTH (HQ) regarding Action Taken so far at the end of Six regions of National Test House individually towards vacating the outstanding audit paras lying at the respective regions till 31.12.2019 are furnished below:

| SI No | NTH Regions | No of Outstanding Audit Para | No of Settled Audit Para | No of Pending Audit Para |
|-------|---------------------|---------------------------------|------------------------------|------------------------------|
| 1. | NTH (ER), Kolkata | 36 | 11 | 25 |
| 2. | NTH (WR), Mumbai | 22 | 18 | 04 |
| 3. | NTH (SR), Chennai | 46 Internal Audit 11 - CAG | 11 Internal Audit 4 - CAG | 35 Internal Audit 7 - CAG |
| 4. | NTH (NR), Ghaziabad | 79 | 67 | 12 |
| 5. | NTH (NWR), Jaipur | 16 | 14 | 2 |
| 6. | NTH (NER), Guwahati | 03 | Nil | 03 |

All the replies of pending cases have directly forwarded to Internal Audit Wing of Pr. PAO, DoCA, New Delhi.

MRP of Unsold Pre-packaged Commodities After Implementation of GST

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JAGO**



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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Department of Consumer Affairs

Ministry of Consumer Affairs, Food and Public Distribution
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Online Complaints: www.consumerhelpline.gov.in

clwp 08/10/130031R17/18

13. COMPLIANCE WITH THE OFFICIAL LANGUAGE ACT AND RULES FRAMED

The Hindi Division of this Department is working under the supervision of Economic Advisor and Chairman, Official Language Implementation Committee and to assist him there are Assistant Director (OL), One Senior Translation Officer and One Junior Translation Officer along with Two Stenographers and two consultants. 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, 1963 and the Rules framed thereunder.
2. For ensuring compliance with the provisions of the Official Language Act, 1963 and rules framed thereunder, check-points have been set up in the Department and these check-points were circulated in the department and effective steps were taken for the adherence to these checks points.

13.1 REVIEW

1. The Annual Programme for the year 2019-20 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.
2. 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 regularly during the year. Emphasis was laid in the meetings to increase the progressive use of Hindi.
3. Meeting of the Hindi Salahakar Samiti of the Ministry was held on 03rd October, 2016 and the tenure of the Samiti expired on 03.02.2018. As per the instructions of the Deptt of Official Language, Samiti is being reconstituted. As far as the reconstitution of the Samiti is concerned, the reconstitution of the Samiti is under the jurisdiction of Deptt of Food and Public Distribution and the above department is taking appropriate action in this regard.

13.2 INCENTIVE SCHEMES

1. The scheme for awarding cash prizes to Central Govt. Employees for noting and drafting in Hindi continued to be implemented during the year.
2. Special incentive for Hindi typing in addition to English typing continued to be given to employees of the Department.
3. The Department observed Hindi Fortnight from 01.09.2019 to 15.9.2019. 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, 2019. This year cash awards were awarded to all the participants of the competitions.



(Prize Distribution by Shri Ram Vilas Paswan, Hon'ble Minister, CAF&PD)

13.3 OTHER ACTIVITIES

1. Workshops relating 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 are being organized in the Department from time to time.

2. Information regarding interesting Hindi Books have been 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.
3. Continuous efforts were made to encourage progressive use of Hindi in official work not only in the Department but also in its attached and subordinate offices.

13.4 NATIONAL TEST HOUSE (NTH)

During 2019-20 (up to December), the following activities were undertaken for the implementation and promotion of Official Language at NTH, Headquarters and East Region.

- Meetings of Official Language Implementation Committee were held regularly in each quarter. The Decisions taken during these meetings were implemented effectively.
- Hindi Workshops were organised in each quarter as per rules. The Officers and Officials of every sections were trained and encouraged in these workshops to work in Official Language Hindi.
- The personnel who carried out their official work in official language, were encouraged by incentivizing them with cash prizes as per Government of India's rules.
- Hindi books were purchased. Hindi books on various disciplines containing information regarding scientific, social issues and other interesting information were purchased.
- A Hindi word along with its English synonyms is displayed near office entrance every day so that it becomes helpful in promotion of Official Language Hindi among office personnel.
- Hindi Magazine 'Vatayan' was published successfully in the Office. The Officers and staff contributed their self-written attractive poetry, stories, jokes etc. for this magazine. This magazine also covers the information on various activities of NTH.
- The Hindi Fortnight was organised magnificently during September 15, 2019 to September 30, 2019. During the event, various competitions such as Debate, Poetry recitation, Slogan & Poster and Essay writing etc. were organised in which most of Officers and staff participated and showed their affinity towards Official Language Hindi. The winners were encouraged and awarded prizes.



Hindi Fortnight Workshop at NTH (ER),
Kolkata



Hindi Fortnight Workshop at NTH (NR),
Ghaziabad



Hindi Fortnight Workshop at NTH (SR),
Chennai

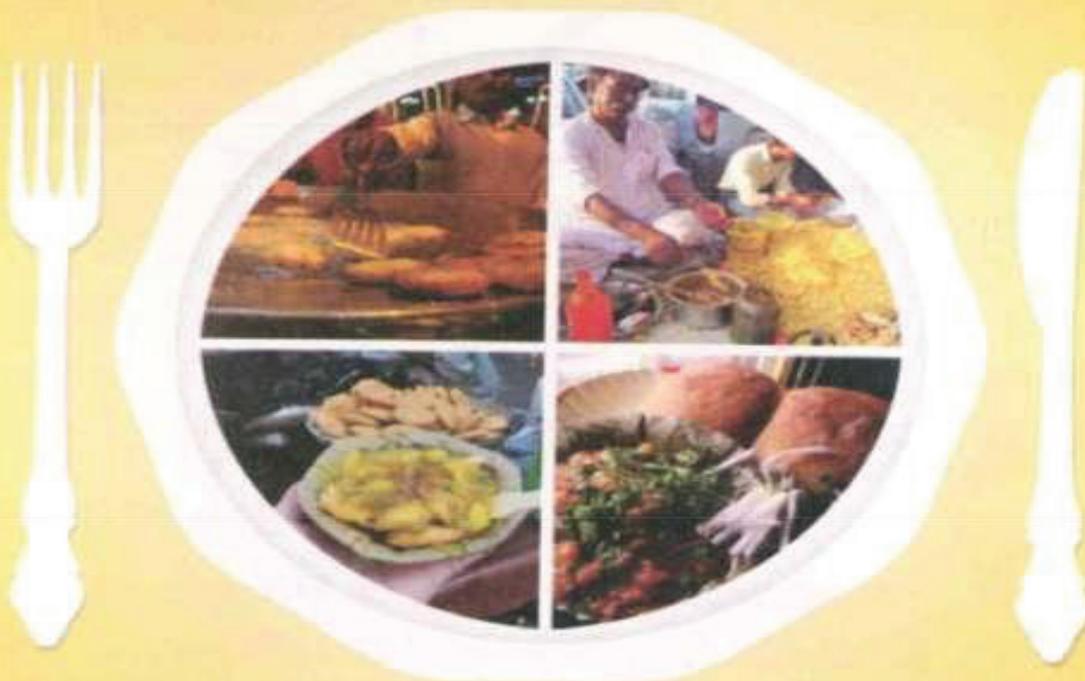


Hindi Fortnight Workshop at NTH (WR),
Mumbai



HEALTH IS WEALTH

Be cautious while eating street food



- Make sure street food stalls are clean and hygienic
 - Make sure food is fresh
- Check whether food is made with quality raw materials
 - Check if vendor himself is hygienic
 - Proper disposal and handling of waste



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Ministry of Consumer Affairs, Food and Public Distribution
Department of Consumer Affairs, Government of India
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For any help / clarification on consumer issues,
call National Consumer Help Line **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

Consumers Know your rights

to protect yourself from unfair trade practices



Be an alert Consumer, know your Rights

- You have a right to know the details of any product or service
- You have a right to choose any article or service
- You have a right to know the MRP, expiry date, weight and quantity
- You have a right to be protected against dangerous and unsafe products
- You have a right to get heard in consumer forum against grievances
- You have a right to examine quality marks such as ISI mark, agmark, hallmark.

Where to Complain?

- National Consumer helpline no. 1800-11-4000
- State Consumer Helpline (In regional languages) - for Helpline Number visit: <http://consumeraffairs.nic.in>
- CORE Centre: E-mail : complaints@core.nic.in
- CGRC, Department of Consumer Affairs, Jam Nagar House, New Delhi - 110011, Contact No. 011-23386210
- District Consumer Forum (For complaint of up to twenty lac rupees)
- State Commission (For complaint of more than 20 lac rupees up to one crore rupees)
- National Consumer Dispute Redressal Commission (For complaint of more than one crore rupees), Contact No. 011-24608801
- To locate the Consumer Forum in your area login to www.ncdr.nic.in



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14. CITIZEN CENTRIC E-GOVERNANCE INITIATIVES

NATIONAL INFORMATICS CENTRE (NIC)

The Department is actively involved in automation of many day to day manual tasks, during the year 2019

- I. A new version of the INGRAM V2.3 which is the web portal <https://consumerhelpline.gov.in> was launched by the Department. The upgraded version provides the sector specific facility to enter the grievance in the system. A BOT based chat application was also developed and implemented by NIC. 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. Consumer App was an initiative of the Department of Consumer Affairs, Government of India. Consumers can use this app in Hindi and English and in both Android and iOS platform. This App can be downloaded freely in both Google Play Store and App Store.
- III. Proposals under the Consumer Welfare Fund Scheme were called online for financial assistance to promote and protect the welfare of the consumers and strengthen the consumer movement in the country. Process for verification of Voluntary Consumer Organisations (VCOs) has been integrated with NGO Darpan portal.
- IV. The daily retail and wholesale prices of 22 essential commodities are being collected from all India across 109 centers through the online application 'Price Monitoring System'.
- V. Two twitter handles @consaff for addressing consumer grievances including e-commerce related matters and @jagograhaakjago for creating awareness amongst consumers are in place.
- VI. An online system has been developed by NIC for the procurement/import and disposal of pulses and agri-horticultural commodities under Price Stabilization Fund (PSF) by the different agencies (eg. FCI, NAFED, SFACX, MMTC and STC).
- VII. The Automation and Networking of Consumer Fora and Commissions across the country is supported by the CONFONET Project of the Department which is being Design, Developed and implemented by the NIC.

- VIII. The process of Model Approval of the Legal Metrology Division has been automated to enable online application and approval.
- IX. The process of registration of importers for weights and measurements instruments of the Legal Metrology has been automated to enable online application and approval.
- X. Software for Direct Selling Entities declaration, action taken report on EC Act and action taken report on Legal Metrology (GST and enforcement) developed and implemented.

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 Consumer App

Consumer App is an initiative of the Department of Consumer Affairs, Government of India. Consumers can use this app in Hindi and English and in both Android and iOS platform. This App can be downloaded freely in both Google Play Store and App Store.

14.2 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.

14.3 e-BOOK: an e-book

E-Book on “100 days achievements” has been published on the website of the Department of Consumer Affairs <http://consumeraffairs.nic.in>

14.4 INGRAM V2.3

During the year 2018, A new version of the INGRAM V2.3 which is the web portal <https://consumerhelpline.gov.in> was launched by the Department. The upgraded version provides the sector specific facility to enter the grievance in the system. A BOT based chat application also developed and implemented by NIC. 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.

14.5 ONLINE CONSUMER WELFARE FUND PROPOSALS

Proposals under the Consumer Welfare Fund Scheme were called online for financial assistance to promote and protect the welfare of the consumers and strengthen the consumer movement in the country. Process for verification of Voluntary Consumer Organisations (VCOs) has been integrated with NGO Darpan portal.



14.6 ONLINE PRICE MONITORING SYSTEM

The daily retail and wholesale prices of 22 essential commodities is being collected from all India across 114 centres 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 114 centers situated across the country has been fully automated. Reports are generated and circulated to various decision-making authorities. NIC working under PMD has recently rationalized the daily Price report and has included new features like colour coding showing variation, discrepancies in price reporting, etc.

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 Mobile Apps for Consumers.

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 ONLINE REGISTRATION OF IMPORTERS

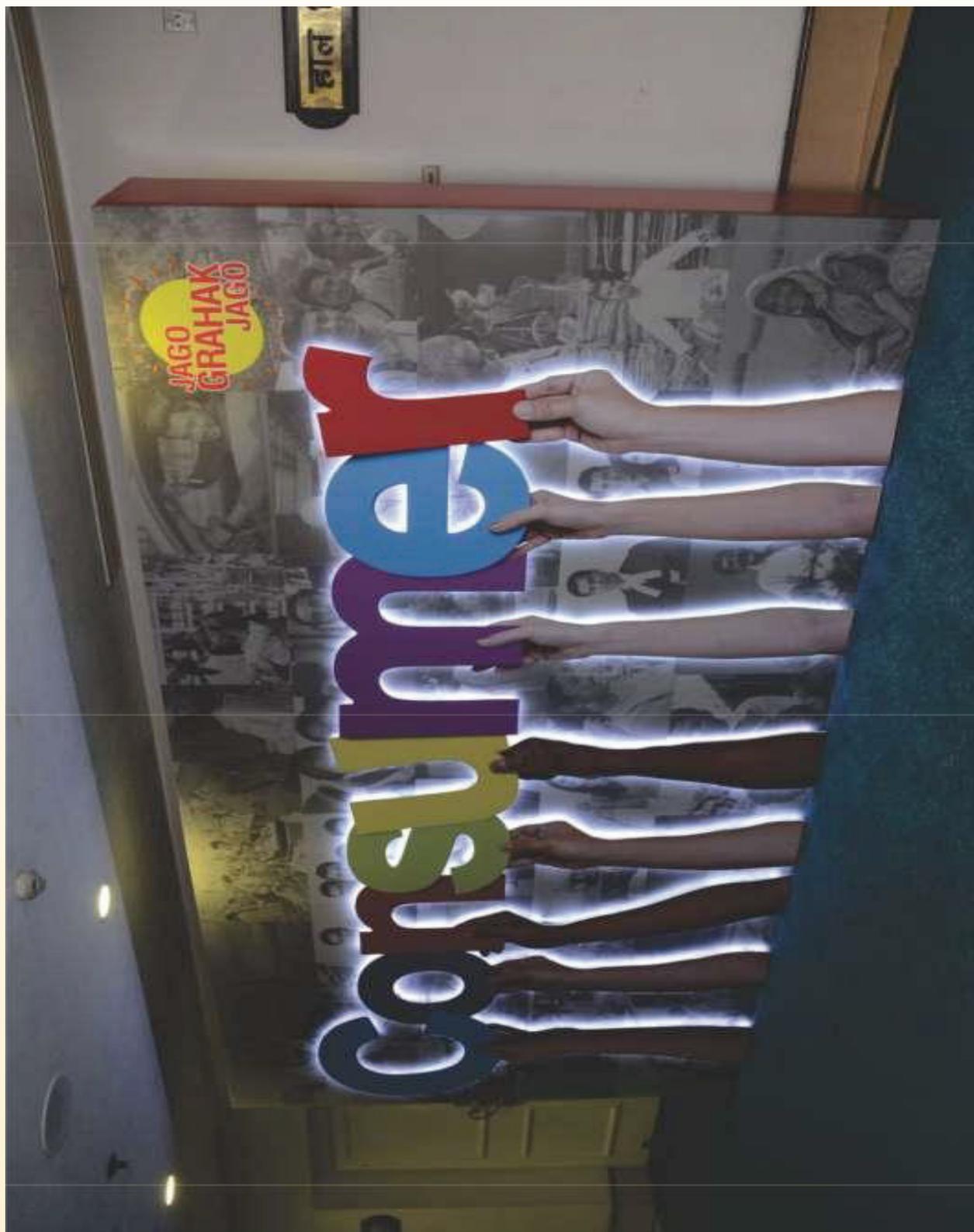
The process of registration of importers for weights and measurements instruments of the Legal Metrology has been automated to enable online application and approval.

14.10 PROCUREMENT AND DISPOSAL SYSTEM FOR PULSES

The procurement/import and disposal of pulses and agri-horticultural commodities under Price Stabilization Fund (PSF) by the different agencies (e.g. FCI, NAFED, SFACX, MMTC and STC) reported online. This helped to higher officer for taking the decisions for procurement / imports and disposal also. This software give the information related to stock in hand position.

14.11 OTHER E-GOVERNANCE INITIATIVES

Various e-governance projects such as PFMS, 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.



15. NUMBER OF SC/ST/OBC/PWD/EXM/ESM OFFICERS

15.1 The instructions issued by the Department of Personnel and Training from time to time regarding representation of Scheduled Caste/Scheduled Tribes/OBCs in direct recruitment and promotion to various grades and services were followed.

The number of persons belonging to Scheduled Castes, Scheduled Tribes, Other Backward Castes, Persons with Disabilities and Ex-Servicemen/ESM employed in the Department of Consumer Affairs and its attached/subordinate offices are as under:

**15.2 STATEMENT SHOWING THE NUMBER OF SC/ST/OBC/PWD/EXM/WOMEN
(AS ON 31.12.2019)**

| Group of Post | Sanctioned Strength | Total Number of employees in position | Number of employees out of Col. 3 belonging to | | | | | | | | |
|----------------------------|---------------------|---------------------------------------|--|----|-----|---------------------------|----|----|-----|-------|-----|
| | | | SC | ST | OBC | Persons with Disabilities | | | EXM | WOMEN | EWS |
| | | | | | | VH | HH | OH | | | |
| 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 11 | 12 |
| Group A | 186 | 150 | 21 | 9 | 18 | 00 | 00 | 02 | 02 | 21 | 00 |
| Group B (Gazetted) | 175 | 120 | 16 | 7 | 11 | 00 | 00 | 04 | 00 | 22 | 00 |
| Group B, (Non-Gazetted) | 244 | 151 | 24 | 8 | 39 | 01 | 01 | 03 | 00 | 36 | 00 |
| Group C | 595 | 302 | 42 | 23 | 40 | 00 | 01 | 01 | 01 | 32 | 00 |
| Total | 1200 | 723 | 103 | 47 | 108 | 01 | 02 | 10 | 03 | 111 | 00 |

VH- Visually Handicapped

HH-Hearing handicapped

OH- Orthopedically Handicapped

EXM-Ex-Serviceman

EWS- Economically Weaker Section

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)

15.3 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 & Non-Scientific Cadre), B & C (including erstwhile Group D) employees as on 31 Dec 2019 was 1217, 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 & Non-Scientific Cadre) | 452 | 86 | 29 | 102 | 04 | 01@ | 02 |
| B | 361 | 66 | 14 | 06 | 05 | - | - |
| C | 308 | 69 | 36 | 73 | 15 | - | 01 |
| D* | 96 | 38 | 03 | 02 | 02 | - | - |
| Total | 1217 | 259 | 82 | 183 | 26 | 01 | 03 |

- DG and ADG have been not included in the strength, since they are on Central Deputation.
- CVO has not been included in the strength, since he is on central deputation.

@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.

In the upcoming process of recruitment, vacant post for PWD candidates as per DoPT norms have been identified.

15.4 SC/ST EMPLOYEES IN NTH & SCHEMES FOR THE BENEFIT OF PERSONS WITH DISABILITIES

The position of SC/ST/OBC/EXM candidates against the number of employees in position, as on 31.12.2019.

| Group of Post | Sanctioned Post | Total Number of employees in position | Number of employees out of column 3 belonging to | | | | | | | |
|-----------------------|-----------------|---------------------------------------|--|-----|-----|-----|-----|-----|------|-----------------------------|
| | | | SC | ST | OBC | PH | | | EXM | Women employees in position |
| | | | | | | VH | HH | OH | | |
| (1) | (2) | (3) | (4) | (5) | (6) | (7) | (8) | (9) | (10) | (11) |
| Group A | 96 | 76 | 11 | 04 | 10 | Nil | Nil | 01 | Nil | 08 |
| Group B, Gazetted | 105 | 63 | 07 | 05 | 11 | Nil | Nil | 01 | Nil | 08 |
| Group B, Non-Gazetted | 148 | 90 | 18 | 07 | 25 | Nil | 01 | 02 | Nil | 21 |
| Group C | 366 | 156 | 19 | 05 | 09 | Nil | 01 | Nil | 01 | 16 |
| Total | 715 | 385 | 55 | 21 | 55 | Nil | 01 | 04 | 01 | 53 |

VH – Visually Handicapped, HH – Hearing Handicapped, OH – Orthopedically Handicapped, EXM – Ex-serviceman

The one who delivers the gas cylinder to you... comes with a weighing scale... to weigh it before you!



Total Weight of LPG Cylinder: 29.5 Kg
Weight of Gas : 14.2 Kg
Weight of Empty Cylinder : 15.3 Kg

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For incorrect weight, complain to Controller of Legal Metrology (Weights & Measures) of the concerned State/Union Territory. Visit www.consumeraffairs.nic.in to locate their contact details.

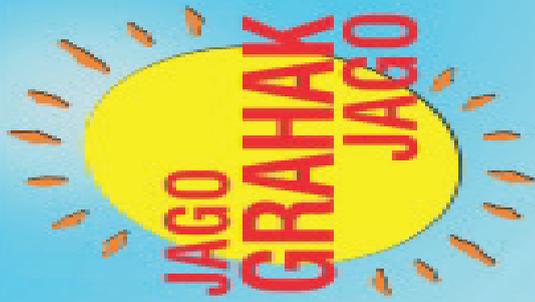
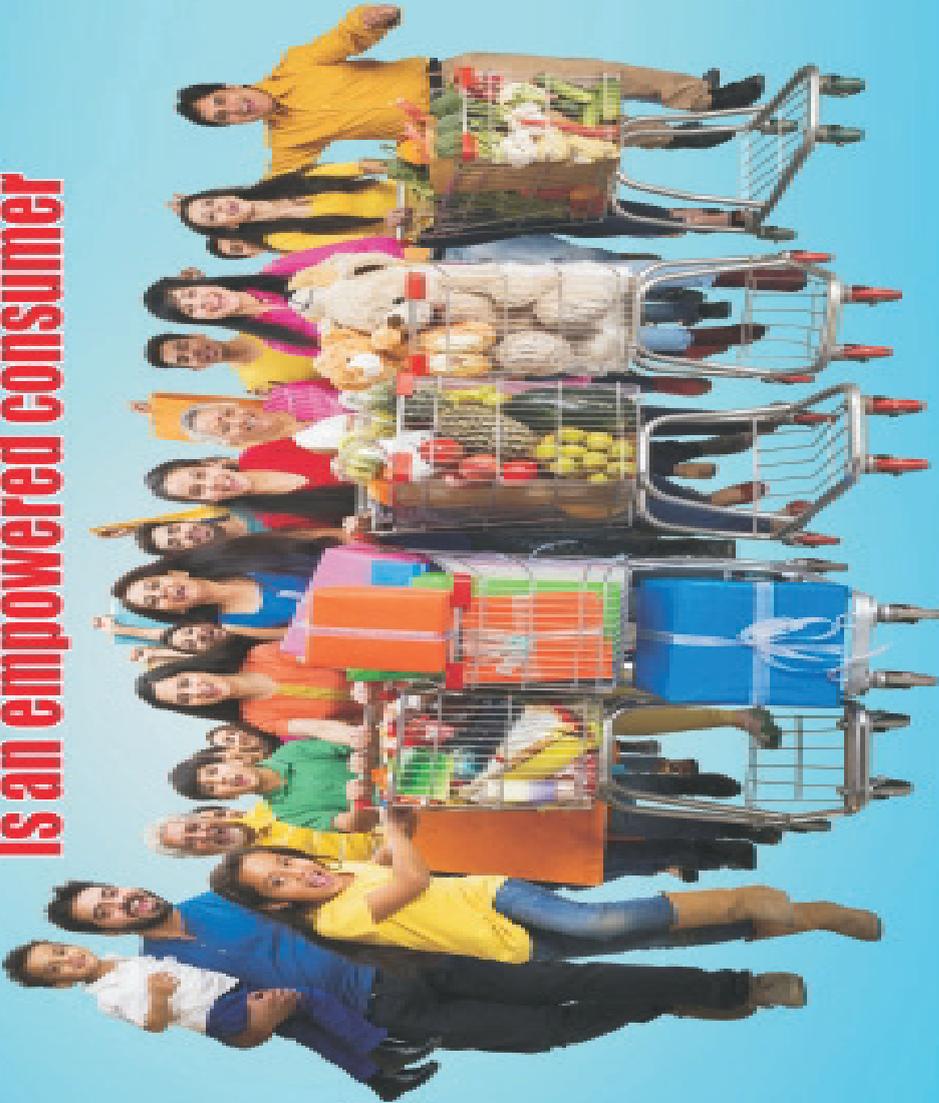
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National Consumer Helpline :
1800-11-4000 or 14404 (Toll Free)

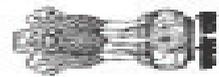
Online Complaints : www.consumerhelpline.gov.in

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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



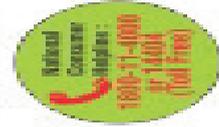
Department of Consumer Affairs

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

Website : www.consumeraffairs.nic.in



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16. SCHEMES FOR THE BENEFIT OF PHYSICALLY DISABLED PERSONS

16.1 STATEMENT SHOWING THE NUMBER OF PERSONS WITH DISABILITIES IN VARIOUS GROUPS (AS ON 31.12.2019)

| 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 | 186 | 150 | 00 | 00 | 02 |
| Group B (Gazetted) | 175 | 120 | 00 | 00 | 04 |
| Group B (Non-Gazetted) | 244 | 151 | 01 | 01 | 03 |
| Group C | 595 | 302 | 00 | 01 | 01 |
| Total | 1200 | 723 | 01 | 02 | 10 |

VH- Visually Handicapped

HH-Hearing handicapped

OH- Orthopedically Handicapped

16.2 SCHEMES FOR PERSONS WITH DISABILITIES IN BUREAU OF INDIAN STANDARDS (BIS)

i) As per the GOI instructions, 4% reservation is being provided to the persons with disabilities in direct recruitment under Group A, B, C & D posts. Further 4% 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 08 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.

16.3 SCHEMES FOR THE BENEFIT OF PERSONS WITH DISABILITIES IN NTH

In regard to “Activities for the benefits of the persons with disabilities”, it is stated that this office has successfully implemented and complied the requirements of Lift, Staircase and Toilet facilities for the disabled persons at all existing Regions of NTH.

16.4 SEXUAL HARASSMENT OF WOMEN AT WORK PLACE

16.4.1 DEPARTMENT OF CONSUMER AFFAIRS

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, 25th May, 2017, 18th June 2018 and 08th November 2018 and 9th January, 2020. 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 (BIS) | Member |
| 3 | Representative from YWCA | Member |
| 4 | Under Secretary (CPU) | Member Secretary |
| 5 | Assistant Director(PMD) | Member |

2. 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.

16.4.2 LEGAL METROLOGY

No complaint has been received in respect of Sexual Harassment of Women at working place.

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Packaged products depicting correct information
Are the right choice for consumers

Checklist

- Name and address of Manufacturer/Packer/Importer
- General or common name of the product
- Quantity/ Number in standard unit
- MRP Rs. incl. taxes
- Consumer Grievance contact person details
- Month and Year of Manufacturing
- Manufacturing and expiry date for consumables

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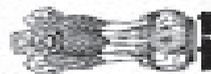
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Ministry of Consumer Affairs, Food & Public Distribution
Department of Consumer Affairs, Government of India
Website : www.consumeraffairs.nic.in

You can also log in your complaints at www.nationalconsumerhelpline.in & www.care.nic.in (Toll Free No. 1800-11-4566)

17. INITIATIVES IN THE NORTH EAST STATES

17.1 LEGAL METROLOGY IN NORTH EAST REGION:

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.

17.2 INFORMATION, EDUCATION & COMMUNICATION (IEC)

Consumer Awareness messages were spread in the North Eastern States through various Kendras of Doordarshan and All India Radio Stations. Specific campaigns for NE areas were broadcast through AIR in local languages such as Assamese, Khasi, Garo, Mizo, Manipuri and Nagamese.

17.3 PRICE MONITORING DIVISION

Price Monitoring Division (PMD) 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 114 centres including 10 centres from North East, viz. Itanagar, Guwahati, Imphal, Shillong, Tura, Jowai, Aizawl, Dimapur, Gangtok and Agartala.

PMD is implementing Scheme for Strengthening of Price Monitoring Division (PMD) in the States. To strengthen the price monitoring mechanism in the North Eastern States, PMD through its Scheme for Strengthening of PMC provided financial assistance to State Government of Meghalaya during the year 2019-20 and proposal from Arunachal Pradesh is under process.

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. So far, in 2018-19, Mizoram have evinced interests for taking pulses from the buffer.

Rs 75 crore was released as 1st installment of Centre's share as a matching contribution to Govt. of Assam in December 2019 for creation of a revolving fund of Rs 200 crore for State Level

Price Stabilisation Fund of Assam. The State Government has conveyed that the fund will be utilised for market intervention activities in case of onions and Masur Dal.

17.4 CONSUMER PROTECTION

Statement showing scheme-wise expenditure/utilization of 10% Lump sum provision earmarked for the North Eastern Region during 2019-20

(Rs. in Lakh)

| S. No. | Name of Scheme | Allocation for NER [RE 2019-20 (Rs. in lakh) | Expenditure 2019-20 (as on. 26.12.2019) |
|--------|-----------------------------|--|---|
| 1. | Strengthening Consumer Fora | | |
| | 2552 . 00.31, .00.35 | 10.00 50.00 | 9.79 - |
| 2. | CONFONET | | |
| | 2552 (01.99.13) | 290.00 | 253.00 |
| | Total | | 262.79 |

17.5 ACTIVITIES OF NTH, GUWAHATI IN NORTH EASTERN REGION

A Satellite branch of NTH was established in the year 1996 at C.I.T.I Complex, Kalapahar, Guwahati -781016 which was taken on rent from Govt. of Assam with a view to meet the Testing, Evaluation & Quality Control requirements of materials and finished products from the North-Eastern region of the country. The seven nos. of sheds for its office and laboratory premises with an approx. area of 12,600 square ft. and a hostel block was provided by the Director of Commerce, Govt. of Assam. NTH (NER), Guwahati has been established keeping in view the development of North Eastern region of the country through quality assurance of the consumable engineering products.

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

- I. Testing & Quality Evaluation of various Engineering Materials, viz., Civil & Chemical (building materials, paver blocks, coal, admixture etc.), Mechanical (TMT, Structural steel, Aluminium section etc.)
- II. Providing Training in Testing Methodologies for Cement, Water, General Chemicals, Steel, etc.
- III. Providing Consultancy Services in the fields of Laboratory Set-up quality of Ceramic Materials etc.
- IV. Participating in the Project work undertaken by various NGOs and other organizations, depending on the existing facilities in NTH (NER), Guwahati.

17.5.2 To serve the consumers as a whole, NTH(NER), Guwahati, has a scope to play a vital role in the movement of growing industrialization of the region, in both sectors of “ Agro-based” and “Mineral-based” industries. As such, the future planning for this region is as under:

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

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

In order to comply with the Govt. of India policy for streamlining infrastructural development in the North-Eastern region, NTH decided to construct a Permanent Office-cum-Laboratory-Building for NTH (NER), Guwahati during the 11th five year plan by demolishing the existing semi-permanent sheds phase-wise. The construction of the Permanent Office-cum-Laboratory-Building has been completed and officially handed over to NTH by CPWD. Inauguration of the new building took place on 19.02.2016. The new building was inaugurated by the Hon’ble Minister Shri Ram Vilas Paswan, DoCA.

NTH (NER), Guwahati, manifests the optimum utilization of the facilities overcoming the constraints in regulating the region. The region expects that emerging industries in and around and consumers from all walks of life will utilize the scope of evaluation and quality assurance of their products under one umbrella.

17.6 BUREAU OF INDIAN STANDARDS

The total operative licences in all seven North Eastern States up to 31 December 2019 is 1267 (587 licences for Product Certification and 680 licences for Hallmarking) which is 16% more than the previous year.

BIS also has a laboratory at Guwahati with testing facilities in the mechanical field and test products like strength deformed steel bars (HSD steel bars), corrugated and semi corrugated asbestos cement sheet, PET bottles & jars for Packaged Drinking Water and plywood etc.



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- Right to **REDRESSAL**
- Right to **INFORMED**
- Right to Consumer **EDUCATION**
- Right to **CHOOSE**
- Right to be **HEARD**

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