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**STANDING COMMITTEE ON CONSUMER AFFAIRS, FOOD AND  
PUBLIC DISTRIBUTION (2024-25)**

**EIGHTEENTH LOK SABHA**

**MINISTRY OF CONSUMER AFFAIRS, FOOD AND PUBLIC DISTRIBUTION  
(DEPARTMENT OF CONSUMER AFFAIRS)**

**DEMANDS FOR GRANTS  
(2024-25)**

**FIFTH REPORT**



**LOK SABHA SECRETARIAT  
NEW DELHI**

**December, 2024/ Agrahayana, 1946 (Saka)**

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(DEPARTMENT OF CONSUMER AFFAIRS)**

**DEMANDS FOR GRANTS  
(2024-25)**

*Presented to Lok Sabha on 16.12.2024*

*Laid in Rajya Sabha on 16.12.2024*



**LOK SABHA SECRETARIAT  
NEW DELHI**

**December, 2024/ Agrahayana, 1946 (Saka)**

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**Composition of the Standing Committee on Consumer Affairs, Food and Public  
Distribution (2024-25)**

**Smt. Kanimozhi Karunanidhi - Chairperson**

**MEMBERS  
LOK SABHA**

2. Shri Anto Antony
3. Shri Sudip Bandyopadhyay
4. Shri Jaswantsinh Sumanbhai Bhabhor
5. Smt. Malvika Devi
6. Shri Manish Jaiswal
7. Shri Saumitra Khan
8. Shri Manoj Kumar
9. Shri Sunil Kumar
10. Shri Bharat Singh Kushwah
11. Shri Ajendra Singh Lodhi
12. Shri Neeraj Maurya
13. Shri Bastipati Nagaraju
14. Shri Haribhai Patel
15. Shri Ashok Kumar Rawat
16. Shri Buntly Vivek Sahu
17. Shri Rao Rajendra Singh
18. Shri Ujjwal Raman Singh
19. Shri Bajrang Manohar Sonwane
20. Dr. Indra Hang Subba
21. Shri Rajmohan Unnithan

**RAJYA SABHA**

22. Smt. Sumitra Balmik
23. Shri Prakash Chik Baraik
24. Shri Rambhai Harjibhai Mokariya
25. Shri Baburam Nishad
26. Smt. Ranjeet Ranjan
27. Shri Arun Singh
28. Vacant
29. Vacant
30. Vacant
31. Vacant

**SECRETARIAT**

1. Dr. Ram Raj Rai - Joint Secretary
2. Dr. Vatsala Joshi - Director
3. Dr. Mohit Rajan - Deputy Secretary
4. Shri Abdul Khan - Assistant Committee Officer

## INTRODUCTION

I, the Chairperson of the Standing Committee on Consumer Affairs, Food and Public Distribution (2024-25) having been authorized by the Committee, to present on their behalf the Fifth Report (Eighteenth Lok Sabha) on Demands for Grants (2024-25) relating to the Ministry of Consumer Affairs, Food and Public Distribution (Department of Consumer Affairs).

2. The Committee examined/scrutinized the detailed Demands for Grants (2024-25) of the Ministry which were laid on the Table of the House on 31.07.2024. The Committee took oral evidence of the representatives of the Ministry of Consumer Affairs, Food and Public Distribution (Department of Consumer Affairs) on 11.11.2024.

3. The Committee wish to express their thanks to the officers of the Ministry of Consumer Affairs, Food and Public Distribution (Department of Consumer Affairs) for appearing before the Committee and furnishing the material and information which the Committee desired in connection with the examination of the Demands for Grants (2024-25).

4. The Draft Report was considered and adopted by the Committee at their sitting held on 12.12.2024.

5. For facility of reference and convenience, the observations/recommendations of the Committee have been printed in **bold** type in the body of the Report.

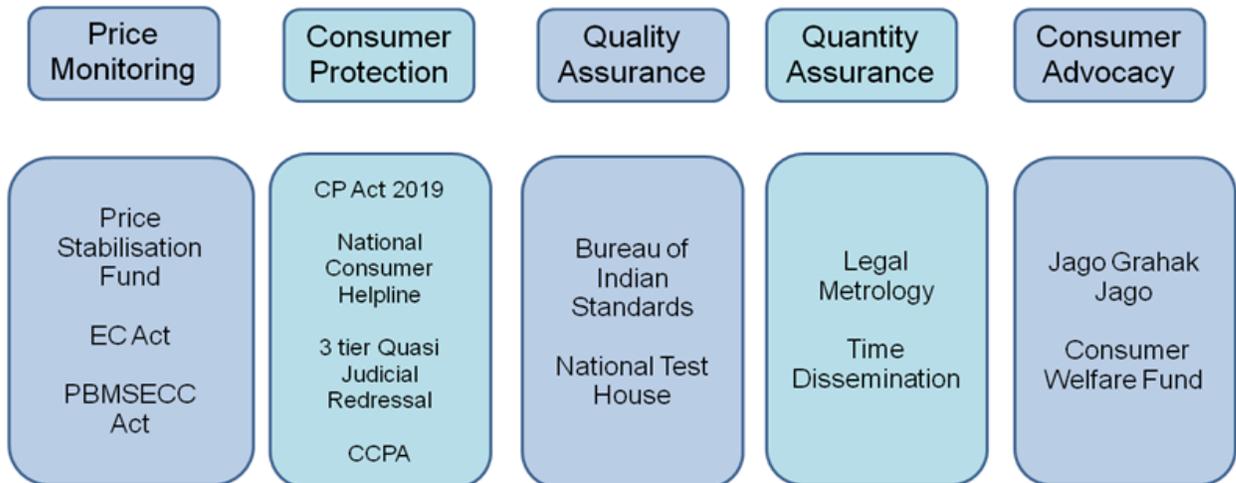
**New Delhi;  
12 December, 2024  
21 Agrahayana, 1946 (Saka)**

**Kanimozhi Karunanidhi  
Chairperson,  
Standing Committee on  
Consumer Affairs, Food and Public Distribution**

## **CHAPTER I**

### INTRODUCTORY

#### **(i) DEPARTMENT AT A GLANCE**



#### **(ii) ROLE OF THE DEPARTMENT**

1.2 The Department of Consumer Affairs (DoCA) 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.

The new Consumer Protection Act, 2019 came into force on July 20th, 2020 in India, replacing the previous enactment of 1986. The new Act overhauls the administration and settlement of consumer disputes in India. It provides for strict penalties, including jail terms for adulteration and for misleading advertisements. More importantly, it now prescribes rules for the sale of goods through e-commerce. 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

**(iii) MANDATE OF THE DEPARTMENT**

1.3 The Department has been entrusted with administering: -

- The Consumer Protection Act, 2019
- The Essential Commodities Act, 1955 (Supply, Price and Distribution of Essential Commodities not dealt with specifically by any other Department).
- Prevention of the Black marketing and Maintenance of Supplies of Essential Commodities Act, 1980;
- Legal Metrology Act, 2009;
- Regulation of Packaged Commodities.
- The Standards of Weights and Measures.
- Price Stabilisation Fund.
- The Emblems and Names (Prevention of Improper Use) Act, 1952.
- The Bureau of Indian Standards Act, 2016.
- Consumer Cooperatives.
- Monitoring of prices and availability of essential commodities.
- National Test House.

**(iv) VISION OF THE DEPARTMENT**

1.4 The Vision of Department is as follows:

- Provide timely and effective consumer grievance redressal.
- Prevent malpractices of quality and measurements.
- Ensure availability of essential food commodities at reasonable prices.

**DEPA**• Move beyond consumer protection to consumer prosperity.

## CHAPTER - II

### DEMANDS FOR GRANTS (2024-25)

#### (i) OVERVIEW

##### General Performance of the Department

The BE, RE and AE during the last 5 years is as follows:

Year	BE	RE	Actuals
2019-20	2291.82	2069.50	1942.36
2020-21	2561.00	12298.91	11388.86
2021-22	3237.60	2717.14	2262.69
2022-23	1762.38	256.55	249.72
2023-24	287.66	367.13	311.57
2024-25	10359.81	-	6,341.39 (upto 30.10.24)

2.2. In response to a query regarding the Budget Estimates for 2023-24, which stood at ₹287.66 crore—significantly lower than previous years—and the subsequent revision to ₹367.13 crore at the Revised Estimates (RE) stage, the Department of Consumer Affairs (DoCA), in a written reply, provided the following explanation for the factors that influenced this reduction:

“ The major reason for reduction in the budget for the year 2023-24 is reduction in budget provision under the PSF scheme. The Budget of Price Stabilization Fund was reduced by Rs 1499.99 Cr at RE stage during 2022-23. This resulted in significant reduction in the overall budget of the department during 2023-24 as compared to previous years.”

2.3. In response to a query regarding the total expenditure incurred so far during 2024-25 under this head, the Department of Consumer Affairs (DoCA) provided that the total expenditure under Grant No. 14 Department of Consumer Affairs upto 30.09.2024 is Rs 5217.03 Cr., i.e 50.35%.

2.4. The Committee observed that the Revised Estimates for 2020-21 saw a significant increase, rising from ₹2,561 crore to ₹12,298.91 crore, with the Actual

Expenditure reaching ₹11,388.86 crore. In response to a query regarding the specific factors that contributed to this surge in expenditure, the Department of Consumer Affairs (DoCA) provided the following reply:

“During 2020-21 due to Covid outbreak, various PSF operations like distribution of pulses free of cost from PSF buffer under Pradhan Mantri Garib kalyan Anna Yojana (PMGKAY) during April - November, 2020 and Atma Nirbar Bharat Yojana Package (ANB) during May and June, 2020 were undertaken to alleviate hardships on account of COVID-19. In addition to utilization of pulses in buffer, transfer of around 12.50 LMT pulses procured under PSS was taken to be utilized under PMGKAY/ANB.”

2.5. It was noted that for 2022-23, the Revised Estimates decreased significantly to ₹256.55 crore, compared to the initial Budget Estimates of ₹1,762.38 crore. In response to a query regarding the primary reasons for this sharp reduction at the RE stage, and whether certain programs were delayed or cancelled, along with details of such changes, the Department of Consumer Affairs (DoCA) provided the following reply:

“The BE allocation of ₹1500 crore for PSF in 2022-23 was reduced to ₹0.01 crore at Revised Estimates stage as the approval of the scheme for continuation in the 15th Finance Commission award period was pending. The scheme has now been approved on 18.9.2024 as a sub-component of the umbrella scheme of PM-AASHA. During previous two years, sale proceeds from previous PSF operations accrued to the PSF Corpus were utilized to meet the expenditure requirement for procurement/disposal activities of various PSF operations.”

2.6 The Department has informed the Committee that for the upcoming 2024-25 Budget, a proposed allocation of ₹10,359.81 Crore has been earmarked for the Department of Consumer Affairs under the Central Sector Schemes. The detailed scheme-wise budget allocation for 2024-25, compared to the 2023-24 allocation, is as follows:

(In ₹ Crore)

Scheme	BE 2023-24	RE 2023-24	BE 2024-25	Expn. Upto 31.10.2024	% of Actual to BE 2024-25 (upto 31.10.2024)
Revenue	259.59	316.69	10,293.49	6,286.28	61.07
Capital	28.07	50.44	66.32	55.11	83.10
Total (Revenue +Capital)	287.66	367.13	10,359.81	6,341.39	61.21

2.7 In response to the Committee's query regarding the reasons why the actual expenditure has been lower than both the Budget Estimates and Revised Estimates since 2019-20, and the steps being taken to improve budget planning and execution to better align expenditure with budgeted amounts, the Department of Consumer Affairs (DoCA) provided the following reply:

- a. *“To improve budget planning and execution to align expenditure with budgeted amounts in recent years, the Department of Consumer Affairs has taken several strategic steps to improve budget planning and execution, ensuring that expenditure aligns more closely with budgeted allocations. These steps focus on better forecasting, streamlined project execution, and enhanced monitoring of fund utilization. These measures include Improved Budget Forecasting and Realistic Target Setting, Regular Reviews, Enhanced Project Execution and Monitoring, Increased Collaboration with States and Implementing Agencies etc.*
- b. *Fluctuations in BE, RE and Actual expenditures are attributed to the Covid pandemic, PMGKAY, introduction of Bharat chana dal and prices and availability situation of pulses specially Tur, Urad and Chana. To improve financial management and implement just in time expenditure, as per DoE directive to follow CNA Model-2 of fund flow, the funds allocated under PSF are being released to implementing agencies through PSF CNA. The fund is being released as per DoE guidelines & Model-2 through PFMS. No deviation of funds under PSF is permitted and funds are released as per*

*PSF guidelines with approval of Price Stabilisation Fund Management Committee (PSFMC).*

- c. Under the scheme for strengthening consumer commissions, efforts are now being made to have budgetary provisions as per the anticipated proposals and efforts are also being made to incur the expenditure as per the MEP/QEP and also have regular review and follow up with the concerned States/UTs. Similarly, under CONFONET, the Actual Expenditure has largely been in accordance with the Budget Provisions made at the R.E stage, barring 2023-24. However, Budget Provisions are now being made as per the estimated operational requirements under the scheme.*
- d. To improve budget planning and execution and align expenditures with budgeted amounts, NTH has taken several key steps such as establishing specific, measurable goals for each budgetary item, ensuring that expenditures are directly tied to the objectives and facilitating accountability. Additionally, NTH has implemented a review process for tracking expenditure against the budget, allowing for early identification of variances and enabling necessary adjustments.”*

2.8 In response to the query regarding the potential impact of the low budget allocation during 2023-24 on long-term projects or schemes related to consumer awareness, price monitoring, and legal metrology, and how the Department plans to address any potential delays or funding gaps, the Department of Consumer Affairs has stated as follows:

*“The major change in budget during 2023-24 is under the head PSF. For BE 2023-24 ₹0.01 crore was allocated for PSF as the approval of the scheme for continuation in the 15th Finance Commission award period was pending. The Department has managed the PSF operations for price control using the sales proceeds and taking the Pulses (Chana, Masur, and Moong) from PSS of DAFW on credit basis. During previous two years, sale proceeds from previous PSF operations accrued to the PSF Corpus were utilized to meet the expenditure requirement for procurement/disposal activities of various PSF operations.”*

**2.9 The Committee note that during 2019-20, actual expenditure was lower than both the BE (₹2291.82 crore) and RE (₹2069.50 crore) while in 2020-21 the RE increased significantly from ₹2561.00 crore to ₹12298.91 crore, during 2021-22 actual expenditure was considerably lower than both the BE (3237.60) and RE (₹2717.14 crore) and it was not fully utilized, also during 2022-23 the RE was dramatically reduced from ₹1762.38 crore to ₹256.55**

crore. Such trends and inconsistencies in the Budget Estimates (BE), Revised Estimates (RE), and Actual Expenditures (AE) during the last five fiscal years i.e. 2019-20 to 2024-25 may not be treated as a good sign and shows non-seriousness of the Government. Hence, the Committee strongly recommend the Department to take all necessary steps for realistic budget planning and proper execution to align expenditure with budgeted amounts during the current financial year and in coming years.

(Recommendation No. 1)

**(ii) CAPITAL SECTION**

2.10. The BE, RE and AE under Capital Section during the last 5 years is as follows:

(In ₹ Crore)

Year	Budget Estimates (BE)	Revised Estimates (RE)	Actuals
2019-20	51.50	17.86	13.43
2020-21	55.40	34.19	33.37
2021-22	46.05	19.41	18.53
2022-23	19.85	26.62	25.64
2023-24	28.07	50.44	48.64
2024-25	66.32	-	55.11 (upto 30.10.24)

2.11 When asked whether the department has been able to utilize the revised allocation efficiently during 2023-24, the department provided the following details:

“(a)The efficient utilization of the revised increased allocation during this period largely depends on the specific objectives. In general, funds were utilized toward upgrading testing and calibration equipment, modernizing infrastructure and enhancing capacity building through training programs..

(b)Additionally, digital transformation efforts, including the development of National Legal Metrology Portal have been prioritized to streamline licenses, registrations, verifications and enforcement/ compliance processes. Increased budget allocations have also improved regulatory enforcement,

along with public awareness campaigns to ensure widespread understanding of legal metrology laws.

(c) In FY 2023-24, NTH successfully utilized almost the entire revised estimate of ₹12.28 Cr, with actual expenditure totaling ₹10.73 Cr. The unutilised amount pertains to expenditure for NER Region.”

2.12 On being asked to justify the regular trend of budget allocation at the BE stage, reductions at the RE stage, and actual expenditure for the years 2019-20, 2020-21, 2021-22, and 2022-23, as well as whether the department has faced challenges in executing capital projects as planned, leading to underutilization of funds, the department provided the following response:

“The COVID-19 pandemic had a significant impact on budget allocations, especially in 2019-20, 2020-21 and 2021-22. A large portion of funds originally allocated to capital projects could not be spent by implementing agencies like CPWD, NPL, India Government Mint, Mumbai etc. due to critical pandemic response measures. This led to underutilization of capital expenditure funds, as we were unable to proceed with planned projects.

However, from 2022-23 onwards, the RE was increased and accordingly expenditure was made.”

2.13 Further regarding efforts made by the Department to create capital assets for consumer protection over the past five years, and how these efforts have contributed to improving consumer grievance redressal mechanisms, awareness programs, or infrastructure development, the Department of Consumer Affairs provided the following written reply:

(a) Under the Strengthening of Consumer Commissions (SCC) scheme, financial assistance is given for construction/ renovation of State Commission/ District Commission buildings/ toilets, as well as for acquiring non-building assets. In this context, funds amounting to ₹ 219 lakh were released to the state of Karnataka in 2021-22 for the construction of new District Commission building at Tumkur and completion of construction works at existing 14 District Commissions.

(b) Funds were utilized for establishment and upgradation of Legal Metrology standard laboratories and for establishment and modernization of testing/ calibration/ verification facilities of weighing & measuring instrument at State's Legal Metrology Departments, Regional Reference Standard Laboratories and Indian Institute of Legal Metrology, Ranchi.

These laboratories are critical for testing, verification, and calibration of measuring instruments (such as weighing scales, fuel dispensers, water meters, and more). The procurement of advanced calibration equipment, modern testing tools, and IT systems to ensure precise measurements and accurate verification of weighing and measuring instruments used in trade is made. The enhanced capability of these labs ensures that instruments used in commercial transactions are accurate, protecting consumers from under-measurement.

The digital platforms have been launched for online registration and approval of weighing and measuring instruments. These platforms streamline the regulatory process, allowing stakeholders to register, renew licenses, and file applications online. This digital transformation reduces paperwork, improves transparency, and makes it easier for businesses to comply with legal metrology standards.

(c) NTH is committed to provide high-quality, reliable testing solutions to its consumers, through world class laboratories and service personnel. To ensure that the products delivered to customers meet the specified standards and performance levels, NTH conducts Testing & Calibration services including Quality Evaluation for samples received from different Central & State Government agencies, manufacturing and service industries etc.

Over the last five years, NTH has implemented several initiatives aimed at enhancing building capital assets. Here are some key efforts:

<b>Year</b>	<b>Creation of Capital Assets</b>
<b>2019-20</b>	<ul style="list-style-type: none"> <li>• Roof Top Solar PV Module is installed &amp; commissioned at NTH (WR)-Mumbai, with capacity of 50kWp.</li> <li>• Installation of 30 kWp Roof Top Solar PV Module on the roof top of NTH (NER)-Guwahati.</li> </ul>
<b>2020-21</b>	<ul style="list-style-type: none"> <li>• Completion of construction of the G+4 Phase-II Building at NTH(WR), Mumbai and the building became operational.</li> </ul>
<b>2021-22</b>	<ul style="list-style-type: none"> <li>• Started NTH Satellite center at RRSL Premises, Pindra, Varanasi (U.P.), which will perform testing of all type textiles and carpet products.</li> <li>• Operating Mobile Water Testing Vans in rural regions for the benefit of the local populace and for Drinking Water Quality Testing near to Varanasi.</li> </ul>
<b>2022-23</b>	<ul style="list-style-type: none"> <li>• NTH has implemented new Management Information</li> </ul>

	<p>System (MIS) application. The new MIS-LIMS has increased the operational efficiency of the laboratory by automating and streamlining the workflows, eliminating the need for maintaining information manually and meeting the guidelines.</p> <ul style="list-style-type: none"> <li>• State-of-the-Art laboratory for High Voltage testing facility started functioning at NTH(SR), Chennai.</li> <li>• For the benefit of consumers launched the NTH mobile app “E-Samadhan.”</li> <li>• Microbiological laboratory for quality testing of Drinking Water started functioning at Guwahati.</li> <li>• Domestic Appliance laboratory for quality testing of kitchen appliances started functioning at NTH(SR), Chennai.</li> </ul>
<p><b>2023-24</b></p>	<ul style="list-style-type: none"> <li>• <b>Drone Certification:</b> NTH (NR) Ghaziabad being recognized under the “Drone Certification Scheme” is a significant milestone. As the first and only central government testing agency responsible for the certification of drones, NTH plays a crucial role in ensuring the safety, reliability, and compliance of drone technology in India.</li> <li>• <b>Organic Food Testing:</b> “State-of-the-Art” organic food testing facilities has been established in the Jaipur laboratory of NTH. This laboratory will aid in the identification of safe and high-quality organic food products by detecting dangerous substances.</li> <li>• <b>EV Battery and Charging Station Testing:</b> NTH has signed a MoU with RRSL to share space for laboratory development across the country, and as part of this agreement, NTH will establish a cutting-edge laboratory EV Battery and Charging Station Testing Facility at RRSL Bangalore. Presently, equipment procurement is under advanced stage including infrastructure development by CPWD (SZ).</li> <li>• <b>Fertilizer Testing:</b> An advanced testing facility for Fertilizer testing has been created across NTH Regions such as Kolkata, Ghaziabad, Chennai, Mumbai, Jaipur, Guwahati and Varanasi. This project is also supporting “One Nation One Fertilizer” scheme.</li> <li>• <b>Electrical laboratory</b> of NTH(WR), Mumbai has created specialized laboratory service for the testing of electric Domestic appliances and their third-party quality assurance.</li> </ul>

2.14 Regarding the current status of capital assets created and processed during the 2024-25 fiscal year, the department provided the following written reply:

“(a)In the 2024-25 fiscal year, the Department has continued the modernization of legal metrology laboratories by equipping them with the latest tools for testing and calibration. These efforts are expected to bolster compliance in weights and measures, ensuring accuracy in commercial transactions. Several state-level and regional laboratories are being upgraded and work is ongoing in other regions to enhance testing capabilities. This includes significant procurement of equipment used for calibrating various instruments like digital weighing machines, fuel dispensers, and other weights & measures.

There are specific requirements, and strategic priorities like requirement of standard weights and measures used by State Governments for the verification and stamping of weights & measures used in transaction & protection. Requirement of Regional Reference Standard Laboratories and Indian Institute of Legal Metrology, Ranchi for establishment of new testing & calibration facilities which include thermometer testing kits, B P Meter testing kits etc. to ensure correct weights and measures used in transaction and protection.

(b) For NTH, the status of capital assets created and processed during FY 2024-25 are as below:

<b>S.No.</b>	<b>Project Description</b>	<b>Status</b>
1.	EV Battery and EVSE testing facility at Mumbai, Kolkata and Bangalore	The procurement stage for the specified capital equipment is in its final phase. Additionally, the required infrastructure is currently under development and is expected to be completed by FY 2024-25.
2.	Creation of Impulse Voltage and Transformer Testing Facility at Chennai	Completed
3.	Creation of Food Testing Laboratory at Kolkata	The procurement stage for the specified capital equipment is in its final phase. Additionally, the required infrastructure is currently under development and is expected to be completed

		by FY 2024-25, contingent upon the availability of budgetary funds in the fiscal year 2024-25.
4.	Creation of Integrated Test facility for Power Transmission & Distribution sectors including short circuit test facility of Transformers up to 10 MVA at Jaipur	Total estimated project cost is ₹ 83.76 crores.  For Infrastructure development CPWD works for boundary wall and security room are in final stage.
5.	Equipment of Sorts and other miscellaneous projects.	For modernisation of the existing equipment/set up and to create test facilities in emerging sectors such as Drones, Aerospace, Organic food, Solar PV panels etc.
6.	Repairs of existing residential flats and Construction of Multi storied Residential accommodation at NTH (WR), Mumbai	Under consideration for approval.

**(iii) REVENUE SECTION**

2.15 The BE, RE and AE under Revenue Section for the last five years and the current years is as follows:

(In ₹ Crore)

Year	Budget Estimates (BE)	Revised Estimates (RE)	Actuals
2019-20	2240.32	2051.64	1928.93
2020-21	2505.60	12264.72	11355.49
2021-22	3191.55	2697.73	2244.16
2022-23	1742.53	229.93	224.09

2023-24	259.59	316.69	262.93
2024-25	10,293.49	--	6,286.28 (upto 31.10.24)

2.16 The Committee noted the wide variation in the allocations made in the Budget Estimates (BE), Revised Estimates (RE), and Actual Expenditure (AE) in the Revenue Section over the past five years. When asked about the reasons for such variations, the department in its reply has stated the following:

“(a) In respect of Consumer Welfare Fund, there was a variation in R.E and A.E for the financial year 2020-21. Consumer Welfare Fund has been constituted under Section 57 of the Central Goods & Service Tax (CGST) Act, 2017. Section 58 of the CGST Act, 2017, provides that the fund shall be utilized by the Government for the welfare of the consumers in such manner as, may be prescribed. Accordingly, the provisions governing the manner of utilization of the Fund has been prescribed in Rule 97 of the CGST Rules, 2017 Sub-rule 7A (of rule 97 provides that the Committee, constituted under sub-rules 4(, shall make available to the Central Board of Indirect Taxes & Customs Board (50 percent .Of the amount credited to the Fund each year, for publicity or consumer awareness on Goods and Services Tax, provided the availability of funds for consumer welfare activities of the Department of Consumer Affairs is not less than twenty-five crore rupees per annum.

CBIC, Department of Revenue sought funds from the CWF (Consumer Welfare Fund) vide their letter dated 05.03.2020. However, due to Covid-19 restrictions and lockdown, the request of CBIC could be acceded only in Dec, 2020 vide Department of Consumer Affairs letter dated 29.12.2020 stating therein that a budgetary provision of an amount of Rs.226 Crore has been earmarked under the BE/RE for 2020-21 of this Department for Publicity/Consumer awareness on GST to CBIC and further requested them to provide account details & procedure to facilitate release of funds. A reminder D.O. letter dated 02.02.2021 was also issued in this regard. The amount could not be released in FY 2020-21 due to non-submission of account detail on time.

Further, after submission of requisite information, an amount of Rs. 226.50 Crore was released to CBIC in F.Y. 2021-22 for publicity/consumer awareness on GST under Rule 97 (7A) of the CGST Rules, 2017. However, this amount was not utilized by CBIC and subsequently surrendered to CWF.

The allocation of CBIC has been made as mandated by Rule 97 (7A) of CGST Rules, 2017. As CBIC has not utilized the allocated funds in F.Y. 2021-2022, no funds have been allocated to CBIC since then. Thus, no budgeting allocation has been made for payment towards publicity/consumer awareness on GST.

(b) The PSF procurement operations are dynamic in nature and dependent on market situation, price and production situation of pulses and vegetables. Major operations are being undertaken with the guidance of Inter-Ministerial Committee (IMC)/ Committee of Secretaries (CoS) and Committee of Ministers (CoM) for reviewing prices of essential commodities. During FY 2022-23 fund received from sale proceeds was utilized to meet the requirement of various PSF operations.

(c) The COVID-19 pandemic had a significant impact on budget allocations, especially in 2019-20, 2020-21 and 2021-22. A large portion of funds could not be spent due to critical pandemic response measures. This led to underutilization of expenditure of funds, as we were unable to proceed with planned projects.

However, from 2022-23 onwards, the RE was increased and accordingly expenditure was made.”

2.17 The Committee noted that the Budget Estimates (BE) for 2024-25 is projected at ₹10,293.49 crore, marking a significant increase from the BE of 2023-24. When asked about the key initiatives or projects the department plans to fund with this increased budget allocation, the department provided the following reply:

“(a) The BE allocation of ₹1500 crore for PSF in 2022-23 was reduced to ₹0.01 crore at Revised Estimates stage as the approval of the scheme for continuation in the 15th Finance Commission award period was pending. The scheme has been approved on 18.9.2024 as a sub-component of the umbrella scheme of PM-AASHA. During previous two years, sale proceeds from previous PSF operations accrued to the PSF Corpus were utilized to meet the expenditure requirement for procurement/disposal activities of various PSF operations. Further, stock of pulses were transferred from PSS of DAFW to PSF of DoCA on credit basis.

For FY 2024-25, till 2nd Qtr Rs. 5000 crore, out of allocated Rs. 10000 crore, has been utilized for paying pending payment of previous and

ongoing PSF operations. Tentative plan to utilize Rs. 5000 crore is as under:

	Particulars	Amount (Rs. crore)
a	BE/ RE for 2024-25	10000
b	Expenditure upto 30.09.2024	5000
c	Expenditure from October 2024 to March 2025	5000
S.No.	Expenditure plan for October 2024 to March 2025	Amount (Rs. crore)
1	Balance payment for transfer of Gram R 24 from PSS to PSF (MSP value)	6.14
2	Balance payment for transfer of Masoor R 24 from PSS to PSF (MSP Value)	716.76
3	Proposed transfer of 2 LMT Moong from PSS to PSF (MSP Value)	1,711.60
4	Procurement of 50000MT Urad under PSF (MSP value)	370.00
5	Procurement of 1 LMT Tur under PSF (MSP value)	755.00
6	Tentative incidental expenses during this period	500.00
7	Tentative differential payment for PSS stock transfer	500.00
8	Subsidy claims from DoFPD for Rice and wheat	879.00
9	Other expenses	10.00
10	Price Monitoring expenses	15.00
11	PSF expense in NER	1,000.00
	Total requirements under PSF	6,463.50
	Rs. 5000 crore to be met from BE/ RE and rest from sales proceeds/PSF corpus	

(b) There is a marginal increase in BE 2024-25 under the Legal Metrology Schemes to strengthen the Legal Metrology infrastructure of RRSLs and State Legal Metrology Departments.

Department has continued the modernization of legal metrology laboratories by equipping them with the latest tools for testing and calibration. These efforts are expected to bolster compliance in weights and measures, ensuring accuracy in commercial transactions. Several state-level and regional laboratories are being upgraded and work is ongoing in other regions to enhance testing capabilities. This includes significant procurement of equipment used for calibrating various instruments like digital weighing machines, fuel dispensers, and other weights & measures.

There are specific requirements, and strategic priorities like requirement of standard weights and measures used by State Governments for the verification and stamping of weights & measures used in transaction & protection. Requirement of Regional Reference Standard Laboratories and Indian Institute of Legal Metrology, Ranchi for establishment of new testing & calibration facilities which include thermometer testing kits, B P Meter testing kits etc. to ensure correct weights and measures used in transaction and protection.”

**(iv) ALLOCATION UNDER CENTRAL SECTOR SCHEMES**

2.18 The Department informed the Committee that a Budget Estimate (BE) of ₹10169.00 crore has been proposed for the Department of Consumer Affairs in the 2024-25 budget for the Central Sector Schemes, as follows:

The BE, RE and Actuals under Central Sector Schemes/Projects for the last five years and the current year is as follows:

(In ₹ Crore)

Year	Budget Estimates (BE)	Revised Estimates (RE)	Actuals	% Actuals w.r.t. RE
2019-20	2176.00	1950.00	1826.99	93.69
2020-21	2195.00	11941.65	11273.17	94.40
2021-22	2870.50	2348.25	2127.20	90.59
2022-23	1599.00	98.34	96.69	98.32
2023-24	113.50	182.61	148.39	81.26
2024-25	10169.00	-	5117.68 (upto 30.09.2024)	50.33

2.19 The Scheme-wise break-up of the above is as follows:

Scheme	BE 2023-24	RE 2023-24	BE 2024-25	Expn. upto 31.10.2024	% of Actual to BE 2024-25 (upto 31.10.2024)
1. Consumer Awareness	17.99	25.00	17.99	12.88	71.60

(Publicity)					
2. Consumer Protection					
(i) Strengthening Consumer Fora	7.00	5.00	5.00	3.96	79.20
(ii) CONFONET	29.40	67.00	42.00	41.93	99.83
(iii) Consumer Protection Cell (ICGRS)	7.60	8.60	8.00	3.32	41.50
Total	44.00	80.60	55.00	49.21	89.47
3. Weights and Measures					
(i) Strengthening of W & M Infrastructure of States/UTs	6.75	16.23	27.00	24.38	90.30
(ii) Strengthening of RRSLs and IILM, Ranchi	16.00	16.00	25.00	18.45	73.80
(iii) Dissemination of Time	5.25	12.77	8.00	7.13	89.00
4. National Test House	17.00	25.00	35.00	22.78	65.09
5. Bureau of Indian Standards (Gold Hallmarking)	0.50	1.00	1.00	0.41	41.00
6. Strengthening Price Monitoring Structure	6.00	6.00	0.01	0.00	0.00
7. Price Stabilization Fund	0.01	0.01	10,000.00	6,089.09	60.89
<b>Grand Total</b>	<b>113.50</b>	<b>182.61</b>	<b>10,169.00</b>	<b>6,224.33</b>	<b>61.21</b>

2.20 On being asked about the reasons behind the ongoing shortfalls in the Revised Estimates (RE) and Actual Expenditure (AE) across multiple schemes, and whether these issues stem from fund disbursement, project execution, or unrealistic budget estimations, the Department of Consumer Affairs (DoCA) has provided the following explanation:

“(a)The PSF operations are dynamic in nature and dependent on market situation, price and availability situation of pulses and vegetables. The major reason for shortfall in RE is attributed to the pending approval of the PSF scheme for continuation in the 15th Finance Commission award period. During FY 2022-23 fund received from sale proceeds was utilized to meet the requirement of various PSF operations.

(b)The ongoing shortfalls between Revised Estimates (RE) and Actual Expenditure (AE) across legal metrology schemes stem from several key factors viz. dependency on various agencies like National Physical Laboratory, Fluid Control Research Institute, ISRO, C-DAC, India Government Mumbai and CPWD. The digital expansion, face technical issues, and needs very good state-level coordination.

To mitigate these issues, the Department has strengthened pre-project planning, instituted weekly/ monthly/ quarterly reviews to better align REs with actual project pace, and deployed digital tools for real-time tracking and planning, all aimed at aligning expenditures more closely to achieve targets.

(c) Under the SCC scheme, funds are being released to the States/UTs from where proposals are being submitted in accordance with the SCC guidelines. The states are regularly impressed upon to furnish the proposals in accordance with the scheme guidelines as well as furnish the pending U.Cs in respect of funds earlier released to them.”

**2.21 The Committee note that during 2022-23 the allocation under Central Sector Schemes was dropped from ₹1599 crore at BE to ₹98.34 crore at RE stage. Further for the year 2023-24, AE remained at ₹148.39 crore and RE at ₹182.61 crore, i.e., only 81.26% of RE was utilized during 2023-24. The Committee find that one of the key factors attributed for underutilization of budget is the dependency on various agencies like the National Physical Laboratory, Fluid Control Research Institute, ISRO, C-DAC, India Government Mumbai, and CPWD. These dependencies have caused delays in equipment procurement and infrastructure upgrades, thereby impacting the timely execution of several critical projects.**

The Committee, therefore, recommend that the department to consider a decentralized approach for project implementation by empowering regional offices with greater autonomy and allocating necessary resources to expedite implementation. Advanced project tracking systems should be introduced to facilitate real-time monitoring, improve accountability, and proactively identify bottlenecks. The Committee also urge the implementation of targeted capacity-building programs for state and regional agencies to enhance their technical expertise and strengthen their execution capabilities.

**(Recommendation No.2)**

2.22 The Committee noted a significant increase in the Budget Estimates (BE) for schemes in 2024-25 (₹10,169 crore), particularly in contrast to the much lower allocations in previous years, except for the Revised Estimates (RE) of 2020-21. When asked how the department plans to utilize this substantial increase, the department provided the following reply:

“The BE allocation of ₹1500 crore for PSF in 2022-23 was reduced to ₹0.01 crore at Revised Estimates stage as the approval of the scheme for continuation in the 15th Finance Commission award period was pending. The scheme has been approved on 18.9.2024 as a sub-component of the umbrella scheme of PM-AASHA. During previous two years, sale proceeds from previous PSF operations accrued to the PSF Corpus were utilized to meet the expenditure requirement for procurement/disposal activities of various PSF operations. For FY 2024-25, till 2nd Qtr Rs. 5000 crore, out of allocated Rs. 10000 crore, has been utilized for paying pending payment of previous and ongoing PSF operations. Tentative plan to utilize Rs. 5000 crore is as under:

	Particulars	Amount (Rs. crore)
a	BE/ RE for 2024-25	10000
b	Expenditure upto 30.09.2024	5000
c	Expenditure from October 2024 to March 2025	5000
S.No.	Expenditure plan for October 2024 to March 2025	Amount (Rs. crore)

1	Balance payment for transfer of Gram R 24 from PSS to PSF (MSP value)	6.14
2	Balance payment for transfer of Masoor R 24 from PSS to PSF (MSP Value)	716.76
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6	Tentative incidental expenses during this period	500.00
7	Tentative differential payment for PSS stock transfer	500.00
8	Subsidy claims from DoFPD for Rice and wheat	879.00
9	Other expenses	10.00
10	Price Monitoring expenses	15.00
11	PSF expense in NER	1,000.00
	Total requirements under PSF	6,463.50
	Rs. 5000 crore to be met from BE/ RE and rest from sales proceeds/PSF corpus	

2.23 The Committee noted that in years with lower actual expenditure compared to the Revised Estimates (RE), such as 2021-22 and 2023-24, it asked which specific projects or schemes underperformed and what corrective actions had been taken to improve project execution in future years. In its reply, the department stated the following:

“(a) As the approval of the scheme for continuation in the 15th Finance Commission award period was pending. The scheme has been approved on 18.9.2024 as a sub-component of the umbrella scheme of PM-AASHA. During previous the years, sale proceeds from previous PSF operations accrued to the PSF Corpus were utilized to meet the expenditure requirement for procurement/disposal activities of various PSF operations.

(b) In so far as CONFONET is concerned, in 2023-24, it was proposed to complete the VC facility installation at 45 locations of Consumer Commissions before 15th March, 2024 and the fund allocated for VC facility were planned to be utilized in financial year 2023-24. However, the VC facility could only be got installed in 06 benches of NCDRC during 2023-24,

by NIC, which was the implementing agency for the project. As per the terms and conditions of GeM, payment can only be released after 100% delivery. Therefore the funds could not be released in 2023-24. The Department has taken note of the circumstances which had resulted in the non utilization of the fund and in future all necessary steps would be taken to ensure that the funds are completely utilized.”

2.24 In its reply to the question regarding the specific factors contributing to the ongoing shortfalls between the Revised Estimates (RE) and Actual Expenditure (AE) across multiple schemes, and whether these issues are rooted to fund disbursement, project execution, or unrealistic budget estimations, the department stated the following:"

“(a)The PSF operations are dynamic in nature and dependent on market situation, price and availability situation of pulses and vegetables. The major reason for shortfall in RE is attributed to the pending approval of the PSF scheme for continuation in the 15th Finance Commission award period. During FY 2022-23 fund received from sale proceeds was utilized to meet the requirement of various PSF operations.

(b)The ongoing shortfalls between Revised Estimates (RE) and Actual Expenditure (AE) across legal metrology schemes stem from several key factors viz. dependency on various agencies like National Physical Laboratory, Fluid Control Research Institute, ISRO, C-DAC, India Government Mumbai and CPWD. The digital expansion, face technical issues, and needs very good state-level coordination.

To mitigate these issues, the Department has strengthened pre-project planning, instituted weekly/ monthly/ quarterly reviews to better align REs with actual project pace, and deployed digital tools for real-time tracking and planning, all aimed at aligning expenditures more closely to achieve targets.

(c) Under the SCC scheme, funds are being released to the States/UTs from where proposals are being submitted in accordance with the SCC guidelines. The states are regularly impressed upon to furnish the proposals in accordance with the scheme guidelines as well as furnish the pending U.Cs in respect of funds earlier released to them.”

(v) Allocation under Non-Scheme Expenditure

2.25 The BE, RE and AE for the last five years is as follows:

(In ₹ Crore)

Year	Budget Estimates (BE)	Revised Estimates (RE)	Actuals	% Actuals w.r.t. RE
2019-20	115.82	119.50	115.36	96.54
2020-21	366.00	357.26	115.70	32.39
2021-22	367.10	368.89	135.49	36.73
2022-23	163.38	158.21	153.04	96.73
2023-24	174.16	184.52	163.18	88.43
2024-25	190.81	-	99.35 (upto 30.09.2024)	50.36

2.26 Breakdown of non-scheme budgetary expenditure for 2024-25 vis a vis 2023-24

(In ₹ Crore)

Non-Scheme	BE 2023-24	RE 2023-24	BE 2024-25	Expn. upto 31.10.2024	% of Actual to BE 2024-25 (upto 31.10.2024)
1. Consumer Welfare Fund	37.00	57.87	56.20	27.95	49.73
2. Establishment Expenditure (Revenue)	136.12	125.61	133.34	88.22	66.16
3. Establishment Expenditure (Capital)	1.04	1.04	1.27	0.89	70.08
Total	174.16	184.52	190.81	117.06	61.35
Grant Total (Scheme + Non-Scheme)	287.66	367.13	10,359.81	6,341.39	61.21

2.27 Substantial underutilization was noted in the years 2021-22 and 2023-24, particularly when compared to the Revised Estimates (RE). When asked to identify the specific non-scheme programs that underperformed during these periods and the measures being taken to improve alignment between the Revised Estimates (RE) and Actual Expenditure (AE), the Department of Consumer Affairs provided the following written response:

“The main reason for under utilization under non-scheme expenditure in year 2020-21 are as under:

In respect of Consumer Welfare Fund (CWF) the variation in B.E, R.E and A.E for the financial year 2020-21. Consumer Welfare Fund has been constituted under Section 57 of the Central Goods & Service Tax (CGST) Act, 2017. The provision for utilization of CWF has been made in Section 58 of the CGST Act, 2017, which provides that the fund shall be utilized by the Government for the welfare of the consumers in such manner as, may be prescribed. Accordingly, the provisions governing the manner of utilization of the Fund has been prescribed in Rule 97 of the CGST Rules, 2017 Sub-rule (7A) of rule 97 provides that the Committee, constituted under sub-rules (4), shall make available to the Central Board of Indirect Taxes & Customs (Board) 50 percent. Of the amount credited to the Fund each year, for publicity or consumer awareness on Goods and Services Tax, provided the availability of funds for consumer welfare activities of the Department of Consumer Affairs is not less than twenty-five crore rupees per annum.

CBIC, Department of Revenue sought funds from the CWF (Consumer Welfare Fund) vide their letter dated 05.03.2020. However, due to Covid-19 restrictions and lockdown, the request of CBIC could be acceded only in Dec, 2020 vide Department of Consumer Affairs letter dated 29.12.2020 stating therein that a budgetary provision of an amount of Rs.226 Crore has been earmarked under the BE/RE for 2020-21 of this Department for Publicity/Consumer awareness on GST to CBIC and further requested them to provide account details & procedure to facilitate release of funds. A reminder D.O. letter dated 02.02.2021 was also issued in this regard. The amount could not be released in FY 2020-21 due to non-submission of account detail on time.

Further, after submission of requisite information an amount of Rs. 226.50 Crore was released to CBIC in F.Y. 2021-22 for publicity/consumer awareness on GST under Rule 97 (7A) of the CGST Rules, 2017. However, this amount was not utilized by CBIC and subsequently surrendered to CWF.

To address the issue of variation between BE, RE and Actual Utilisation from 2022-23 onwards the allocation under the Consumer welfare funds has been sought with respect to the requirement of Department of Consumer Affairs only.

(b)The COVID-19 pandemic had a significant impact on budget allocations, especially in 2020-21, which impacted project timelines, procurement, and interstate coordination. A large portion of funds originally allocated to non-schemes could not be spent due to critical pandemic response measures. Lock-downs and supply chain issues delayed infrastructure projects and digital initiatives, and many projects were deferred or slowed.

This led to underutilization of non-schemes expenditure funds, as we were unable to proceed with planned projects.

To mitigate such discrepancies in the future, the Department has implemented stringent project planning, enhanced monitoring tools for real-time oversight, and strengthened measures to maintain project momentum even during unforeseen disruptions.

(c) For the year 2023-24, the supplementary grant was not approved although provided in the revised estimate under the head CWF. '

#### (vi) Allocation under North Eastern Areas

2.28 The BE, RE and AE for the last five years and current year is as follows:

(In ₹ Crore)

Year	Budget Estimates (BE)	Revised Estimates (RE)	Actuals
2019-20	217.50	194.90	86.49
2020-21	220.20	1194.15	529.87
2021-22	288.03	236.48	25.39
2022-23	159.90	10.05	9.38
2023-24	11.50	18.37	17.62
2024-25	1016.90	N.A	10.20 (upto 30.09.2023)

2.29 The persistent underutilization of funds in the North Eastern Region (NER) has been observed. Consequently, when asked about the specific challenges related to project implementation in this region, the Department provided the following written response:

“2022-23 onwards, the utilization of funds in north eastern region has improved (around 95 % of N.E budget). The major scheme implemented by this Department is PSF under which buffer stock of pulses and onion are created. These crops are mainly produced in non NER states, hence the expenses of procurement are booked in non NER head. In order to stabilize the prices, the release of crop from the buffer stock are made in various states including North Eastern States.”

**2.30 The Committee note that there has been persistent underutilization of funds allocated to the North Eastern Region (NER), which underscores significant challenges in project implementation. The major scheme implemented by the Department is PSF under which buffer stock of pulses and onion are created. These crops are mainly produced in non NER states, hence the expenses of procurement are booked in non NER head. In order to stabilize the prices, the release of crop from the buffer stock are made in various states including North Eastern States. The Committee note that the limited production of essential crops have hindered effective utilization of funds. The Committee, therefore, recommend that the department should come up with region-specific schemes tailored to the unique socio-economic and geographic challenges of the NER. This may include the creation of robust local procurement and distribution infrastructure, implementation of an effective buffer stock management system, establishment of a robust price forecasting & monitoring system to anticipate & respond to price fluctuations as well as incentives to promote the regional production of essential commodities. Furthermore, the department should actively collaborate with state governments and local agencies in this regard.**

**(Recommendation No.3)**

## **Chapter III**

### **SCHEME-WISE ANALYSIS**

#### **Consumer Awareness (Advertising and Publicity)**

##### **(i) Consumer Awareness (Publicity)**

###### **An overview**

Consumer has a right to have all the relevant information to enable him/her to avoid exploitation and to make a considered choice while buying products and availing services from the market. Creating consumer awareness is Government's responsibility, especially in a welfare State like India, as it leads to social and economic benefits. Reflecting these imperatives, Section 3 of the Consumer Protection Act, 2019 mandated the Central Consumer Protection Council to promote and protect the rights of the consumers which include, inter alia, the right to be informed about the quality, quantity, potency, purity, standards of goods or services, as the case may be, so as to protect the consumer against unfair trade practices. Access by consumers to adequate information to enable them to make informed choices according to individual wishes and needs is one of the general principles listed in United Nations Guidelines for Consumer Protection 2016.

Recognizing the importance of promoting consumer awareness, Consumer Awareness was approved during the 10th Five Year Plan as a separate scheme. Department of Consumer Affairs, being the nodal Department for consumer protection and consumer welfare, has been implementing the scheme. The campaign undertaken by the Department is a critical scheme for consumer awareness and consumer empowerment.

The objective of the scheme has been to launch an effective, sustained and intensive consumer awareness campaign, impact of which should reach the urban as well as rural and remote areas.

3.2 Under Consumer Awareness scheme, awareness campaigns are undertaken in the form of print, electronic, outdoor and social media through Central Bureau of Outreach & Communication (CBC) / National Film Development Corporation (NFDC), All India Radio (AIR), Doordarshan (DD), etc under the aegis of “ Jago Grahak Jago”. Under this Scheme, funds are also provided to the State / UT governments as Grant- in- Aid for consumer awareness programmes based on local themes. These funds can be used for advertisements in print and electronic media, local exhibitions, street plays, cultural functions etc. to educate the citizens about consumer rights. In order to create awareness amongst the people living in rural & backward areas, the Department also takes part in important fairs / festivals. The Department is actively using various social media platforms for generating consumer awareness. The Department has launched “Jagriti”, a mascot for empowering consumers and making them aware of their rights. 'Jagriti Mascot' aims to strengthen consumer awareness campaign in digital and multimedia and reinforce a young empowered and informed consumer as a top-of-mind consumer rights awareness recall brand.

## New Initiatives

**01** Guidelines on Social Media Influencers and Endorsers Know How

**05** Guidelines for Prevention and Regulation of Dark Patterns, 2023

**02** Guidelines that hotels and restaurants shall not levy service charge.

**06** Right to Repair” web-portal launched

**03** Guidelines for Prevention of Misleading Advertisements and Endorsements for Misleading Advertisements, 2022.

**07** Standard on Fake and Deceptive Reviews in e-Commerce

**04** Additional Influencer Guide Booklet for Health and Wellness Celebrities, Influencers and Virtual Influencers, 2023

**08** Prevention & Regulation of Greenwashing & Misleading Environmental Claims

## Events / Activities

1. National Consumer Day organized every year on 24th December
2. World Consumer Rights Day organized every year on 15th March
3. Regional Workshops on Consumer Protection Framework
4. Round Table Conferences on Sector / Subject Specific issues
5. Participation in National Lok Adalats by the Consumer Commissions across the Nation
6. Organising Grahak Madhyastata Samadhan" at Consumer Commissions across the nation.
7. Capacity Building of the Consumer Commissions

3.3 The BE, RE and Actuals for Consumer Awareness (Publicity) during the last five years and current year is as given below:

(in ₹ Crore)

Year	(BE)	(RE)	Actuals	% Utilization (w.r.t. RE)
2019-20	62.00	40.00	33.89	84.73
2020-21	60.00	42.50	42.25	99.41
2021-22	44.50	23.00	23.00	100.00
2022-23	25.00	17.50	17.50	100.00
2023-24	17.99	25.00	24.55	98.20
2024-25	17.99	--	--	--

3.4. Regarding the current status of grants released and utilization certificates received over the last two years, state/UT-wise, as well as the steps being taken to ensure the proper utilization of these grants by the respective states/UTs, the Department of Consumer Affairs (DoCA) has provided the following details in its written replies:

“The present status of grants released and utilization certificates received over the last two years and current year is given below:-

(Amount in ₹)

S. No.	Name of State/ UT	2022-23	2023-24	2024-25
1	Arunachal Pradesh	-	40,00,000	-
2	Madhya Pradesh	40,00,000	-	-
3	Meghalaya	-	40,00,000	-
4	Mizoram	39,84,000	-	-
5	Nagaland	39,95,980	30,00,000	-
6	Sikkim	40,00,000	-	40,00,000
7	Tripura	-	40,00,000	-
8	Goa	-	40,00,000	-
9	Gujarat	-	-	100,00,000
	Total	<b>159,79,980</b>	190,00,000	140,00,000

The division seeks utilization certificates from States/UTs in respect of grant-in-aid released for consumer awareness by requesting them invariably through emails and letters. VC meetings have also been held with concerned States/UTs to apprise them of the pending UCs.”

3.5 The Committee note that, considering the substantial utilization of funds for publicity efforts, it is important to assess the effectiveness of these campaigns. The Committee therefore inquired whether the Department of Consumer Affairs (DoCA) has conducted any evaluations or gathered feedback on the impact of these initiatives. In its written reply, DoCA has provided the following response:

“The Department has time to time conducted assessments of campaigns effectiveness through third party organizations like Indian Institute of Mass Communication (IIMC) and National Productivity Council (NPC). During 2020-21, while reviewing the continuation of scheme for the plan period 2021-26, the Department conducted an evaluation of all schemes of Department including Consumer awareness scheme through National Productivity Council. Following the recommendations in evaluation report, the scheme was further strengthened.

In addition to the impact assessment done by NPC, a specific assessment of consumer awareness was carried out by India Institute of Mass Communication during 2021-22 and in its recommendations they appreciated the use of vibrant images and texts, which made it easy for the common people and also to grasp the meaning of the information provided.”

3.6 On being asked on the targets set and achievement made under the scheme is as under the DoCA has stated as under:

“The Amount earmarked Rs. 17.99 cr. in BE (increased to Rs 25.00 cr in RE) during previous Annual Plan (2023-24), the amount spent was Rs 24.55 cr and the achievements made against the targets fixed for various activities are under:-

S.No.	Output	Indicator(s)	Target 2023-24	Achievements 2023-24
	Consumer awareness through various media	1.1. Number of people made aware through participation in fairs etc	300000	Around 22,00,000 (apx.)
		1.2 Number of Audio advertisements made for spreading awareness on Consumer Affairs through Radio	3	4
		1.3. Number of Audio advertisements made for spreading awareness on Consumer Affairs through social media platforms	60	107
		1.4 Number of #posts for consumer affairs run on Twitter and Facebook, Instagram	1200	1457

3.7 The status of grant-in-aid released to States/UTs and pending UCs is as under :

**Grant in Aid released to States/ UTs**

<b>S. No.</b>	<b>Name of State/ UT</b>	<b>2018-19</b>	<b>2019-20</b>	<b>2020-21</b>	<b>2021-22</b>	<b>2022-23</b>	<b>2023-24</b>	<b>2024-25</b>
1	Andhra Pradesh	2500000	6000000	-	-	-	-	-
2	Arunachal Pradesh	4000000	-	-	-	-	4000000	-
3	Himachal Pradesh	-	2000000	-	-	-	-	-
4	Karnataka	-	7300000	-	-	-	-	-
5	Kerala	-	5600000	-	-	-	-	-
6	Madhya Pradesh	-	6000000	7800000	-	4000000	-	-
7	Maharashtra	-	-	-	10000000	-	-	-
8	Meghalaya	-	4000000	-	-	-	4000000	-
9	Mizoram	-	4000000	-	-	3984000	-	-
10	Nagaland	4000000	4000000	-	-	3995980	3000000	-
11	Rajasthan	-	5800000	-	-	-	-	-
12	Sikkim	4000000	4000000	-	-	4000000	-	4000000
13	Tamil Nadu	-	5000000	-	-	-	-	-
14	Telangana	-	2000000	-	-	-	-	-
15	Tripura	500000	4000000	4000000	-	-	4000000	-
16	Uttarakhand	-	2375000	-	-	-	-	-
17	West Bengal	10000000	10000000	-	-	-	-	-
18	Goa	-	-	-	-	-	4000000	-
19	Gujarat	-	-	-	-	-	-	10000000
	<b>Total</b>	<b>25000000</b>	<b>72075000</b>	<b>11800000</b>	<b>10000000</b>	<b>15979980</b>	<b>19000000</b>	<b>14000000</b>

**Pending Utilization Certificate Status**

<b>S. No.</b>	<b>States/ UTs</b>	<b>Utilization Certificate pending for the amount</b>
1	Andhra Pradesh	8500000
2	Bihar	4597504
3	Chhattisgarh	4721000
4	Goa	3506760
5	Gujarat	Nil
6	Haryana	3029482
7	Himachal Pradesh	2332650
8	Jharkhand	2750000
9	Karnataka	10000000
10	Kerala	6446759
11	Madhya Pradesh	4000000
12	Maharashtra	10000000
13	Orissa	3191925
14	Punjab	7000000
15	Rajasthan	9973891
16	Tamil Nadu	10000000
17	Telangana	3500000
18	Uttar Pradesh	18500000
19	Uttarakhand	4000000
20	West Bengal	10267569
21	Arunachal Pradesh	Nil
22	Assam	3998758
23	Manipur	1125000
24	Meghalaya	4000000
25	Mizoram	Nil
26	Nagaland	Nil
27	Tripura	40,000,00
28	Jammu & Kashmir	1750000
29	Sikkim	4000000
30	Delhi	1090480
31	Puducherry	125002
32	Andaman & Nicobar (UT)	2000000

33	Chandigarh (UT)	625000
34	Daman & Diu (UT)	250000
35	Dadar& Nagar Haveli(UT)	400000
36	Lakshadweep (UT)	2000000

**3.8 The Committee note that the budget allocations for consumer awareness programs have decreased significantly over the years, with a marked reduction from ₹60.00 crore in 2020-21 to ₹17.99 crore in 2024-25. The Committee feel that in view of increase in fraudulent activities, there is much need of consumer awareness. Therefore, to enhance the effectiveness of consumer awareness initiatives, the Committee recommend the Department to provide sufficient budget allocations and also ensure consistent support for long-term planning and execution. The Committee also urge the Department to amplify reach for flagship programs like *Jago Grahak Jago* in order to ensure sustained impact.**

**(Recommendation No.4)**

**(ii) National Consumer Helpline**

**3.9 Integrated Consumer Grievance Redressal System (ICGRS):-** The Department has revamped, the National Consumer Helpline (NCH) which has emerged as a single point of access to consumers across the country for grievance redressal at pre-litigation stage. Consumers can register their grievances from all over the country in 17 languages (i.e. Hindi, English, Kashmiri, Punjabi, Nepali, Gujarati, Marathi, Kannada, Telugu, Tamil, Malayalam, Maithali, Santhali, Bengali, Odia, Assamese, Manipuri) through a toll-free number 1915. These grievances can be registered on Integrated Grievance Redressal Mechanism (INGRAM), an omni-channel IT enabled central portal, through various channels- Whats App, SMS, mail, NCH app, web portal, Umang app as per their convenience. This helpline works in a dedicated manner from 8 AM to 8 PM on all seven days of the week except national holidays. For this purpose, an exclusive call centre has been established and to facilitate increase of access to our consumers, callback facility is also available from 8 PM to 8 AM. Further, NCH has also

partnered with prominent stakeholders, namely- private companies, regulators, ombudsman, government agencies to bring them altogether on a single online IT platform wherein all grievances are collated in a central repository with unique docket numbers. Currently 962 convergence partners are in collaboration with NCH to offer speedy resolution to consumer grievances.

3.10 The BE, RE and AE for the last five years and current years Consumer Protection Cell (ICGRS) is as follows:

(In ₹ Crore)

Year	Budget Estimates (BE)	Revised Estimates (RE)	Actuals	% Actuals w.r.t. RE
2019-20	2.00	2.01	1.47	73.13
2020-21	3.00	0.25	0.38	152.00
2021-22	0.50	0.40	0.40	100.00
2022-23	7.00	5.40	5.38	99.63
2023-24	7.60	8.60	4.99	58.02%
2024-25	8.00	-	3.32 (upto 31.10.2024)	-

3.11 A statement showing the Physical targets and achievements for NCH during the last three years as is as under:

Sl. No	Name of the Scheme/Project/Programme	Division	2021-22			2022-23			2023-24			% of achievements for the last three years	2024-25 Target
			Target	Achievement	Shortfall if any indicating reasons in brief	Target	Achievement	Shortfall if any indicating reasons in brief	Target	Achievement	Shortfall if any indicating reasons in brief		
1.	Integrated Consumer Grievance Redressal System (ICGRS)	NCH	6,00,000	7,44,625	NIL	7,20,000	10,05,985	NIL	8,00,000	12,35,710	NIL	More than 100%	10,00,000

3.12 The amount earmarked during previous Annual Plan, the amount spent under NCH and the achievements made against the targets fixed for various activities.

S. No.	Scheme	BE 2023-24	RE 2023-24	Actual Expenditure	Achievements
1.	ICGRS	6.45 cr.	6.45 cr.	6.37 cr.	Compared to the target of 8,00,000 grievances to be registered for FY 23-24, the grievances received were 12,35,710 which is more than the target allocated

3.13 In response to the Committee's query regarding the number of cases registered in consumer courts/fora and through Consumer Helplines, as well as the percentage of these cases that have been resolved, the following information is provided:

“In so far as cases filed in Consumer Commissions in concerned, as on 27.11.2024, a total of 28,84,261 cases have been filed in all the Consumer Commissions (including NCDRC, State Commissions, Circuit Benches and District Commissions) located in the country since inception out of which 23,37,152 cases have been disposed off.

A table showing the number of cases registered year-wise through the Consumer Helpline along with its disposal count is as follows:

Year	Docket Count
2020 - 21	6,74,820
2021 - 22	7,44,625
2022 - 23	10,05,985
2023 - 24	12,35,710
2024 - Till Oct'24	8,03,226

The grievances are redressed as per the existing SOP.”

3.14 The department has furnished that Docket registered year-wise stood as under:

Month	2017	2018	2019	2020	2021	2022	2023	2024
<b>Jan.</b>	31,305	34,428	50,953	60,029	55,911	63,198	82,085	1,09,409
<b>Feb.</b>	29,964	33,852	53,218	50,164	55,734	62,664	82,032	1,06,209
<b>Mar.</b>	38,498	41,769	51,088	41,359	60,535	75,667	89,198	1,05,836
<b>Apr.</b>	36,276	41,124	55,770	23,512	61,333	59,277	92,536	1,07,180
<b>May</b>	40,030	46,879	61,893	34,528	44,342	83,766	91,367	1,20,977

<b>June</b>	36,165	42,879	64,643	51,752	56,277	81,788	92,513	95,742
<b>July</b>	44,801	47,143	69,420	60,674	62,617	85,394	94,713	1,08,352
<b>Aug.</b>	39,589	44,756	75,576	64,656	59,973	88,731	1,02,448	1,20,915
<b>Sept.</b>	37,805	46,672	75,616	74,036	61,901	88,026	1,06,555	1,18,058
<b>Oct.</b>	41,198	50,549	71,066	71,790	70,642	97,103	1,26,444	1,32,002
<b>Nov.</b>	34,462	41,875	56,482	60,067	63,529	84,782	1,04,575	-
<b>Dec.</b>	34,654	48,443	59,076	61,625	62,482	83,803	1,03,105	-
<b>Total</b>	<b>4,44,747</b>	<b>5,20,369</b>	<b>7,44,801</b>	<b>6,54,192</b>	<b>7,15,276</b>	<b>9,54,199</b>	<b>11,67,571</b>	<b>11,24,680</b>
<b>Avg.</b>	<b>37,062</b>	<b>43,364</b>	<b>62,067</b>	<b>54,516</b>	<b>59,606</b>	<b>79,517</b>	<b>97,298</b>	<b>1,12,468</b>

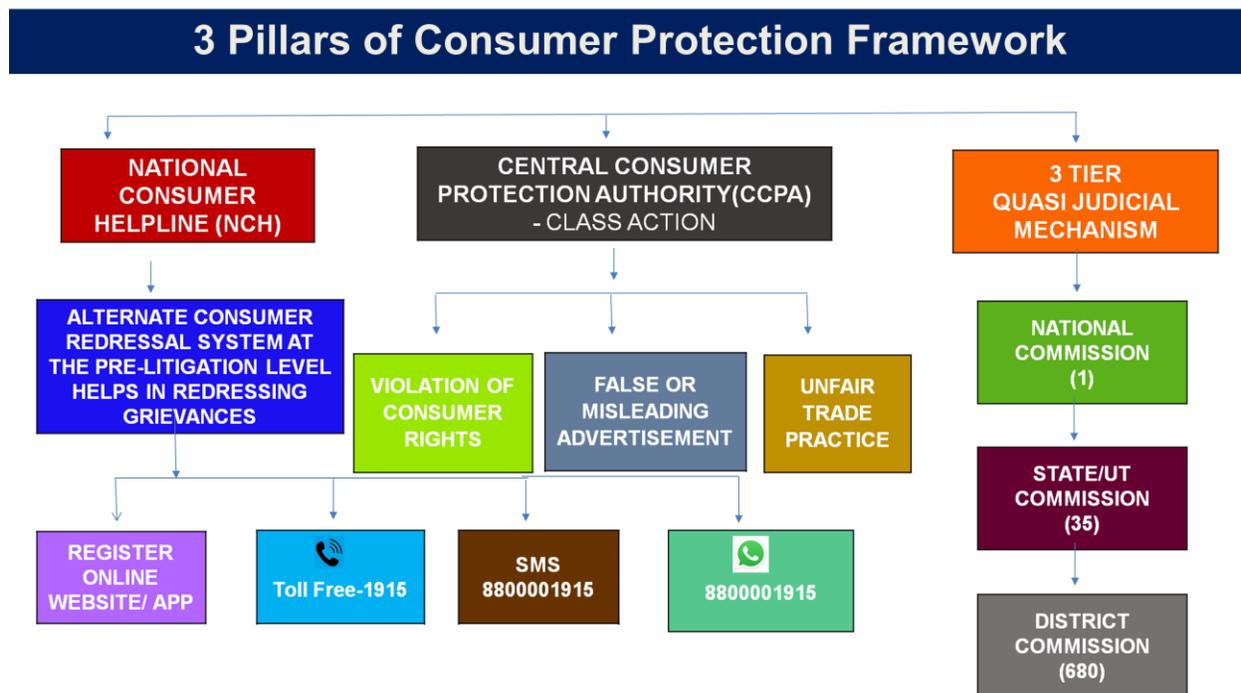
**Average annual Grievances increased from 37,062 in 2017 to 1,12,468 in 2024.**

**3.15 The Committee commend the Integrated Consumer Grievance Redressal System (ICGRS) for its remarkable success in expanding grievance registration and resolution. However, they express concern over the considerable backlog of unresolved cases in consumer commissions. Of the 28,84,261 cases filed since inception, only 23,37,152 have been resolved, leaving nearly 19% of cases pending. The Committee, therefore, strongly recommend for prioritizing the acceleration of case resolutions through measures such as establishing additional benches and implementing fast-track mechanisms. They also**

emphasize the need for effectively handling the increasing volume of grievances by enhancing infrastructure, including the expansion of call center operations.

(Recommendation No.5)

## 2. CONSUMER PROTECTION CELL



### (i) Strengthening of Consumer Fora (SCC)

3.16 Under the provisions of the Consumer Protection Act, 2019, a three tier-quasi-judicial mechanism, called Consumer Commission, has been established at the District, State and National levels to provide speedy, simple and inexpensive resolution of consumer disputes. As per the provisions of the Act, it is the responsibility of the State Governments to establish and effectively run the District Commission and State Commissions in their respective States/UTs. However, to supplement the efforts of the State Governments and with the objective to make the fruits of this benevolent Act reach its wide target audience, the Department of Consumer Affairs, Government of India has been extending financial assistance under the scheme to strengthen the infrastructure of Consumer Commission so that a minimum level of facilities are made

available at each Consumer Commissions, which are required for their effective functioning. Under the existing scheme, the Central Government assistance for building purposes, is limited to creation of built up area of 5,000 square feet in respect of a District Commission building and 11,000 square feet in respect of a State Commission building, which would include 1000 square ft. for construction of a Mediation Centre (both for State Commission and District Commission). Assistance for non-building assets would be released within the overall cost ceiling of Rs. 25.00 lakh in respect of a State Commission and Rs. 10.00 lakh in respect of a District Commission, irrespective of the location of the Consumer Commission.

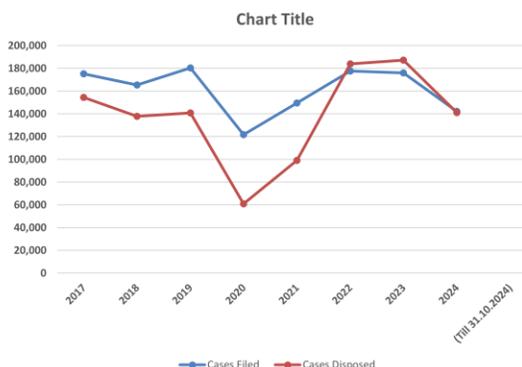
## Consumer Protection Framework



## Disposal of Consumer Cases

### • Year wise cases filed and disposed in consumer commissions

Year	Cases Filed	Cases Disposed
2017	1,75,308	1,54,385
2018	1,65,245	1,37,824
2019	1,80,402	1,40,873
2020	1,21,771	60,893
2021	1,49,641	99,115
2022	1,77,618	1,83,831
2023	1,75,959	1,87,082
2024 (Till 31.10.2024)	1,42,303	1,41,136



3.17 The BE, RE and Actuals for the last five years and current year is as follows

(In ₹ Crore)

Year	Budget Estimates (BE)	Revised Estimates (RE)	Actuals	% Actuals w.r.t. RE
2019-20	6.00	4.94	3.51	71.05
2020-21	8.00	2.66	1.17	43.98
2021-22	8.00	2.79	2.79	100.00
2022-23	6.00	3.16	3.16	100.00
2023-24	7.60	8.60	6.20	72.09
2024-25	5.00	-	3.51 (upto two quarters)	-

3.18 When asked about the steps taken to ensure accurate financial planning for future fiscal years and consistency in fund utilization, the Department of Consumer Affairs (DoCA) provided the following response:

“The proposals that have already been furnished to the department, but were found incomplete in certain aspects (such as submission of proposal without the approval of empowered committee, pending U.Cs in r/o funds already released under the SCC scheme, non-submission of proposal in prescribed proforma as provided in the SCC scheme guidelines etc.), are taken into account while

estimating future fund releases. Furthermore, planning is undertaken for states and UTs that are likely to submit proposals in the near future, based on past trends and ongoing communications.”

3.19 When asked about the planning of the Department to achieve its objectives for strengthening consumer forums, given the reduction in the Budget Estimates (BE) to ₹5.00 Crore for 2024-25 and the downward trend in financial allocation, the DoCA provided the following response:

“It is to be noted that as per the provisions of the Consumer Protection Act, the responsibility of establishing consumer commissions at the District and State level lie with the respective State/UT. Consequently, it is also the responsibility of the State Governments to ensure that these Consumer Commissions are provided with the requisite infrastructure so that they function effectively.

However, to supplement the efforts of the State Governments, the Central Government has been providing financial assistance to the State Governments under the scheme ‘Strengthening Consumer Commissions’ for strengthening the infrastructure of Consumer Commissions so that minimum level of facilities are made available at each Consumer Commission. The Department is pro-actively taking steps to ensure that the states/U.Ts furnish the proposals seeking funds under the SCC scheme to upgrade the infrastructure of Consumer Commissions located in respective states/U.Ts. These include various regional workshops, conferences on the occasion of National Consumer Day as well as World Consumer Rights Day which see participation from the concerned stakeholders. Besides, various VC Meetings as well as D.O letters are sent routinely to the eligible states/U.Ts requesting them to furnish the proposal under SCC scheme to this department.”

#### **E-Dakhil Statistics**

<b>TIME PERIOD</b>	<b>REGISTERED USERS</b>	<b>CASES FILED</b>	<b>CASES ADMITTED</b>	<b>CASES DISPOSED</b>
2020 (7th Sep-31st December)	8,037	1,353	433	20

2021 (1st Jan-31st December)	36,613	10,029	2,146	284
2022 (1st Jan-31st December)	67,050	22,324	7,710	1,446
2023 (1st Jan-31st December)	88,396	70,332	47,778	18,395
2024 (1st Jan-31st October)	74,288	88,297	62,736	13,579
GRAND TOTAL	2,74,384	1,92,335	1,20,803	33,724

3.20 The Committee observed that the e-Daakhil system is experiencing a significant backlog of unresolved cases, with only 23% of cases resolved to date. When asked about the measures being undertaken to improve the disposal rate and provide detailed insights into the strategies being implemented to enhance the resolution of consumer complaints through the e-Daakhil system, the Department of Consumer Affairs (DoCA) furnished the following information:

“As on date, the e-daakhil platform is accessible to consumers across all over the country and having more than 281,024 registered users.

For early disposal of cases in Consumer Commissions, the Consumer Protection Act, 2019 provides for, inter-alia, simplification of the adjudication process in the Consumer Commissions; filing of a complaint by a consumer in the Consumer Commission having jurisdiction with respect to his place of work/residence irrespective of place of transaction and place of business or residence of the opposite parties, e-filing of cases in Consumer Commissions through e-daakhil portal, video conferencing for hearing, deemed admissibility of complaints if admissibility is not decided within 21 days of filing etc.

Further, in terms of Section 38 (7) of the Consumer Protection Act, 2019, every complaint shall be disposed of as expeditiously as possible and endeavour shall

be made to decide the complaint within a period of three months from the date of receipt of notice by opposite party where the complaint does not require analysis or testing of commodities and within five months if it requires analysis or testing of commodities.

To serve the interest of speedy justice to the end consumers, Consumer Protection Act states that no adjournment shall ordinarily be granted by the consumer commissions unless sufficient cause is shown and the reasons for grant of adjournment have been recorded in writing by the Commission.”

**3.21 The Committee acknowledge the establishment of e-daakhil platform which has simplified the adjudication process but note a very poor percentage of 23% of resolution of the registered cases. The Committee feel that the system may not be useful if it does not facilitate an expeditious disposal of complaints. The Committee, therefore, urge the Ministry to form a dedicated monitoring cell to track the performance metrics and ensure the adherence to timelines.**

**(Recommendation No.6)**

**3.22 The Committee opine that strengthening the system's technological infrastructure, launching consumer awareness campaigns, and ensuring adequate staffing and resource allocation are essential steps that should be prioritized to improve the system's efficiency and ensure timely justice for consumers and therefore recommend to conduct periodic performance reviews to identify bottlenecks, and provide targeted training for Consumer Commission members.**

**(Recommendation No.7)**

3.23 A statement showing the BE, RE and Actual for last five years and current years along with the reasons for variations is as under:

(in ₹ Crores)

F.Y	B.E	R.E	A.E	% variations, if any	Reasons for variations
2019-	6.00	4.94	3.54	-28.3%	Non-receipt of eligible

20					proposals from states/U.Ts.
2020-21	8.00	2.66	1.17	-56.01%	Non-receipt of eligible proposals from states/U.Ts.
2021-22	8.00	2.79	2.79	Nil	
2022-23	6.00	3.16	3.16	Nil	
2023-24	7.00	5.00	5.00	Nil	
2024-25	5.00		3.96 (upto 31.10.24)		

3.24 When inquired about the physical targets and achievements over the past three years, the Department of Consumer Affairs (DoCA) provided the following details:

“Under the SCC scheme, funds are released to on the basis of proposals received from State Governments complying with the laid down guidelines of the SCC scheme. In this context, the physical achievements during the last three years are as indicated below:

1. 2021-22: Funds were released to Government of Karnataka for construction of District Consumer Commission building and non-Building assets for the 12 District Commissions located in the state. Under CONFONET scheme, manpower and hardware were provided to the consumer commissions at District, State and National levels. Various features were developed for the CONFONET application.
2. 2022-23: During the F.Y 2022-23, funds amounting to ₹ 3.16 crore were released to 5 states viz. Arunachal Pradesh, Assam, Meghalaya, Sikkim and Tamil Nadu for upgradation of infrastructure of Consumer Commissions located in these states. The funds were released for carrying out the renovation work at State Consumer Disputes Redressal Commission of Assam and for meeting the non-building purposes of the Consumer Commissions located in the aforementioned states. Under CONFONET scheme, manpower and hardware were provided to the consumer commissions at District, State and National levels.
3. 2023-24: Funds amounting to ₹ 5 crores were released to 5 states viz. Himachal Pradesh, Madhya Pradesh, Meghalaya, Punjab and Sikkim for acquiring non-building assets in the Consumer Commissions located in these

states. Under CONFONET scheme, besides manpower and hardware supply to consumer commissions, the Department has upgraded its traditional CONFONET software with a modernized application supported by advance data management, data analytics and generative AI tools. The upgraded platform named as www.e-jagriti.gov.in (Justice and Grievance Redressal for Consumers using IT\_enabled Transformation) launched in Dec 2023, is enriched with latest technological features. The upgraded application is a one-stop platform for the different classes of users including consumers, advocates, consumer commission members, judges etc. In addition, hybrid VC facility was also provided at 45 locations of Consumer Commissions at National and State/UT level.

During the last three years, under SCC, financial assistance has been provided for the upgradation of infrastructure of 152 Consumer Commissions (inclusive of State and District Commissions) located in the states mentioned above.

3.25 When inquired about the details of efforts undertaken by the Department of Consumer Affairs (DoCA) to create capital assets over the past five years under the Scheme, the Department provided the following response:

“Under the Strengthening of Consumer Commissions (SCC) scheme, financial assistance is given for construction/ renovation of State Commission/ District Commission buildings/ toilets, as well as for acquiring non-building assets. In this context, funds amounting to ₹ 219 lakh were released to the state of Karnataka in 2021-22 for the construction of new District Commission building at Tumkur and completion of construction works at existing 14 District Commissions.”

3.26 The Committee note the shortfalls in the Revised Estimates (RE) and Actual Expenditure (AE) in the past years. When asked for reasons for these discrepancies, the Department of Consumer Affairs (DoCA) has provided the following response:

“Under the SCC scheme, funds are being released to the States/UTs from where proposals are being submitted in accordance with the SCC guidelines. The states are regularly impressed upon to furnish the proposals in accordance with the scheme guidelines as well as furnish the pending U.Cs in respect of funds earlier released to them.”

3.27 When asked what steps are being taken to enforce timelines for the submission of pending Utilization Certificates across schemes, the Department of Consumer Affairs (DoCA) provided the following reply:

“The issue of pending UCs is being taken up regularly with the concerned states/UTs by the Department. In this regard, various VC meetings have taken place with the concerned States/UTs in groups of 7-8 states. The latest such VC Meeting was held on 17.09.2024 under the chairmanship of J.S (C.A). The minutes of the same are enclosed at **Annexure-I**. During the course of meetings, it has been urged to furnish the pending UCs for the funds released to the respective states under the SCC scheme.

Moreover, D.O letters are sent from time to time requesting the concerned states to furnish the pending U.Cs. The latest such D.O letter was sent to all the concerned states on 01.07.2024.

As a result of the concerted efforts of the Department of Consumer Affairs, the amount of U.Cs pending under the SCC scheme has come down substantially during the last three years. The same is substantiated by the following table:

(in ₹ Lakhs)

Pending UCs as on 28.12.21	Pending U.Cs as on 30.09.2022	Pending U.Cs as on 30.09.2023	Pending U.Cs as on 30.09.2024
5,355.11	3843.18	3539.40	2303.13

3.28 The department, in its reply, acknowledged that Utilization Certificates (UCs) remain pending from several States/UTs for previously released funds. When asked to specify the number of States/UTs with pending UCs and to outline the proactive measures being taken to ensure their timely submission, the Department of Consumer Affairs (DoCA) provided the following response:

“So far as the scheme of “Strengthening of Consumer Commissions (SCC)” is concerned, funds are released to states/U.Ts for the upgradation of infrastructure of Consumer Commissions located in specific states/U.Ts. As on 27.11.2024, Utilization Certificates (U.Cs) are pending with 18 states/U.Ts in respect of funds released for the upgradation of infrastructure of Consumer Commissions.

The issue of pending UCs is being taken up regularly with the concerned states/UTs by the Department. A number of VC meetings have been organized

with the concerned States/UTs. During the course of such meetings, it has been urged to furnish the pending UCs for the funds released to the respective states under the SCC scheme. Moreover, D.O letters are also sent from time to time requesting the concerned states to furnish the pending U.Cs. As a result of the sustained efforts of the Department of Consumer Affairs, the amount of U.Cs pending under the SCC scheme has come down substantially during the last three years.

Under the consumer awareness scheme, the Grants-in-Aids are being released to the States/UTs for creating consumer awareness in the respective states/UTs. So far as Consumer awareness scheme is concerned, the requisite utilization certificate is awaited from 32 States/UTs. Regular follow ups are being made with the concerned States/UTs through various communications from time to time including VC meetings so that furnishing of the pending utilization certificates may be expedited.

For CWF, at present UCs are pending from 11 States.

The following proactive steps are being taken by this Department to ensure timely submission of UCs:-

- i. Review Meetings are held regularly with concerned States/ UTs to furnish UCs for earlier released grants.
- ii. The second & subsequent installments for activities/ projects is subject to furnishing of UCs.
- iii. Reminders/ DO letters from higher authorities are sent on continuous basis for submission of pending UCs.

**3.29 The Committee observe that under the Strengthening of Consumer Commissions (SCC) Scheme, delays and deficiencies in proposals submitted by States and UTs, including non-compliance with SCC guidelines and incomplete documentation, have hindered the effective utilization of funds. Despite efforts to address the issue, the challenge of pending utilization certificates (UCs) persists, obstructing the release of new funds, with ₹2,303.13 lakh still pending as on 30.09.2024. This situation has contributed to a reduction in budget allocations, with only ₹5.00 crore designated for 2024-25, potentially jeopardizing the long-term goals of the SCC. The Committee, therefore, urge the Department to adopt more proactive and structured approach. States and UTs should be provided with**

**capacity-building workshops to ensure timely and compliant submission of proposals, supported by a centralized tracking system to monitor progress and identify bottlenecks. Further, the Committee suggest the department to explore the possibility of dynamically reallocating unutilized funds from underperforming regions to states demonstrating readiness and compliance, ensuring optimal resource deployment. Regular audits and escalations of unresolved UC issues should also be enforced to ensure accountability and streamline fund disbursement processes.**

**(Recommendation No.8)**

## **(ii) CONFONET**

3.30 Computerization & Computer Networking of Consumer Commissions (CONFONET) : CONFONET Scheme has been implemented in the backdrop of The Consumer Protection Act, which is a social legislation, intended to protect consumers from all forms of exploitation. Under the provision of the Act, quasi-judicial machinery, namely, Consumer Commissions at the district, State and National Level were setup. With the objective to make the fruits of this benevolent Act reach its wide target audience, this scheme was initiated to provide a turnkey solution at each of the district commission, state commission & national level, including linkages with respective state and central governments. The objective of the scheme is to set up Information and Communications Technology (ICT) infrastructure and implement an e-Governance solution for monitoring the consumer cases filed, disposed & pending with the Consumer Commissions at National Consumer Disputes Redressal Commission (NCDRC), State Commissions and District Commissions. The scheme is being implemented through National Informatics Centre (NIC). The NIC provides hardware, software and technical manpower to the Consumer Commissions through National Informatics Centre Services Inc. (NICSi). The scheme has been approved to be continued till 2025-26. Currently, the revamping of CONFONET software i.e CONFONET 2.0 has been completed and has been named as “e-Jagriti” which was launched in Dec 2023. Besides, the hybrid VC facility implementation for 10 benches of NCDRC and 35 SCDRCs has also been completed and the hybrid VC is functional for

these benches. These initiatives will help the consumers in resolving their issues through Consumer Commissions in speedy manner.

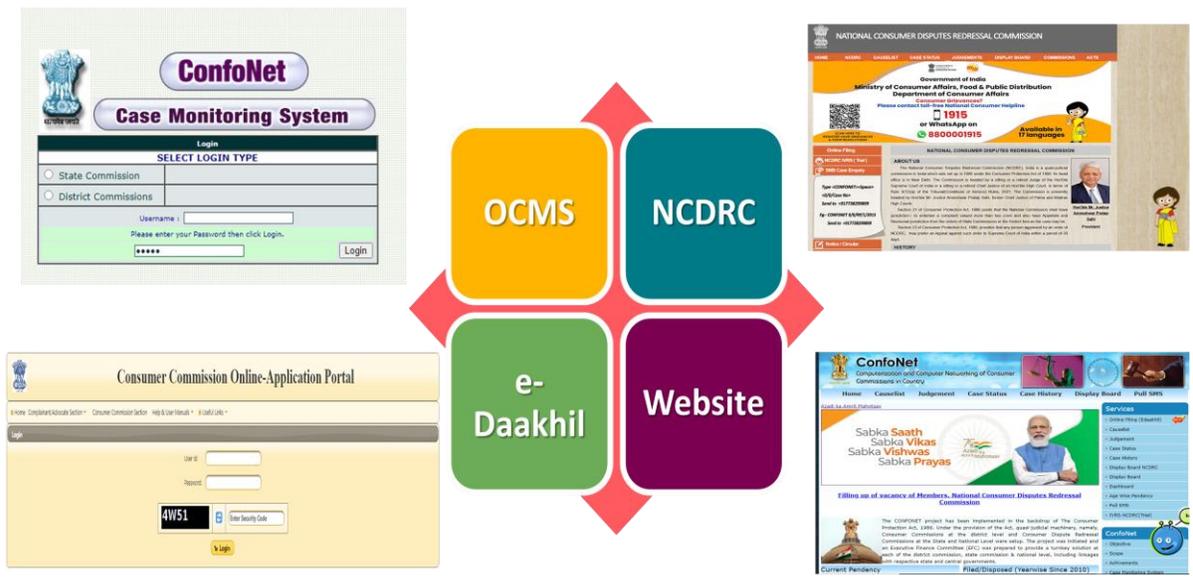
## CONFONET (COMPUTERIZATION & COMPUTER NETWORKING OF CONSUMER COMMISSIONS)

- Strengthening of technical support
- Training for smooth transition to computer-based system
- Revamping OCMS application
- Hardware Replacement
- Development & Implementation of E-filing application.

10 <sup>th</sup> Plan Scheme	11 <sup>th</sup> Plan Scheme	12 <sup>th</sup> Plan Scheme	3 Years Scheme	5 Years Scheme
<ul style="list-style-type: none"> <li>• Provision of basic infrastructure</li> <li>• Deployment of <b>Offline Case Monitoring System</b> in consumer forums</li> </ul> <p style="text-align: center;"><b>48.57 Cr.</b></p>	<p><b>25.69 Cr.</b></p>	<ul style="list-style-type: none"> <li>• Implementation of <b>online case monitoring system (OCMS)</b></li> <li>• Access of centralized OCMS to all SCs, DCFs</li> <li>• Establishing DC at central level</li> </ul> <p style="text-align: center;"><b>70.00 Cr.</b></p>	<p style="text-align: center;"><b>2018-2020 ext. till 2021</b></p> <p style="text-align: center;"><b>115.92 Cr.</b></p>	<ul style="list-style-type: none"> <li>• <b>Revamping OCMS application</b></li> <li>• Hardware Replacement</li> <li>• Implementation of E-filing application.</li> <li>• Mediation Center S/w</li> </ul> <p style="text-align: center;"><b>227.38 Cr.</b></p>

Whole CONFONET Software is under Revamping with latest features.

## CONFONET 1.0 – Presently all Applications Working in Silos



## CONFONET 2.0 (E-Jagriti)

- NextGen with Role Based Access Control (RBAC) dashboard for Commissions & Complainants.
- Revised architecture, systematic flow of data between various existing applications
- Provide faceless trainings of the platform to the deployed manpower
- **Proposed Features:**

Video

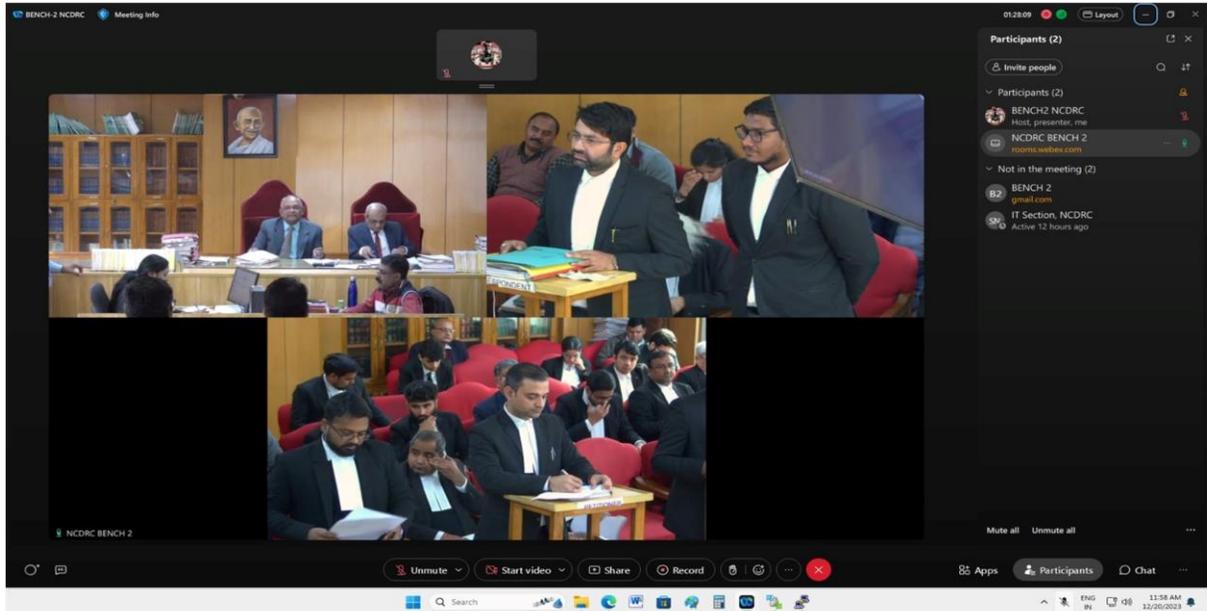
<ul style="list-style-type: none"><li>• <b>Microservice architecture</b></li><li>• <b>Scalable</b></li><li>• <b>Faceless onboarding</b></li><li>• <b>Role based access</b></li><li>• <b>Parichay based Single Sign On</b></li><li>• <b>API integration</b></li><li>• <b>Sandesh integration</b></li></ul>	<ul style="list-style-type: none"><li>• <b>Data lake framework</b></li><li>• <b>Virtual court</b></li><li>• <b>Voice-bot/chatbot</b></li><li>• <b>Voice to text</b></li><li>• <b>Analytics</b></li><li>• <b>AI/ML</b></li><li>• <b>Mobile first</b></li><li>• <b>End-to-End workflow</b></li></ul>
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## Hearing through Video Conferencing

- Hybrid Video Conference (VC) equipment installed and made functional at 45 locations across the country
- All the benches of NCDRC and all the SCDRCs are covered
- Represents a crucial advancement in the area of consumer rights
- Enhancement of dispute resolution mechanisms by addressing geographical barrier
- Improving convenience and accessibility for all stakeholders.
- The consumer commissions being encouraged to use VC facility optimally
- Hearing through VC made default mode for hearing
- This initiative delivering doorstep justice to the consumers .

# VC facility- Glimpses

## NCDRC



# VC facility in SCDRCs

## Kerala State Commission



3.31 The BE, RE and Actuals for CONFONET during last five years and current year :

(in ₹ Crore)

Year	Budget Estimate (BE)	Revised Estimate (RE)	Actual Expenditure (AE)	% Utilization (w.r.t. RE)
2019-20	22.00	33.63	33.63	100.00
2020-21	29.50	29.50	29.50	100.00
2021-22	26.00	32.00	32.00	100.00
2022-23	27.00	29.26	29.26	100.00
2023-24	29.40	67.00	36.21	54.04
2024-25	42.00	--	41.93 (upto 31.10.2024)	

3.32 The department has informed that during 2023-24 additional funds amounting to ₹ 3760 lakh were provided at RE stage. However, the funds could not be released due to non-completion of assigned task before the closing of financial year

3.33 When asked on the funds sought & allocated during last three years, amount actually spent and targets fixed for various activities vis-a-vis actual achievements, the reasons for not achieving the targets the department has stated as under:-

“a). 2021-22: Funds were released to Government of Karnataka for construction of District Consumer Commission building and non-Building assets. Under CONFONET scheme, manpower and hardware were provided to the consumer commissions at District, State and National levels. Various features were developed for the CONFONET application.

b). 2022-23: During the F.Y 2022-23, funds amounting to ₹ 3.16 crore were released to 5 states viz. Arunachal Pradesh, Assam, Meghalaya, Sikkim and Tamil Nadu for upgradation of infrastructure of Consumer Commissions located in these states. The funds were released for carrying out the renovation work at State Consumer Disputes Redressal Commission of Assam and for meeting the non-building purposes of the Consumer Commissions located in the afore-mentioned states. Under CONFONET scheme, manpower and hardware were provided to the consumer commissions at District, State and National levels.

c). 2023-24: Funds amounting to ₹ 5 crores were released to 5 states viz. Himachal Pradesh, Madhya Pradesh, Meghalaya, Punjab and Sikkim for non-building purposes in the Consumer Commissions located in these states. Further, under CONFONET scheme, besides manpower and hardware supply to consumer commissions, the Department has upgraded its traditional CONFONET software with a modernized application supported by advance data management, data analytics and generative AI tools. The upgraded platform named as [www.e-jagriti.gov.in](http://www.e-jagriti.gov.in) (Justice and Grievance Redressal for Consumers using IT\_enabled Transformation) launched in Dec 2023, is enriched with latest technological features. The upgraded application is a one-stop platform for the different classes of users including consumers, advocates, consumer commission members, judges etc. In addition, hybrid VC facility was also provided at 45 locations of Consumer Commissions at National and State/UT level

3.34 On the present Status of implementation of the scheme programmes the department has stated that Hybrid VC facility has been provided to NCDRC and other 35 SCDRCs. This initiative will enhancement of dispute resolution mechanisms by addressing geographical barriers, facilitating remote hearings and thereby improving convenience and accessibility for all parties involved.

The CONFONET 1.0 project is being revamped to NextGen CONFONET 2.0 to address key challenges such as outdated technology, non-standardized workflows and limited automation. It will unify existing applications (OCMS, e-Daakhil, NCDRC CMS, CONFONET application) into a single, scalable system that will significantly benefit consumers by enabling them to file complaints seamlessly from anywhere, anytime with multi-lingual support.

3.35 In response to queries regarding the percentage achievement of the plan targets (both physical and financial) under CONFONET for the year 2023-24, and the reasons for any slow progress in meeting these targets, the department has provided the following written reply:

**1. Achievements in Financial Terms (2023-24):**

(In ₹ Crore)

Scheme	B.E	R.E	Actual Expenditure	% Expenditure w.r.t R.E	Reasons for slow progress, if any	Physical Achievements
CONFONET	29.40	67.00	36.21	54.04%	Additional funds amounting to ₹ 37.60 crore were provided at R.E stage. However, the funds could not be released due to non-completion of assigned task before the closing of financial year	Under CONFONET scheme, besides manpower and hardware supply to consumer commissions, the Department has upgraded its traditional CONFONET software with a modernized application supported by advance data management, data analytics and generative AI tools. The upgraded platform named as www.e-jagriti.gov.in (Justice and Grievance Redressal for Consumers using IT_enabled Transformation) launched in Dec 2023, is enriched with latest technological features. The upgraded application is a one-stop platform for the different classes of users including consumers, advocates, consumer commission members, judges etc. In addition, hybrid VC facility was also provided at 45 locations of Consumer Commissions at National and State/UT level.

3.36 The department has furnished that during 2023-24 funds could not be utilized and surrender as under:

Name of the scheme & Budget Head Plan Scheme	RE 2023-24 (in lakh)	Savings (in lakh)	Reason
Office Expenses(02.03.13)	6700	3079	Additional funds amounting to ₹ 3760 lakh were provided at R.E stage. However, the funds could not be released due to non-completion of assigned task before the closing of financial year.

3.37 The Committee noted that under the CONFONET initiative, there was a proposal to complete the installation of Video Conferencing (VC) facilities at 45 locations by 15th March 2024. However, only six benches for the NCDRC were installed. When asked about the proactive measures being taken by the Department to prevent similar logistical and procedural delays from impacting the timely execution of CONFONET projects or other consumer grievance redressal upgrades in the future, the Department of Consumer Affairs (DoCA) provided the following response:

“NIC is the implementing agency of the project. Accordingly, the implementing agency has already been suitably advised to strictly adhere to the stipulated timelines so that such delay could be avoided in future.”

3.38 About the current implementation status of CONFONET and details regarding the computer hardware already installed as well as the remaining installations yet to be completed under this initiative, the Department of Consumer Affairs (DoCA), in its written reply, furnished the following information:

“The scheme aims to modernize and streamline the consumer grievance redressal process in India by implementing ICT infrastructure and e-Governance solutions across National, State and District Consumer Commissions. The commissions at National, State and District levels have been provided with hardware and manpower for technical assistance. The obsolete hardware is replaced on need-basis.

Further, a key initiative under the scheme is the installation of video conferencing (VC) facilities, at 10 NCDRC benches and 35 SCDRCs equipped for remote hearings, promoting accessibility and convenience. This digital shift ensures faster case resolution, real-time updates, and better participation for stakeholders like judges and advocates.”

**3.39 The Committee note that the CONFONET initiative, aimed at modernizing consumer grievance redressal through ICT infrastructure, has shown promise with the launch of the e-Jagruti platform and the installation of hybrid video conferencing (VC) facilities. However, the Committee is dismayed to learn the**

significant delays in achieving the target of installing VC facilities at 45 locations by March 2024, as installation has been made in only six benches at the National Consumer Disputes Redressal Commission (NCDRC). The Committee also find that the fund underutilization is a matter of concern, as ₹30.79 crore allocated in the 2023-24 fiscal year went unspent due to incomplete tasks. The Committee, therefore, urge that these issues be addressed immediately and strongly recommend for setting up of a dedicated project management unit (PMU) within the Department of Consumer Affairs to oversee the progress of such projects and enforce adherence to timelines.

**(Recommendation No. 9)**

### **Price Monitoring Division**

3.40 Under Price Monitoring Cell, this department collects the daily retail and wholesale prices of 22 essential commodities from 550 price reporting centers through mobile app viz. Price Monitoring System (PMS). These daily prices constitute critical inputs to take decisions purport to mitigate price surge, market intervention, restricting import-export duties and calibrate the monetary policy. Under Price Stabilization Fund, government undertakes market interventions to control the volatility in prices of agri-horticultural commodities such as onion, potato, tomato and pulses to protect the interests of consumers. Market interventions primarily involves procurement of these commodities for buffer stock and undertaking strategic market disposals to contain price volatility. Buffer stocking also acts as deterrent for unscrupulous speculations. The procurement of agri-horticultural commodities ensures remunerative prices to the farmers for their produce.

#### **(i) PRICE MONITORING CELL**

3.41 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. Price Monitoring Division oversees the implementation of two central sector schemes namely, Price Monitoring Cell (PMC) and Price Stabilization Fund (PSF). 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 550. 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 550 price reporting centers (year wise) across the country.

3.42 When asked about the mechanisms put in place for monitoring the prices of essential commodities over the last three years, the steps taken to bridge any gaps between demand and supply of essential commodities (on a commodity-wise basis) in the country, and the efforts to combat black marketing and dehoarding among errant traders, stockists, and entrepreneurs, the Department of Consumer Affairs (DoCA) provided the following response regarding the effectiveness of the Price Monitoring Cell (PMC), the High Powered Monitoring and Board (HPPMB), and the Committee of Secretaries (COS) in curbing price rises:

“Price Monitoring Cell under Price Monitoring Division of Department of Consumer Affairs was set up in 1998 for keeping a close watch on the prices of selected food items as well as the structural and other constraints affecting their availability, and ensuring timely intervention for improving the market availability and thereby moderating prices. Initially, PMC was tasked for monitoring prices of 14 essential commodities across 18 centres in the country. Over years, the scope of PMC has expanded and as of today the number of commodities monitored is 38 and the number of reporting centres is 550. Of the 38 commodities, 16 commodities have been included w.e.f. 01/08/2024.

These 38 commodities include five item groups i.e., Cereals (Rice, Wheat, Atta, Jowar, Bajra, Ragi, Maida, Suji), Pulses & Products (Gram, Tur, Urad, Moong, Masur, Besan), Edible Oils & Fats (Groundnut Oil, Mustard Oil, Vanaspati, Soya Oil, Sunflower Oil, Palm Oil, Desi Ghee, Butter), Vegetables (Potato, Onion, Tomato, Brinjal), Animal Products (Milk, Egg), Spices (Black Pepper, Coriander, Cumin Seed, Red Chilli, Turmeric), Fruits (Banana), and Other items (Sugar, Gur,

Tea, Salt). The overall as well as the commodity-specific trends in prices compiled by the PMD are reviewed at the highest level, including at the level of Minister, Committee of Secretaries, IMC etc. for taking appropriate decision including market-intervention, if any.

The Department developed a Mobile App. for price reporting which became operationalized from 1st January, 2021. The App has inbuilt features to calculate the average of retail prices collected from three markets and also geo-tag the location from where prices are collected and uploaded. The Mobile App is readily available for download from google play store. The veracity of prices data improves with the increase in number of Centres reporting prices data through the Mobile App.

Basic objective of the scheme is to ensure streamlining of the process of price data reporting, monitoring and analysis of essential commodities. Major components of the scheme are (a) Strengthening PMC at centre; (b) Strengthening PMC at the States; and (c) Strengthening services of National Informatics Centre at the Centre, specific to PMC. The Scheme, inter alia, provides financial assistance to the States for capacity building and infrastructural support for their price reporting centres.

3.43 The BE, RE and Actuals for the price monitoring structure for last five years and the current year is as under:

(in ₹ Crore)

<b>Year</b>	<b>Budget Estimates (BE)</b>	<b>Revised Estimates (RE)</b>	<b>Actual Expenditures (AE)</b>	<b>% Utilization (w.r.t. RE)</b>
<b>2019-20</b>	2.00	1.60	1.36	<b>85.00</b>
<b>2020-21</b>	2.00	1.00	0.99	<b>99.00</b>
<b>2021-22</b>	2.00	1.50	1.44	<b>96.00</b>
<b>2022-23</b>	1.50	3.00	3.00	<b>100.00</b>
<b>2023-24</b>	6.00	6.00	7.54	<b>125.67</b>
<b>2024-25</b>	0.01			

3.44 When asked to justify the minimal allocation of ₹0.01 crore for the Price Monitoring Structure for the 2024-25 fiscal year and to explain how the department plans to sustain this structure without adequate funding, the Department of Consumer Affairs (DoCA) responded as follows:

“The price Monitoring Structure has been merged in the PSF with the approval of PM Aasha scheme in September 2024. Rs. 15 crore has been earmarked from PSF scheme for price monitoring activities. “

## **(ii) PRICE STABILIZING FUND (PSF)**

3.45 Regarding Price Stabilization Fund (PSF), the Department has informed the Committee in writing as under:

1. The Price Stabilization Fund (PSF) was set up in 2014-15 with an initial corpus of ₹500 crore to tackle inflationary trends of some agri-horticultural commodities viz. onion, potatoes and pulses to protect the interests of consumers. These commodities would be procured and stored for regulated release to help moderate the 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. As per the scheme, the PSF is to be used to grant interest free advance of working capital to Central Agencies, State/UT Governments/Agencies to undertake such market intervention operations. Apart from domestic procurement from farmers/wholesale mandis, imports may also be undertaken under PSF for building adequate buffer at reasonable cost.
2. 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 Gol and State in the ratio of 50: 50, which is 75:25 in case the North Eastern States. 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.
3. DoCA, implements PSF to mitigate the hardships to consumers on account of price volatility in agri-horticultural commodities. The basic objective of PSF scheme is to protect the consumers from extreme volatility in prices of agri-horticultural commodities and to make essential food commodities available at reasonable prices. Under the PSF scheme, strategic buffer stock of pulses and onion are maintained by procuring from domestic as well as imported sources

for calibrated release to discourage hoarding, unscrupulous speculation and for supplies to consumers at reasonable prices. PSF interventions have also been undertaken in perishable commodities like Onion, Tomato by procuring from source markets and for retail distribution in major consumption centres at discounted prices to nudge the market for bringing prices down. DoCA undertakes procurement of pulses at other than MSP.

4. The PSF is consumer orientated scheme which works for the interest of consumer side. Calibrated release of pulses through PSF Buffer keep the prices of pulses almost stable for the benefit of consumer. DoCA keep a close watch on market through its Price Monitoring Division. PMD intimates any abnormal rise in prices of pulses to the higher Authority. Also, there are several meetings like IMC, GoM, CoS etc regarding “Review of Prices of Essential Commodities” where Government also keep close watch on prices of pulses also.
5. Buffer stock of pulses (Phase 1): 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. Last import was contracted in November 2016, i.e., up to period when domestic availability was low during 2015-16 and 2016-17.
6. Utilization of buffer stock of pulses: Government has taken a decision that all Ministries/Department having schemes with nutrition component or providing food/ catering/hospitality services would utilize pulses from the central buffer. Pulses from the buffer has been utilised for PDS distribution, in Mid-day Meal Scheme and ICDS Scheme. In addition, pulses from the buffer are being utilized to meet the requirement of Army and Central Para-Military Forces. The balance stock is disposed in market, based on considerations like shelf life, efficient buffer management, market prices etc. Pulses from the buffer were also utilised for distribution of free pulses under the PMGKAY and ANB packages.
7. Benefit from buffer stock operations: Creation of buffer stock of pulses has helped in moderating pulses prices. Lower prices of pulses lead to consumer savings. Built buffer also led to remunerative prices to farmers as procurement for buffer was undertaken at MSP or higher rates from them, benefitting about 8.41 lakh farmers during Phase 1 (2015-18) and more than 2.86 Lakh during phase-II(2018 onwards) under PSF.
8. Re-building buffer stock of pulses (Phase 2): 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. During Phase 2, till date, around 57.87 LMT of pulses have been transferred/replenished from PSS stocks to rebuild PSF buffer stock and 4.82 LMT pulses have been procured directly from farmers/FPO and 7.09 LMT imported pulses procured under PSF. Of this, 72.23 LMT of pulses have been disposed leaving a balance of 10.19 LMT pulses in the PSF Buffer. (During the Phase-II, implementing Agencies are NAFED and NCCF.

9. Assistance provided towards creation of State level PSF: Andhra Pradesh (₹50 crores), Telangana (₹9.15 crores), West Bengal (₹2.5 crores), Odisha (₹25 crores), Assam (₹75 crore) , Tamil Nadu (₹2.5 crore) and Nagaland(₹37.5 crore) for setting up State Level PSF.

3.46 The BE, RE and Actual for PSF during the last five years and current year is as under:

( in ₹ Crore)

Year	Budget Estimates (BE)	Revised Estimates (RE)	Actual Expenditure (AE)	% Utilization (w.r.t. RE)
2019-20	2,000.00	1,820.00	1,713.00	94.12
2020-21	2,000.00	11,800.00	11,135.30	94.37
2021-22	2,700.00	2,250.00	2,030.83	90.26
2022-23	1,500.00	0.01	0.01	100.00
2023-24	0.01	0.01	0.00	0.00
2024-25	10,000.00		6089 (upto 31.10.2024)	--

3.47 On being asked about significant enhance under PSF i.e. the Budget Estimates (BE) for 2024-25 is projected at ₹10,237.29 crore from that of BE 2023-24 and the key initiatives or projects planned by the department to fund with such increased budget allocation, the Department in their written replies submitted as under:

“The BE allocation of ₹1500 crore for PSF in 2022-23 was reduced to ₹0.01 crore at Revised Estimates stage as the approval of the scheme for continuation in the 15th Finance Commission award period was pending. The scheme has been approved on 18.9.2024 as a sub-component of the umbrella scheme of PM-AASHA. During previous two years, sale proceeds from previous PSF operations accrued to the PSF Corpus were utilized to meet the expenditure requirement for procurement/disposal activities of various PSF operations. Further, stock of pulses were transferred from PSS of DAFW to PSF of DoCA on credit basis.

For FY 2024-25 , till 2nd Qtr Rs. 5000 crore, out of allocated Rs. 10000 crore, has been utilized for paying pending payment of previous and ongoing PSF operations. Tentative plan to utilize Rs. 5000 crore is as under:

	Particulars	Amount (in ₹ crore)
A	BE/ RE for 2024-25	10000
B	Expenditure upto 30.09.2024	5000
C	Expenditure from October 2024 to March 2025	5000
S.No.	Expenditure plan for October 2024 to March 2025	Amount (Rs. crore)
1	Balance payment for transfer of Gram R 24 from PSS to PSF (MSP value)	6.14
2	Balance payment for transfer of Masoor R 24 from PSS to PSF (MSP Value)	716.76
3	Proposed transfer of 2 LMT Moong from PSS to PSF (MSP Value)	1,711.60
4	Procurement of 50000MT Urad under PSF (MSP value)	370.00
5	Procurement of 1 LMT Tur under PSF (MSP value)	755.00
6	Tentative incidental expenses during this period	500.00
7	Tentative differential payment for PSS stock transfer	500.00
8	Subsidy claims from DoFPD for Rice and wheat	879.00
9	Other expenses	10.00
10	Price Monitoring expenses	15.00
11	PSF expense in NER	1,000.00
	Total requirements under PSF	6,463.50

Rs. 5000 crore to be met from BE/ RE and rest from sales proceeds/PSF corpus	
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3.48 The Committee note that the performance of the Price Stabilization Fund (PSF) has varied significantly across different states. When queried about specific feedback or notable success stories from states that have effectively utilized the PSF, the Department of Consumer Affairs (DoCA) provided the following response:

“Fund has been released to seven states namely Telangana, Andhra Pradesh, Tamil Nadu, Odisha, West Bengal, Nagaland and Assam for creation of State level PSF. Out of these seven states Telangana and Andhra Pradesh has utilized the amount under State level PSF activities and other states will utilize as and when required. Regular follow up meetings through VC are being organized regarding the same.”

**3.49 The Committee note that the BE allocation of ₹1500 crore for PSF in 2022-23 was reduced to ₹0.01 crore at Revised Estimates stage as the approval of the scheme for continuation in the 15th Finance Commission award period was pending and the scheme has been approved on 18.9.2024 as a sub-component of the umbrella scheme of PM-AASHA. During previous two years, sale proceeds from previous PSF operations accrued to the PSF Corpus were utilized to meet the expenditure requirement for procurement/disposal activities of various PSF operations. Further, stock of pulses were transferred from PSS of Department of Agriculture and Farmers’ Welfare (DAFW) to PSF of Department of Consumer Affairs on credit basis. During FY 2024-25, till the end of 2nd Qtr, Rs. 5000 crore, out of allocated ₹10000 crore, has been utilized for paying pending payment of previous and ongoing PSF operations. The department has stated that the tentative requirement would be ₹ 6463.50 crore on which ₹ 5000 core is to be met from BE/RE and rest from sale proceeds/PSF corpus. However, the Committee note that reliance on sale proceeds and transfers from the Price Support Scheme (PSS) could lead to delays in addressing market exigencies. The Committee recommend to conduct a thorough need assessment to determine the required allocation to the PSF taking into account factors such as size of the population,**

**the level of price volatility on the effectiveness of existing price stabilization mechanism and desire that the Department to ensure stable and sufficient annual allocations for PSF so as to reduce dependency on ad hoc funding mechanisms such as sale proceeds.**

**(Recommendation No.10)**

#### **(IV) LEGAL METROLOGY AND QUALITY ASSURANCE**

3.50 The Department of Consumer Affairs, through its Legal Metrology division, is actively working to ensure that consumers are protected from unfair trade practices related to weights and measures. The various schemes, programs, and projects under implementation aim to strengthen the regulatory framework, modernize infrastructure, promote awareness and ensure compliance with legal standards. These initiatives are crucial for maintaining consumer trust and promoting fair trade practices in India.

3.51 Under the Scheme “Legal Metrology and Quality Assurance” there are following three sub-schemes:

- a. Strengthening of the Legal Metrology Regulation and Enforcement.
- b. Strengthening of the NTH.
- c. Strengthening of Gold Hall Marking, Standard related capacity building and research and development work.

##### **(i) Strengthening of the Legal Metrology Regulation and Enforcement (Weights and Measures)**

3.52 Administered by the Legal Metrology in the Department of Consumer Affairs, there are following components:

- a) **Strengthening Legal Metrology infrastructure of State/ UTs:** The objective is to modernize and strengthen the infrastructure of the Legal Metrology department across states and union territories, ensuring that they are well-equipped to enforce the provisions of the Legal Metrology Act and associated rules. The scheme support the State’s Legal Metrology Department for strengthening infrastructure in holistic way namely construction of laboratory building, supply of equipments and capacity building of enforcement officials for effective implementation of weights and measures laws. The Scheme aims at

better implementation of weights and measures laws, thus ensuring better consumer protection.

The said scheme is a continuing scheme, which includes release of grant in aid for construction of laboratory buildings, supply of standard equipments for verification of weights and measures used in any transaction & protection and capacity building of Legal Metrology enforcement officials. Under the scheme proposal for the construction of Controller Office and establishment of R&D centre are also considered. Under the scheme provision for supply of Standard equipment like CNG/ LPG testing kits for dispensing units, sphygmomanometer testing kit, clinical thermometer testing kit, Mobile weighbridge testing kits, computers, printers etc. is made.

**b) Strengthening Regional Reference Standards Laboratory [RRSLs] and Indian Institute of Legal Metrology [IILM], Ranchi:** RRSLs are vital for maintaining the standards of weights and measures, which are used as reference points for calibration and verification across the country. The schemes aim to modernize and upgrade these laboratories to meet the current and future demands of legal metrology. The objective of the scheme is to strengthen Regional Reference Standards Laboratories (RRSLs) by complementing the existing facility in mass, volume and length measurement. The said scheme is a continuing scheme. The scheme aims at providing new testing facilities for better consumer protection. Laboratory equipments like sphygmomanometer testing kit, clinical thermometer testing kit, Laser based length measurement instrument etc. are being provided to Regional Reference Standards Laboratory (RRSL) and Indian Institute of Legal Metrology (IILM), Ranchi for calibration of weights and measures used in any transaction & protection. Two new RRSLs one at Varanasi, U.P. and at Nagpur, Maharashtra are being established. One at Varanasi, U.P. has been inaugurated by the Hon'ble Prime Minister of India on 23.12.2021 and for RRSL Nagpur, Land has been purchased from the State Government. The IILM, Ranchi, is a premier training and research institution in the field of legal metrology in India. It plays a key role in training legal metrology officers and stakeholders in the latest practices, technologies and standards. The schemes support the IILM in its mission to develop a skilled workforce. Strengthening IILM enhances the overall capacity of the legal metrology system in India by ensuring that officers are well-trained, up-to-date with the latest standards and practices and capable of effectively implementing legal metrology laws. It also promotes innovation and continuous improvement in the field. The schemes implemented by the Department play a pivotal role in strengthening the Regional Reference Standard Laboratories (RRSLs) and the Indian Institute of Legal Metrology

(IILM), Ranchi. By providing financial support, modernizing infrastructure, enhancing training and research, and promoting international collaboration, these initiatives ensure that India's legal metrology framework is robust, reliable, and in line with global standards. This, in turn, helps to protect consumers, promote fair trade, and boost confidence in the country's measurement system.

**c) Time Dissemination [Dissemination of Indian Standard Time (IST)]:** The Time Dissemination Project is a critical support mechanism for legal metrology, providing a standardized and accurate time reference that is essential for a wide range of measurement processes, legal compliance, digital systems, and trade practices. By ensuring that all time-dependent activities are based on a reliable and uniform time standard, the project helps maintain the integrity of measurements, supports fair trade, and ensures legal and regulatory compliance. There are seven base units for any quantitative measurement, which in the international systems of units (SI unit) are kilogram for mass, meter for length, second for time, Ampere for electric current, Kelvin for temperature, Candela for light intensity and mole for amount of substance. Provisions for units of weights and measures are provided under the Legal Metrology Act, 2009. 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, synchronisation 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 signalling in road & railways, weather forecasting, disaster managements, searching for natural resources under the earth's crust requires robust, reliable and accurate timing systems. An MoU with CSIR- NPL for executing the project for setting up of atomic clocks has been signed. Under the MoU, the hardware and software for setting up the time ensembles will be procured, installed and commissioned by NPL. 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. Precise time is essential for country's strategic and non-strategic sectors for navigation, tele-communication, internet, power grid synchronisation, banking systems, digital governance, transport systems,

financial transactions, defence systems, cyber physical systems, and upcoming technologies of 5G, artificial intelligence and internet of things. Precise time with nanosecond accuracy is also required for high-end research in science, namely, measurement of fundamental physical constants, detection of the gravitational waves, geodesy, deep space navigation, radio telescopes etc. Presently in our country the Indian Standard Time (IST) is not being adopted mandatorily by all Telecom Service Providers (TSP) and Internet Service Providers (ISP). They are utilizing the servers synchronized to NIST, USA. Synchronisation 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. Considering the importance of dissemination of Indian Standard Time (IST), the project has been undertaken by the Department of Consumer Affairs. The project aims to create technology and infrastructure to disseminate IST from five sites across India to all the telecom operators, power grids, financial institutions, data centres, common citizens etc. These locations are the Regional Reference Standard Laboratories of this Department at Ahmedabad, Bengaluru, Bhubaneswar, Faridabad and Guwahati. The project shall establish the satellite links to NPL for traceability during the year 2024-25. A Disaster Recovery Centre (DRC) of the Primary Time Scale generating IST at NPL is also being setup at Bangalore.

3.53 The BE, RE and Actuals for last five years and current years under Legal Metrology and Quality Assurance is as under:

(₹ in Crore)

Year	Budget Estimates (BE)	Revised Estimates (RE)	Actual Expenditure (AE)	% Utilization (w.r.t. RE)
2019-20	₹50.00	₹27.84	₹22.30	80.10%
2020-21	62.00	42.74	41.02	95.98
2021-22	55.00	18.15	₹17.79	98.02
2022-23	17.00	19.50	₹18.93	97.08
2023-24	28.00	45.00	₹43.98	97.73
2024-25	60.00	N/A	49.96 (upto 31.10.2024)	N/A

3.54 The Committee inquired about the funds sought and allocated over the past three years under the scheme, the actual expenditure incurred, the targets set for various

activities, and the corresponding achievements. Additionally, the Committee sought explanations for any shortfalls in meeting the targets. The department has provided the following details:

2021-22 (Rs. in Crore)							
Scheme	BE	RE	Actual expenditure	% of expenditure w.r.t. RE	Target fixed	Actual Achievements	Reason for not achieving the targets
Strengthening Legal Metrology Infrastructure of States/UTs	10	0.934	1.72	184%	(i) To release grant in aid for the construction of Laboratory Buildings to States/UTs  (ii) To supply standards equipment for verification and stamping of weights and measures used in transaction and protection  (iii) to	(i) Equipment were provided.  (ii) officers were trained through online mode	Grant in Aid could not be released due to non-submission of proposals

					provide training to Legal Metrology officers of States/ Uts under the Capacity Building Programme		
Strengthening of Regional Reference Standards Laboratory [RRSLs] and Indian Institute of Legal Metrology [IILM], Ranchi	15	7.48	6.398	85.53%	(i) To renovate/ maintenance RRSLs  (ii) To Provide standards equipment for testing and calibration  (iii) to provide training to Legal Metrology officers of Govt. of India under the Capacity Building Programm	(i) Funds are utilised for Annual Maintenance of RRSLs and for up-gradation of RRSLs  (ii) Equipment were provided.  (iii) officers were trained	NA

					e		
Time Dissemination	30	9.736	9.673	99.35%	To establish the infrastructure for time dissemination	(i) Funds were sanctioned for renovation of RRSLs for time project to CPWD and for procurement of equipment to NPL	NA
<b>Total</b>	<b>55</b>	<b>18.15</b>	<b>17.791</b>				
<b>2022-23</b>							
Strengthening Legal Metrology Infrastructure of States/UTs	3	3	3.0	<b>100%</b>	(i) To supply standards equipment for verification and stamping of weights and measures used in transaction and protection  (ii) to provide	(i) Equipment were provided.  (ii) officers were trained through online mode	NA

					training to Legal Metrology officers of States/ Uts under the Capacity Building Programme		
Strengthening of Regional Reference Standards Laboratory [RRSLs] and Indian Institute of Legal Metrology [IILM], Ranchi	4.7	4.85	4.38	<b>90.31%</b>	(i) To renovate/ maintenance RRSLs  (ii) To Provide standards equipment for testing and calibration  (iii) to provide training to Legal Metrology officers of Govt. of India under the Capacity Building Programme	(i) Funds were utilised for Annual Maintenance of RRSLs and for up-gradation of RRSLs  (ii) Equipment were provided.  (iii) officers were trained	NA

					e		
Time Dissemination	9.3	15.15/ 11.65	11.55	<b>99.14%</b>	To establish the infrastructure for time dissemination	(i) Funds were sanctioned for renovation of RRSLs for time project to CPWD and for procurement of equipment to NPL	NA
<b>Total</b>	<b>17</b>	<b>23</b>	<b>14.17</b>				
<b>2023-24</b>							
Strengthening Legal Metrology Infrastructure of States/UTs	6.7 5	16.23	16.23	100%	(i) To supply standards equipment for verification and stamping of weights and measures used in transaction and protection  (ii) to provide training to Legal Metrology	(i) Equipment were provided.  (ii) officers were trained through online mode	NA

					officers of States/ Uts under the Capacity Building Programme		
Strengthening of Regional Reference Standards Laboratory [RRSLs] and Indian Institute of Legal Metrology [IILM], Ranchi	16	16	15.74	98.37%	(i) To renovate/ maintenance RRSLs  (ii) To Provide standards equipment for testing and calibration  (iii) to provide training to Legal Metrology officers of Govt. of India under the Capacity Building Programme	(i) Funds are utilised for Annual Maintenance of RRSLs and for up-gradation of RRSLs  (ii) Equipment were provided.  (iii) officers were trained	NA
Time Dissemination	5.25	12.77	11.99	93.89%	To establish	(i) Funds are	NA

					the infrastructure for time dissemination	sanctioned for renovation of RRSLs for time project to CPWD and for procurement of equipment to NPL	
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3.55 The Committee also inquired about the key initiatives or projects the department plans to fund with the allocated budget. In response, the Department stated as under:

“There is a marginal increase in BE 2024-25 under the Legal Metrology Schemes to strengthen the Legal Metrology infrastructure of RRSLs and State Legal Metrology Departments.

Department has continued the modernization of legal metrology laboratories by equipping them with the latest tools for testing and calibration. These efforts are expected to bolster compliance in weights and measures, ensuring accuracy in commercial transactions. Several state-level and regional laboratories are being upgraded and work is ongoing in other regions to enhance testing capabilities. This includes significant procurement of equipment used for calibrating various instruments like digital weighing machines, fuel dispensers, and other weights & measures.

There are specific requirements, and strategic priorities like requirement of standard weights and measures used by State Governments for the verification and stamping of weights & measures used in transaction & protection. Requirement of Regional Reference Standard Laboratories and Indian Institute of Legal Metrology, Ranchi for establishment of new testing & calibration facilities which include thermometer testing kits, B P Meter testing kits etc. to ensure correct weights and measures used in transaction and protection.

3.56 The Committee noted that the Legal Metrology scheme has exhibited underutilization or delays in funding due to procedural bottlenecks and the measures

being implemented to streamline fund disbursement and enhance utilization. In response, the department stated that:

“To address underutilization and delays in schemes like the Legal Metrology, the Department is implementing several measures to streamline fund disbursement and improve utilization. Key steps include simplifying procedural requirements, establishing faster processes, and enhancing coordination with state Governments and other agencies viz, CPWD, NPL, India Government Mint. Mumbai, etc. for quicker project execution. Real-time monitoring and weekly/ monthly/ quarterly reviews are also being used to track progress, identify bottlenecks early, and allocate funds as per requirement, ensuring more efficient and timely use of allocated resources.

3.57 Regarding the projected challenges in implementing the Time Dissemination Project, particularly in critical sectors such as telecom and defense, the Committee sought clarification on how synchronization across these sectors will be monitored to ensure national security and operational efficiency. In its written reply, the department stated that:

“The Time Dissemination Project is a critical support mechanism for legal metrology, providing a standardized and accurate time reference that is essential for a wide range of measurement processes, legal compliance, digital systems, and trade practices. By ensuring that all time-dependent activities are based on a reliable and uniform time standard, the project helps maintain the integrity of measurements, supports fair trade, and ensures legal and regulatory compliance.

3.58 In India, dissemination of Time, one of the seven base units, is being maintained at only one level which is at NPL, New Delhi. 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.

3.59 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 signalling in road & railways, weather forecasting, disaster managements, searching for

natural resources under the earth's crust requires robust, reliable and accurate timing systems.

3.60 An MoU with CSIR- NPL for executing the project for setting up of atomic clocks has been signed. The MoU envisages setting up of a Disaster Recovery Centre (DRC) at RRSL, Bengaluru.

3.61 Precise time is essential for country's strategic and non-strategic sectors for navigation, tele-communication, internet, power grid synchronisation, banking systems, digital governance, transport systems, financial transactions, defence systems, cyber physical systems, and upcoming technologies of 5G, artificial intelligence and internet of things. Precise time with nanosecond accuracy is also required for high-end research in science, namely, measurement of fundamental physical constants, detection of the gravitational waves, geodesy, deep space navigation, radio telescopes etc.

3.62 Considering the importance of dissemination of Indian Standard Time (IST), the project has been undertaken by the Department of Consumer Affairs. The project aims to create technology and infrastructure to disseminate IST from five sites across India to all the telecom operators, power grids, financial institutions, data centres, common citizens etc. These locations are the Regional Reference Standard Laboratories of this Department at Ahmedabad, Bengaluru, Bhubaneswar, Faridabad and Guwahati.

3.63 The project shall establish the satellite links to NPL for traceability during the year 2024-25. A Disaster Recovery Centre (DRC) of the Primary Time Scale generating IST at NPL is also being setup at Bangalore.

3.64 To address challenges, if any, a robust monitoring and evaluation framework may be established to oversee synchronization across critical sectors. This framework will include regular audits and assessments to ensure compliance with established time standards and protocols. Further, inter-Department/ agency collaboration will be crucial, with dedicated teams from telecom, defense, and other relevant sectors working together to share data and address synchronization issues promptly. By implementing

these strategies, the Time Dissemination Project aims to enhance national security and operational efficiency while mitigating risks associated with timekeeping discrepancies.

3.65 Under the sub-scheme ‘**Strengthening of Gold Hall Marking, Standard related capacity building and research and development work**’, administered by the BIS, an autonomous organisation of the Department of Consumer Affairs, BIS implements Scheme for setting up of Gold Assaying/ Hallmarking Centres in India with Central Assistance.

There are two components of the Hallmarking Scheme:-

- (i) **Infrastructure Building:** - Under this component setting up of Assaying & Hallmarking Centres under Government scheme is envisaged. The rate of one time financial assistance for ‘Setting up of Gold Assaying and Hallmarking Centres’ in India where no Assaying & Hallmarking Centre (assisted or otherwise) exists is as follows:-

Area	Rate	
	To Private Entrepreneur	To PSU
Normal	30%	50%
NE/SCS/RA	50%	75%

North East States; SCS - Special Category States; RA – Rural Areas

*The Special Category states includes the States, Sikkim, Jammu and Kashmir, Himachal Pradesh, and Uttarakhand. , Municipal Acts concerned is the basis for definition and identification of rural areas.*

- (ii) **Capacity Building:-**Under this component, organizing various training programmes, i.e. Artisan Training Programme, A&H Personnel Training Programme and BIS officers Training Programme is envisaged. For expenditure during 2023-24 a BE/RE of Rs 95 lakh has been allotted. The amount would be utilized for providing assistance to AHCs given go-ahead for setting up the centre applied against the previous EOIs and for capacity building programme under the scheme.

(ii) **NATIONAL TEST HOUSE**

3.66 Major Projects and Schemes under implementation:

1. UAS (Drone) Certification & Testing at NTH, Ghaziabad.
2. EV Battery Testing Facility at NTH Mumbai, Kolkata and Bangalore.
3. Integrated Transmission Line Equipment Testing Facility at NTH Jaipur.
4. Fertilizer Testing Facility capacity enhancement at all seven NTH labs across the country.
5. Organic Food Testing Facilities at NTH Jaipur, Ghaziabad, Kolkata and Guwahati.
6. Solar Cell and Panel Testing Facility at NTH Ghaziabad.
7. BEE Star Rating Testing Facility.
8. Low Voltage Switchgear Testing facility at NTH Mumbai.
9. Modernization of all NTH laboratories for providing better customer services.

3.67 The BE, RE and Actuals for NTH during the last five years and current year is as under:

(₹ in Crore):

Year	Budget Estimates (BE)	Revised Estimates (RE)	Actual Expenditure (AE)	% Utilization (w.r.t. RE)
2019-20	25.00	10.07	8.06	80.04
2020-21	20.00	14.00	13.43	95.93
2021-22	23.50	13.50	12.40	91.85
2022-23	14.75	20.50	19.44	94.83
2023-24	17.00	25.00	23.97	95.88
2024-25	35	22.78	--	--

3.68 As informed by the Department, administered by National Test House, an subordinate office of the Department of Consumer Affairs, there are following projects are being implemented during the year :-

- a) **Setting up of “Integrated Test Facility for Power Transmission & Distribution Sectors” at Jaipur:** NTH is setting up “Integrated Test Facility for Power Transmission & Distribution Sectors” at Manda, Jaipur district during the year 2024-25 and 2025-26. Apart from transformer testing, the facility caters testing needs of other allied distribution and transmission equipment like current transformers, potential transformers, overhead conductors, high voltage XLPE cables, insulators and surge arrestors. Manufacturers with BIS license for Transformer in Jaipur and nearby area will be benefitted by this project, as the project reduces in testing time and transportation cost. Total estimated project cost is ₹83.76 crore. The project is approved for financial support of approximately ₹50.11 crore from BIS under the "scheme for supporting other Government laboratories". Under the scheme, BIS provide financial assistance in purchase of necessary equipment for the project. Construction of boundary wall has been completed. Security room and filling of earth between the boundary wall and front road is under final stage and is executed by CPWD, Jaipur.
- b) **Setting up of Electric Vehicle (EV) Battery Test Facilities at Kolkata, Mumbai & Bangalore:** NTH is setting up Electric Vehicle (EV) battery testing facilities at Kolkata, Mumbai and Bengaluru RRSL campus during FY 2024-25. Purchase of equipment GeM is under progress. Approximate project cost for all three places is ₹ 24.0 crore. The EV battery test facility at Bengaluru is being created at RRSL, Bengaluru campus. At present, the lab designing, equipment specifications and drawings are completed. Purchase of equipment for all the three projects is in progress and are expected to start functioning end of FY 2024-25.
- c) **Organic Food laboratory at Jaipur, Kolkata, Ghaziabad and Guwahati:** As per the market requirement “State-of-the-Art” Organic food testing facility will be created in phased manner at Jaipur, Kolkata, Ghaziabad and Guwahati. The proposal is in finalization state for approval at DoCA under the BIS Scheme for “Support to other Government Labs for the creation/ augmentation of test facilities in critical areas”. Purchase of equipment to establish partial testing facility at Guwahati and Kolkata will be completed in FY 2024-25.
- d) **UAS (Drone) Certification & Testing laboratory at NTH, Ghaziabad:**

- i. **Drone Certification:** The release of Drone Rules 2021 has made it possible to establish a global certification and accreditation framework for drones. As per these rules, obtaining type certification is necessary for drones to operate. Ghaziabad branch of the National Test House has started Type Certification of Drones in Micro, Small, and Medium categories. Necessary approval for the same was obtained from the Quality Council of India in December 2023.
  - ii. **Drone Testing:** In addition to the type certification of drones, NTH (NR) is also creating a facility for testing drone parts to check compliance with applicable national/international standards. The procurement of capital equipment and specifications is currently being finalized and procurement through the GeM portal is under process and will be completed in FY 2024-25.
- e) **Low Voltage Switch Gear Testing Facility at NTH, Mumbai:** A State-of-the-Art laboratory for a “Low Voltage Switch Gear Testing Facility” is being created at NTH (WR), Mumbai under the BIS Scheme for “Support to other Government Labs for the creation/ augmentation of test facilities in critical areas”. The estimated project cost is ₹5.0 crore. Purchase of the equipment is in progress and will be completed within FY 2024-25.

3.69 The Committee note that the Budget Estimates (BE) under the capital section has been significantly increased to ₹66.32 crore for 2023-24, compared to the BE of ₹28.07 crore and the Revised Estimates (RE) of ₹50.44 crore in the previous year. The Committee has sought clarification on the reasons for this enhanced allocation. In its written reply, the department has stated as under:

(a) The significant increase in the Budget Estimates (BE) for the capital section to ₹66.32 crore for 2023-24, from the BE of ₹28.07 crore and Revised Estimate (RE) of ₹50.44 crore in the previous year, was on account of need for increased capital investments, specific requirements, and strategic priorities like requirement of standard weights and measures used by State Governments for the verification and stamping of weights & measures used in transaction & protection. Requirement of Regional Reference Standard Laboratories and Indian Institute of Legal Metrology, Ranchi for establishment of new testing & calibration facilities which include thermometer testing kits, B P Meter testing kits etc. to ensure correct weights and measures used in transaction and protection.

There is focus on long-term capital investments aimed at modernizing the Legal Metrology's physical infrastructure, enhancing service delivery, and improving efficiency in operations. Capital investments will include IT infrastructure,

software development, and automation tools to streamline processes, provide better services, and improve overall governance.

The enhanced allocation under the capital section reflects a combination of factors, including modernization efforts and procurement of advanced equipment. Additionally, strategic priorities and a focus on sustainable development may have also contributed to the significant increase in capital budget allocation. The justification for this increase is tied to the commitment to improving operational efficiency, infrastructure development, and long-term growth.

(b) In FY 2023-24, the capital section saw an initial budget estimate (BE) of ₹7.76 crore, which was revised to ₹12.28 crore under the revised estimate (RE), resulting in an actual expenditure (AE) of ₹10.73 crore aimed at modernizing all NTH laboratories to address existing gaps and create comprehensive testing facilities. Additionally, efforts were made to enhance the digitization of NTH facilities, including infrastructure development for the "Integrated Test Facility for Power Transmission and Distribution Sectors," which features a Short Circuit Test Facility located in Manda, Jaipur. These initiatives reflect NTH's commitment to improving its operational capabilities and expanding its testing services.

3.70 Regarding the expected timeline for the closure of pending audit paras at the National Test House, and whether any follow-up has been initiated with the C&AG to expedite the resolution or removal of these paras, the Committee was informed as follows:

“NTH is actively working towards closing all pending audit paras across its regions. Region wise all necessary replies for each pending para have been submitted to the Comptroller and Auditor General (C&AG) to expedite their resolution and facilitate the dropping of these issues. This proactive approach demonstrates NTH's commitment to improving accountability and operational efficiency, ensuring that all concerns are addressed promptly.”

3.71 In response to the query regarding the current status of capital assets created and processed during the 2024-25 fiscal year, the department, in its written reply, has stated that:

S.No.	Project Description	Status
1.	EV Battery and EVSE testing facility at Mumbai, Kolkata and Bangalore	The procurement stage for the specified capital equipment is in its final phase. Additionally, the required infrastructure is currently under development and is expected to be completed by FY 2024-25.
2.	Creation of Impulse Voltage and Transformer Testing Facility at Chennai	Completed
3.	Creation of Food Testing Laboratory at Kolkata	The procurement stage for the specified capital equipment is in its final phase. Additionally, the required infrastructure is currently under development and is expected to be completed by FY 2024-25, contingent upon the availability of budgetary funds in the fiscal year 2024-25.
4.	Creation of Integrated Test facility for Power Transmission & Distribution sectors including short circuit test facility of Transformers up to 10 MVA at Jaipur	Total estimated project cost is ₹ 83.76 crores. For Infrastructure development CPWD works for boundary wall and security room are in final stage.
5.	Equipment of Sorts and other miscellaneous projects.	For modernisation of the existing equipment/set up and to create test facilities in emerging sectors such as Drones, Aerospace, Organic food, Solar PV panels etc.
6.	Repairs of existing residential flats and Construction of Multi storied Residential accommodation at NTH (WR), Mumbai	Under consideration for approval.

3.72 The Committee noted that the funds allocated for the National Test House have not been fully utilized in previous years. In light of this, the Committee sought a response from the department regarding how the Department plans to ensure the timely execution of the upgradation plans for 2024-25, particularly with the increased budget of ₹35 crore. In its written reply, the department stated that In FY 2023-24, the Revised Estimate (RE) has been increased by 47.06% compared to the Budget Estimate (BE), with nearly all of the additional funds utilized mainly for modernizing laboratories to enhance testing capacity and expedite the issuance of test certificates. The NTH is in

the process of utilizing the allotted BE, and as of September 15, 2024, it has been utilized accordingly (83 prorata basis). Major equipment for the EV Battery lab and the Drone Testing lab, as well as other equipment to fill existing gaps and enhance testing facilities, are currently in the procurement stage and will be installed within FY 2024-25. Additionally, major construction work by CPWD for the EV Battery lab in Bangalore and the Integrated Transformer Testing lab in Jaipur is underway, with the allotted funds expected to be fully utilized by FY 2024-25. Efforts are ongoing to fully utilize the budget for the NER scheme for capital equipment and the development of a digital network, which will be implemented by FY 2024-g the current financial year, the fund status is monitored regularly during SOMs and25.

Further, during corrective actions being taken for its timely expenditure and projects execution.

3.73 When asked about the steps being taken to meet the increased testing targets expected from the proposed allocation in the near future, the Department stated as follows:"

“To meet the increased testing targets from the proposed allocation in the near future, NTH is conducting regular monitoring and reviews across various projects, including the EV Battery Testing Facilities in Mumbai, Kolkata, and Bangalore; the UAS (Drone) Testing Lab in Ghaziabad; the Integrated Transmission Line Equipment Testing Facility in Jaipur; and the Food Testing Facilities in Jaipur, Ghaziabad, Kolkata, and Guwahati. This also encompasses the Solar Cell and Panel Testing Facility in Ghaziabad and the modernization of all NTH laboratories to enhance customer service. Metrics have been established to track progress against targets and regularly reviewing performance to make necessary adjustments.

Additionally, NTH is acquiring the required equipment and technology to enhance testing capabilities and reduce turnaround times to entice more customers. Engaging with other organizations, institutions, and stakeholders allows NTH to leverage shared resources and expertise while streamlining workflows and optimizing processes to maximize efficiency and minimize bottlenecks. Current resources and capabilities are being evaluated to identify gaps and areas for

improvement, and additional personnel are being hired and trained to ensure staff are well-equipped to handle increased workloads. Regular business meetings are being organized and business development officers are on the job to enhance the testing requests. NTH also provides special discounts duly approved by Central Fee schedule committee for bulk samples from customers, specially from government and MSME sector”

3.74 When inquired about proposals to establish comprehensive testing facilities in every state to reduce accessibility barriers, the Department of Consumer Affairs (DoCA) provided the following response.

“National Test House (NTH) is expanding its expertise in delivering essential testing and quality control services. These services focus mainly on consumer goods, materials, and products, prioritizing safety and compliance with standards. The NTH is extending its capabilities to include burgeoning industries like drone technology, electric vehicle batteries, solar panels, and organic food testing. This expansion is a direct response to the increased demand for such services and the recognized necessity for more centers to enhance regional access.

As of now, NTH has 6 regional centers and 2 satellite centers located in Varanasi and Bangalore. The recent establishment of the Bangalore center in 2024, for EV Battery Testing facility, reflects the ongoing expansion of these facilities.

NTH will continue to establish more centers in the coming years to ensure more widespread availability of testing services across the country. However, specific details on when or where new centers will be established may depend on factors such as demand, regional industry needs, and logistical considerations.

BIS Laboratories and BIS Recognized/ Empanelled laboratories carry out testing of samples for supporting the conformity assessment schemes of BIS.

BIS ascertains the availability of testing facilities in BIS Labs, BIS recognised labs as per the BIS Laboratory Recognition Scheme, 2020 for the relevant Indian Standards and essential requirements or technical regulations or technical rules or any such documents which are covered/ proposed to be covered under the conformity assessment schemes of BIS issued by Ministry /Government Department.

BIS has a network of its own laboratories carrying out testing of various products as per the relevant Indian Standards. The list of laboratories is placed at **Annex-II**. BIS has also recognised Outside Laboratories as per Laboratory Recognition Scheme, 2020 and empaneled laboratories of national repute. The

list of such laboratories is placed at **Annex-III** and **Annex-IV** respectively which are spread across the country.”

3.75 When asked about the department's plans to address concerns regarding medical testing equipment, as well as the regulation and certification of radiation-emitting devices such as X-ray and MRI machines, the Department of Consumer Affairs (DoCA) provided the following response:

“The primary scientific and technological services provided by NTH, among other related services, include testing, calibration, and quality evaluation of nearly all types of industrial and consumer products, with the exception of drugs, medical testing equipment, and arms and ammunition, in accordance with national/international standards or customer specifications.

Currently, NTH does not offer services related to the regulation and certification of radiation-emitting devices, such as X-ray and MRI machines, nor does it possess the expertise required for these services. At this time, there are no plans to address these concerns.

At present, Diagnostic Medical X-Ray Equipment as per IS 7620 (Part-1)- **(Specification for diagnostic medical X-ray equipment: Part 1 general and safety requirements)** are covered under compulsory BIS certification as per Atomic Energy Regulatory Board (AERB) regulations. Further, X-Ray and MRI machines are medical devices and regulated by the Atomic Energy Regulatory Board (AERB) / Central Drugs Standard Control Organization (CDSCO) “

**3.76 The Committee note that currently NTH does not offer services related to the regulation certification of radiation emitting devices, such as X-ray and MRI machines, nor does it posses the expertise required for these services. The Committee are concerned to note a significant gap in the testing and regulatory framework for radiation-emitting medical devices, such as X-ray and MRI machines, which are critical to healthcare services. The Committee observe that while the Atomic Energy Regulatory Board (AERB) and the Central Drugs Standard Control Organization (CDSCO) currently regulate these devices, the absence of expertise and capacity within the National Test House (NTH) to**

address these concerns limits the scope for comprehensive testing, calibration, and quality assurance.

The Committee, therefore, strongly recommend for establishing a collaborative framework between NTH, AERB, and CDSCO to bridge the identified gaps. Given the importance of these devices in modern medical diagnostics, the Committee urge NTH to consider developing specialized capabilities to complement existing regulatory efforts and consider targeted investments in advanced testing infrastructure, staff training programs, and partnerships with leading research institutions to strengthen regulatory oversight, ensure adherence to safety standards, and safeguard public health.

(Recommendation No.11)

3.77 The Committee note that the major projects and schemes currently under implementation at NTH are limited to a few cities, such as Ghaziabad, Kolkata, Bengaluru, Jaipur, Guwahati, and Mumbai, among others. Given the vast potential for expansion, the Committee recommend that at least one testing center or facility of NTH be established in each state. To achieve this, the Committee further recommend an increased allocation of funds under the NTH (National Test House) scheme, along with its effective utilization, to facilitate the upgradation and expansion of testing facilities across the country.

(Recommendation No.12)

New Delhi;  
12 December, 2024  
21 Agrahayana, 1946 (Saka)

Kanimozhi Karunanidhi  
Chairperson,  
Standing Committee on  
Consumer Affairs, Food and Public Distribution

ANNEXURE-I

No. J-4/7/2016-CPU [E-9196]  
Government of India  
Ministry of Consumer Affairs, Food and Public Distribution  
Department of Consumer Affairs  
\*\*\*

Krishi Bhawan, New Delhi-110001  
The 19<sup>th</sup> September, 2024

To,  
Principal Secretary/Secretary In-charge of Consumer Affairs  
Consumer Affairs Department  
Government of .....

(as per list)

**Subject: Meeting with States held on 17.09.2024 through VC Mode on "Issue of Pending UCs for the funds released under the "Strengthening Consumer Commissions (SCC) Scheme" – reg.**

Sir,

I am directed to refer to the VC Meeting held on 17.09.2024 under the chairpersonship of Shri. Anupam Mishra, Joint Secretary, Department of Consumer Affairs on the captioned subject and to enclose herewith the Minutes of the same for kind information and requisite action please.

Yours faithfully

Encl: As above



(T. Chaudhuri)

Under Secretary to the Government of India  
E-mail – [uscpcu-ca@nic.in](mailto:uscpcu-ca@nic.in)

List of States/UTs whose representatives attended the Meeting:

1. Telangana
2. Bihar
3. Karnataka
4. Madhya Pradesh
5. Punjab
6. Rajasthan
7. West Bengal

**Minutes of the Meeting with states held on 17.09.2024 through VC Mode on  
"Issue of Pending UCs for the funds released under the "Strengthening  
Consumer Commissions (SCC) Scheme"**

1. A Meeting was convened by Department of Consumer Affairs under the chairmanship of Shri Anupam Mishra, Joint Secretary in this department on the subject "Issue of Pending UCs for the funds released under the "Strengthening Consumer Commissions (SCC) Scheme" with the states having unspent funds lying with them in relation to the funds released earlier by this Department for the upgradation of Consumer Commissions under the SCC scheme through VC Mode on 17.09.2024 at 12:00 PM. The representatives of the following states attended the meeting:-

1. Telangana
2. Bihar
3. Karnataka
4. Madhya Pradesh
5. Punjab
6. Rajasthan
7. West Bengal

2. The Joint Secretary, Shri Anupam Mishra welcomed all the participants and invited attention towards the SCC scheme administered by Department of Consumer Affairs, Government of India wherein funds are released to the states for upgrading the infrastructure of Consumer Commissions located within the respective states. It was informed that U.Cs are pending from some states for the funds released under the SCC scheme in previous years. This has resulted into unspent funds lying idle with the respective states. It was also brought to the attention of all concerned that the revised procedure, mandated by Department of Expenditure, Government of India envisages "Just-in-Time" release of funds and discourages the unnecessary parking of Government Funds.

3. The following action points emerged during the course of meeting:

- I. Telangana: It was intimated to Government of Telangana that Government of Andhra Pradesh has informed that out of total pending U.Cs of ₹ 229.30 lakh pending with them, ₹ 93.43 lakh pertains to Govt. of Telangana in terms of A.P State Re-organization Act, 2014 bifurcating the state into Telangana and Andhra Pradesh. In this context, Government of Telangana informed that they are awaiting the approval of State Government for the same. It was further intimated that the U.Cs for the same shall be furnished by them soon.
- II. Bihar: It was intimated that an amount of ₹ 231.34 lakh is lying unspent with the state of Bihar. It was accordingly requested to them to deposit the same in the CNA Account of SCC scheme or surrender it to the Consolidated Fund of India, if the Government of Bihar is unable to utilize the same at the earliest. Bihar expressed their commitment to utilize this amount by the end of 2024-25.
- III. Karnataka: It was informed by the state of Karnataka that the U.Cs for the amount of ₹ 286.05 lakh shall be submitted by them by the end of 2024-25.

- IV. Madhya Pradesh: It was intimated by Madhya Pradesh that the requisite U.Cs shall be furnished to Department by 31.12.2024.
- V. Rajasthan: It was intimated that unspent funds amounting to ₹ 4 crore have been deposited by them in the CNA Account of SCC scheme. It was requested to them to send a confirmation for the same to this department. Moreover, it was further requested to them to furnish the U.Cs of ₹ 80.24 lakh submitted by them earlier to this department in accordance with the stipulated norms of GFR, 2017.
- VI. Punjab: It was intimated by Punjab that the requisite funds shall be utilized soon from the drawing limit of ₹ 175 lakh assigned to them from the CNA Account of SCC scheme.
- VII. West Bengal: Government of West Bengal committed to furnish the pending U.Cs amounting to ₹ 282.05 lakh by January, 2025.

4. It was emphasized that the funds released by the Department of Consumer Affairs, Government of India are to be utilized in a time-bound matter. It was further intimated that the first priority of the states should be to utilize these funds without any further delay. Further, the concerned state should inform this Department of the proposed breakup of expenditure in coming months so that the Department may assign drawing limit to other states who are in need of such funds. Moreover, if the states are unable to carry out the expenditure, the said funds should be surrendered to Consolidated Fund of India. It was further requested to all the participants to share a detailed action plan to the department for the utilization of unspent funds lying with them.

5. The meeting ended with a vote of thanks to the chair.

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<b>Sl.No.</b>	<b>Name of BIS Labs</b>	<b>State</b>
1	BIS, Bengaluru Branch Laboratory (BNBL)	Karnataka
2	BIS, Central Laboratory (CL)	Uttar Pradesh
3	BIS, Eastern Regional Laboratory (ERL)	West Bengal
4	BIS, Guwahati Branch Laboratory (GBL)	Assam
5	BIS, Northern Regional Laboratory (NRL)	Punjab
6	BIS Patna Branch Laboratory (PBL)	Bihar
7	BIS, Southern Regional Laboratory (SRL)	Tamil Nadu
8	BIS, Western Regional Laboratory (WRL)	Maharashtra
9	BIS, Hyderabad Branch Laboratory (HYBL)	Telangana
10	BIS Laboratory (JKRL)	Jammu & Kashmir

Sl. No.	Name of OSL Labs	State
1.	Accurate Labs, Vijayawada	Andhra Pradesh
2.	Central Institute of Plastics Engineering & Technology, Hyderabad	Andhra Pradesh
3.	Central Institute of Plastics Engineering & Technology, Vijayawada	Andhra Pradesh
4.	Intertek India Private Limited, Hyderabad	Andhra Pradesh
5.	Lucid Laboratories Pvt. Ltd., Hyderabad	Andhra Pradesh
6.	National Commodities Management Services Limited, Hyderabad	Andhra Pradesh
7.	TUV Rheinland (India ) Pvt Ltd, Vishakhapatnam	Andhra Pradesh
8.	AIC-AMTZ Medivalley Incubation Council (Medivalley laboratory), Visakhapatnam	Andhra Pradesh
9.	Indian Rubber Manufacturers Research Association- South Center (IRMRA- SC), Tirupati	Andhra Pradesh
10.	Central Institute of Plastics Engineering & Technology, Guwahati	Assam
11.	National Test House (NER), Guwahati	Assam
12.	Central Institute of Plastics Engineering & Technology, Hajipur	Bihar
13.	Central Institute of Plastics Engineering & Technology, Raipur	Chhattisgarh
14.	National Building Material Lab, Raipur	Chhattisgarh
15.	Konark Research Foundation, Daman	Daman
16.	Alpha Test House Private Limited, New Delhi	Delhi
17.	Arbro Pharmaceutical Private Ltd, New Delhi	Delhi
18.	AVON food Lab, Delhi	Delhi

19.	Ace Test House, New Delhi	Delhi
20.	ACE Test Lab, Delhi	Delhi
21.	AGSS Analytical and Research Lab Pvt Ltd, Delhi	Delhi
22.	Amit Test and Calibration Centre, Delhi	Delhi
23.	ATCC Test Labs, Delhi	Delhi
24.	Allumera Engineering Solutions Pvt Ltd, New Delhi	Delhi
25.	ARDM Labs Pvt Ltd, New Delh	Delhi
26.	Advance Firetec and Research Lab Pvt Ltd., New Delhi	Delhi
27.	Absolute Expertise Testing Laboratory LLP, New Delhi	Delhi
28.	Aaditech Test and Calibration Lab., Rohini	Delhi
29.	Conformity Testing labs Pvt Ltd, New Delhi	Delhi
30.	Conformity Testing Labs Pvt Ltd, New Delhi	Delhi
31.	Delhi Test House, Azadpur, Delhi	Delhi
32.	Delhi Analytical Research Laboratory, Delhi	Delhi
33.	Delta Testing and Research Laboratories Private Limited, Delhi	Delhi
34.	ERTL (N), Delhi	Delhi
35.	FICCI Research & Analysis Centre, New Delhi	Delhi
36.	Intertek India Pvt. Ltd.	Delhi
37.	Intertek India Pvt Ltd, New Delhi	Delhi

38.	IEC Test labs LLP, Bawana, Delhi	Delhi
39.	MSME Testing Centre, New Delhi	Delhi
40.	Matrix Test Labs, Delhi	Delhi
41.	Material Testing Laboratory LLP, Delhi	Delhi
42.	Nextron International Lab Pvt Ltd, Bawana, Delhi	Delhi
43.	Northern Centre for Research and Testing Pvt Ltd, New Delhi	Delhi
44.	Planet Electro Labs Private Limited, Delhi	Delhi
45.	Pioneer Testing Laboratory Private Limited, New Delhi	Delhi
46.	Shri Krishna Test House, New Modern Shahdara	Delhi
47.	SIIR, Delhi	Delhi
48.	Sigma Test & Research Centre, New Delhi	Delhi
49.	Spectro Analytical labs Limited, Delhi	Delhi
50.	Standard Testing Laboratory Private Limited, Delhi	Delhi
51.	TVS Labs, Delhi	Delhi
52.	Techvision Testing Lab Private Limited, New Delhi	Delhi
53.	Test Master, Delhi	Delhi
54.	Universal Testing and Research Centre, New Delhi	Delhi
55.	Accurate Universal Laboratories Private Limited, Ahmedabad	Gujarat
56.	Accuprec Research Labs. Pvt. Ltd., Ahmedabad.	Gujarat

57.	Advance Electrical Testing And Calibration Lab LLP, Vadodara	Gujarat
58.	Baroda Calibration Services, Vadodara	Gujarat
59.	Central Institute of Plastics Engineering & Technology, Ahmedabad	Gujarat
60.	NDDB CALF LIMITED	Gujarat
61.	Cotton Association of India, Cotton Testing and Research laboratory, Amhedabad	Gujarat
62.	Darshan Electrical Testing and Research Laboratory, Rajkot	Gujarat
63.	Electronics and Quality Development Centre, Gandhinagar	Gujarat
64.	ERDA, Vadodara	Gujarat
65.	Electrical Research and Testing Organisation, Vadodara	Gujarat
66.	Electrical Power Research Laboratory, Vadodara	Gujarat
67.	Gujarat Test House, Ahmedabad	Gujarat
68.	Gujarat Testlab Private Limited, Ahmedabad	Gujarat
69.	Hitechlab Healthcare & Research Centre LLP, Ahemdabad	Gujarat
70.	Hexiqon Laboratory Private Limited, Ahemdabad	Gujarat
71.	Hasti Engineers LLP, Rajkot	Gujarat
72.	Lilaba Analytical Laboratories, Surat	Gujarat
73.	Mitsui Chemicals Private Limited, Ahemdabad	Gujarat
74.	NSIC Technical Services, Rajkot	Gujarat

75.	Perficio Testing and Research Centre, Vadodara	Gujarat
76.	Precision Laboratories LLP, Ahmedabad	Gujarat
77.	Regional Test & Technical Back Up Centre, Sardar Patel Renewable Energy Research Institute, Vallabh Vidyanagar	Gujarat
78.	Rajkot Engineering Testing and Research Centre, Rajkot	Gujarat
79.	Testing Organization for Research in Chemical & Health Hazards, Ahmedabad	Gujarat
80.	Vardan Envirolab, Gurgaon	Haryana
81.	Aforeserve Labs Private Limited, Gurgaon	Haryana
82.	ACE Test Labs, Rai, Sonapat	Haryana
83.	AA Electro Magnetic Test Laboratory Pvt ltd, Gurgaon	Haryana
84.	Atmy Analytical Labs Pvt. Ltd, Faridabad	Haryana
85.	Arihant Analytical Laboratory Pvt Ltd, Kundli, Sonapat	Haryana
86.	Absolute Testing Services, Faridabad	Haryana
87.	Bharat Test House Pvt Ltd, Rai, Sonapat	Haryana
88.	Bharat Test House Pvt Ltd, 781, HSIIC, Rai, Sonapat	Haryana
89.	Bharti Automation Pvt Ltd (A Testing Division), Gurgaon	Haryana
90.	Bharat Test House Pvt Ltd, Sonapat	Haryana
91.	Bahadurgarh Footwear Development Services Pvt Ltd, Bahadurgarh	Haryana
92.	Central Institute of Plastics Engineering & Technology, Murthal, Panipat	Haryana

93.	Delhi Test House, Kudli (Sonepat)	Haryana
94.	Delhi Test House-2, Kundli, Sonepat	Haryana
95.	EMC Testing and Compliance LLP, Gurugram	Haryana
96.	Eurofins Product Testing India Pvt Ltd, Gurgaon	Haryana
97.	Fire Test and Research Laboratory, Sonepat	Haryana
98.	Fare labs Pvt ltd, Gurgaon	Haryana
99.	Fare labs Pvt ltd, Gurgaon	Haryana
100.	Cotecna Inspection India Private Limited, Gurugram	Haryana
101.	Hindustan Testing Solutions LLP, Ambala Cantt.	Haryana
102.	HTH Laboratories Private Limited, Panipat	Haryana
103.	Idma Laboratories Limited, Panchkula	Haryana
104.	International Centre for Automotive Technology, Gurgaon	Haryana
105.	Interstellar Testing Centre Pvt Ltd, Panchkula	Haryana
106.	Intertek India Pvt Ltd, Gurgaon	Haryana
107.	International Centre for Automotive Tech.(Unit-2), Gurgaon	Haryana
108.	Institute of Pesticides Formulation Technology, Gurgaon	Haryana
109.	Intertek India Pvt Ltd, Gurgaon	Haryana
110.	NCCBM, Ballabhgarh	Haryana
111.	Nemko India (Test lab) Pvt. Ltd, Faridabad	Haryana

112.	NIIRT Calibration and Testing Private Limited, Panchkula	Haryana
113.	National Commodities Management Services Limited-Commgrade-Testing Services Regional Laboratory (N), Gurgaon	Haryana
114.	NDL Power Limited, Sampla	Haryana
115.	QVC Certification Services Pvt. Ltd, Ambala	Haryana
116.	Renewable Energy Test Centre, Murthal, Sonapat	Haryana
117.	RTRC Limited, Gurugram	Haryana
118.	Saturn Quality Certifications Pvt Ltd, Bahadurgarh	Haryana
119.	SGS India Pvt Ltd, Gurgaon	Haryana
120.	Star Wire (India) Ltd (Testing Division), Ballabgarh, Faridabad	Haryana
121.	Sierra Aircon Pvt Ltd, Gurgaon	Haryana
122.	SMSW Lab & Research Centre LLP, Gurgaon	Haryana
123.	SGS India Pvt Ltd, Gurgaon	Haryana
124.	Standard Testing and Compliance, Faridabad.	Haryana
125.	TUV Rheinland (India) Pvt Ltd, Gurgaon	Haryana
126.	TUV Rheinland (India) Pvt Ltd, Gurgaon	Haryana
127.	UL India Pvt Ltd, Gurgaon	Haryana
128.	National Research & Technology Consortium, Parwanoo, Solan	Himachal Pradesh
129.	Plastics Testing Centre (PTC), CIPET: CSTS-Baddi, Solan	Himachal Pradesh
130.	Adityapur Auto Cluster, Jharkhand	Jharkhand

131.	Central Institute of Petrochemicals Engineering & Technology, Ranchi	Jharkhand
132.	Electronics and IT Products Safety Testing Laboratory, CSIR-CIMFR	Jharkhand
133.	Sun-Tech, Ranchi	Jharkhand
134.	TATA STEEL	Jharkhand
135.	ALS Testing Services India Pvt. Ltd., Bangalore	Karnataka
136.	Building Fire Research Centre (BFRC), Mysore	Karnataka
137.	Bangalore Analytical Research Center (P) Ltd., Bangalore	Karnataka
138.	BISS Labs-Division of ITW India Private Limited, Bangalore	Karnataka
139.	Central Institute of Plastics Engineering & Technology, Mysore	Karnataka
140.	CPRI, Bangalore	Karnataka
141.	Criterion Network Labs, Criterion Networks India Private Limited, Bengaluru	Karnataka
142.	Environmental Laboratory (Unit of Mineral Engineering Services LLP), Bangalore	Karnataka
143.	ETDC, Bangalore	Karnataka
144.	Eurofins Analytical Services India Pvt Limited, Bangalore	Karnataka
145.	Eureka Analytical Services Pvt Ltd, Bangalore	Karnataka
146.	Giga Labs, Bengaluru	Karnataka
147.	Indian Plywood Industries Research & Training Institute (IPIRTI), Bangalore	Karnataka
148.	IAPMO India Pvt. Ltd. Bangalore	Karnataka
149.	React Compliance and Testing Laboratories LLP, Bangalore	Karnataka

150.	Shiva Analyticals (India) Private Limited, Bangalore	Karnataka
151.	SIIR, Bangalore	Karnataka
152.	SGS India Private Limited, Bengaluru	Karnataka
153.	SKC Compliance Lab Private Limited, Bengaluru	Karnataka
154.	TUV Rheinland (India) Pvt. Ltd. Bangalore	Karnataka
155.	TUV Rheinland (India) Pvt Limited (PV Module Testing laboratory), Bangalore	Karnataka
156.	TUV India Pvt Ltd, Bengalur	Karnataka
157.	TUV SUD South Asia Pvt. Ltd., Bengaluru	Karnataka
158.	UL India Pvt Ltd., Bangalore	Karnataka
159.	VSIX Analytical Labs Private Limited, Bangalore	Karnataka
160.	Vimta Labs Limited, Bangalore	Karnataka
161.	Bureau Veritas Consumer Product Services (I) Pvt Ltd, Bengaluru	Karnataka
162.	CSA India Pvt Ltd, Bangalore	Karnataka
163.	Centre for Bio-Polymer Science & Technology, A Unit of CIPET, Kochi	Kerala
164.	FCRI, Palakkad	Kerala
165.	Interfield Laboratories, Cochin	Kerala
166.	Cali-labs Pvt Ltd, Bhopal	Madhya Pradesh
167.	Central Institute of Plastics Engineering & Technology, Bhopal	Madhya Pradesh
168.	CPRI, Bhopal	Madhya Pradesh

169.	Choksi Laboratories Ltd, Indore	Madhya Pradesh
170.	ELMEF Testing & Calibration Laboratories Pvt Ltd, Indore	Madhya Pradesh
171.	Kailtech Test and Research Centre Pvt. Ltd., Indore	Madhya Pradesh
172.	Krishna Digital Material Testing Laboratory, Bhopal	Madhya Pradesh
173.	QMTL, Indore	Madhya Pradesh
174.	Cotton Association of India, Cotton Testing and Research laboratory, Khargone	Madhya Pradesh
175.	Anacon Laboratories Pvt Ltd, Nagpur	Maharashtra
176.	Ashwamedh Engineers & Consultants, Nasik	Maharashtra
177.	Automotive Research Association of India (ARAI), Pune	Maharashtra
178.	Astute Labs Pvt Ltd, Pune	Maharashtra
179.	Adarsh Scientific Research Center and Testing Laboratory Pvt. Ltd., Raigad	Maharashtra
180.	Bee Pharmo Labs Pvt Ltd, Thane	Maharashtra
181.	Central Institute of Plastics Engineering & Technology, Aurangabad	Maharashtra
182.	Central Institute of Road Transport, Pune	Maharashtra
183.	CQA(V) Laboratory, Ahmednagar	Maharashtra
184.	CQAFE (Chemical Laboratory, Aundh, Pune	Maharashtra
185.	Chem-Tech Laboratories Private Limited, Pune	Maharashtra
186.	Central Institute of Petrochemicals Engineering & Technology, Chandrapur	Maharashtra
187.	Cotton Association of India Cotton Testing & Research Laboratory, Mumbai	Maharashtra

188.	Dr. Amin Controllers Pvt Ltd, Thane	Maharashtra
189.	Envirocare Labs (P) Ltd., Thane	Maharashtra
190.	ERTL (W), Mumbai	Maharashtra
191.	Electrical Research & Development Association, Rabale, Navi Mumbai	Maharashtra
192.	ELCA Laboratories, Navi Mumabi	Maharashtra
193.	EAMP Laboratories, Palghar	Maharashtra
194.	Enviro Remediation & Research Laboratory LLP, Thane	Maharashtra
195.	FHHL Private Limited, Pune	Maharashtra
196.	GEO-Chem, Mumbai	Maharashtra
197.	GODREJ - NASHIK	Maharashtra
198.	Hi Physix Laboratory India Pvt. Ltd. Pune	Maharashtra
199.	HPCL, Vashi QC Laboratory, Navi Mumbai	Maharashtra
200.	Indian Institute of Packaging, Mumbai	Maharashtra
201.	Indian Rubber Materials Research Institute, Thane	Maharashtra
202.	Intertek India Pvt Ltd, Mumbai	Maharashtra
203.	Karandikar Laboratories Pvt Ltd, Boisar (E), Palghar, Thane	Maharashtra
204.	Maarc Labs (P) Ltd, Pune	Maharashtra
205.	MicroChem Silliker Private Ltd., Navi Mumbai	Maharashtra
206.	MSME Testing Centre, Mumbai	Maharashtra

207.	National Test House (WR), Mumbai	Maharashtra
208.	Novateur Electrical and Digital Systems Pvt. Ltd., Nashik	Maharashtra
209.	Precise Analytics Lab. (A Div of Meyer Organics Pvt.Ltd.), Thane	Maharashtra
210.	Qualichem Laboratories, Nagpur	Maharashtra
211.	RTC cum Technology Back up Unit for Solar Thermal Devices, Pune	Maharashtra
212.	Sunren Telecom Laboratory, Navi Mumbai	Maharashtra
213.	SWITCHGEAR TESTING LABORATORIES-MSW, Mumbai	Maharashtra
214.	TCR Engineering, Mumbai	Maharashtra
215.	Testtex India Laboratories Pvt. Ltd, Mumbai	Maharashtra
216.	TUV India Private Limited, Pune	Maharashtra
217.	TUV India Pvt Ltd, Pune	Maharashtra
218.	Type Test Center Siemens Limited Kalwa, Navi Mumbai	Maharashtra
219.	Umwelt Research Lab Private Limited, Pune	Maharashtra
220.	Wakefield Inspection Services India Pvt. Ltd. , Mumbai	Maharashtra
221.	Jubilant Pharma and Chemical Lab (OPC) Pvt Ltd, Navi Mumbai	Maharashtra
222.	Pulp & Paper Research Institute, Rayagada	Odisha
223.	Central Institute of Plastics Engineering & Technology, Bhubaneswar	Orissa
224.	Kalyani Laboratories Pvt Ltd, Bhubaneswar	Orissa
225.	Modern Test Center, Ganjam	Orissa

226.	S M Consultants, Bhubaneswar	Orissa
227.	Alpha Test House, Mohali	Punjab
228.	CIPET: Centre for Skilling and Technical Support (CSTS), Amritsar	Punjab
229.	COTTON ASSOCIATION OF INDIA, COTTON TESTING AND RESEARCH LABORATORY, BATHINDA	Punjab
230.	Institute of Autoparts & Hand Tools Technology, Ludhiana	Punjab
231.	JBS Testing Solutions, Jalandhar	Punjab
232.	JBS Testing Solution (Unit-2), Jalandhar	Punjab
233.	Mananda Test House, Derabassi	Punjab
234.	NSIC, Rajpura	Punjab
235.	National Institute of Secondary Steel Technology, Punjab	Punjab
236.	Punjab Biotechnology Incubator, Mohali	Punjab
237.	Pump Testing Laboratory, Ludhiana	Punjab
238.	Research and Development Centre for Bicycle and Sewing Machine, Ludhiana	Punjab
239.	Unique Test House, Mohali	Punjab
240.	Well Tech Test and Research Center, Mohali	Punjab
241.	C&I Calibration Pvt Ltd, Jaipur	Rajasthan
242.	CEG Test House & Research Centre, Jaipur	Rajasthan
243.	Central Institute of Plastics Engineering & Technology, Jaipur	Rajasthan
244.	CTL Testing Laboratory Pvt. Ltd. , Jaipur	Rajasthan

245.	Elutech Laboratory and Colibration Services, Jaipur	Rajasthan
246.	IRCLASS System and Solution Pvt. Ltd., Jaipur	Rajasthan
247.	LANDMARK MATERIAL TESTING AND RESEARCH LABORATORY PVT LTD, Jaipur	Rajasthan
248.	National Test House (NWR), Jaipur	Rajasthan
249.	Robust Testing Solutions, Alwar	Rajasthan
250.	STAR LABS TEST CENTRE LLP, Jaipur	Rajasthan
251.	Yadav Measurements P Ltd, Udaipur	Rajasthan
252.	Interstellar Testing Centre Private Limited, Chennai	Tamil Nadu
253.	Winwall Technology India Private Limited, Chennai	Tamil Nadu
254.	ABC Techno Labs India Pvt Ltd, Chennai	Tamilnadu
255.	Bureau Veritas (India) Private Ltd., Chennai	Tamilnadu
256.	Central Electrical Testing Laboratory, Kakkalur	Tamilnadu
257.	Central Institute of Plastics Engineering & Technology, Chennai	Tamilnadu
258.	Chennai Mettlex Lab Pvt. Ltd, Chennai	Tamilnadu
259.	CVR Labs (P) Limited, Chennai	Tamilnadu
260.	Central Electronics Centre, Indian Institute of Technology, Chennai	Tamilnadu
261.	Central Institute of Plastics Engineering & Technology, Madurai	Tamilnadu
262.	CSIR-Central Electro-chemical Research Institute, Karaikudi	Tamilnadu
263.	CLRI-CATERS	Tamilnadu

264.	ETDC, Chennai	Tamilnadu
265.	Eurofins Product Testing India Pvt Ltd, Tirupur	Tamilnadu
266.	Global Lab and Consultancy Services LLP, Salem	Tamilnadu
267.	Hubert Enviro Care System (P) Ltd., Chennai	Tamilnadu
268.	Monarch Biotech (P), Ltd., Chennai	Tamilnadu
269.	MSME Development Institute, Coimbatore	Tamilnadu
270.	MSME Testing Centre, Chennai	Tamilnadu
271.	MATS India Private Limited, Chennai	Tamilnadu
272.	National Test House (SR), Chennai	Tamilnadu
273.	NaWal Analytical Labs India Private Limited, Hosur	Tamilnadu
274.	Scientific and Industrial Testing and Research Centre, Coimbatore	Tamilnadu
275.	SGS India Ltd, Chennai	Tamilnadu
276.	SMS Labs Services Pvt Ltd, Chennai	Tamilnadu
277.	SGS India Private Limited, Consumer and Retail Testing Laboratory, Chennai	Tamilnadu
278.	The National Small Industries Corporation Ltd, Chennai	Tamilnadu
279.	Tag Corporation, Chennai	Tamilnadu
280.	Trustin Analytical Solutions Pvt Limited, Chennai	Tamilnadu
281.	Viridian Testing Laboratories, LLP, Tirupur	Tamilnadu
282.	Bureau Veritas India Testing Services Private Ltd, Hyderabad	Telangana

283.	Emtac Laboratories Pvt Ltd, Hyderabad	Telangana
284.	NCCBM, Hyderabad	Telangana
285.	Sipra labs (P) Ltd, Hyderabad	Telangana
286.	Tentamus India Pvt. Ltd. (Formely Megsan Labs Pvt. Ltd.) Hyderabad	Telangana
287.	Vimta Labs, Hyderabad	Telangana
288.	CIPET:CSTS-Agartala Plastics Testing Laboratory, Agartala	Tripura
289.	Stellar Test House, Noida	Uttar Pradesh
290.	AES Laboratories (P) Ltd, Noida	Uttar Pradesh
291.	Atharva Laboratories. Noida	Uttar Pradesh
292.	Accurate Test Solutions LLP, Noida	Uttar Pradesh
293.	Aadco Testing & Research Laboratory Pvt Ltd, Bulandshahar Road, Ghaziabad	Uttar Pradesh
294.	Atharva Laboratories Pvt Ltd, Noida	Uttar Pradesh
295.	AC Test Lab, Coterd Solotions (OPC) Pvt Limited, Greater Noida	Uttar Pradesh
296.	Bureau Veritas Consumer Products Services(I) P. Ltd, NOIDA	Uttar Pradesh
297.	Bluesky Lab LLP, Ghaziabad	Uttar Pradesh
298.	Central Institute of Petrochemicals Engineering & Technology, Lucknow	Uttar Pradesh
299.	Classic Instrumentation Pvt Ltd, Noida	Uttar Pradesh
300.	Cosmo Analytical Lab, Noida	Uttar Pradesh
301.	Customer Services & Development Centre, HPCL-Mittal Energy Limited, Noida	Uttar Pradesh

302.	EKO PRO Engineers Pvt Ltd, Ghaziabad	Uttar Pradesh
303.	FDDI, Noida	Uttar Pradesh
304.	Ghaziabad Testing Laboratories Pvt Ltd Ghaziabad	Uttar Pradesh
305.	Institute for Industrial Research & Toxicology, Ghaziabad	Uttar Pradesh
306.	Indian Testing laboratory, Noida	Uttar Pradesh
307.	International Testing Centre, MSME Technology Development Centre, Meerut	Uttar Pradesh
308.	K C India Test Laboratories LLP, Ghaziabad	Uttar Pradesh
309.	Marquis Technologies Private Limited, Noida	Uttar Pradesh
310.	National Test House (NR), Ghaziabad	Uttar Pradesh
311.	Poweronic Test and Research Centre Pvt Ltd, Noida	Uttar Pradesh
312.	QA Testing Laboratories Private Limited, Noida	Uttar Pradesh
313.	Sleen India Biz Venture Private Limited, Agra	Uttar Pradesh
314.	Swastik Electronics Testing Centre (OPC) Pvt. Ltd., Ghaziabad	Uttar Pradesh
315.	Shiva Test House Private Limited, Ghaziabad	Uttar Pradesh
316.	Testtex India Laboratories Private Limited, Noida	Uttar Pradesh
317.	URS Products & Testing Pvt Ltd, NOIDA	Uttar Pradesh
318.	URS Products & Testing Pvt Ltd, NOIDA	Uttar Pradesh
319.	Vardhamana Testing Laboratory, Greater Noida	Uttar Pradesh
320.	Atmy Analytical Labs Private Limited (Unit-2), Greater Noida	Uttar Pradesh

321.	Aadco Testing & Research Laboratory Pvt Ltd (Unit-2), Ghaziabad	Uttar Pradesh
322.	ADS Labtech, Ghaziabad	Uttar Pradesh
323.	Ajeo Testing Labs Pvt. Ltd., Ghaziabad	Uttar Pradesh
324.	ALAIPIRIA TEST HOUSE PRIVATE LIMITED, Ghaziabad	Uttar Pradesh
325.	Central Power Research Institute, Noida	Uttar Pradesh
326.	Classic Testing & Research Centre, Noida	Uttar Pradesh
327.	Eko Pro Engineers Pvt. Ltd. Ghaziabad	Uttar Pradesh
328.	Global Compliance Laboratory India, Ghaziabad	Uttar Pradesh
329.	Gravitas Laboratories Private Limited, Noida	Uttar Pradesh
330.	HT Product Services Private Limited, Noida	Uttar Pradesh
331.	Planet Analysis Pvt. Ltd., Kanpur	Uttar Pradesh
332.	Shriram Food and Pharma Research Centre, Ghaziabad	Uttar Pradesh
333.	Central Institute of Petrochemicals Engineering & Technology, Dehradun	Uttarakhand
334.	Spectro Analytical Labs Private Limited, Greater Noida	Uttar Pradesh
335.	Vijai Electricals Limited, Haridwar	Uttarakhand
336.	Central Institute of Plastics Engineering & Technology, Haldia	West Bengal
337.	Edward Food Research and Analysis Centre Limited (efrac) , Kolkata	West Bengal
338.	ERTL (E), Kolkata	West Bengal
339.	Excel Surveyors Pvt Ltd, Kolkata	West Bengal

340.	Eskaps (India) Private Limited, Kolkata	West Bengal
341.	Indian Plywood Industries Research & Training Institute (IPIRTI), Kolkata	West Bengal
342.	Inspection Syndicate of India Pvt Ltd, Kolkata	West Bengal
343.	MSME Testing Centre, Kolkata	West Bengal
344.	Mitra S.K. Private Limited, Kolkata	West Bengal
345.	National Test House (ER), Kolkata	West Bengal
346.	National Test House-ER, Kolkata	West Bengal
347.	RITES Easter Regional Laboratory, Kolkata	West Bengal
348.	S.B. Steel Company, Howrah	West Bengal
349.	SGS India Private Limited, Kolkata	West Bengal
350.	Analytical Development - R & D, EMAMI Limited, Kolkata	West Bengal
351.	Application Research and Development Centre Haldia Petrochemical Limited, Kolkata	West Bengal

SL.No.	Name of Empanelment Labs	State
1	ICAR-Central Island Agricultural Research Institute , Port Blair	Andaman and Nicobar
2	ICAR-Central Tobacco Research Institute, Rajahmundry	Andhra Pradesh
3	ICAR- Indian Institute of Oil Palm Research, Pedavegi, West Godawari	Andhra Pradesh
4	ICAR-National Research Centre on Yak, West Kamang	Arunachal Pradesh
5	North East Institute of Science and Technology, Jorhat	Assam
6	Defence Research Laboratory (DRL) , Tejpur	Assam
7	Indian Institute of Technology (IIT), Guwahati	Assam
8	National Test House, Guwahati	Assam
9	Electronics Test and Development Centre, Guwahati	Assam
10	Indian Institute of Technology (IIT), Patna	Bihar
11	ICAR-ICAR Research Complex for Eastern Region, Patna	Bihar
12	ICAR-National Research Centre for Litchi, Muzaffarpur	Bihar
13	National Research Centre on Integrated Farming (ICAR-NRCIF),Motihari	Bihar
14	Snow & Avalanche Study Estt (SASE) , Chandigarh	Chandigarh
15	Terminal Ballistics Research Laboratory (TBRL) , Chandigarh	Chandigarh
16	Indian Institute of Technology (IIT), Bhilai	Chhattisgarh
17	ICAR-National Institute of Biotic Stresses Management, Raipur	Chhattisgarh
18	Defence Institute of Fire Research, Delhi	Delhi
19	National Physical Laboratory, New Delhi	Delhi
20	Centre for Advanced Semiconductor Technology (ASEMIT) , Delhi	Delhi
21	Centre for Fire, Explosive and Environment Safety (CFEES) , Delhi	Delhi
22	Defence Scientific Information & Documentation Centre (DESIDOC) , Delhi	Delhi
23	Defence Institute of Physiology & Allied Sciences (DIPAS) , Delhi	Delhi
24	Defence Institute of Psychological Research (DIPR) , Delhi	Delhi
25	Defence Terrain Research Laboratory (DTRL) , Delhi	Delhi
26	Institute of Nuclear Medicine & Allied Sciences (INMAS) , Delhi	Delhi
27	Institute for Systems Studies & Analyses (ISSA) , Delhi	Delhi
28	Laser Science & Technology Centre (LASTEC) , Delhi	Delhi
29	Scientific Analysis Group (SAG) , Delhi	Delhi
30	Solid State Physics Laboratory (SSPL) , Delhi	Delhi
31	Indian Institute of Technology (IIT), Delhi	Delhi
32	Institute of Genomics and integrative Biology	Delhi
33	Textile Laboratory, New Delhi (Ministry of Textiles, Govt of India)	Delhi
34	ICAR-Indian Agricultural Research Institute, New Delhi	Delhi
35	ICAR-Indian Agricultural Statistics Research Institute, New Delhi	Delhi
36	ICAR-Indian Institute of Maize Research,New Delhi	Delhi
37	ICAR-National Institute of Agricultural Economics and Policy Research, New Delhi	Delhi
38	ICAR-National Research Centre on Plant Biotechnology, New Delhi	Delhi
39	ICAR-National Centre for Integrated Pest Management, New Delhi	Delhi
40	ICAR-National Bureau of Plant Genetics Resources, New Delhi	Delhi
41	ICAR-Directorate of Knowledge Management in Agriculture (DKMA), New Delhi	Delhi
42	Indian Institute of Packaging, Delhi	Delhi
43	Central Road Research Institute ,New Delhi	Delhi
44	Electronics Test & Development Centre, North Goa	Goa
45	Bhabha Atomic Research Centre (BARC),Vyara	Gujarat
46	National Dairy Development Board, Anand,	Gujarat
47	Central Salt & Marine Chemicals Research Institute, Bhavnagar	Gujarat
48	Indian Institute of Technology (IIT), Gandhi Nagar	Gujarat
49	Textile Laboratory, Ahmedabad (Ministry of Textiles, Govt of India)	Gujarat
50	ICAR-Directorate of Groundnut Research, Junagarh	Gujarat
51	ICAR-Directorate of Medicinal and Aromatic Plants Research, Anand	Gujarat
52	Regional Reference Standard Laboratory, Ahemdabad	Gujarat

53	National Forensic Sciences University, Gandhi Nagar	Gujarat
54	Ahmedabad Textile Industry's Reserach Association, Ahmedabad	Gujarat
55	Fire Engineering Research Laboratory, Gandhinagar	Gujarat
56	The Man Made Textile Research Association, Surat	Gujarat
57	ICAR-National Research Centre on Pig, Guwahati	Guwahati
58	National Dairy Research Institute (NDRI),Karnal	Haryana
59	National Institute of Solar Energy (NISE), Gurugram	Haryana
60	Textile Laboratory, Panipat (Ministry of Textiles, Govt of India)	Haryana
61	ICAR-National Dairy Research Institute, Karnal	Haryana
62	ICAR-Central Institute for Research on Buffaloes, Hissar	Haryana
63	ICAR-Central Soil Salinity Research Institute, Karnal	Haryana
64	ICAR- Indian Institute of Wheat and Barley Research, Karnal	Haryana
65	ICAR-National Research Centre on Equines, Hisar	Haryana
66	ICAR-National Bureau of Animal Genetic Resources, Karnal	Haryana
67	Institute of Himalayan Bio-resource Technology, Palampur	Himachal Pradesh
68	Indian Institute of Technology (IIT), Mandi	Himachal Pradesh
69	ICAR-Central Potato Research Institute, Shimla	Himachal Pradesh
70	ICAR-Directorate of Mushroom Research, Solan	Himachal Pradesh
71	STQC ETDC SOLAN	Himachal Pradesh
72	Defence Institute of High Altitude Research (DIHAR) , Leh Ladakh	Jammu & Kashmir
73	ICAR-Central Institute of Temperate Horticulture, Srinagar	Jammu & Kashmir
74	Indian Institute of Integrative Medicine, Jammu	Jammu & Kashmir
75	Indian Institute of Technology (IIT), Jammu	Jammu & Kashmir
76	Central Institute of Mining & Fuel Research, Dhanbad	Jharkhand
77	Indian Institute of Technology (Indian School of Mines), Dhanbad	Jharkhand
78	ICAR-Indian Institute of Agricultural Biotechnology, Ranchi	Jharkhand
79	ICAR-Indian Institute of Natural Resins and Gums, Ranchi	Jharkhand
80	ICAR-Indian Agricultural Research Institute, Post Box No. 48, Hazaribag 825 301, Jharkhand	Jharkhand
81	Bhabha Atomic Research Centre (BARC),Kaiga, Karwar	Karnataka
82	National Dairy Research Institute (NDRI), Bangalore	Karnataka
83	National Aerospace Laboratories, Bangalore	Karnataka
84	Central Silk Technological Research Institute, Bangalore	Karnataka
85	Fourth Paradigm Institute (CSIR-4PI), Bangalore	Karnataka
86	ELECTRONICS TEST AND DEVELOPMENT CENTRE,BANGALORE	Karnataka
87	Regional Reference Standards Laboratory, Bangalore	Karnatka
88	LPG Equipment Research Centre (LERC), Bangalore	Karnatka
89	Aeronautical Development Establishment (ADE) , Bangalore	Karnatka
90	Centre For Air Borne System (CABS) , Bangalore	Karnatka
91	Centre for Artificial Intelligence & Robotics (CAIR) , Bangalore	Karnatka
92	Centre for Military Airworthiness & Certification (CEMILAC) , Bangalore	Karnatka
93	Defence Avionics Research Establishment (DARE) , Bangalore	Karnatka
94	Defence Bio-Engineering & Electro Medical Laboratory (DEBEL) , Bangalore	Karnatka
95	Defence Food Research Laboratory (DFRL) , Mysore	Karnatka
96	Gas Turbine Research Establishment (GTRE) , Bangalore	Karnatka
97	Institute of Technology Management (ITM) , Mussorie	Karnatka
98	Electronics & Radar Development Establishment (LRDE) , Bangalore	Karnatka
99	Microwave Tube Research & Development Centre (MTRDC) , Bangalore	Karnatka
100	Indian Institute of Technology (IIT) Dharwad	Karnatka
101	Central Food Technological Research Institute, Mysore	Karnatka
102	Textile Laboratory, Bangalore (Ministry of Textiles, Govt of India)	Karnatka
103	Textile Laboratory, Cannanore (Ministry of Textiles, Govt of India)	Karnatka
104	ICAR-Indian Institute of Horticultural Research, Bengaluru	Karnatka

105	ICAR-National Institute of Animal Nutrition and Physiology, Bengaluru	Karnatka
106	ICAR-National Institute of Veterinary Epidemiology and Disease Informatics, Hebbal	Karnatka
107	ICAR-National Bureau of Agricultural Insect Resources, Bengaluru	Karnatka
108	ICAR-Directorate of Cashew Research, Puttur	Karnatka
109	Central Coir Research Institute, Kalavoor	Kerala
110	Central Institute of Fisheries Technology, Cochin	Kerala
111	National Institute for Interdisciplinary Science & Technology, Thiruvananthapuram	Kerala
112	ICAR-Central Institute of Fisheries Technology, Cochin	Kerala
113	ICAR-Central Marine Fisheries Research Institute, Kochi	Kerala
114	ICAR-Central Plantation Crops Research Institute, Kasargod	Kerala
115	ICAR-Central Tuber Crops Research Institute, Trivandrum	Kerala
116	ICAR-Indian Institute of Spices Research, Calicut	Kerala
117	Central Quality Control Laboratory-Rubber Board, Kottayam	Kerala
118	Electronics Regional Test Laboratory (South), Thiruvananthapuram	Kerala
119	Naval Physical & Oceanographic Laboratory (NPOL) , Cochin	Kerla
120	Indian Institute of Technology (IIT), Palakkad	Kerla
121	Advance Materials and Processes Research Institute, Bhopal	Madhya Pradesh
122	Defence Research & Development Establishment (DRDE) , Gwalior	Madhya Pradesh
123	Indian Institute of Technology (IIT), Indore	Madhya Pradesh
124	ICAR-Central Institute of Agricultural Engineering, Bhopal	Madhya Pradesh
125	ICAR-Indian Institute of Soil Sciences, Bhopal	Madhya Pradesh
126	ICAR-National Institute of High Security Animal Diseases, Bhopal	Madhya Pradesh
127	ICAR-Directorate of Soybean Research, Indore	Madhya Pradesh
128	ICAR-Directorate of Weed Research, Jabalpur	Madhya Pradesh
129	Bhabha Atomic Research Centre (BARC),Tarapur, Thane	Maharashtra
130	Bhabha Atomic Research Centre (BARC), TROMBAY, Mumbai	Maharashtra
131	National Chemical Laboratory, Pune	Maharashtra
132	Bombay Textiles Research Association	Maharashtra
133	India Government Mint, Assay Laboratory, Mumbai	Maharashtra
134	Board of Radiation and Isotope Technology, Bhabha Atomic Research Centre, Navi	Maharashtra
135	Advanced Centre for Energetic Materials (ACEM) , Nasik	Maharashtra
136	Armament Research & Development Establishment (ARDE) , Pune	Maharashtra
137	Defence Institute of Advanced Technology (DIAT) , Pune	Maharashtra
138	High Energy Materials Research Laboratory (HEMRL) , Pune	Maharashtra
139	Naval Materials Research Laboratory (NMRL) , Ambernath	Maharashtra
140	Research & Development Establishment (RDE(E)) , Pune	Maharashtra
141	Vehicle Research & Development Establishment (VRDE) , Ahmednagar	Maharashtra
142	Indian Institute of Technology (IIT), Mumbai	Maharashtra
143	Indian Institute of Technology (IIT), Goa	Maharashtra
144	National Environmental Engineering Research Institute, Nagpur	Maharashtra
145	National Institute of Oceanography, Goa	Maharashtra
146	Textile Laboratory, Mumbai (Ministry of Textiles, Govt of India)	Maharashtra
147	ICAR-Central Institute on Fisheries Education, Mumbai	Maharashtra
148	ICAR-Central Institute of Cotton Research, Nagpur	Maharashtra
149	ICAR-Central Institute of Research on Cotton Technology, Mumbai	Maharashtra
150	ICAR-Central Coastal Agricultural Research Institute, Ela, Old Goa, Goa	Maharashtra
151	ICAR-National Institue of Abiotic Stress Management, Malegaon, Maharashtra	Maharashtra
152	ICAR-Central Citrus Research Institute, Nagpur	Maharashtra
153	ICAR-National Research Centre for Grapes, Pune	Maharashtra
154	ICAR-National Research Centre for Pomegranate, Solapur	Maharashtra
155	ICAR-National Bureau of Soil Survey and Land Use Planning, Nagpur	Maharashtra

156	ICAR-Directorate on Onion and Garlic Research, Pune	Maharashtra
157	ICAR-Directorate of Floricultural Research, Pune, Maharashtra	Maharashtra
158	Bhavans Research Centre (BRC), Mumbai	Maharashtra
159	The Synthetic and Art Silk Mills' Research Association, Mumbai	Maharashtra
160	National Fire Service College, Nagpur	Maharashtra
161	MSME-Testing Station Kolhapur	Maharashtra
162	Electronics Test and Development Centre, Pune	Maharashtra
163	Wool Research Association, Thane	Maharashtra
164	ICAR-ICAR Research Complex for NEH Region, Barapani	Meghalaya
165	ICAR-National Research Centre on Mithun, Medziphema, Nagaland	Nagaland
166	Institute of Minerals and Materials Technology, Bhubneshwar	Odisha
167	ICAR-National Rice Research Institute, Cuttack	Odisha
168	ICAR- Indian Institute of Water Management, Bhubaneshwar	Odisha
169	ICAR- Central Institute for Women in Agriculture, Bhubaneshwar	Odisha
170	Regional Reference Standard Laboratory, Bhubaneswar	Odisha
171	Integrated Test Range (ITR) , Balasore	Orissa
172	Proof & Experimental Establishment (PXE) , Balasore	Orissa
173	Indian Institute of Technology (IIT), Bhubaneshwar	Orissa
174	ICAR-Central Institute of Freshwater Aquaculture, Bhubneshwar	Orissa
175	Central Scientific Instruments Organization, Chandigarh	Punjab
176	Institute of Microbial Technology, Chandigarh	Punjab
177	Indian Institute of Technology (IIT), Ropar	Punjab
178	Textile Laboratory, Ludhiana (Ministry of Textiles, Govt of India)	Punjab
179	ICAR-Central Institute on Post harvest Engineering and Technology, Ludhiana	Punjab
180	Farm Machinery and Power Engineering, College of Agricultural Engineering and Technology (PAU), Ludhiana	Punjab
181	Central Institute of Hand Tools, Jalandhar	Punjab
182	Electronics Test and Development Centre, Mohali	Punjab
183	Bhabha Atomic Research Centre (BARC),Kota	Rajasthan
184	Central Electronics Engineering Research Institute, Pilani	Rajasthan
185	Defence Laboratory (DLJ) , Jodhpur	Rajasthan
186	Indian Institute of Technology (IIT), Jodhpur	Rajasthan
187	Textile Laboratory, Jaipur (Ministry of Textiles, Govt of India)	Rajasthan
188	ICAR-Central Arid Zone Research Institute, Jodhpur	Rajasthan
189	ICAR-Central Institute for Arid Horticulture, Bikaner	Rajasthan
190	ICAR-Central Sheep and Wool Research Institute, Avikanagar, Rajasthan	Rajasthan
191	ICAR-National Research Centre on Camel, Bikaner	Rajasthan
192	ICAR-National Research Centre on Seed Spices, Ajmer	Rajasthan
193	ICAR-Directorate of Rapeseed & Mustard Research, Bharatpur	Rajasthan
194	Electronics Test and Development Centre, Jaipur	Rajasthan
195	ETDC Ajmer	Rajasthan
196	ICAR-National Research Centre on Orchids, Pakyong, Sikkim	Sikkim
197	Footwear Design & Development Institute, Chennai	Tamilnadu
198	Food Testing Laboratory, NIFTEM Thanjavur	Tamilnadu
199	Electronics Test and Development Centre, Chennai	Tamilnadu
200	Bhabha Atomic Research Centre (BARC), Kalpakkam	Tamilnadu
201	Indian Institute of Technology, Chennai	Tamilnadu
202	National Metallurgical Laboratory Unit, Chennai	Tamilnadu
203	Central Electrochemical Research Institute, Karaikudi	Tamilnadu
204	Structural Engineering Research Centre, Chennai	Tamilnadu
205	Combat Vehicles Research & Development Estt. (CVRDE) , Chennai	Tamilnadu
206	Textile Laboratory, Chennai (Ministry of Textiles, Govt of India)	Tamilnadu
207	Textile Laboratory, Coimbatore (Ministry of Textiles, Govt of India)	Tamilnadu

208	Textile Laboratory, Madurai (Ministry of Textiles, Govt of India)	Tamilnadu
209	Textile Laboratory, Tirupur (Ministry of Textiles, Govt of India)	Tamilnadu
210	Textile Laboratory, Karur (Ministry of Textiles, Govt of India)	Tamilnadu
211	ICAR-Central Institute Brackishwater Aquaculture, Chennai	Tamilnadu
212	ICAR-Sugarcane Breeding Institute, Coimbatore	Tamilnadu
213	ICAR-National Research Centre for Banana, Trichi	Tamilnadu
214	The South India Textile Research Association, Coimbatore	Tamilnadu
215	Tamil Nadu Veterinary and Animal Sciences University, Chennai	Tamilnadu
216	Indian Institute of Chemical Technology, Hyderabad	Telangana
217	Advanced Numerical Research & Analysis Group (ANURAG) , Hyderabad	Telangana
218	Defence Electronics Research Laboratory (DLRL) , Hyderabad	Telangana
219	Defence Metallurgical Research Laboratory (DMRL) , Hyderabad	Telangana
220	Defence Research & Development Laboratory (DRDL) , Hyderabad	Telangana
221	Naval Science & Technological Laboratory (NSTL) , Vishakapatnam	Telangana
222	Research Centre Imarat (RCI) , Hyderabad	Telangana
223	Indian Institute of Technology (IIT), Hyderabad	Telangana
224	Indian Institute of Technology (IIT), Tirupati	Telangana
225	Centre for Cellular & Molecular Biology, Hyderabad	Telangana
226	National Geophysical Research Institute, Hyderabad	Telangana
227	Electronics Test and Development Center, STQC Directorate, Hyderabad.	Telangana
228	MSME TESTING STATION, HYDERABAD	Telangana
229	Textile Laboratory, Hyderabad (Ministry of Textiles, Govt of India)	Telangana
230	Textile Laboratory, Guntur, Hyderabad (Ministry of Textiles, Govt of India)	Telangana
231	ICAR-Central Research Institute of Dryland Agriculture, Hyderabad	Telangana
232	ICAR-National Academy of Agricultural Research & Management, Hyderabad	Telangana
233	ICAR- Indian Institute of Millets Research, Hyderabad	Telangana
234	ICAR- Indian Institute of Oilseeds Research, Hyderabad	Telangana
235	ICAR-Indian Institute of Rice Research, Hyderabad	Telangana
236	ICAR-National Research Centre on Meat, Hyderabad	Telangana
237	ICAR-Directorate of Poultry Research, Hyderabad	Telangana
238	Electronics Test and Development Centre, Agartala	Tripura
239	Bhabha Atomic Research Centre (BARC), Bullandshar	Uttar Pradesh
240	Indian Institute of Technology, Kanpur	Uttar Pradesh
241	Industrial Toxicology Research Centre (ITRC), Lucknow	Uttar Pradesh
242	Central Building Research Institute, Roorkee	Uttar Pradesh
243	National Botanical Research Institute, Lucknow	Uttar Pradesh
244	Aerial Delivery Research and Development Establishment (ADRDE) , Agra	Uttar Pradesh
245	Defence Materials and Stores Research and Development Establishment (DMSRDE)	Uttar Pradesh
246	Indian Institute of Technology (Banaras Hindu University), Varanasi	Uttar Pradesh
247	Central Drug Research Institute, Lucknow	Uttar Pradesh
248	Central Institute of Medicinal and Aromatic Plants, Lucknow	Uttar Pradesh
249	Textile Laboratory, Kanpur (Ministry of Textiles, Govt of India)	Uttar Pradesh
250	ICAR-Indian Veterinary Research Institute, Izatnagar, Barillay	Uttar Pradesh
251	ICAR-Central Avian Research Institute, Izatnagar	Uttar Pradesh
252	ICAR-Central Institute for Research on Goats, Makhdoom	Uttar Pradesh
253	ICAR-Central Institute of Sub Tropical Horticulture, Lucknow	Uttar Pradesh
254	ICAR-Indian Grassland and Fodder Research Institute, Jhansi	Uttar Pradesh
255	ICAR-Indian Institute of Pulses Research, Kanpur	Uttar Pradesh
256	ICAR-Indian Institute of Sugarcane Research, Lucknow	Uttar Pradesh
257	ICAR-Indian Institute of Vegetable Research, Varanasi	Uttar Pradesh
258	ICAR-Central Institute for Research on Cattle, Meerut, Uttar Pradesh	Uttar Pradesh
259	ICAR- Central Agroforestry Research Institute , Jhansi	Uttar Pradesh
260	ICAR- Indian Institute of Farming Systems Research, Modipuram	Uttar Pradesh

261	ICAR-Indian Institute of Seed Research, Mau	Uttar Pradesh
262	ICAR-National Bureau of Agriculturally Important Micro-organisms, Mau, Uttar Pradesh	Uttar Pradesh
263	ICAR-National Bureau of Fish Genetic Resources, Lucknow	Uttar Pradesh
264	Northern India Textile Research Association, Ghaziabad	Uttar Pradesh
265	National Sugar Institute, Kanpur	Uttar Pradesh
266	ICAR-Vivekananda Parvatiya Krishi Anusandhan Sansthan, Almora	Uttarakhand
267	ICAR-Project Directorate on Foot & Mouth Disease, Mukteshwar	Uttarakhand
268	ICAR-Directorate of Cold Water Fisheries Research, Bhimtal, Nainital	Uttarakhand
269	Water Quality Laboratory, Roorkee	Uttarakhand
270	Indian Institute of Petroleum, Dehradun	Uttarakhand
271	Defence Electronics Application Laboratory (DEAL), Dehradun	Uttarakhand
272	Defence Institute of Bio-Energy Research (DIBER), Haldwani	Uttarakhand
273	Instruments Research & Development Establishment (IRDE), Dehradun	Uttarakhand
274	Indian Institute of Technology (IIT), Roorkee	Uttarakhand
275	ICAR- Indian Institute of Soil and Water Conservation, Dehradun	Uttarakhand
276	Central Glass and Ceramic Research Institute, Kolkata	West Bengal
277	Central Leather Research Institute, Kolkata	West Bengal
278	Indian Jute Industries Research Association (IJIRA), Kolkata	West Bengal
279	Indian Institute of Technology (IIT), Kharagpur	West Bengal
280	Central Mechanical Engg. Research Institute, Durgapur	West Bengal
281	Indian Institute of Chemical Biology, Kolkata	West Bengal
282	Textile Laboratory, Kolkata (Ministry of Textiles, Govt of India)	West Bengal
283	ICAR-Central Inland Fisheries Research Institute, Barrackpore	West Bengal
284	ICAR-Central Research Institute for Jute and Allied Fibres, Barrackpore	West Bengal
285	ICAR-National Institute of Research on Jute & Allied Fibre Technology, Kolkata	West Bengal

## APPENDIX - I

### **MINUTES OF THE THIRD SITTING OF THE STANDING COMMITTEE ON CONSUMER AFFAIRS, FOOD AND PUBLIC DISTRIBUTION (2024-2025) HELD ON MONDAY, 11TH NOVEMBER 2024 AT 1400 HRS**

The Committee sat from 1400 hrs to 1530 hrs hrs in Committee Room 'C', Parliament House Annexe, New Delhi.

Smt. Kanimozhi Karunanidhi - Chairperson

#### **Members**

#### **Lok Sabha**

2. Shri Jaswantsinh Sumanbhai Bhabhor
3. Smt. Malvika Devi
4. Shri Saumitra Khan
5. Shri Manoj Kumar
6. Shri Sunil Kumar
7. Shri Neeraj Maurya
8. Shri Haribhai Patel
9. Shri Ashok Kumar Rawat
10. Shri Buntly Vivek Sahu
11. Shri Rao Rajendra Singh
12. Shri Ujjwal Raman Singh
13. Dr. Indra Hang Subba
14. Shri Rajmohan Unnithan

#### **Rajya Sabha**

15. Shri Arun Singh

#### **SECRETARIAT**

1. Dr. Ram Raj Rai - Joint Secretary
2. Dr. Vatsala Joshi - Director
3. Dr. Mohit Rajan - Deputy Secretary

2. The Hon'ble Chairperson, extended a warm welcome to the Members of the Committee and the representatives of the Department of Consumer Affairs, Ministry of Consumer Affairs, Food and Public Distribution. She informed the Members that the sitting had been convened to examine the Demands for Grants (2024-25) for the Department of Consumer Affairs and to hear the oral evidence of its representatives.

3. The following representatives from the Department of Consumer Affairs were present before the Committee:

1. Ms. Nidhi Khare, Secretary (CA)
2. Shri Shantmanu, AS&FA
3. Shri Bharat Khera, AS(CA)
4. Shri I.S. Negi, Sr(EA)
5. Shri Anupam Mishra, JS(CA)
6. Shri Kamkhenthang Guite, EA
7. Shri Shashi Bhushan, Advisor (Cost)
8. Smt. Anice Joseph Chandra, MD NCCF
9. Dr. Alok Srivastava, DG NTH
10. Shri Subhash Chandra Meena, Director (PMD)
11. Smt. A.B.S. Shalini, Director (NCH)
12. Shri Ashutosh Agarwal, Director (LM)
13. Shri KC Singha, Director (Budget)
14. Shri Aman Jain, Director (P&C) (Nodal Officer)

4. After the formal introduction, the Secretary of the Department of Consumer Affairs gave a PPT presentation before the Committee and provided an overview of the key priorities for the Department of Consumer Affairs for the year 2024-25. She highlighted several key initiatives that would be the focus of the Department during the year. Her presentation included reaffirmation of the Department's commitment to consumer protection and the need for improved forecasting, execution, and monitoring of budgetary allocations.

5. After the presentation, Hon'ble Members raised queries and sought further clarifications on various aspects of the proposed budget and schemes, relating to the following:

- i. Effectiveness of Kanda Fast Train in controlling prices and ensuring fair returns for producers and reasonable prices for consumers.
- ii. Price Disparities in essential goods like rice and wheat across regions and the role of department in ensuring ensure uniform pricing nationwide.
- iii. Measures being taken to curb price inflation and control essential commodity prices in rural and remote areas.
- iv. Measures being taken to resolve consumer complaint within specific timelines (e.g., 15, 30, 45 days).
- v. E-Daakhil Effectiveness and the steps that are being taken to improve the disposal rate of complaints registered through e-Daakhil.
- vi. The initiatives being taken to educate tribal populations about their consumer rights and how to register complaints.
- vii. The measures being taken to monitor and regulated misleading advertisements and practices, such as “dark patterns” in e-commerce etc.
- viii. Impact of Regulations on MSMEs and their adverse effect on small-scale industries? And whether the industry stakeholders are consulted during their formulation.
- ix. How imported goods are were being monitored to ensure compliance with Indian quality standards.
- x. Measures being taken in implementing and enforcing mandatory certifications like hallmarking.
- xi. Radiation from Medical Equipment and regulatory mechanism put in place to ensure safety and proper certification of medical equipment like X-ray and MRI machines.
- xii. Underutilization of allocated funds in the North-Eastern Region (NER).
- xiii. Testing facilities for products like e-vehicles, and departments plan to establish comprehensive NTH centers in every state.
- xiv. Promoting awareness about consumer rights, especially in rural and underserved regions.
- xv. Regulation of service charges for medical consultations and repair services for electronic products; and

xvi. the sale of expired products, particularly in rural areas.

6. Representatives of the department responded and assured the Committee that the Department was committed to addressing all concerns and providing necessary clarifications.

7. The Chairperson thanked the Secretary and other officials for the detailed and candid presentation and acknowledged that the insights shared would greatly aid the Committee in preparing a comprehensive and well-informed report for Parliament. The Chairperson requested the Department to submit any additional information, which could not be addressed during the sitting, to the Lok Sabha Secretariat.

8. The evidence was concluded.

A verbatim record of the proceedings has been kept.

The Committee then adjourned.

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**APPENDIX – II**

**MINUTES OF THE FIFTH SITTING OF THE STANDING COMMITTEE ON  
CONSUMER AFFAIRS, FOOD AND PUBLIC DISTRIBUTION (2024-2025) HELD ON  
THURSDAY, 12 DECEMBER, 2024**

The Committee sat from 1530 hrs. to 1600 hrs. in Committee Room No. '3',  
Extension to Parliament House Annexe, New Delhi.

**PRESENT**

Smt. Kanimozhi Karunanidhi - Chairperson

**Members**

**Lok Sabha**

2. Shri Anto Antony
3. Shri Jaswantsinh Sumanbhai Bhabhor
4. Smt. Malvika Devi
5. Shri Manish Jaiswal
6. Shri Manoj Kumar
7. Shri Sunil Kumar
8. Shri Bharat Singh Kushwah
9. Shri Ajendra Singh Lodhi
10. Shri Neeraj Maurya
11. Shri Bastipati Nagaraju
12. Shri Haribhai Patel
13. Shri Buntty Vivek Sahu
14. Shri Rao Rajendra Singh
15. Shri Ujjwal Raman Singh
16. Dr. Indra Hang Subba
17. Shri Rajmohan Unnithan

**Rajya Sabha**

18. Smt. Sumitra Balmik
19. Shri Prakash Chik Baraik
20. Shri Rambhai Harjibhai Mokariya
21. Shri Baburam Nishad
22. Shri Arun Singh

**SECRETARIAT**

- |                      |   |                  |
|----------------------|---|------------------|
| 4. Dr. Ram Raj Rai   | - | Joint Secretary  |
| 5. Dr. Vatsala Joshi | - | Director         |
| 6. Dr. Mohit Rajan   | - | Deputy Secretary |

2. At the outset, Hon'ble Chairperson welcomed the Members to the sitting of the Committee convened for consideration and adoption of the following Draft Reports of the Committee:

- (i) Draft Report on Demand for Grants (2024-25) of the Ministry of Consumer Affairs, Food and Public Distribution (Department of Consumer Affairs); and
- (ii) XXXX XXXX XXXX XXXX

3. Thereafter, the Committee took up for consideration the above mentioned Draft Reports of the Committee.

4. After deliberations, the Committee adopted the above mentioned Draft Reports without any amendments/modifications.

5. The Committee then authorized Hon'ble Chairperson to finalize and present the aforesaid Reports.

**The Committee then adjourned.**

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**XXXX Matter does not pertain to report**

## IMPORTANT RECOMMENDATIONS/OBSERVATIONS OF THE COMMITTEE

Sl.No.	Para No.	Recommendations
1	2.9	<p>The Committee note that during 2019-20, actual expenditure was lower than both the BE (₹2291.82 crore) and RE (₹2069.50 crore) while in 2020-21 the RE increased significantly from ₹2561.00 crore to ₹12298.91 crore, during 2021-22 actual expenditure was considerably lower than both the BE (₹3237.60) and RE (₹2717.14 crore) and it was not fully utilized, also during 2022-23 the RE was dramatically reduced from ₹1762.38 crore to ₹256.55 crore. Such trends and inconsistencies in the Budget Estimates (BE), Revised Estimates (RE), and Actual Expenditures (AE) during the last five fiscal years i.e. 2019-20 to 2024-25 may not be treated as a good sign and shows non-seriousness of the Government. Hence, the Committee strongly recommend the Department to take all necessary steps for realistic budget planning and proper execution to align expenditure with budgeted amounts during the current financial year and in coming years.</p>
2	2.21	<p>The Committee note that during 2022-23 the allocation under Central Sector Schemes was dropped from ₹1599 crore at BE to ₹98.34 crore at RE stage. Further for the year 2023-24, AE remained at ₹148.39 crore and RE at ₹182.61 crore, i.e., only 81.26% of RE was utilized during 2023-24. The Committee find that one of the key factors attributed for underutilization of budget is the dependency on various agencies like the National Physical Laboratory, Fluid Control Research Institute, ISRO, C-DAC, India Government Mumbai, and CPWD. These dependencies have caused delays in</p>

		<p><b>equipment procurement and infrastructure upgrades, thereby impacting the timely execution of several critical projects.</b></p> <p><b>The Committee, therefore, recommend that the department to consider a decentralized approach for project implementation by empowering regional offices with greater autonomy and allocating necessary resources to expedite implementation. Advanced project tracking systems should be introduced to facilitate real-time monitoring, improve accountability, and proactively identify bottlenecks. The Committee also urge the implementation of targeted capacity-building programs for state and regional agencies to enhance their technical expertise and strengthen their execution capabilities.</b></p>
3	2.30	<p><b>The Committee note that there has been persistent underutilization of funds allocated to the North Eastern Region (NER), which underscores significant challenges in project implementation. The major scheme implemented by the Department is PSF under which buffer stock of pulses and onion are created. These crops are mainly produced in non NER states, hence the expenses of procurement are booked in non NER head. In order to stabilize the prices, the release of crop from the buffer stock are made in various states including North Eastern States. The Committee note that the limited production of essential crops have hindered effective utilization of funds. The Committee, therefore, recommend that the department should come up with region-specific schemes tailored to the unique socio-economic and geographic challenges of the NER. This may include the creation of robust local procurement and distribution</b></p>

		<p>infrastructure, implementation of an effective buffer stock management system, establishment of a robust price forecasting &amp; monitoring system to anticipate &amp; respond to price fluctuations as well as incentives to promote the regional production of essential commodities. Furthermore, the department should actively collaborate with state governments and local agencies in this regard.</p>
4	3.8	<p>The Committee note that the budget allocations for consumer awareness programs have decreased significantly over the years, with a marked reduction from ₹60.00 crore in 2020-21 to ₹17.99 crore in 2024-25. The Committee feel that in view of increase in fraudulent activities, there is much need of consumer awareness. Therefore, to enhance the effectiveness of consumer awareness initiatives, the Committee recommend the Department to provide sufficient budget allocations and also ensure consistent support for long-term planning and execution. The Committee also urge the Department to amplify reach for flagship programs like <i>Jago Grahak Jago</i> in order to ensure sustained impact.</p>
5	3.15	<p>The Committee commend the Integrated Consumer Grievance Redressal System (ICGRS) for its remarkable success in expanding grievance registration and resolution. However, they express concern over the considerable backlog of unresolved cases in consumer commissions. Of the 28,84,261 cases filed since inception, only 23,37,152 have been resolved, leaving nearly 19% of cases pending. The Committee, therefore, strongly recommend for prioritizing the acceleration of case resolutions through measures such as establishing additional benches and implementing fast-track mechanisms. They also emphasize the need for effectively handling the increasing volume of grievances by</p>

		<b>enhancing infrastructure, including the expansion of call center operations.</b>
<b>6</b>	<b>3.21</b>	<b>The Committee acknowledge the establishment of e-daakhil platform which has simplified the adjudication process but note a very poor percentage of 23% of resolution of the registered cases. The Committee feel that the system may not be useful if it does not facilitate an expeditious disposal of complaints. The Committee, therefore, urge the Ministry to form a dedicated monitoring cell to track the performance metrics and ensure the adherence to timelines.</b>
<b>7</b>	<b>3.22</b>	<b>The Committee opine that strengthening the system's technological infrastructure, launching consumer awareness campaigns, and ensuring adequate staffing and resource allocation are essential steps that should be prioritized to improve the system's efficiency and ensure timely justice for consumers and therefore recommend to conduct periodic performance reviews to identify bottlenecks, and provide targeted training for Consumer Commission members.</b>
<b>8</b>	<b>3.29</b>	<b>The Committee observe that under the Strengthening of Consumer Commissions (SCC) Scheme, delays and deficiencies in proposals submitted by States and UTs, including non-compliance with SCC guidelines and incomplete documentation, have hindered the effective utilization of funds. Despite efforts to address the issue, the challenge of pending utilization certificates (UCs) persists, obstructing the release of new funds, with ₹2,303.13 lakh still pending as on 30.09.2024. This situation has contributed to a reduction in budget allocations, with only ₹5.00 crore designated for 2024-25, potentially jeopardizing the long-term goals of the SCC. The Committee, therefore, urge the Department to adopt more proactive and structured</b>

		<p>approach. States and UTs should be provided with capacity-building workshops to ensure timely and compliant submission of proposals, supported by a centralized tracking system to monitor progress and identify bottlenecks. Further, the Committee suggest the department to explore the possibility of dynamically reallocating unutilized funds from underperforming regions to states demonstrating readiness and compliance, ensuring optimal resource deployment. Regular audits and escalations of unresolved UC issues should also be enforced to ensure accountability and streamline fund disbursement processes.</p>
9	3.39	<p>The Committee note that the CONFONET initiative, aimed at modernizing consumer grievance redressal through ICT infrastructure, has shown promise with the launch of the e-Jagriti platform and the installation of hybrid video conferencing (VC) facilities. However, the Committee is dismayed to learn the significant delays in achieving the target of installing VC facilities at 45 locations by March 2024, as installation has been made in only six benches at the National Consumer Disputes Redressal Commission (NCDRC). The Committee also find that the fund underutilization is a matter of concern, as ₹30.79 crore allocated in the 2023-24 fiscal year went unspent due to incomplete tasks. The Committee, therefore, urge that these issues be addressed immediately and strongly recommend for setting up of a dedicated project management unit (PMU) within the Department of Consumer Affairs to oversee the progress of such projects and enforce adherence to timelines.</p>
10	3.49	<p>The Committee note that the BE allocation of ₹1500 crore for PSF in 2022-23 was reduced to ₹0.01 crore at Revised</p>

		<p>Estimates stage as the approval of the scheme for continuation in the 15th Finance Commission award period was pending and the scheme has been approved on 18.9.2024 as a sub-component of the umbrella scheme of PM-AASHA. During previous two years, sale proceeds from previous PSF operations accrued to the PSF Corpus were utilized to meet the expenditure requirement for procurement/disposal activities of various PSF operations. Further, stock of pulses were transferred from PSS of Department of Agriculture and Farmers' Welfare (DAFW) to PSF of Department of Consumer Affairs on credit basis. During FY 2024-25 , till the end of 2nd Qtr, Rs. 5000 crore, out of allocated ₹10000 crore, has been utilized for paying pending payment of previous and ongoing PSF operations. The department has stated that the tentative requirement would be ₹ 6463.50 crore on which ₹ 5000 core is to be met from BE/RE and rest from sale proceeds/PSF corpus. However, the Committee note that reliance on sale proceeds and transfers from the Price Support Scheme (PSS) could lead to delays in addressing market exigencies. The Committee recommend to conduct a thorough need assessment to determine the required allocation to the PSF taking into account factors such as size of the population, the level of price volatility on the effectiveness of existing price stabilization mechanism and desire that the Department to ensure stable and sufficient annual allocations for PSF so as to reduce dependency on ad hoc funding mechanisms such as sale proceeds.</p>
11	3.76	<p>The Committee note that currently NTH does not offer services related to the regulation certification of radiation emitting devices, such as X-ray and MRI machines, nor does</p>

		<p>it posses the expertise required for these services. The Committee are concerned to note a significant gap in the testing and regulatory framework for radiation-emitting medical devices, such as X-ray and MRI machines, which are critical to healthcare services. The Committee observe that while the Atomic Energy Regulatory Board (AERB) and the Central Drugs Standard Control Organization (CDSCO) currently regulate these devices, the absence of expertise and capacity within the National Test House (NTH) to address these concerns limits the scope for comprehensive testing, calibration, and quality assurance.</p> <p>The Committee, therefore, strongly recommend for establishing a collaborative framework between NTH, AERB, and CDSCO to bridge the identified gaps. Given the importance of these devices in modern medical diagnostics, the Committee urge NTH to consider developing specialized capabilities to complement existing regulatory efforts and consider targeted investments in advanced testing infrastructure, staff training programs, and partnerships with leading research institutions to strengthen regulatory oversight, ensure adherence to safety standards, and safeguard public health.</p>
12	3.77	<p>The Committee note that the major projects and schemes currently under implementation at NTH are limited to a few cities, such as Ghaziabad, Kolkata, Bengaluru, Jaipur, Guwahati, and Mumbai, among others. Given the vast potential for expansion, the Committee recommend that at least one testing center or facility of NTH be established in each state. To achieve this, the Committee further recommend an increased allocation of funds under the NTH</p>

		<b>(National Test House) scheme, along with its effective utilization, to facilitate the upgradation and expansion of testing facilities across the country.</b>
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