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**STANDING COMMITTEE ON FOOD, CONSUMER AFFAIR
AND PUBLIC DISTRIBUTION (2016-17)**

SIXTEENTH LOK SABHA

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

**DEMANDS FOR GRANTS
(2017-18)**

SIXTEENTH REPORT



**LOK SABHA SECRETARIAT
NEW DELHI**

March, 2017/ Phalguna, 1938 (Saka)

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AFFAIRS AND PUBLIC DISTRIBUTION
(2016-17)**

(SIXTEENTH LOK SABHA)

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

**DEMANDS FOR GRANTS
(2017-18)**

Presented to Lok Sabha on _____
Laid in Rajya Sabha on _____



**LOK SABHA SECRETARIAT
NEW DELHI**

March, 2017/ Phalguna, 1938 (Saka)

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Composition of the Standing Committee on Food, Consumer Affairs and Public Distribution (2016-17).

Shri J.C. Divakar Reddy, Chairperson

LOK SABHA

2. Shri R. K. Bharathimohan
3. Shri Babu Lal Choudhary
4. Shri Sanjay Haribhau Jadhav
5. Shri Dinesh Kashyap
6. Shri Dharmendra Kumar
7. Shri Ravinder Kushawaha
8. Smt. Sakuntala Laguri
9. Dr. Swami Sakshi Ji Maharaj
10. Shri Sunil Kumar Mondal
11. Shri Kamlesh Paswan
12. Shri Ram Chander Paswan
13. Shri C.S. Putta Raju
14. Smt. Priyanka Singh Rawat
15. Shri Midhun Reddy
16. Shri Bholu Singh
17. Shri Sukhbir Singh Jaunapuriya[#]
18. Shri Shibu Soren
19. Shri Bhagwanth Khuba[#]
20. Shri Nandi Yellaiah

Rajya Sabha

21. Shri Shadi Lal Batra
22. Smt. Misha Bharti
23. Shri Ripun Bora
24. Shri Vinay Katiyar
25. Smt. M. C. Mary Kom
26. Ms. Rekha
27. Dr. K. Keshava Rao
28. Shri Amar Shankar Sable
29. Shri Veer Singh
30. Vacant[@]

LOK SABHA SECRETARIAT

- | | | |
|-------------------------------|---|---------------------|
| 1. Shri P.V.L.N. Murthy | - | Joint Secretary |
| 2. Shri Lovekesh Kumar Sharma | - | Director |
| 3. Shri Khakhai Zou | - | Additional Director |
| 4. Dong Lianthang Tonsing | - | Committee Officer |

*Shri Prabhubhai Nagarbhay Vasava, M.P. (Lok Sabha) ceased to be a Member of the Standing Committee of FCA & PD w.e.f. 19th October, 2016

#Bhagwanth Khuba, M.P. (Lok Sabha) and Shri Sukhbir Singh Jaunapuriya, M.P. (Lok Sabha) have been nominated as Members of the Standing Committee of FCA & PD w.e.f. 19th October, 2016.

@Shri Mithun Chakraborty, MP (RS) ceased to be a member of the Committee upon his resignation from the membership of Rajya Sabha w.e.f. 28.12.2016.

INTRODUCTION

I, the Chairperson of the Standing Committee on Food, Consumer Affairs and Public Distribution (2016-17) having been authorized by the Committee, present on their behalf the Sixteenth Report on Demands for Grants (2017-18) 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 (2017-18) of the Ministry, which were laid on the Table of the House on 7th February, 2017. The Committee took evidence of the representatives of the Ministry of Consumer Affairs, Food and Public Distribution (Department of Consumer Affairs) on 23rd February, 2017.

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 placing before them detailed written notes on the subject and for furnishing the information to the Committee, desired in connection with the examination of the subject.

4. The Draft Report was considered and adopted by the Committee at their sitting held on 17th March, 2017.

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
March, 2017
Phalguna, 1938 (Saka)

J. C. DIVAKAR REDDY,
Chairperson,
Standing Committee on Food,
Consumer Affairs and Public Distribution

CHAPTER - I

IMPLEMENTATION OF THE COMMITTEE'S RECOMMENDATIONS

The Eleventh Report of the Committee on Food, Consumer Affairs and Public Distribution on Demands for Grants (2016-17) of the Ministry of Consumer Affairs, Food and Public Distribution (Department of Consumer Affairs) was presented to Lok Sabha on 3 May, 2016 and laid on the Table of Rajya Sabha the same day. The Report contained 12 Observations/Recommendations.

1.2 The Minister concerned is required to make Statement under Direction 73-A of Directions by the Speaker, Lok Sabha about the status of implementation of Recommendations contained in the original Report of the Committee within six months of presentation of Report to the Parliament. Statement under Direction 73-A in the context of the Eleventh Report was made by the Minister of Consumer Affairs, Food and Public Distribution on 7 December, 2016 in Lok Sabha and 9 December, 2016 in Rajya Sabha.

1.3 On the basis of the Action Taken Notes received on 10 August, 2016 from the Department of Consumer Affairs in respect of the Eleventh Report, the Committee presented the Action Taken Report to the Parliament on 15 March, 2017. The Committee commented on the Action Taken Notes furnished by the Department at Para Nos. 2.8, 3.11, 3.37, 3.38, 3.39, 3.40, 3.47 and 3.68 of the Eleventh Report. An analysis of the Action Taken Notes revealed that the Government has accepted 30.76% Recommendations of the Committee. The Committee did not desire to pursue 23.07% Recommendations. 7.70% Recommendations have not been accepted by the Government thus requiring reiteration. Replies in case of 38.47% Recommendations are of interim in nature.

1.4 The Committee note that the Action Taken *notes on* the action taken by the Government on the Observations/Recommendations contained in the Eleventh Report of the Committee were furnished by the Government on 10 August, 2016 though the Report on Demand for Grants were presented to the House on 9 May, 2016 and the Statement of the Minister under Direction 73-A was made in Lok Sabha on 7 December, 2016 and Laid in Rajya Sabha on 9 December, 2016. An analysis of the Action Taken Notes revealed that the Government has accepted 30.76% Recommendations of the Committee. The Committee did not desire to pursue 23.07% Recommendations. 7.70% Recommendations have not been accepted by the Government thus requiring reiteration. Replies in case of 38.47% Recommendations are of interim in nature. The Committee desire the Department to inform them the status of implementation of the recommendations which were of interim in nature and those in respect of which the replies have not been accepted by the Committee at the earliest.

CHAPTER - II

Introductory

Role of the Department

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

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

- Enabling consumers to make informed choices;
- Ensuring fair, equitable and consistent outcomes for consumers; and
- Facilitating timely and effective consumer disputes redress. (Page 7, AR)

2.3 The Department has been entrusted with administering:

- Internal Trade
- The Bureau of Indian Standards Act, 1986
- The Bureau of Indian Standards
- The Consumer Protection Act, 1986
- The Essential Commodities Act, 1955 (10 of 1955) (Supply, Prices and Distribution of Essential Commodities not dealt with specifically by any other Department)
- The Prevention of Black Marketing and Maintenance of Supply of Essential Commodities Act, 1980 (7 of 1980)
- Consumer Cooperatives
- Regulation of Packaged Commodities
- The National Test House (Page 16, AR)

2.4 The Minister of Consumer Affairs, Food and Public Distribution laid on the Table of the Lok Sabha, the Detailed Demands for Grants (2017-2018) relating to the Department of Consumer Affairs on 7.2.2017. The Detailed Demands for Grants for the Department of Consumer Affairs shows a gross budgetary provision of Rs. 3,727.00 crore. This includes Rs.3,705.65 crore for revenue and Rs. 21.35 crore for capital heads.

2.5 The Committee have examined the various issues related to implementation of different schemes/programmes of the Department in the context of Demands for Grants (2017-18). The examination and detailed analysis along with recommendations/ observations of Demands for Grants (2017-18) is given in succeeding paragraphs.

2.6 The overall allocation in respect of the Department of Consumer Affairs for the year 2016-17 vis-a-vis 2015-16 with regard to Plan and Non-Plan heads of account and allocation for the year 2017-18 on Revenue and Capital side are as under:-

(Rs. in crore)

Head of Account	2015-16				2016-17					2017-18
	BE	RE	AE	With respect to RE Short/ Excess	BE	RE	AE	With respect to RE Short/ Excess		BE
Plan	180	176.47	161.31	-15.16	1050	3539	3481	-58	Revenue	3705.65
Non-Plan	81.77	129.66	128.30	-1.36	191.61	271	215.94	-55.06	Capital	21.35
Total	261.77	306.13	289.61	-16.52	1241.61	3810	3696.94	-113.06	Total	3727

2.7 The details of the overall allocation in respect of the Department of Consumer Affairs under the Plan and Non-plan Schemes of the Department for the years 2014-15, 2015-16, 2016-17 and Revenue and Capital heads for the year 2017-18 are given at **Appendix I** (PM, Annex – I

2.8 On enquiring about the reasons for less or nil spending of funds during the year 2016-17. The department quoted technical reasons such as :-

"Procedural delay in transferring Major head 3601 & 3602 to 3456. And also due to the time being taken by State/UTs in registering their agencies/Departments in Public Financial Management System (PFMS) from State/UTs. (Reply to Q.7)"

2.9 The Committee note that the BE of 2016-17 under the plan scheme was Rs. 1050 crore and the same was raised to Rs. 3539 crore at RE stage but the Actual Expenditure was only Rs. 3481 crore. Similarly, in the case of Non-plan schemes also, the BE was Rs. 191.61 crore and it was raised to Rs. 271 crore at RE stage but again Actual Expenditure was Rs. 251.94 crore only. The Committee had earlier pointed out that such steep upward revision of Budgetary allocations at RE stage and then incurring less expenditure only indicate lack of proper planning at the initial stages and the technical excuses such as transfer from one major head to another, delay in registration of agencies/departments in the Public Financial Management System etc. not convincing to the Committee. The Committee, therefore, strongly recommend that all out efforts should be made to ensure that the entire budgetary allocations are properly utilized fully during the financial year itself so that the Schemes/Programmes of the Department are completed without any delay.

The Committee further note that the Department has been allotted Rs. 3705.65 crore under revenue and Rs. 21.35 crore under capital heads totalling Rs. 3727 crore for the year 2017-18. The allocation of Rs. 3705 crore under the revenue head includes Rs. 3500 crore towards Price Stabilization Fund. Keeping in view the fact that the Department of Consumer Affairs has been entrusted with the mandate of consumer advocacy, the Committee strongly urge the Department to strictly monitor the expenditure of funds from the initial stage itself so as to *ensure* that the entire budgetary allocation of the year is fully utilized.

CHAPTER – III

Demands for Grants (2016-17)– An overview

3.1 The Demand for Grants (2017-18) of the Department of Consumer Affairs makes a net provision of Rs. 3727 crore with Revenue component of Rs. 3705.65 crore and Capital component of Rs. 21.35 crore. An overview of scheme-wise estimate and expenditure for the year 2016-17 and the estimate for the year (2017-18) are as under:-

Central Sector Scheme - Revenue

BE, RE & Actual Exp. for FY 2016-17 & BE 2017-18

(`in crores)

Name of the Scheme	BE 2016-17	RE 2016-17	Exp. 2016-17 (31.01.17)	% w.r.t. RE	BE 2017-18
TOTAL -Revenue	1032.70	3524.30	3470.92	98.48	3705.65
Price Stabilization Fund	900.00	3400.00	3397.39	99.92	3500.00
Consumer Awareness (Pub.)	60.00	60.00	52.12	86.87	62.00
Consumer Protection, Helpline, CONFONET etc.	33.00	33.00	7.42	22.48	32.00
Weights & Measures Establishment of Laboratories	31.70	23.30	7.98	37.68	20.65
National Test House	5.00	5.00	4.72	94.40	6.00
BIS (Standardization & Quality Control and Gold Hallmarking	2.00	2.00	1.18	59.00	2.00
Strengthening Price Monitoring Cell	1.00	1.00	0.11	11.00	1.00

Establishment Expenditure of Centre	---	---	---	---	81.99
Food Storage and Warehousing	---	---	---	---	0.01
Other Schemes					
Reimbursement of Losses on import of Pulses subsidies	115.00	195.00	147.32	75.55	0.01

Central Sector Scheme - Capital

BE, RE & Actual Exp. for FY 2016-17 & BE 2017-18

(` in crores)

Name of the Scheme	BE 2016-17	RE 2016-17	Exp. 2016-17 (31.01.17)	% w.r.t. RE	BE 2017-18
Weights and Measures, Establishment of RRSL	7.30	4.70	4.72	100.42	7.35
National Test House	10.00	10.00	5.36	53.60	14.00
Total-Capital	17.30	14.70	10.08	68.57	21.35

HEAD WISE ANALYSIS

1. Consumer Awareness (Publicity)

3.2 Protection of consumer interests and welfare has become a critical function of good governance and consumer awareness is increasingly being recognized as a step in that direction. Though the consumer movement is slowly gaining ground in our country, a lot of ground still needs to be covered. Due to the sheer size and complexity of the country the level of consumer awareness varies from State to State depending upon the level of literacy and social awareness of the people. Educating more than 125 crore people of various categories of population, particularly those in rural areas on various subject matters of consumer interests being dealt by different Ministries/ Department is a Herculean task. It can only be undertaken as a sustained national programme with adequate resource availability.

3.3 Under the scheme, print, electronic and outdoor awareness campaigns are released through DAVP/NFDC, All India Radio, Doordarshan & Lok Sabha Television. The department has issued campaigns to cover issues on consumer rights, availability of pulses at reasonable rates, convergence of corporates with National Consumer Helpline, 3 Tier Grievance redressal Mechanism, etc.

3.4 Under this Scheme funds are also released to states 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.

3.5 In order to create awareness amongst the people living in rural & backward areas, Department of Consumer Affairs has decided to take part in important fairs/festivals of various States/UTs, in view of the fact that such fairs/festivals draw a large number of people from rural & backward areas. In line with the decision, this Department has participated in the Shravani Mela, Sonapur Mela and 350th Prakashotsav in Bihar this year where "Upbhokta Mandap" was set up for dissemination of Consumer Rights & Responsibilities related information through flyers, Audio Visual medium and one to one interaction.

3.6 Asked how the Department ensure that the message of consumer rights awareness reaches the common man, the Department in their reply stated :

The Department carries out extensive multimedia campaigns through Newspapers, Magazines, All India Radio, Doordarshan, C&S Channel, Website, SMS, Digital Cinema, Pvt. FM Channel, Interactive Railway Enquiry Service, Bus Panel, Bus Queue Shelter, Display Board at Railway Stations/ Metro etc. Besides granting aids are also released to State Governments/UT

administrations to carry out this campaign in local languages in their respective States/UTs.

The slogan 'Jago Grahak Jago' is also telecast on the local channel of Television in regional languages. Tamil, Telugu, Hindi, Assamese, Gujarati, Bangla, Urdu, Kannada, Malayalam, Marathi, Manipuri, Garo, Khasi, Mizo, Nagamese, Oriya, Punjabi, Kashmiri, English and Dogri languages are used to telecast consumer awareness campaign through the regional channels.

3.7 The Department also stated that Impact assessment and monitoring is an on-going process. A study which was carried out on the consumer awareness campaign in 14 states and 1 Union Territory covering 60 districts, revealed that 90.9% of the sample respondents(both urban and rural) are aware of the campaign. Further, Indian Institute of Mass Communication has been tasked to carry out an impact assessment of Jago Grahak Jago campaign carried out from 2012 onwards and to suggest suitable strategies for making the campaign more effective in terms of content and outreach. For making campaigning/publicity on Consumer Movement sustainable Joint campaign with National Pharmaceutical Pricing Authority (N.P.P.A.), has been carried out. New and innovative Medias like bulk SMS on mobiles, digital cinemas were used for consumer awareness campaign. States/ UTS have been asked to make the consumers aware at their own end so that the burden is shared. The Department is now organizing Melas and also participating in Melas in Rural areas. The Department organized a 'Consumer Mela' on 20th October, 2016 which brought together the Department including Regulators and Consumers on a common platform for consumer awareness and grievance redressal.

3.8 In reply to a query on Consumer Welfare Fund (CWF), the Ministry, in a written reply, stated, inter alia, that NGOs/VCOs are financed for projects of State consumer Helpline knowledge resource management portal (SCHKRMP), national consumer Helpline to provide information, converged with companies and handled complaints, mediation and counselling for consumers. (Reply to Q 42, P. 45)

3.9 The Committee note that one of the important functions of the Department of Consumer Affairs is protection of consumer interest/welfare and the scheme of consumer awareness is a step in that direction. With a population of more than 125 crore people, the job of creating consumer awareness will be a challenging task more so with the diversities on account of language, socio-economic profile, gender and demographic profile of the country. The Department has been carrying out 'Jago Grahak Jago' campaign on various issues relating to consumer rights and responsibilities across diverse subjects. The Committee also note that the Department has recently launched 'Joint Publicity Campaigns' in key sectors in partnership with other related Government Departments/Organizations like National Pharmaceuticals Pricing Authority (NPPA). These joint campaigns are made through various electronic and print media such as television, radio, news papers and outdoor advertisements. The Committee while appreciating the Department for taking several steps to create awareness of consumers, desire that such efforts be made *more* result oriented.

3.10 The Committee note that in the BE for 2017-18 Consumer Awareness (Publicity) has been fixed at Rs. 62.00 crore. The Committee, however, are dismayed to note that even after utilizing 86.87% the budget during 2016-17 (Rs. 52.12 crore out of Rs. 60 crore allocated), the Department has not been given a substantial increase in funds allocation under this scheme. The Committee understand the challenges of the Department in spreading consumer rights awareness among people and are of the view that a sustained national campaign is required to educate the consumers about their rights and welfare. The

Committee further note that under this scheme, the Department also releases funds to States for educating consumers based on awareness programmes on local themes and other advertisements in local exhibitions, street plays, cultural functions etc. to educate the citizens about consumer rights. The Committee are of the firm view that the scheme of consumer rights awareness should be further strengthened for which allocation of more funds is required to spread the scheme to various parts of the country so that citizens are aware about their rights and the mechanism available for redressal of their grievances or complaints. The Committee, therefore, recommend that the Department should approach the Ministry of Finance for increased allocations for the scheme at the RE stage. They desire to be apprised of the steps taken in this regard with outcome thereof.

3.11 The Committee also note that there are network of Consumer Courts/Fora, gold hallmarking and assaying centres and laboratories for the consumers to seek justice against traders and service providers. There is also a prospect of consumer being able to file cases online. The Committee have apprehensions of the masses/consumers being unaware of such facilities. They, therefore, recommend that the regular advertisement and publicity campaigns should invariably and specifically be highlighted the existence of such facilities.

2. Consumer Protection, Consumer Helpline, CONFONET

3.12 The Plan and Non-plan BE, RE and AE under the scheme for the years 2016-17 are Rs. 33 crore, Rs. 33 crore, Rs. 7.42 crore respectively and allocation for 2017-18 is Rs. 32 crore.

(a) Consumer Protection Unit

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

THE MAIN OBJECTIVES OF THE CONSUMER PROTECTION PROGRAMME ARE: -

- a) To create suitable administrative and legal mechanisms which would be within the easy reach of consumers and to interact with both Government and non-Governmental Organizations to promote and protect the welfare of the consumers.
- b) To involve and motivate various sections of society including consumer organizations, women and youth to participate in the programme.
- c) To generate awareness among consumers about their rights and responsibilities, motivate them to assert their rights so as not to compromise on the quality and standards of goods and services and to seek redressal of their disputes in consumer fora, if required.
- d) To educate the consumers as to be aware of their rights & social responsibilities.

THE CONSUMER PROTECTION ACT, 1986

3.14 One of the most important milestones in the area of consumer protection /consumer movement in the country has been the enactment of Consumer Protection Act, 1986. This Act was enacted to better protect the interests of consumers by creating a mechanism for dispute resolution exclusively for consumers. It is one of the most progressive and comprehensive piece of legislations creating an exclusive three-tier quasi-judicial consumer disputes redressal machinery at the National, State and District levels. As on date, 624 District Fora are functional out of a total of 658, 35 State Commissions and the National Commission have been established in the country.(Page 32, Annual Report)

AMENDMENT OF THE BILL

3.15 The Ministry, in a written note, stated that draft of the revised Consumer Protection Act, 1986 Amendment Bill is being vetted by the Legislative Department.

3.16 During oral evidence officials of the Ministry stated that they prepare to have general offence under the Consumer Protection Bill which proposes more potent provisions. They proposed a section in addition to offences under the sectoral laws under FSS Act, Drugs Controls Act, etc. under the Consumer Protection Act which will give legal teeth to take action from the Department of Consumer Affairs. (*Verbatim proceedings on 23.02.2017*)

UTILIZATION CERTIFICATES

3.17 In reply to the query whether any difficulty is faced in the implementation of the scheme/programme, the Department of Consumer Affairs, in written reply stated :-

"In so far as Consumer Protection Unit is concerned, though it is the responsibility of the State Governments to set up State Commissions and District Fora in the States and consequently provide infrastructure and manpower for the smooth functioning of the Consumer Fora, the Central Government, to supplement the efforts of the State Governments, has been providing financial

assistance under the scheme "strengthening Consumer Fora" to State Governments for construction of building of Consumer Fora and also for acquiring non-building assets for the Consumer Fora. Though grants have been released to almost all the States/ UTs, Utilization Certificates (UCs) are awaited from many States/UTs.

Under the scheme of State Consumer helpline, the Central Government provides financial assistance to States/UTs to set up and run State Consumer Helplines in regional languages for handling the complaints of the consumers. Of the 33 States/UTs which have been given central assistance, 28 States/UTs have now State Consumer Helplines. Utilization Certificates (UCs) from some States/UTs are awaited.

The Department of Consumer Affairs, Govt of India has been writing to the States/UTs from time to time at different levels to expedite utilization of the funds and to furnish the pending utilization certificates. In addition, meetings with the State/UT Governments are being held region-wise where they are impressed upon the pending issues. Also, officers of the Department visit the States to review the implementation of the schemes. " (Page 2, Replies)

GRAHAK SUVIDHA KENDRAS

3.18 An important pillar in consumer grievance redressal mechanism is the presence of Grahak Suvidha Kendras (GSKs) run by Consumer Education and Research Centre (CERC) at Ahmedabad, KARSHAN Technology Pvt. Ltd. at Bangalore, Consumer Unity and Trust Society (CUTS) at Jaipur, Bhavishya Educational and Charitable Society at Kolkata and SAVERA at Patna. Such Kendras are set up during the financial year 2015-16 to serve as one stop facilitation centre for a variety of services to consumers including information dissemination, consumer awareness and education, training, counselling, mediation, grievance redress and assistance in approaching consumer courts.(Page 46, Replies)

(b) Strengthening of Consumer Fora (SCF)

3.19 The details of BE, RE and actual expenditure incurred for strengthening the Consumer Fora during the last three years are given as under:

(Rupees in crore)

<i>Sl. No.</i>	<i>Name of the scheme & Budget Head</i>	<i>2014-15</i>			<i>2015-16</i>			<i>2016-17</i>		
		<i>BE</i>	<i>RE</i>	<i>Actual Expenditure</i>	<i>BE</i>	<i>RE</i>	<i>Actual Expenditure</i>	<i>B E</i>	<i>RE</i>	<i>Actual Expenditure</i>
<i>1</i>	<i>Strengthening Consumer Fora</i>	<i>27.6</i>	<i>5.08</i>	<i>5.08</i>	<i>24</i>	<i>24</i>	<i>23.31</i>	<i>23</i>	<i>23</i>	<i>NIL*</i>

* UP-TO 31/01/2017.

3.20 In order to supplement the efforts of the State Governments to set up State Commissions and District Fora in the State and consequently, provide infrastructure and manpower and support staff for their smooth functioning. The Central Government has been providing financial assistance to the States for construction of buildings of Consumer Fora and for acquiring non-building assets.

3.21 Financial assistance is provided based on proposals from the State Governments. So far, 328 buildings of Consumer Fora have been constructed with the central assistance. A number of State Governments have pending UCs in respect of the grant already released to them. The Central Government will be releasing funds on receiving complete proposals along with utilization certificate of the previous grant from the State Governments. (Q. 31(b), Page 34, Replies)

3.22 The details of grants released for construction of buildings and acquiring non-building assets to the States during the last three years is at Appendix - II.

3.23 Even as the process of strengthening consumer fora is going on with Central Funding, a number of District Fora still remain non-functional. The Ministry furnished the State-wise details of District Fora which are non-functional as on date is at Appendix VI: (Q.34, Page 36, Replies)

3.24 The Ministry has also furnished the position about vacancy in the posts of President and Members of District Fora and State Commission which is at Appendix VII (Page 30, 31, Replies)

3.25 The state-wise position of cases disposed in Lok Adalat/Circuit Bench to clear the backlog of cases filed in State Commission and District Fora is at Appendix - VIII. (Page 32, 33, Replies)

3.26 As per the latest reports made available by the National Commission, the average % disposal of disputes in all three levels of Consumers Fora in the country is 91.23%. The total number of cases filed and disposed of in the National Commission, State Commissions and District Fora, as on 31.12.2016, since inception, are given below: - (Page 46, Chapter 5, Annual Report)

Sl. No.	Name of Agency	Disputes filed since inception	Disputes Disposed of since inception	Disputes Pending	% of total Disposal
1	National Commission	106711	94581	12130	88.63%
2	State Commissions	728526	627289	101237	86.10%
3	District Forums	3853422	3551649	301773	92.17%
	TOTAL	4689280	4274136	415144	91.15%

c) Strengthening of Consumer Fora Phase - II

3.27 The achievement of plan targets during 2016-17 and the reasons for slow progress, if any, in the achievements of the targets both in financial terms (Quarter-wise) and in physical terms

Sr. No	Name of the Scheme/ Programme	Outlay 2016-17	Achievement in Financial Terms					Physical Targets	Achievements in Physical Terms
			1 st Qtr	2 nd Qtr	3 rd Qtr	4 th Qtr	Total		
1	Computerization and Computer Networking of Consumer Fora in the country (CONFONET)	6.00			6.00		6.00	Provision of HR support through Technical Support Personnel, for eventual adoption of system by respective Consumer Fora themselves. Upgradation of skill by means of training, workshops etc.	Total allocated fund under the Confont scheme has been released to NIC for carrying out the activities under the scheme. New set of hardware & technical support manpower has been provided to consumer fora.
2	Scheme of 'Strengthening Consumer Fora (SCF) Phase-II	23.00						Construction of building and providing non building assets.	The fund could not be released for want of details of Nodel officer/ state implementing agency to whom fund could be transfer through PFMS.
3	Consumer Protection Cell	4.00	0.32	0.76	0.39		1.47	Regional consumer meeting. Meeting of CCPC.	National Consumer Day celebrated.

								World consumer Day celebration. World consumer rights day celebration. & other Expenses.	Two Regional consumer meeting held. Meeting of CCPC. World consumer rights day being held. Processional fee paid Other misll. Expenses incurred.
4	State Consumer Helpline (SCH)							Set up Consumer Helpline in the States not covered so far.	The fund re-appropriated under another major head 3456.(SCF-Ph-II)

3.28 For Strengthening of Consumer Fora Phase - II , against an outlay of Rs. 23.00 crores for the year 2016-17, no amount has been utilized during the year 2016-17 for want of details of nodal office/state implementation agency to whom funds could be transferred through PFMS. (P. 81 PM Annexure-O)

3.29 Asked whether this does not indicate lack of coordination between the Centre and States and the Department is not in a position to follow up the case with the States, the Department of Consumer Affairs a written reply stated :-

"In March 2016, there were instructions from the Ministry of Finance that provisions under major head 3601/3602 which transfer funds from one legislative domain to another, should not be made under the Central Sector schemes and that in demand No. 16, consumer protection, strengthening of weights and measures and price stabilization fund are approved as central Sector Schemes. The provisions made under these heads need to be shifted to major heads

2252/3456/3475 at the supplementary stage. It was also decided that funds under central sector schemes would not be released to the State Governments, but would be released to implementing agencies. In October, 2016, re-appropriation of funds under the scheme "strengthening consumer fora" were made to the major head 3456. In view of this, no funds could be released under the scheme to the States. The State Governments were asked to identify an implementing agency along with the details of the bank account etc for the purpose of transfer of funds through PFMS. Most of the State Governments have not so far intimated about the implementing agency for the scheme." (P. 37,38, Replies)

(d) Consumer Helpline

3.30 It is a project that operates under the Centre for Consumer Studies at Indian Institute of Public Administration. The Project recognizes the need of consumers for a Telephone Helpline to deal with multitude of problems arising in their day-to-day dealings with business and service providers. NCH provides a **National Toll Free No-1800-11-4000**. **SMS** can also be sent to **+918130009809 (charges apply)** mentioning the name and city. A consumer can call to seek information, advice or guidance for his queries and complaints.(P. 55, Annual Report)

3.31 The details of calls received by National Consumer Helpline since the year 2015-16 till date is at Appendix III :- (P. 11, Replies)

3.32 The National Consumer Helpline (NCH) has partnered with some companies, who have shown an inclination to resolve their customer complaints received at NCH. This is the alternate grievance redressal method. As part of this 'Convergence' programme, NCH forwards/gives access to the customer complaints of the individual Convergence Company to address/redress these complaints as per the Company's own internal grievance handling system. More than 80% of the complaints get resolved with the convergence companies. (reply to Q 16 P. 12)

3.33 The Government informed about the State Helplines and difficulties that are coming in the way of getting them operational and along with the reasons for States where such help lines have not been set up as :-

"As per information available, the following States/ UTs are yet to set up consumer helplines: (*Reply to Q 17(a) P. 14*)

S.No.	State/UT
1	Andaman & Nicobar
2	Chandigarh (UT)
3	Delhi
4	Goa
5	Jammu & Kashmir
6	Lakshadweep
7	Meghalaya
8	Punjab

3.34 The names of States/UTs where State Consumer Helplines have been set as informed by the Ministry are : (Page 16, Reply)

1. Andhra Pradesh
2. Arunachal Pradesh
3. Assam
4. Bihar
5. Chhattisgarh
6. Gujarat
7. Haryana
8. Himachal Pradesh
9. Jharkhand
10. Karnataka
11. Kerala
12. Madhya Pradesh

13. Maharashtra
14. Manipur
15. Mizoram
16. Nagaland
17. Odisha
18. Rajasthan
19. Sikkim
20. Tamil Nadu
21. Telangana
22. Tripura
23. Uttar Pradesh
24. Uttarakhand
25. West Bengal
26. Dadra Nagar Haveli
27. Daman & Diu
28. Puducherry

3.35 In reply to a query on Consumer Welfare Fund (CWF) the Ministry in a written reply stated inter alia that NGOs/VCOs are financed for projects of State Consumer Helpline Knowledge Resource Management Portal (SCHKRMP), National Consumer Helpline to provide information, converged with companies and handled complaints, mediation and counselling for consumers. (reply to Q. 42, P. 45)

3.36 The Ministry also intimated about the position of utilization of the fund as :- (Q. 18(a), Page 17, Replies)

(in Rupees)

State Consumer Helpline Scheme				
Sl.No.	State/UT	Total Grant Released	Unspent Balance	Pending UC
1.	Andhra Pradesh	2725000		1183722
2.	Arunachal Pradesh	2396616		2396616
3.	Assam	2410000		Nil
4.	Bihar	6610130		834722

5.	Chhattisgarh	5920732		2724116
6.	Gujarat	3274148		549148
7.	Haryana	9570290	1151557	Nil
8.	Himachal Pradesh	2591721		2591721
9.	Jharkhand	2680000		1738988
10.	Karnataka	3896616		1136616
11.	Kerala	5057470		1860854
12.	Madhya Pradesh	5325000	2600000	Nil
13.	Maharashtra	12861624	79400	Nil
14.	Manipur	4115732	0	Nil
15.	Meghalaya	2195000		2195000
16.	Mizoram	7748080		Nil
17.	Nagaland	2955116		Nil
18.	Odisha	7017536	0	Nil
19.	Punjab	2760000		2760000
20.	Rajasthan	6922232	0	Nil
21.	Sikkim	6397348		Nil
22.	Tamil Nadu	13888080	0	Nil
23.	Telangana	2300478		Nil
24.	Tripura	2300478		2300478
25.	Uttar Pradesh	7073232	2724116	Nil
26.	Uttarakhand	2410000		1283532
27.	West Bengal	2410000		0
28.	A & N Islands.	2195000		2195000
29.	Chandigarh Admin.	2300478	2300478	Nil
30.	Dadra Nagar Haveli	2195000		2195000

31.	Daman & Diu	2299558		2299558
32.	Lakshadweep	2195000		1453000
33.	Puducherry	2767536		Nil
Total		149765231	8855551	31698084

3.37 Asked whether there is any proposal to extend State Consumer Helpline Services to all States/UTs, the Ministry stated that all the State Consumer helplines would be brought on the newly launched integrated consumer grievance redressal portal(INGRAM) in a phased manner. (Page 18, Replies)

3.38 The funds sanctioned and released vis-a-vis utilization of funds under the scheme of State Consumer Helplines during the last two years is as follows :- (Page 14, Replies)

(in Rupees)

Sl.No.	State/UT	Grant released during 2014-15	Grant released during 2015-16	Unspent Balance	Pending UC
1.	Chhattisgarh	2724116			2724116
2.	Haryana	2724116	2724116	1151557	Nil
3.	Himachal Pradesh	1829800		2591721	
4.	Kerala	1860854			1860854
5.	Madhya Pradesh		2600000	2600000	Nil
6.	Maharashtra	2973371	2724116	79400	Nil
7.	Manipur		1920732	0	Nil
8.	Mizoram		1349116		Nil
9.	Nagaland		760116		Nil
10.	Odisha	414000	246000	0	Nil

11.	Rajasthan		2724116	0	Nil
12.	Sikkim	1349116			Nil
13.	Tamil Nadu	2724116	2724116	0	Nil
14.	Telangana	2300478			Nil
15.	Uttar Pradesh		4313232	2724116	Nil
16.	Chandigarh Admin.		2300478	Nil	
17.	Daman & Diu	2299558			2299558
18.	Puducherry		571616		Nil

(e) CONFONET

3.39 The scheme of “Computerization and Computer Networking of Consumer Fora in the Country, (CONFONET)” was launched during the 10th Plan period in March, 2005 and has been continuing since then. Under the scheme, the Consumer Fora at all the three tiers throughout the country were to be fully computerized to enable access of information and quicker disposal of cases. The project is being implemented by the National Informatics Centre (NIC). Under the scheme, hardware, software and technical manpower are provided to the Consumer Forum.(Page 1, Pre-material)

3.40 Asked about the achievement in the matter so far the Ministry, in a written reply stated as :-

"Out of total 653 consumer fora which are to be covered (NCDRC, 35 state Commission, 13 Circuit Benches & 604 District Consumer fora), computers have been provided to 615 consumer fora (NCDRC, 34 State Commissions, 12 Circuit Bench & 568 DCFs). Supply of Hardware at 7 more DCFs of Bihar, 1 additional bench of West Bengal and 2 more DCFs of Uttrakhand are under process.

Online OCMS system has been introduced by providing online access to all 615 locations [NCDRC & 614 Consumer forums] where ICT infrastructure have been provided. Detailed state wise list where HW has been supplied and the locations which are found operational on OCMS during Jan 2014 to 15th Feb'2017 are as given below.

SC=State Commission, CB=Circuit Benches, DCF= District Consumer forum, OCMS

State-wise distribution of Hardware and Manpower under Confonet Scheme											
S N	STATE	TOTAL CFs		H/w supplied *			Manpower deployed *			Consumer fora found operational on OCMS (During 01/01/2014 to 15/02/2017)	
		SC	DC F+C B	AT SC	AT CB	AT DCF	AT SC	AT CB	AT DCF	SC	DC F+C B
1	Andaman & Nicobar	1	1	1	0	1	1	0	1	1	1
2	Andhra Pradesh	1	17	1	0	17	1	0	17	1	17
3	Arunachal Pradesh	1	16	1	0	11	1	0	8	1	5
4	Assam	1	23	1	0	23	1	0	23	1	20
5	Bihar	1	38	1	0	22	1	0	11	1	11
6	Chandigarh	1	2	1	0	2	1	0	2	1	2
7	Chhattisgarh	1	18	1	0	16	1	0	16	1	16
8	D & N. Haveli	0	1	0	0	1	0	0	1	0	1
9	Daman & Diu	1	2	0	0	1	0	0	1	0	1
10	Delhi	1	10	1	0	10	1	0	10	1	10
11	Goa	1	2	1	0	2	1	0	2	1	2
12	Gujarat	1	30	1	0	26	1	0	26	1	26

13	Haryana	1	21	1	0	21	1	0	21	1	21
14	Himachal Pradesh	1	4	1	0	4	1	0	4	1	4
15	Jammu & Kashmir	1	3	1	1	1	1	1	1	1	2
16	Jharkhand	1	24	1	0	24	1	0	24	1	21
17	Karnataka	1	31	1	0	31	1	0	31	1	31
18	Kerala	1	14	1	0	14	1	0	14	1	14
19	Lakshadweep	1	1	1	0	1	0	0	1	1	1
20	Madhya Pradesh	1	24	1	0	24	1	0	24	1	24
21	Maharashtra	1	46	1	6	40	1	2	40	1	45
22	Manipur	1	3	1	0	3	1	0	3	1	3
23	Meghalaya	1	7	1	0	7	1	0	7	1	4
24	Mizoram	1	8	1	0	8	1	0	8	1	3
25	Nagaland	1	11	1	0	7	1	0	7	1	5
26	Orissa	1	31	1	0	31	1	0	31	1	31
27	Puducherry	1	1	1	0	1	1	0	1	1	1
28	Punjab	1	20	1	0	20	1	0	20	1	20
29	Rajasthan	1	41	1	4	37	1	4	37	1	41
30	Sikkim	1	4	1	0	4	1	0	4	1	4
31	Tamil Nadu	1	31	1	1	30	1	1	30	1	31
32	Tripura	1	4	1	0	4	1	0	4	1	4
33	Telangana	1	12	1	0	12	1	0	12	1	12
34	Uttar Pradesh	1	79	1	0	79	1	0	79	1	79
35	Uttarakhand	1	13	1	0	10	1	0	10	1	10
36	West Bengal	1	24	1	0	23	1	0	23	1	23
	TOTAL	35	617	34	12	568	33	8	554	34	546

* *Deployment of manpower at 11 recently covered DCF of Bihar is under progress.*

* *The reasons for not using the application at some locations may include non-availability/ poor availability of internet connection at the consumer forum or no consumer case filed during the current period (especially in NE states). Another reason is that hardware delivery/ installation at some places is under process where work orders have been recently placed.*

* *As per the information received from Department of Food, Civil Supplies & Consumer Affairs, Dadra & Nagar Haveli, only one state commission has been established for the Two UTs of Daman & Diu & Dadar & Nagar Haveli with headquarter at Daman. One DCF at Silvassa has established for UT of Dadar & Nagar Haveli.*

* *Due to less number of cases, as per request of State Commission, TSP deployed at State Commission - Lakshadweep has been withdrawn & only 1 DMA is posted for State Commission and its DCF both. (Page41, Replies)" (Reply to Q. 37, P. 40&41)*

3.41 Achievements of the scheme are (i) Automatic cause list generation, (ii) Ready availability of case status, (iii) Quick view of case history, (iv) Quick search facility using case number, complainant name, respondent name etc., (v) Judgment search using free text search, (vi) Automatic notice generation after one time master entry, (vii) Various statistical reports generation. In the CONFONET website consumers can see/get information with regard to the above aspects. (Page 1, Pre-material)

3.42 The following is the target fixed and achievement status of computerization of Consumer Fora during 2014-15, 2015-16 and 2016-17 is intimated to the Committee are :-

- (I) Development, Enhancements, Security Audit, Implementation and Maintenance of Online Case Monitoring System (OCMS) application and provide online access to OCMS application.
- (II) Enhancement of Infrastructure at National Data Center.
- (III) Supply of new set of Hardware at all consumer forums where site is ready for HW installation.
- (IV) Deployment of Technical/Operational manpower for full plan period at all field locations where HW has been delivered/installed for smooth implementation of the scheme.
- (V) Training to deployed manpower and nominated consumer for a staff.
- (VI) Generation of MIS Reports. (Q.37, P. 38, Replies)

3.43 To achieve the above targets, a web based online CMS application (OCMS) has been developed. Hardware and manpower have been provided to all the 615 locations where site readiness confirmation have been received. At 10 more locations, supply of hardware is under process. Online access has also been provided to all those locations where hardware and manpower have been deployed. Module of generation of MIS reports and Confonet Dashboard has been developed & implemented. As on 31st December, 2016, forty-three e-learning sessions have been organized for the Technical Support Personnel/Data management Assistants and nominated staff of consumer fora on Online CMS application. Till date, a total of 5231 personnel has attended the training during the said 43 e-learning sessions. The locations which are pending and yet to be covered are due to the reason of non-availability of site readiness confirmation and postal addresses/contact details from remaining locations.

Year	Consumer forums covered under Confonet
2012-2013	NCDRC, 7 State Commissions and 82 District Consumer Forums /Circuit Bench
2013-2014	24 State Commissions and 302 District Consumer Forums/Circuit Bench
2014-2015	3 State Commissions and 136 District Consumer Forums/Circuit Bench
2015-2016	32 District Consumer Forums/Circuit Bench
2016-2017 (as on 31st Jan'17)	28 District Consumer Forums/Circuit bench
Total	NCDRC, 34 State Commission and 580 DCFs/Circuit Bench

3.44 Regarding the mismatch between the allocation (Rs. 33 crore) and expenditure (Rs. 7.42 crore) during 2016-17 and nil spending for NER. The Ministry stated that in so far as CPU is concerned, the allocation for CONFONET scheme is Rs 6 crore and the full amount has been released. (Reply to Q. 37(a) P. 38)

3.45 About the huge increase in unspent balance under Consumer Protection Unit of Rs. 1.49 crore in 2015-16 and Rs. 25.58 crore in 2016-17, the Department of Consumer Affairs stated that this was due to non-availability of request from State Governments/UTs, non-submission of Utilization Certificates and non-booking of expenditure by various agencies like CPWD & DAVP against LOAs. (Reply to Q 7(h), P. 7)

Evaluation of the Scheme of Computerization

3.46 The Committee had recommended in their 11th Report on Demands for Grants (2016-17) presented that in the month of May, 2016 an evaluation of what goes on into the computerization scheme. In reply the Government stated that the review would be done. (reply to rec. para 3.40 of 11th report on DFG (2016-17)

3.47 In reply to the query about the status, the Department of Consumer Affairs has in a written reply has stated

"Action is being taken to review the scheme." (Reply to Q 37(c), P. 39)

3.48 During Oral Evidence also the issue was raised where in the Secretary of the Department stated :-

"the response of States varies from one to another because we have to bank on State Governments on this. We are sanctioning the funds to the State Governments in right earnest which are coming forward. Some are quite active, some are on mediocre level and some are yet to get awoken. We are pushing and pulling. We will try and go forward"(P.44, Verbal Proceedings)

3.49 Asked whether the Consumers at present are able to file cases, the Department of Consumer Affairs stated that till that time there was no provision for online filing of complaints in the Consumer Forum. (Page 39, Replies)

3.50 With regard to the difficulty faced by NIC in installation of computer at District/State Commissions the Government informed :- (Page 42, Replies)

"Providing list of locations/sites of a state, is the responsibility of concerned state Commission/ State Govt. Before supply of hardware, NIC requests the State Government/ State Commission (through NIC State coordinators) to provide list of locations, their postal address, contact details of nodal officers and site readiness confirmation for the delivery and timely installation of the hardware. As on date, NIC has supplied hardware and manpower at all the locations from where above mentioned details were received. Department has also written letters to all the State Secretaries of 36 states/ UTs to provide list of balance locations, if any, where new set of hardware and manpower is required under the scheme. Despite follow up actions, contact details and site readiness confirmation are not received from remaining 38 locations.

Following are the states/ UTs where hardware is yet to be supplied :-

SN	State Name	State Commission	District Consumer Forum/ Circuit Bench	Remark
1	Arunachal Pradesh	0	5	DCFs (Site not ready)
2	Bihar	0	16	HW supply at 7 DCF is under process. Confirmation for site readiness/contact details are not received from 9 DCF.
3	Chhattisgarh	0	2	DCF (Site not ready)
4	Daman & Diu	1	1	SC+ 1 DCF-Diu (site not

				ready)
5	Gujarat	0	4	DCF (Site not ready)
6	Jammu & Kashmir	0	1	Srinagar DCF (site not ready)
7	Nagaland	0	4	DCF (site not ready)
8	Uttrakhand	0	3	HW supply at 2 DCF is under process. Confirmation for site readiness/contact details are not received from 1 DCF Pithoragarh.
9	West Bengal	0	1	HW supply at 1 location (newly created 2 nd additional bench) is under process.
	Total	1	37	

Note: Under Confonet, out of above mentioned 38 locations, at 10 DCFs [(Bihar=7) and Uttrakhand(2) and wb(1)], hardware supply is under process. "

3.51 The Ministry also informed that For smooth implementation of Confonet scheme, at Central level NIC Headquarters Confonet team is co-coordinating and regularly interacting with Department of Consumer Affairs. One NIC officer at each state has been designated as CONFONET NIC state Co-coordinator for coordination with State Commission/State Government and at District level, NIC District Informatics Officer is co-coordinating with District consumer forums for implementation of Confonet activities. (reply to Q. 40, P. 43)

3.52 The Committee note that the Department of Consumer Affairs administers Consumer Protection Act, 1986. Under Consumer Protection Unit various schemes/projects are being implemented to improve the functioning of consumer fora. A scheme for Strengthening Consumer Fora Phase-II, a scheme for Computerization and Networking namely CONFONET, State Consumer Helplines are some of the important programmes being implemented under Consumer Protection Unit. The Budget allocated under this scheme during the year 2017-18 is Rs. 32.00 crore. The Committee note that during 2016-17, the Department had allocated Rs. 33.00 crore for Consumer Protection Schemes and incurred actual expenditure of Rs. 7.42 crore (upto 31.01.2017) indicating a utilization of 22.5%. The Committee are of the view that Consumer Protection is a very important component of the Department of Consumer Affairs and the strengthening of various consumer fora envisaged under this scheme are very essential. They, therefore, recommend that the Department should leave no stone unturned to ensure that the implementation of the scheme is closely monitored at all times so that administrative and legal mechanism are within easy reach of consumers as early as possible.

3.53 The Committee note that as on 31.12.2016 the percentage of disposal of cases at the National, State and District Fora stands at 86.63%, 86.10% and 92.17% respectively with a total 415144 pending cases. They are further constrained to note that out of 658 District Fora, 624 are functional as on date and 98 posts of President and 310 posts of members are lying vacant in different District fora. The figure for State Commission is 1 and 20 respectively. They strongly feel that the vacancies need to be filled up in a time bound manner which would go a long way in reducing the pendency position. The Committee find that though the performance of the consumer fora in the country is more or less satisfactory as per records, however, they are constrained to observe that the grievances of consumers in various sectors of the economy are not being adequately addressed. The Committee, therefore, desire that the Department should urge upon the State Commission/District Fora to make every effort to dispose of the cases pending with them at the earliest.

The Committee further note that timely justice is essential for the consumers and disposal of cases in a reasonable time would inspire the confidence of consumers to get their grievances redressed by the various consumer fora and strengthen the consumer movement in the country. The Committee, therefore, strongly recommend that the Department of Consumer Affairs should strictly monitor the disposal of cases at regular intervals and offer necessary guidance to State and District Fora in expediting the disposal of cases. *They further recommend that the State Governments be impressed upon to fill up the vacancies in posts of President and Members in their respective States in*

time bound manner. This, according to them, would help in improving the backlog position of pending cases at various consumer fora.

3.54 The Committee furthermore note that unspent balances under Consumer Protection Unit for 2015-16 and 2016-17 stand at Rs. 1.49 crore and Rs. 25.58 crore respectively. This is mainly due to non-settlement/non-submission of utilization certificates in respect of previous year's grants. The Committee find that between these two years, unspent balances increased by about Rs. 24.09 crore. The figure for the years 2014-15 and 2015-16 was Rs. 15 crore. They desire the Department to take up this matter of unspent balances and non-receipt of utilizations certificates earnestly with all concerned States to rectify the anomalous situation. They are of the firm view that rising unspent balances would result in lesser allocations in succeeding years which in turn would weaken the consumer movement in the country resulting in increasing pendency of cases etc. They desire to be apprised of the steps taken in this regard.

3.55 The Committee note that the scheme of Computerization and Computer Networking of Consumer Fora in the country (CONFONET) was launched in March, 2005. Under the scheme, the consumer fora at all the 3 tiers were to be fully computerized to enable access to information and quicker disposal of cases. Hardware, software and technical manpower are provided to the Consumer Forum. An On-line Case Monitoring System Application has also been developed in NCDRC, 34 State Commissions and 580 District Consumer Fora/Circuit Branches.

The Committee note that against the target of computerization of 617 Consumer Fora, during 2016-17, hardware had been supplied to 568, manpower was provided to 554 and 546 consumer fora are using on-line case monitoring system. The Committee observe that in this age of computerization and with the Government initiative for Digital India, the Department should take up the computerization of consumer fora in right earnest and complete them quickly so that the entire consumer movement would get a fillip to its activities. The Department should not waste any more time to get the last ten years' efforts in computerization reviewed by an independent evaluation agency and complete computerization of the remaining consumer fora in a time bound manner The work should be completed during the current year and in any case not beyond 2018-19. If need be the matter should be pursued through video conferencing or other means too.

The Committee note that for using the On-line Case Monitoring System Application, internet connectivity is required at the Consumer Forum. However, due to non-receipt of contact details and site readiness confirmation of internet connection the system could not be done. The Committee recommend that the Department should hold review meetings with concerned States and such issues be resolved at the earliest so that the On-line Case Monitoring System can be used by all Consumer Fora uninterruptedly. The Department should, if needed, seek the assistance of the Ministry of Information Technology in this regard to set up and maintain the OCMS application effectively.

3. Weights and Measures

3.56 The Legal Metrology Act, 2009 (1 of 2010) has come into force on 01.04.2011 and has repealed the Standards of Weights & Measures Act, 1976 & Standards of Weights & Measures (Enforcement) Act, 1985 w.e.f 01.04.2011. The Central Government has made seven rules for the better implementation of the Act. The State Govt. has also made their Legal Metrology (Enforcement) Rules. The following Legal Metrology Rules have been framed under the Legal Metrology Act, 2009 for protection of consumer interest.

- a) The Legal Metrology (Packaged Commodities) Rules, 2011
- b) The Legal Metrology (General) Rules, 2011
- c) The Legal Metrology (Model Approval) Rules, 2011
- d) The Legal Metrology (National Standard) Rules, 2011
- e) The Legal Metrology (Numeration) Rules, 2011
- f) The Indian Institute of Legal Metrology Rules, 2011
- g) The Legal Metrology (Government approved test centres) Rules, 2013 (Page 69,AR)

(in crores)

Name of the Scheme	BE 2016-17	RE 2016-17	Exp. 2016-17 (31.01.17)	BE 2017-18
REVENUE				
Weights & Measures Establishment of Laboratories	31.70	23.30	7.98	20.65
CAPITAL				
Weights and Measures, Establishment of RRSL	7.30	4.70	4.72	7.35
Total	39.00	28.00	12.7	28.00

(PPT)

3.57 When asked about the reasons for mismatch between BE and AE during the year 2016-17, the Department of Consumer Affairs stated as under:-

"The funds earmarked for purchase of standards equipment could not be utilised, as equipment were not supplied by DGS&D and indents were returned by DGS&D stating that to procure at our own level.

The funds earmarked for Grant in Aid to be released to the States/ UTs for construction of Laboratory Buildings could not be released due to the Functional Head problem, which was created recently and now the funds are being released. .

"The BE of 2017-18 is Rs. 18.0 (28 in PPT) crore. The funds will be utilised for procurement of standards equipment for verification and stamping of weights and measures used in transaction and protection. Also the funds will be utilized as grant in aid to be released to States/ UTs for the construction of standard laboratories and for capacity building of Legal Metrology Officers of States/ UTs/ Govt. of India at National and International Institute of Repute."

3.58 Also during oral evidence, officers of the Department submitted :-

"We have placed order to DGS&D for the equipment for the Indian Institute of Legal Metrology. After a long process, DGS& D has returned the file and they could not procure. Some of the equipments we are procuring through the Government Mint." (P. 45 verbatim proceeding)

3.59 The Committee note that the Legal Metrology Division of the Department of Consumer Affairs oversees the implementation of the Legal Metrology Act, 2009 to protect consumer interest. Against provision of Rs 39 crore only Rs 12.7 crore was spent in the year 2016-17. The Ministry stated that this was due to non-supply of equipment by DGS&D and functional head problem. Now some of the equipments are being procured through Government of India Mint. This indicates the lack of proper planning and foresight at the planning stage. The Committee expect that this time the Government would have weighed the pros and cons before awarding the contract/task to the Government Mint. Otherwise the decision be once again reconsidered to ensure that targets are met and construction of laboratories and capacity building of officers fulfilled. The Committee also hope that funds allocated to the scheme of 'Weights and Measures' during the current year 2017-18 of Rs 28 crore would be judiciously utilised in time without compromising on quality. They desire to be informed of the progress made in this regard.

4. National Test House (NTH)

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

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

3.62 Over the years with its competent and experienced scientists NTH has been able to widen its scientific services and presently it is providing services in the field of test and quality evaluation of Industrial and consumer products, calibration and measurement of machineries and devices, impart training to industrial professionals, research and development on test methodologies and standardization through its regional laboratories Kolkata, Mumbai, Chennai, Ghaziabad, Jaipur and Guwahati.(Page 65, AR)

Revenue Performance For The Three Year Period Upto 2016-2017

(` in Lakh)

Sl. No	Name of the Region	2014-15	2015-16	2016-17 (upto Nov, 2016)
1	NTH (ER), Kolkata	496.05	506.5	377.27
2	NTH (WR), Mumbai	238.77	297.35	174.96
3	NTH (SR), Chennai	329.31	409.53	257.77
4	NTH (NR), Ghaziabad	476.86	522.92	346.42
5	NTH (NWR), Jaipur	145.67	160.92	117.76
6	NTH (NER), Guwahati	41.22	42.11	28.86
	Total	1727.88	1939.33	1303.04

(Page 66, AR)

3.63 The BE,RE and AE for the years 2016-17 and BE for 2017-18 for NTH are as follows :-

(in crores)

	2016-17			2017-18		
	BE	RE	AE	BE	RE	AE
Revenue	5	5	4.72	6	-	-
Capital	10	10	5.36	14	-	-
Total	15	15	10.08	20	-	-

(P. 9 Prematerial)

3.64 NTH has conceived the following Projects/Programmes in 2017-18

- 1) Completion of the construction of One Additional Floor at NTH(NWR) , Jaipur.
- 2) Completion of the construction of the Impulse Voltage Laboratory at NTH(SR), Chennai.
- 3) Progress of the Construction of the Phase-II Building at NTH(WR) , Mumbai.
- 4) Testing of Packaged Drinking Water in all the regional centres of NTH.
- 5) Testing of Distribution Transformers at NTH(ER) , Kolkata & NTH(SR) , Chennai.
- 6) Completion of the Testing Facilities for LED based luminaries at NTH(ER) , Kolkata. (reply to Q 57(b) P. 57)

3.65 In response to a query the Ministry has intimated about the financial and physical achievement of the NTH as :-

Financial Achievement : Achievement of plan target in 2016-17, is 88% till 23.01.2017.

Physical Achievements:

- a) Construction of One Additional Floor at NTH(NWR), Jaipur is on the verge of completion.
- b) Civil work for the construction of the Impulse Voltage Laboratory at NTH(SR) , Chennai has progressed , however , the same could not be completed for shortage of fund and is expected to be completed by 2017-18.
- c) Super Structure of the Phase-II Building at NTH(WR) , Mumbai has been completed.

- d) Letter of Credit has been opened for procurement of “Goniophotometer with spectroradiometer” amounting to Euro 270000 for testing of LED based luminaires.
- e) Atomic Absorption Spectrometer has been procured & installed at NTH (SR), Chennai & NTH (NER), Guwahati.
- f) Optical Emission Spectrometer has been installed at NTH (SR), Chennai & NTH (NR), Ghaziabad.
- g) High Performance Liquid Chromatograph has been installed at NTH (SR), Chennai & NTH (NR), Ghaziabad, NTH (ER), Kolkata & NTH (NWR), Jaipur.
- h) Ion Chromatograph has been installed at NTH (ER), Kolkata. (P. 14 Prematerial)

3.66 Regarding utilisation of new establishment improved/renovated, the Department informed the Committee :-

"It is intimated that the new office-cum-laboratory building has been completed in 2016 and office related activities are being carried out for the new building at National Test House (NER), Guwahati.

So far, construction of NTH (WR) - Mumbai, NTH (SR) - Chennai and NTH (NWR)- Jaipur are concerned, it is intimated that all the constructions are at advanced stage, however, the respective CPWD authorities are unable to accelerate their activities due to unavailability of fund." (Reply to Q 57 (a), P. 57)

National Test House

S.No	Name of the Scheme/ Project	2014-15				2015-16				2016-17					BE 2017-18
		BE	RE	Actual Exp	Shortfall/excess exp., if any, indicating reasons in brief	BE	RE	Actual Exp	Shortfall/excess exp., if any, indicating reasons in brief	BE	RE	Actual Exp (Upto 31.01.2 017)	Shortfall/excess exp., if any, indicating reasons in brief	% short fall	
1	National Test House 3425(REV)	3	3.3	3.27	0.03	3.3	3.3	3.2	0.1	5	5	4.72	0.284		6
	Capital(4552)	2	2.1	0.56	1.54	1.7	1.7	1.7	0	1.5	1.5	0.56	0.94		2
	Capital(5425)	16	13	12.88	0.12	12	12.55	12.4	0.15	8.5	8.5	7.98	0.52		12
	Total Capital	18	15	13.66	1.59	13.7	14.25	14.12	0.15	10	10	10	8.54		14
	Grand Total	21	19.70	16.93	2.77	17	17.55	17.22	0.33	15	15	10.08	4.92		

3.67 The Committee note that a plan scheme for construction/enhancement of test facility and buildings is under implementation at regional centres of National Test House such as Mumbai, Jaipur, Chennai, Kolkata and Guwahati. The Committee also note that the projects in Jaipur and Chennai run behind schedule. The building was slated to be completed by the financial year 2016-17. It is stated that the respective CPWD authorities are unable to accelerate their activities due to unavailability of funds. Construction of one additional floor over the existing Laboratory Building at NTH (NWR), Jaipur, was initiated in the year 2013-14 which was said to be on the verge of completion last year but is still incomplete. Further, the pace of construction of the Impulse Voltage Laboratories at NTH(SR), Chennai also initiated during 2014-15 is said to have suffered due to shortage of fund.

The Committee note that the funds projected for BE 2017-18 is Rs. 20 crore for construction of one additional floor at NTH, Jaipur and also Phase - II building at Mumbai and impulse voltage at Chennai alongwith testing of packaged drinking water in all the regional centres, testing distributive transformers and completion of testing facilities for LED based luminaries are all on the agenda for the current financial year 2017-18. The Committee feel that the pace of construction by CPWD is very slow and there is lack of coordination between the two Departments. Since 2017 is the last year of 12th Five Year Plan and at some places most of the work has been completed it should, therefore, be ensured with the coordination of CPWD as to *complete the maximum possible work in this financial year* by them and accordingly Ministry of Finance should be approached for higher allocation of funds, if need be, for this purpose. The Committee recommend that adequate funds be allocated for construction of laboratories which could be utilized for testing services for consumers. They also desire that these constructions should be completed in the current fiscal year 2017-18.

The Committee also note that the Department is in the process of installing testing facilities for packaged drinking water, distributive transformers and LED based luminaries, all of which is for the benefit of the consumers. The Committee desire the Department to complete such installation in a time bound manner in the larger interest of the consumers so as to make the facilities fully functional.

5. Bureau of Indian Standards

3.68 The Bureau of Indian Standards was set up as a statutory organization under the Bureau of Indian Standards Act, 1986 by taking over the assets and liabilities of the Indian Standards Institution (ISI) that came into existence in 1947. The Bureau has its Headquarters in New Delhi. It has a network of 5 regional offices, 33 branch offices and 8 laboratories.

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

STANDARDS FORMULATION

3.70 BIS formulates need based Indian Standards in line with National priorities. It also harmonizes National standards with International standards in order to facilitate adoption of International standards by industry and thereby facilitating trade. Upto Dec 2016, 5049 Indian Standards have been harmonized with International Standards, which is more than 83% of standards where corresponding ISO/IEC Standards exist. Existing Indian Standards are reviewed, once in five years. During April – Dec 2016, 408 Standards (New and revised) were formulated. Also a total number of 2060 Standards were reviewed. The total number of standards in force, as on 31 Dec 2016 was 18998. (Page 55, AR)

3.71 Out of Rs. 2 Crore allocated for the purpose, an amount of Rs. 1.18 crore was utilized in the year 2016-17. During the current year 2017-18 also an amount of Rs. 2 crore is allocated for the purpose. (PPT)

3.72 There are two schemes / programmes under implementation by the Department of Consumer Affairs. These schemes / Programmes are as under:

a) **Hallmarking Scheme:** 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. This is through a onetime financial assistance for 'Setting up of Gold Assaying and Hallmarking Centres' in India at locations where no Assaying & Hallmarking Centre (assisted or otherwise) exists, the rates of financial assistance are given below:

Area	% of the total cost of machinery and equipment given to A&H Centre as assistance	
	To Private Entrepreneur	To PSUs
<i>Normal</i>	30%	50%
<i>NE/SCS/RA</i>	50%	75%

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

3.73 The Special Category states include the seven north east 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.

b) National System for Standardization (NSS) Scheme

3.74 BIS is operating National System for Standardization (NSS) Scheme to promote the Standardization at national and International level. Through this scheme, R&D projects at National Level, Seminars, Workshops & training programmes and intensifying participation of BIS Officials / Technical Committee members at National/International level are being organized. The scheme has an outlay of Rs. 19.345 crore as approved by Ministry of Consumer Affairs vide their letter no. 8/3/2012-BIS dated 21 October 2013. (Page 5&6 Pre-material)

3.75 **Enforcement:** The BIS Standard Mark (ISI Mark) is a mark of quality. Consumers as well as the organized purchasers prefer ISI marked products. During the period, April – December 2016, BIS carried out 75 successful search and seizures all over the country on firms misusing ISI mark. BIS has also issued press releases regarding the enforcement raids for giving wide publicity with the intention to create awareness among the consumers about the unscrupulous manufacturers misusing the ISI mark. (Page 60, AR)

3.76 About violation of BIS Act and cases filed in different states and action taken thereon, the Ministry has informed the Committee that The use of BIS Standard Mark by any manufacturer without a valid licence is an offence under the BIS Act 1986. Actions on complaints related to misuse of BIS Standard Mark by a non-licensee manufacturer involves discreet investigation by BIS followed by search & seizure. In case of successful outcome of

the search and seizure, cases are filed in the concerned Court of law against the manufacturer. During the current financial year up to January 2017, 60 cases have been filed by BIS against the violation of the BIS Act in various Court of law. During the current year, 35 cases have been decided by the Court out of which 30 cases have been decided in favour of BIS. (Page 49, Replies)

3.77 State-wise detail of cases of violation of BIS Act filed by BIS during the current year is

State	2016-17 (up to 31.01.2017)
Andhra Pradesh	1
Bihar	2
Chhattisgarh	3
Delhi	4
Gujarat	2
Haryana	9
Karnataka	2
Kerala	1
Maharashtra	3
Orissa	1
Rajasthan	9
Tamil Nadu	5
Uttar Pradesh	5
Uttarakhand	4
West Bengal	5
Telangana	4
Total	60

***No complaint case has been filed in the other States.**

3.78 The Committee is also informed that evaluation study on the functioning of the BIS Hallmarking Scheme and Assaying and Hallmarking Centres has been assigned to Indian Institute of Public Administration, New Delhi. The study is expected to be completed by 31 August 2017.

3.79 The Ministry further informed the Committee in a written reply that as on 25th January 2017, 429 BIS recognized A&H Centres are in operation. During 2016-17, upto January 2017, 125 A&H Centres have been recognized by BIS. The setting up of A & H centres is a market driven activity depending upon commercial viability as assessed by the entrepreneur. (Page 49, Replies)

3.80 The Committee observed during their study visit to Jaipur with regard to gold hallmarking that inspectors of the A&H Centres do not visit the manufacturers and are simply issuing the Certification without proper verification, the representatives of the Department of Consumer Affairs while updating the Committee on the issue stated during oral evidence as under :- (rec. para 3.68 of 11th Report on DFG (2016-17))

"After the Committee noticed this, we have taken solid steps in the sense that what had happened in between that our auditors were not trained at all. So we were having deficit of auditors. This time we ensured that only good officers are elected when it comes to hallmarking because hallmarking is a very sensitive thing and gold is involved. Now when the auditors are going, these kinds of problems are not there. This time, we have done a lot of surveillance.

Only in 2011, our referral lab at SROL, Chennai was established and now we have started analysing gold is coming from which jeweller, what is the percentage of failure and we are accordingly going to frame the guidelines to see that suitable kind of things are imposed on them depending on what kind of things they are indulging in and to what level the purity is. There is a difference of purity. As per the kind observations of the Committee also, we have already decided IIPA to give us a study on hallmark jewellery and they have indicated that by August 2017, they will be able to conduct the study. We have drawn terms of reference in a very simple. Even they will go to consumer organisation to know whether people are aware of hallmark or not because first step for hallmarking is to create awareness. If Gold Council report is to be believed, it says that now 30 per cent jewellery is available which is hallmarked and impurity has been reduced to about 15 to 20 per cent. That kind of report is there. This is a positive indication when we talk about hallmark because the Gold Council has done their independent survey on this." (P. 46 verbatim proceeding)

3.81 The Committee note that the Department of Consumer Affairs is implementing the Hallmarking Scheme for setting up of Gold Assaying & Hallmarking centres. One time financial assistance for setting up of gold assaying and hallmarking centres in normal areas where no such centre exist, 30% to private entrepreneurs and 50% to PSUs is provided. However, in NE/SCS/RA the percentage of financial assistance is 50% to private entrepreneurs and 75% to PSUs. Under the component of capacity building, training programmes like Artisan Training, A&H Personnel Training and BIS Officers Training are envisaged. The Committee feel that the 429 Assaying & Hallmarking centres in the country need to be geared up to meet the expectations of the consumers. So, building up of infrastructure and manpower capacity are the two vital components apart from setting up of maximum possible assaying and hallmarking centres. The Committee are concerned with the less than satisfactory working of A&H sector as these sectors do not seem to have made much of a difference to the consumers in purchase of pure gold. The Committee have observed during their study tour in Jaipur that proper testings are not being done before hallmark seal are made available for the gold which needs to be ensured by BIS/Department of Consumer Affairs very strictly. This scheme needs appropriate monitoring and regular testing of samples from the centres. The Committee are of the considered view that the consumers should have the benefit of hallmark gold not only at the time of buying but also at a time of selling. The Committee would expect the Department of Consumer Affairs to ensure completion of the centres of hallmarking scheme in time and take necessary steps to improve its functioning among the consumers and traders. The Committee desire that the Government should take corrective action wherever required as suggested by the reviewing agency viz. IIPA, New Delhi which is scheduled to complete its evaluation

study by August, 2017. They would like to be apprised of the action taken alongwith major outcomes of the evaluation study at an early date. The Committee are also concerned to note that wide publicity about assaying and hallmarking of gold does not seem to have been given by the Government/BIS. In view of the pathetic situation noticed during their visit to Jaipur in matters of Gold hallmarking, the Committee found that only 9 cases of BIS Act violation were filed in Rajasthan in the year 2016-17. This shows lack of awareness of rights amongst consumers about the scheme. They desire that the gold consumers are not shortchanged due to ignorance of the hallmarking facility. The Committee, therefore, recommend that such issues as gold hallmarking should be incorporated in regular advertisement and publicity of the Government.

6. Price Monitoring

3.82 The Price Monitoring Cell (PMC) is implementing the Plan Scheme (2012-17) of Strengthening of Price Monitoring cell with an approved outlay of Rs 10.81 crore. The scheme component covers (a) Strengthening Price Monitoring Cell at centre, (b) Strengthening Price Monitoring Cells at the States, and (c) Strengthening services of National Informatics Centre at the Centre, specific to PMC. Under this scheme it is proposed to strengthen the existing mechanism of price monitoring, both at centre and state levels mainly through infrastructural support, organizing training programs, hiring professionals, and conducting commodity specific studies. The scheme is expected to help in streamlining the process of price data reporting, monitoring and analysis especially of essential commodities as well as ensuring the much needed economic analysis based on the trend of prices. (Page 2, PM)

3.83 Ensuring adequate availability of essential commodities is a priority agenda for the Government. In this context, the Government is already implementing two crucial Acts i.e. The Essential Commodities Act, 1955 and Prevention of Black-Marketing and Maintenance of Supplies of Essential Commodities Act 1980 through the States/UTs. (Page 34, PM)

The allocation and utilization on strengthening of Price Monitoring Cell for the year 2014-15, 2016-17 and the allocation for 2017-18 are as given below :-

PLAN

(Rs. in crores)

S.No.	Name of the scheme/project/programme	2014-2015				2015-2016				2016-2017				2017-2018	
		BE	RE	AE	Short fall/excess expn. If any indicating reasons in brief. w.r.t. RE	BE	RE	Expr. upto 31.03.2016	Short fall/excess expn. If any indicating reasons in brief. w.r.t. RE	BE	RE	Expr. upto 31.01.2017 #	Short fall/excess expn. If any indicating reasons in brief. w.r.t. RE		% short fall /excess expn. Year wise 2014-15 2015-16 2016-17 w.r.t. RE
1	Strengthening of Price Monitoring Cell	1.80	0.93			1.80	1.80			0.90	0.90			0.00	0.90
	NER	0.20	0.11			0.20	0.20			0.10	0.10			-39.50	0.10
														-89.00	
	Total	2.00	1.04	0.81	-0.23	2.00	2.00	1.21	-0.79	1.00	1.00	0.11	-0.89		1.00

3.84 3rd National Consultation Meeting of Food Ministers of State Governments was held on 21.05.2016 under the chairmanship of Hon'ble Union Minister for Consumer Affairs, Food & PD. Principal Secretaries/Secretaries of Department of Food, Civil Supplies and Consumer Affairs of the States were also participated in the meeting. An action plan consisting 18 actions for the States/UTs was concluded in the meeting. All the actions mainly related to price rise of food items, hoarding & black-marketing and rationalization of stock limit etc. Major conclusions of the meeting are as follow:

- The National Consultation Meetings will be held twice a year and Ministers and officers from Agriculture Ministries will be invited..
- The cold storage chains for perishable food items are to be strengthened to increase the capacity and be upgraded to increase the life of such commodities.
- States should impose time limits of 45 days after landing for disposal of entire imported quantity to the indigenous market. Importers of pulses should also disclose stock position in a transparent manner.
- States to rationalise stock limits on pulses for millers, importers and dealers. There should be logical and scientific stock limits separately for consuming states and surplus states, so that supply chain mechanism remains smooth and pulses are available at reasonable prices.
- States should strive to exempt VAT and local taxes on pulses wherever it is needed to cool the prices.
- A State should strive to levy single point market fee in the State on agri-products and that Pulses be exempted from levy of taxes to bring down their prices in the open market.
- Reforms in Agricultural Market Laws to facilitate e-National Marketing to be completed earliest possible by all States.
- States should create their own PSF, if not already done and maintain buffer stock of pulses at their own and ensure real-time market intervention to keep prices under control.
- The States will examine Tamil Nadu model of policing-under the EC Act- for replication to ensure effective preventive detention in all the States to check hoarding, profiteering, cartelling, unscrupulous trading and black marketing of essential commodities.
- The States to make arrangements at their own for milling and stocking of the pulses lifted from the buffer stock. And the pulses received from the PSF be sold not above the rates prescribed.
- All States will hold meetings with the dealers of pulses and fix prices at which the pulses can be sold by the wholesalers to retailers and by retailers to the primary consumers.
- NFSA, DBT, End-to-end computerization, DCP Scheme, Online Procurement System, Silo construction and all other programmes under the D/o Food & PD, to be implemented effectively with all components in a time bound manner. (Page 93, AR)

3.85 Central Government issues advisories and requests States/UTs to implement these Acts effectively. Action taken reports for the years 2014, 2015 and 2016 furnished by States/UTs under the Essential Commodities Act, 1955 are at Appendix V.

3.86 During the year 2014-15, 2015-16 and 2016-17 amounts of Rs. 1.80 crore, Rs. 1.40 crore and Rs. 0.90 crore were allocated for the purpose. But no expenditure was incurred. In this regard the Department of Consumer Affairs intimated the Committee as :-

"In 2014-15, expenditure toward strengthening of Price monitoring unit in States couldn't materialize due to lack of proposal from States. In 2015-16, expenditure on N.E., UT & Tour and Travel, other charges were lower. In 2016-17, expenditure toward strengthening of Price monitoring unit in States/UTs couldn't materialize due to procedural delay in transferring Major head 3601 & 3602 to 3456. And also due to the time being taken by State/UTs in registering their agencies/Departments in Public Financial Management System from State/UTs.(Page 19, Replies)"

Pulses Subsidy Scheme:-

3.87 Pulses Subsidy Schemes was implemented during 2006-07 to 2010-11. The scheme has since been discontinued. However, after the closure of the scheme, higher reimbursement limit of losses for the designated agencies viz. PEC, MMTC, NAFED and STC (from 15 % to 20 % on the landed cost) was approved by the Government along with extension of period to be considered for reimbursement by six months i.e. till 30.9.2011. An amount of Rs. 1 lakh is allocated for the year 2017-18 (Page 3, PM)

Price Stabilization Fund (PSF):-

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

3.89 Price stabilisation operations are determined at the Centre by the Central Price Stabilisation Fund Management Committee (PSFMC) headed by Secretary of the administrative department and the Corpus Fund is managed by Small Farmers Agribusiness Consortium (SFAC) on behalf of the administrative department. Likewise in the States/UTs, the price stabilisation operations are to be managed by the State level PSFMC and operated out of the State level Corpus Fund. Interest free advances from the PSF corpus may be made both to Central Agencies and to State level Corpus. As per guidelines, the State level Corpus would be on a sharing pattern between GOI and State in the ratio of 50: 50, which is 75:25 in case of the North Eastern States.

3.90 As per the Government's decision, the PSF plan scheme was transferred to the Department of Consumer Affairs (DOCA) w.e.f. 1st April, 2016 from Department of Agriculture, Cooperation & Farmers Welfare (DAC&FW). DOCA has not introduced changes in the guidelines as they were approved to be effective till 2016-17. However, the Price Stabilisation Fund Management Committee (PSFMC) has been re-constituted with Secretary (Consumer Affairs) as the Chairperson. There is also a Sub-committee for investing surplus from PSF corpus chaired by FA, M/o CA, F&PD. Till now, 16 meetings of the Re-constituted PSMFC have been held. Important achievements under PSF include the following:-

- Major achievement is the creation of buffer stock of pulses and onions with support under Price Stabilization Fund (PSF) scheme of the Department
- Buffer of pulses to be maintained was increased to upto 20 lakh tonnes from 1.5 lakh tonnes, and is being built both through domestic procurement by FCI, NAFED and SFAC, and imports by MMTC and STC
- As on 18.01.2017, around 8.53 lakh tonnes of pulses have been procured or contracted for imports comprising 4.47 lakh tonnes of domestic pulses and 4.06 tonnes of imported pulses including import contracts.
- Assurances were also provided to Andhra Pradesh (Rs 25 crores), Telangana (Rs 9.15 crores) and West Bengal (Rs 5 crores) for setting up State Level PSF.
- States have been repeatedly requested to take the benefit of available stock of pulses under PSF. As on 13.01.2017 around 54,160 MT of subsidized unmilled pulses consisting of Tur, Urad and Chana from the buffer stock have been allocated to States/Agencies for direct distribution to public/consumer at a reasonable rate and 37,080 tonnes of Chana has been disposed off through auction as well.
- Government has also entered into an MOU with Government of Mozambique to ensure assured supply of pulses and imported/contracted for import 1.35 lakh tonnes of Tur for 2016-17, and is considering similar offers from other pulses producing countries.
- In case of buffer stock of Onions, around 17,747 MT was procured by SFAC and NAFED (Page 2, PM)

3.91 The allocation and utilization and the PSF for the years 2014-15, 2015-16 and 2016-17 and allocation for the year 2017-18 are as follows :-

PLAN

(Rs. in crores)

S.No.	Name of the scheme/project/ programme	2014-2015				2015-2016				2016-2017				2017-2018	
		BE	RE	AE	Short fall/excess expn. If any indicating reasons in brief. w.r.t. RE	BE	RE	Expr. upto 31.03.2016	Short fall/excess expn. If any indicating reasons in brief. w.r.t. RE	BE	RE	Expr. upto 31.01.2017 #	Short fall/excess expn. If any indicating reasons in brief. w.r.t. RE		% short fall /excess expn. Year wise 2014-15 2015-16 2016-17 w.r.t. RE
1	Price Stabilisation Fund	---	---	---		---	---	---		810.00	3060.00	3397.39		0.00	3150.00
	NER	---	---	---		---	---	---		90.00	340.00	0.00		0.00	350.00
														0.00	
	Total	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	900.00	3400.00	3397.39	-2.61		3500.00

3.92 The Committee note that the Department is implementing the scheme of Price Monitoring Cell to strengthen the existing mechanism of price monitoring, both at the centre and States. The Committee further note that at the 3rd National Consultation Meeting of Food Ministers of State Governments chaired by the Union Minister for Consumer Affairs, Food and Public Distribution, an action plan consisting 18 actions for the States/ UTs such as strengthening cold storage chains for perishable food items, rationalising stock limits on pulses for millers, reform in Agriculture Market laws, exemption of VAT and local taxes etc. were concluded. The Committee expect that the Department would closely follow up with the States/UTs to effectively implement all the Action Plans finalised in the National Consultation Meeting in the interest of consumer. The Committee further note that the Department of Consumer Affairs issues advisories and requests States/UTs to implement the Essential Commodities Act, 1955. However, it is obvious from the statement of Action Taken by the States/UTs under the Act, that the provisions of the Act have not been evenly or properly implemented by the States/UTs. During the 2016 no raids were conducted in Arunachal Pradesh, Lakshadweep, Manipur, Nagaland and Dadra and Nagar Haveli. In Delhi, there was one arrest but no prosecution. In Himachal Pradesh, there were 29290 raids, no arrests, no prosecution and no conviction, but goods worth Rs. 94.44 lakh were confiscated. And in Chandigarh, during the same period there was no raid and no arrests. But the authorities made three(3) prosecution and one(1) conviction. The Committee, therefore, recommend that the Essential Commodities Act, 1955 be got implemented evenly and properly in all States/UTs so that adverse comments/observations from the competent judicial bodies are avoided as also preventing the offenders go scot free in the absence of proper implementation of the provisions of the EC Act, 1955.

3.93 The Committee also note that the Price Stabilization Fund scheme was earlier implemented by Department of Agriculture, Cooperation and Farmers Welfare and transferred to the Department of Consumer Affairs w.e.f. 1/4/2016 and Rs. 900 crore was allocated under the scheme during the year 2016-17. Due to increase in the quantum of pulses for buffer from 1.5 lakh tonnes to 20 lakh tonnes final expenditure came up to Rs. 3397.39 crore. This scheme is primarily aimed to support market interventions for price control of perishable agro-horticultural commodities. The Committee further note that this price stabilization fund is used to advance interest free loans to State Governments and Central agencies to support their working capital and other expenses on procurement and distribution interventions of such commodities. The States will also set up revolving fund to which Centre and States will contribute equally in the ratio of 50:50 whereas in respect of North East States the ratio will be 75:25. The fund is to be used for price stabilization operation in respect of onions, potatoes and pulses. The Committee also note that the procurement of these commodities are undertaken locally and through import. In view of the increase in the stock limit of buffer to 20 lakh tonne and the allocation of Rs. 3500.00 crore in BE 2017-18, the Committee hope that the Government would ensure stability of prices of important agro-commodities and protect the interest of consumers by maintaining sufficient buffer stock throughout the year and ensure timely availability and arrest speculative and hoarding activities of traders in respect of these commodities

7. Consumer Welfare Fund

3.94 The Central Excise and Salt Act, 1944 was amended in 1991 to enable the Central Government to create a Consumer Welfare Fund (CWF) where the money which is not refundable to the manufacturers, etc. is being credited. The Consumer Welfare Fund Rules were notified in the Gazette of India in 1992. Guidelines for seeking financial assistance from Consumer Welfare Fund were framed based on the report of a working Group set-up in 1993, which have been subsequently revised twice, in 2007 and 2014.

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

- (i) Creation of Consumer Law Chairs/ Centres of Excellence in Institutions/Universities of repute to foster research and training on consumer related issues.
- (ii) Innovative projects for spreading consumer literacy and awareness.
- (iii) Setting up of Grahak Suvidha Kendras (GSKs).
- (iv) Establish Consumer Welfare Fund at the State level, through co-contribution.

3.96 A Call for proposal inviting proposals for financial assistance from the Consumer Welfare Fund from eligible VCOs/NGOs/Institutions in digital/electronic format was uploaded on the website of the Department of Consumer Affairs for the period from 01.01.2016 to 31.01.2016. A sum of Rs.39.46 crore was available in the Consumer Welfare Fund as on 31.03.2016. Of this balance, a budget provision of Rs.15.50 crore was provided during the financial year 2016-17. An amount of Rs.6.01 crore has been utilized as on 31.12.2016 from the Consumer Welfare Fund.

3.97 The Department of Consumer Affairs has initiated a number of steps to promote a responsible and responsive consumer movement in the country which is in line with the best international practices. These include setting up of complaint handling, counselling guidance mechanism, comparative testing of product and services, schemes for promoting involvement of Research Institution in Consumer Protection, Creation of Chair/Centers of excellence in Institutions/Universities, training programme and Information, Education and Communication(IEC) programmes for consumer awareness. Further, Grahak Suvidha Kendras (GSKs) were set up in Ahmedabad, Bengaluru, Jaipur, Kolkata and Patna on a pilot basis during 2015-2016 to serve as 'one stop' facilitation centre for a variety of services to consumers including information dissemination, consumer awareness and education, training, counselling, mediation, grievance redress and assistance in approaching consumer courts. After a mid-term review, these GSKs are proposed to be converted into Zonal Consumer Helplines (ZCH), which will be networked with the National Consumer Helpline. An additional ZCH is proposed to be set up in Guwahati to cater to the consumers in the North East Region. (Page 21 &22 AR)

3.98 The overall objective of the Consumer Welfare Fund is to provide financial assistance to the Organizations/States to promote and protect the welfare of the consumers and strengthen the consumer movement in the country.

3.99 The financial assistance are given mainly for following purposes:

- I. Creation of chairs / centres of excellence in institutions/universities of repute, to foster research teaching and training on consumer related issues.
- II. Funding States/UTs to establish the Consumer Welfare Fund at the State level, through co-contribution
- III. Innovative projects for spreading consumer literacy and awareness and programmes for consumer education to the VCOs/NGOs;(Page 44, Replies)

3.100 Regarding the projects and NGOs/VCOs financed during the last three years and achievement made thereof apprise the Committee as :-

i) The projects Consumer Online Resource & Empowerment (CORE), State Consumer Helpline Knowledge Resource Management Portal (SCHKRMP), National Consumer Helpline, Advertising Standards Council of India (ASCI), New Delhi provided information, converged with companies and handled complaints, mediation, counselling for consumers.

ii) The Magazines 'Grameen Upbhokta' and 'Grahak Sathi' published through grants from Department of Consumer Affairs (DoCA) provide information on successful cases of complaints redressed and consumer court decisions from all over India and provide a platform for all consumer bodies to spread information about consumer welfare activities

iii) Centres/Chairs on Consumer Studies/Law were established in IIPA, New Delhi, National Law School of India University (NLSIU), Bangalore and National Law Institute University, Bhopal, M.P. to act as "Think Tanks" for the DoCA on research and policy related issues on consumer law and practice and also to develop Consumer Affairs as a distinct subject of study at Under Graduate and Graduate levels, under which seminars/ Workshops/ Conferences, etc., were conducted, results of research and evaluation studies and other related literature were published, provided inputs for formulation of policy/program/scheme for the protection and welfare of consumers and conducted capacity building of State VCOs and State level machinery.

iv) Projects on comparative testing of products and services and empowering consumers by Consumer Online Foundation, New Delhi, Healix Sekhsarai Institute for Public Health, Mumbai, Centre for Consumer education, Research, Teaching, Training and Testing (CONCERT), Chennai and Consumer Education & Research Centre (CERC), Ahmedabad empowered the consumers by disseminating the results of comparative testing of products and services, food adulteration, information on spurious medicine and raising awareness of child consumers.(Page 45, Replies)

3.101 The details of Institutions/VCOs funded during each of the last three years is given at Appendix IV. (P. 108 of reply)

3.102 The Government has further informed the Committee that during the current year 2017-18 an amount of Rs. 17.45 crore is anticipated to be spent as per proposal received from the following VCOs : (Page 106, Replies)

S. No.	Name of Institution/Organisation/Individuals	Amount proposed (in lakh)
1	IIPA (CCS), New Delhi	242
2	CUTS, Jaipur (State of Consumer Safety in India Report)	7.5
3	IIPA, Bangalore	10
4	CERC, Ahemdabad (Insight Magazine)	20
5	CERC, Ahemdabad	25
6	Dr. Ambedkar Law University, Chennai	25
7	Administrative Staff College of India (ASCI), Hyderabad	52
8	The Advertising Standards Council of India, Mumbai	8
9	Narimangal Mahila Samiti, Odisha (Proposal No. 1206)	2.5
10	Sai Educational Rural and Urban Development Society, Kurnool, Andhra Pradesh (Proposal No. 1091)	2.5
11	Consumer Education and Research Centre (CERC) (Proposal No. 1267)	26
12	Consumer Education and Research Centre (CERC) (Proposal No. 1294)	6
13	Consumer Unity and Trust Society (CUTS) (Proposal No. 1054)	23
14	Consumer Online Foundation (Proposal No. 1242)	20
15	VOICE (Proposal No. 1273)	15
16	IIM Kashipur & Shapping Tomorrow (Proposal No.2778)	44
17	Citizen Consumer and Civic Action Group (Proposal No.2994)	30
18	Manipur women Co-ordination Council, (Proposal No.3720)	15
19	Shudha, Odisha (Proposal No.2644)	5
20	Mother Tersea Rural & Tribal Development Society (Pr. No.2921)	5
21	Consumer Protection Council, Odisha (Pr. No.3041)	5
22	Deepa Devi Manav kalyan Sansthan, Bihar (Proposal No.2876)	5
23	State Corpus Fund, Telangana	400

24	State Corpus Fund, Jharkhand	750
	Total	1743.5

3.103 As on 15.02.2017 the actual expenditure for F.Y. 2016-17 is Rs.6.72 crore. The reason of saving is non-completion of codal formalities by the organizations (viz. UCs, activity report and report from the concerned State Govt. to monitor the project, details of implementing agency by the State Governments, etc. in the year 2003, all the States/UTs were impressed upon to set up a Consumer Welfare Fund at the State level, so that voluntary efforts for promoting the consumer movement could be strengthened at grass root level through financial support. The ratio of sharing for creating of the State CWF has been revised in 2004 from 50:50 to 75:25 by the Centre and State (90:10 in the case of Special Category States/UTs). In order to strengthen the Consumer Welfare Fund in all the States/UTs further, in the year 2010 it was decided that States/UTs which are willing to establish a corpus fund of Rs. 10.00 Crore would will be supported by the Central Government by contributing 75% of that amount as Central share from the Central Consumer Welfare Fund.

3.104 The State/UT Government to become eligible to receive the one time grant should deposit their share in a non-plan, non-lapsable public account. State/UT Government may draw up their own guidelines for administering this Fund, which should not be inconsistent with the Central guidelines. State Governments will identify a nodal agency/officer in the State to run the Scheme. Such corpus fund is to be credited in separate account that can generate interest which could be utilised for financing state/local level programmes. Corpus Fund has been set up in Eleven States/UTs viz. Gujarat, Andhra Pradesh, Orissa, West Bengal, Bihar, Nagaland, Karnataka, Tamil Nadu, Madhya Pradesh, Kerala and Haryana. (pages 46 - 48 reply to Q 42(e), 45& 46)

3.105 Asked about benefits of CWF availed by State Governments, the Government has in written reply stated :-

"So far as Corpus Fund Scheme is concerned only eleven States have been set up State Consumer Welfare Fund. Proposals have not been received from other States/UTs. This Department provides 90% of the fund to the North-East States and 75% of the fund to other States/UTs for creation of State Consumer Welfare Fund in their States. The State Governments are encouraged from time to time through letters at various levels and during meetings to avail the scheme and set up their own Corpus Fund. List of States/UTs which have set up State Consumer Welfare Fund and the amount released to them as centre's share is given below : (Page 47, Replies)"

Statement of Corpus Fund released to States/UTs

Rs. (In crore)

S.No.	Name of States	Amount Released
1.	Gujarat	7.5
2.	Andhra Pradesh	7.5
3.	Orissa	7.5
4.	West Bengal	7.5
5.	Bihar	7.5
6.	Nagaland	6.01
7.	Karnataka	7.5
8.	Tamil Nadu	7.5
9.	Madhya Pradesh	7.5
10.	Kerala	7.5
11.	Haryana	7.5
	Total	81.01crores

(Page 47&107, Replies)

3.106 Out of 11 States, only Governments of Kerala and Gujarat have shared some information about the activities undertaken from the State Corpus Fund. Government of Kerala has stated that National Consumer Day, School consumer club festival and National Consumer Week were done. Government of Gujarat has stated that CERC has been funded from State CWF. (Page 48, Reply to Q 46)

3.107 Asked about Grahak Suvidha Kendras (GSKs) run by the NGOs/VCOs funded for the CWF, the Ministry has stated :-

" Five Grahak Suvidha Kendras (GSKs) were set up at five locations i.e. at Ahmedabad by Consumer Education & Research Centre (CERC), at Bengaluru by KARSHAN Technology Pvt. Ltd., at Jaipur by Consumer Unity and Trust Society (CUTS), at Kolkata by Bhavishya Educational & Charitable Society and at Patna by SAVERA on a pilot basis during 2015-2016 to serve as 'one stop' facilitation centre for a variety of services to consumers including information dissemination, consumer awareness & education, training, counselling, mediation, grievance redress and assistance in approaching consumer courts. After a mid-term review, the Department has decided to wind-up these GSKs and convert them into Zonal Consumer Helplines (ZCHs)."

3.108 The Committee note that the Department of Consumer Affairs grants funds to voluntary consumer organisations (VCOs)/Non government organisations (NGOs) to promote and protect the welfare of consumers, create consumer rights awareness, strengthen consumer movement and undertake comparative testing of products and services so as to provide consumers with correct information at the right time. The committee also note that 24 proposals for financial assistance have been received for the year 2017-18. They desire that utmost care should be taken to ensure that the funds are productively utilised for the benefit of the consumers. Also social audit of the funded NGOs/VCOs may also be institutionalised before fresh funds are released. They also desire the Government to ensure that codal formalities be completed by the funded organisations at the earliest.

3.109 The committee also note that under the corpus fund scheme, eleven States have availed of funds from the Central Consumer Welfare Fund (CCWF). The Committee hope that the consumer welfare will be further strengthened by those States by fruitful utilization of the funds by setting up Grahak Suvidha Kendras, facilitating centres, consumer education, counselling and mediation, grievance redressal etc. in the respective States. They also urge the Government to make all efforts to convince more States/UTs to avail of the same which would ensure that the institution of consumers rights protection become more federal and self sustaining. Action taken in the matter may be intimated to the Committee within three months time

NEW DELHI
March, 2017
Phalguna, 1938 (Saka)

J. C. DIVAKAR REDDY,
Chairperson,
Standing Committee on Food,
Consumer Affairs and Public Distribution

Appendix - I

The Plan and Non-plan BE, RE and AE for the Department of Consumer Affairs and allocation under Revenue and Capital Heads for 2017-18 :-

PLAN

(Rs. in crores)

S.No.	Name of the scheme/project/ programme	2014-2015				2015-2016				2016-2017				2017-2018	
		BE	RE	AE	Short fall/excess expn. If any indicating reasons in brief. w.r.t. RE	BE	RE	Expr. upto 31.03.2016	Short fall/excess expn. If any indicating reasons in brief. w.r.t. RE	BE	RE	Expr. upto 31.01.2017 #	Short fall/excess expn. If any indicating reasons in brief. w.r.t. RE		% short fall /excess expn. Year wise 2014-15 2015-16 2016-17 w.r.t. RE
1	Consumer Awareness (Publicity)	67.20	68.67			67.50	72.50			54.00	54.00			-6.51	55.80
	NER	7.80	7.80			7.50	7.50			6.00	6.00			-10.89	6.20
														-13.13	
	Total	75.00	76.47	71.49	-4.98	75.00	80.00	71.29	-8.71	60.00	60.00	52.12	-7.88		62.00
2	Consumer Protection, Consumer Helpline, CONFONET etc.	50.70	16.42			38.70	38.70			29.70	29.70			-2.31	28.80
	NER	5.30	1.30			4.30	4.30			3.30	3.30			-3.47	3.20
														-77.52	
	Total	56.00	17.72	17.31	-0.41	43.00	43.00	41.51	-1.49	33.00	33.00	7.42	-25.58		32.00

3	Weights and Measures Establishment of Laboratories	54.80	17.25			29.25	20.17			35.00	25.00			1.59	25.20
	NER	6.20	2.82			3.75	3.75			4.00	3.00			-10.83	2.80
														-54.64	
	Total	61.00	20.07	20.39	0.32	33.00	23.92	21.33	-2.59	39.00	28.00	12.70	-15.30		28.00
4	National Test House	18.90	17.60			15.30	15.85			13.50	13.50			-14.06	18.00
	NER	2.10	2.10			1.70	1.70			1.50	1.50			-1.88	2.00
														-32.80	
	Total	21.00	19.70	16.93	-2.77	17.00	17.55	17.22	-0.33	15.00	15.00	10.08	-4.92		20.00
5	Strengthening of Price Monitoring Cell	1.80	0.93			1.80	1.80			0.90	0.90			0.00	0.90
	NER	0.20	0.11			0.20	0.20			0.10	0.10			-39.50	0.10
														-89.00	
	Total	2.00	1.04	0.81	-0.23	2.00	2.00	1.21	-0.79	1.00	1.00	0.11	-0.89		1.00
6	Setting up of Gold Hallmarking Assaying Centres in India.	0.54	0.54			4.50	4.50			0.90	0.90			0.00	0.90
	NER	0.06	0.06			0.50	0.50			0.10	0.10			-25.00	0.10
														18.00	
	Total	0.60	0.60	0.60	0.00	5.00	5.00	3.75	-1.25	1.00	1.00	1.18	0.18		1.00
7	Bureau of Indian Standards (Standardisation & Quality Control)	3.96	3.96			4.50	4.50			0.90	0.90			0.00	0.90
	NER	0.44	0.44			0.50	0.50			0.10	0.10			0.00	0.10
														-100.00	
	Total	4.40	4.40	4.40	0.00	5.00	5.00	5.00	0.00	1.00	1.00	0.00	-1.00		1.00
8	Price Stabilisation Fund	---	---	---		---	---	---		810.00	3060.00	3397.39		0.00	3150.00
	NER	---	---	---		---	---	---		90.00	340.00	0.00		0.00	350.00
														0.00	
	Total	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	900.00	3400.00	3397.39	-2.61		3500.00
9	Establishment Expenditure of Centre	---	---	---		---	---	---	---	---	---		---	---	81.99

10	Food Storage and Warehousing	---	---	---		---	---	---	---	---	---		---	---	0.01
	G.TOTAL	220.00	140.00	131.93	-8.07	180.00	176.47	161.31	-15.16	1050.00	3539.00	3481.00	-58.00	0.00	3727.00

Expenditure against NER is included in the relevant functional heads.

Includes authorisation of Rs.37.18 crore issued to other agencies.

Short fall shown in (-) and Excess shown in (+)

NON-PLAN

(Rs. in crores)

S.No.	Name of the scheme/project/ programme	2014-2015				Short fall/excess expn. If any indicating reasons in brief. w.r.t. RE	2015-2016			Short fall/excess expn. If any indicating reasons in brief. w.r.t. RE	2016-2017			% short fall /excess expn. Year wise 2014-15 2015-16 2016-17 w.r.t. RE	2017-2018
		BE	RE	AE	BE		RE	Expr. upto 31.03. 2016	BE		RE	Expr. upto 31.01. 2017 #	BE		
1	Secretariat Economic Services	20.68	21.17	19.68	-1.49	23.20	20.51	19.61	-0.90	23.41	22.81	20.40	-2.41	-7.04	Please see Non-Plan shett as Plan and Non-Plan have been merged w.e.f. 2017-18
														-4.39	
														-10.57	
2	National Test House	29.41	28.69	28.40	-0.29	30.32	28.19	28.15	-0.04	32.61	32.36	30.14	-2.22	-1.01	
														-0.14	
														-6.86	
3	Consumer Cooperatives and Subsidies	10.00	9.50	5.29	-4.21	10.00	63.00	63.00	0.00	115.00	195.00	147.32	-47.68	-44.32	
														0.00	
														-24.45	
4	Consumer Protection	10.68	11.14	10.73	-0.41	12.07	11.85	11.61	-0.24	13.76	14.12	12.41	-1.71	-3.68	
														-2.03	
														-12.11	
5	Regulation of Weights & Measures	4.87	5.23	5.19	-0.04	5.93	5.86	5.72	-0.14	6.58	6.51	5.67	-0.84	-0.76	
														-2.39	
														-12.90	
6	International Cooperation	0.15	0.15	0.19	0.04	0.25	0.25	0.21	-0.04	0.25	0.20	0.00	-0.20	26.67	
														-16.00	
														-100.00	

7	Projects under Consumer Welfare Fund	15.00	15.00	13.11	-1.89	15.00	15.00	12.63	-2.37	15.50	15.50	6.01	-9.49	-12.60
														-15.80
														-61.23
	Total Gross	90.79	90.88	82.59	-8.29	96.77	144.66	140.93	-3.73	207.11	286.50	221.95	-64.55	
8	Deduct Recoveries	15.00	15.00	13.11	-1.89	15.00	15.00	12.63	-2.37	15.50	15.50	6.01	-9.49	-12.60
														-15.80
														-61.23
	Net	75.79	75.88	69.48	-6.40	81.77	129.66	128.30	-1.36	191.61	271.00	215.94	-55.06	

Includes authorisation of Rs . 0.22 crore issued to other agencies.
Short fall shown in (-) and Excess shown in (+)

Details of the Grants released for construction of bulding and acquiring non-building assets during the last 3 years :-

2013-14

<i>Sl. No.</i>	<i>Name of the State</i>	<i>Assistance released in SCF Scheme in Financial Year 2013-14 (rupees in lakh)</i>
1	<i>Arunachal Pradesh</i>	<i>335.00</i>
2	<i>Bihar</i>	<i>502.78</i>
3	<i>Chhattisgarh</i>	<i>200.00</i>
4	<i>Haryana</i>	<i>53.20</i>
5	<i>Himachal Pradesh</i>	<i>52.57</i>
6	<i>Kerala</i>	<i>112.94</i>
7	<i>Meghalaya</i>	<i>82.81</i>
8	<i>Mizoram</i>	<i>20.00</i>
9	<i>Nagaland</i>	<i>200.00</i>
10	<i>Tamilnadu</i>	<i>300.00</i>
11	<i>W.Bengal</i>	<i>45.00</i>
<i>Total</i>		<i>1904.30</i>

2014-15

<i>Sl. No.</i>	<i>Name of the State</i>	<i>Assistance released in SCF Scheme in Financial Year 2014-15(rupees in lakh)</i>
1	<i>W.Bengal</i>	<i>507.65</i>
<i>Total</i>		<i>507.65</i>

2015-16

<i>Sl. No.</i>	<i>Name of the State</i>	<i>Assistance released in SCF Scheme in Financial Year 2015-16 (rupees in lakh)</i>
<i>1</i>	<i>Madhya Pradesh</i>	<i>493.09</i>
<i>2</i>	<i>Mizoram</i>	<i>26.25</i>
<i>3</i>	<i>Rajasthan</i>	<i>740.04</i>
<i>4</i>	<i>Sikkim</i>	<i>50.00</i>
<i>5</i>	<i>Tamil Nadu</i>	<i>324.70</i>
<i>6</i>	<i>W.Bengal</i>	<i>697.00</i>
<i>Total</i>		<i>2331.08</i>

Details of calls received on National Consumer Helplines since the year 2015-16 :-

Sr.No.	State	April 2015 - March 2016	April 2016 - January 2017*	Total
1	DELHI	29563	33364	62927
2	UTTAR PRADESH	25388	32939	58327
3	MAHARASHTRA	21696	30402	52098
5	WEST BENGAL	12096	15735	27831
4	RAJASTHAN	9945	14708	24653
6	HARYANA	10623	13901	24524
8	GUJARAT	8876	13039	21915
7	MADHYA PRADESH	7617	13666	21283
9	KARNATAKA	8667	11620	20287
10	BIHAR	7913	10123	18036
11	TAMILNADU	4277	5775	10052
12	PUNJAB	4178	5657	9835
13	ANDHRA PRADESH	3400	3033	6433
14	JHARKHAND	2805	3626	6431
16	TELANGANA	1582	4183	5765
15	ODISHA	2530	3127	5657
17	CHHATTISGARH	2132	3162	5294
18	UTTRAKHAND	1933	2792	4725
19	ASSAM	1522	1947	3469
20	KERALA	1536	1925	3461
21	JAMMU & KASHMIR	1361	1551	2912

22	HIMACHAL PRADESH	1128	1449	2577
23	CHANDIGARH	563	825	1388
24	GOA	329	461	790
25	TRIPURA	235	312	547
26	MEGHALAYA	92	135	227
27	DADRA & NAGAR HAVELI	86	88	174
28	SIKKIM	71	94	165
29	PUDUCHERRY	83	81	164
30	MANIPUR	62	95	157
31	ARUNACHAL PRADESH	55	101	156
32	DAMAN & DIU	58	68	126
S.No.	State	April 2015 - March 2016	April 2016 - January 2017	Total
34	ANDAMAN NICOBAR	25	69	94
33	NAGALAND	36	54	90
35	MIZORAM	19	16	35
36	LAKSHDWEEP	1	2	3
37	Not Identified/ Abroad	75	19	94
	Grand Total	172558	230144	402702

**GRANTS RELEASED DURING FINANCIAL YEAR 2013-2014
FROM CONSUMER WELFARE FUND**

Sl.No.	Name of State	Name of Institution/Organization/VCO's	Grant Released (in Rs.)	Activities
1.	Assam	M/s East Zone Sports & Games Development Association	5,00,000	Consumer Awareness Programme
2.	J&K	M/s Rural Artisans Welfare Society	5,00,000	"Promotion of Consumers" Right, Training Campaign to Enhance Literacy and Awareness
3.	Karnataka	M/s Mega Rural Development Society	5,00,000	Consumer Literacy and Awareness Building Programmes
		M/s Raghavendra Trust for Education and Environmental Action for Needs (RTEEAN)	4,50,000	Consumer Awareness Programme
4.	Kerala	Kerala State Civil Supplies Corporation Limited(SUPPLYCO)	1,50,00,000	Procurement of 10 Mobile fair price stores for strengthening the distribution of consumer article and for consumer awareness campaign
5.	Maharashtra	M/s Bahujan Hitaya Bahujan Sukhaya Bahuuddeshiya Prasarak Mandal Ruddha	5,00,000	Consumer Awareness Programme
		M/s Laxmibai Sevabhavi Gram Vikas Mandal	2,00,000	Consumer Awareness Campaign
6.	Manipur	M/s Wangjing Woman and Girls Society (WWAGS)	5,00,000	"Promotion of Consumers" Right
7.	Nagaland	M/s Ayolta Human Resources Orangking Village	15,00,000	Consumer Awareness Programme
		M/s V.Kikhi Welfare Society	10,00,000	Consumer Awareness

				Programme
		M/s Association for Development of Society	500,000	Consumer Awareness Programme
		Indian Institute of Public Administration (SCHKRMP)	11,00,000	Implementing the State Consumer Helpline Knowledge Resource Management Portal
		Federation of Indian chambers of Commerce and Industry (FICCI)	5,00,000	Set up Mediation Advisory Centre (MAC)
		Voluntary Organisation in Interest of Consumer Education (VOICE) Society	1,00,000	For Consumer Friendly Awards
		M/s Seeking Modern Application for Real Transformation, "Mewat Radio"	10,00,000	Community based Radio/Consumer Helpline
		Indian Institute of Public Administration, New Delhi for two Seminars/ Workshops	18,00,000	For two seminars on the subjects" Consumer Protection and E-Commerce" and "Consumer Issues and Financial Services".
		M/s Society for advancement of villagers employment and rehabilitation of all (SAVERA)	25,00,000	Consumer Empowerment and Awareness Campaign
		Federation of Indian chambers of Commerce and Industry (FICCI), New Delhi, High (HLG)	15,00,000	Knowledge work for the High Level Group (HLG) on Internal Trade Reforms
		Indian Institute of Public Administration (IIPA)	2,01,27,000	Centre of Consumer Studies (CCS)
8.	Uttar Pradesh	Consumer Coordination Council (CCC), CORE, Noida	10,00,000	Setting up of Consumer Online Resource & Empowerment (CORE) Center
		M/s Bundela Gramodyog Seva Sansthan	5,00,000	Consumer Awareness Campaign
		Consumer Online Resource & Empowerment, (CORE)	15,00,000	Setting up of Consumer Online Resource & Empowerment (CORE) Center

9.	Uttarakhand	M/s Mounda Dhunpur Kalyan Samati	5,00,000	Consumer Awareness Programme with material of spreading consumer literacy and awareness building on Consumer Education
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GRANTS RELEASED DURING FINANCIAL YEAR 2014-2015

FROM CONSUMER WELFARE FUND

Sl.No.	Name of State	Name of Institution/Organization/VCO's	Grant Released (in Rs.)	Activities
1	Tamilnadu	CONCERT	40,00,000	Comparative testing of products and services
2	Gujarat	CERC, Ahmadabad	25,00,000	Upgradation of Testing Laboratory with NABL Accreditation
		CERC, Ahmadabad	25,00,000	Upgradation of Testing Laboratory with NABL Accreditation
3	Maharashtra	Council For Fair Business Practices (CFBP), Mumbai	6,00,000	Consumer Grievance Redressal Activities
		HEALIS, Mumbai	75,00,000	Consumer Safety of Children from Health Hazards of Tobacco Products
		IIPA Consultancy Project	66,25,000	Consultancy Project under the Scheme for Promoting Involvement of Research Institution/Universities/ Colleges etc in Consumer Protection and Consumer Welfare
		FICCI (MAC)	15,00,000	Setting up a Mediation Advisory Centre (MAC)
		VOICE	40,00,000	Comparative Testing of Product and Services
		Consumer Online Foundation	6,00,000	Conference on "Patient Safety and Access to Quality Healthcare" in Haridwar (Uttarakhand)
		SAVERA	25,00,000	Consumer Empowerment and Awareness Campaign
		IIPA(NCH)	1,00,00,000	Consumer Protection

		IIPA(SCHKRMP)	50,00,000	Implementing the State Consumer Helpline Knowledge Resource Management Portal
4	Uttar Pradesh	Consumer Co-ordination Council (CCC), Noida, U.P	25,00,000	Setting up of Consumer Online Resource & Empowerment (CORE) Center
		Consumer Co-ordination Council (CCC), Noida, U.P	3,50,000	Consumer Convention
5	Uttarakhand	Mounda Dhunpur KalyanSamati, Dehradun	5,00,000	Consumer Awareness Programme with material of spreading consumer literacy and awareness building on Consumer Education

**GRANTS RELEASED DURING FINANCIAL YEAR 2015-2016
FROM CONSUMER WELFARE FUND**

Sl.No.	Name of State	Name of Institution/Organization/VCO's	Grant Released (in Rs.)	Activities undertaken
1	Maharashtra	Mumbai Grahak Panchayat, Mumbai	60,000	Seminar on Consumer Protection (Amendment) Bill-2014
2	Tamilnadu	CONCERT, Chennai	5,00,000	For Conducting Survey to study the quality and Safety of eggs sold in market and served to the School Children in Tamilnadu
3	New Delhi	Federation of Indian Electronic Commerce & Industry (FIECI)	2,80,000	National Consultative Conference on e-Consumer Protection Awareness
		SAVERA	26,10,000	For establishing and managing the Grahak Suvidha Kendra (GSK)
4	Karnataka	Raghvendra Trust	4,50,000	Consumer Awareness Building Programme

APPENDIX - V

ACTION TAKEN UNDER THE ESSENTIAL COMMODITIES ACT, 1955 DURING 2014
(Relating to offences under EC Act- for other than violation of stock control orders/ for violation of stock control orders)

Sl. No.	STATES/UTs	No. of Raids Conducted	No. of Persons			Detentions Ordered	Value of goods Confiscated (Rs. In Lakhs)
			Arrested	Prosecuted	Convicted		
1	2	3	4	5	6	7	8
1	ANDHRA PRADESH	6884	64	0	0		239.66
2	ARUNACHAL PRADESH						
3	ASSAM	184	NIL	NIL	NIL		NIL
4	BIHAR	25	9	6	-		19.64
5	CHHATTISGARH	101	0	0	0		12.06
6	DELHI						
7	GOA	44	NIL	NIL	NIL		NIL
8	GUJARAT	7217	38	24	-	18	117.11
9	HARYANA	63	15	4	1		7.08
10	HIMACHAL PRADESH	13589	-	-	-		12.55
11	JAMMU & KASHMIR						
12	JHARKHAND						
13	KARNATAKA	129	52	0	1		0.01

14	KERALA	18702	11	0	0		18.7
15	MADHYA PRADESH	3255	35	89	3		276.05
16	MAHARASHTRA	515	6475	58	0		11958.18
17	MANIPUR	NIL	NIL	NIL	NIL		NIL
18	MEGHALAYA	290	NIL	NIL	NIL		NIL
19	MIZORAM	107	NIL	NIL	NIL		NIL
20	NAGALAND	NIL	NIL	NIL	NIL		NIL
21	ODISHA						
22	PUNJAB	141	NIL	NIL	NIL		6.34
23	RAJASTHAN						
24	SIKKIM	NIL	NIL	NIL	NIL		NIL
25	TAMILNADU	9176	3949	1980	2068	124	87.09
26	TELANGANA						
27	TRIPURA						
28	UTTARAKHAND	12571	87	264	0		356.7
29	UTTAR PRADESH	455	122	27	-		61.97

30	WEST BENGAL	NIL	NIL	NIL	NIL		NIL
31	A & N ISLANDS						
32	CHANDIGARH	3	NIL	NIL	NIL		NIL
33	DADRA & NAGAR HAVELI						
34	DAMAN & DIU						
35	LAKSHADWEEP	780	10	21	0		0.83
36	PUDUCHERRY	6217	0	0	0		19.76
	TOTAL	80448	10867	2473	2073	142	13193.73

ACTION TAKEN UNDER THE ESSENTIAL COMMODITIES ACT, 1955 DURING 2015

(Relating to offences under EC Act- for other than violation of stock control orders/ for violation of stock control orders)

Updated as on 31.03.2016

Sl. No.	STATES/UTs	No. of Raids Conducted	No. of Persons			Detentions Ordered	Value of goods Confiscated (Rs. In Lakhs)
			Arrested	Prosecuted	Convicted		
1	2	3	4	5	6	7	8
1	ANDHRA PRADESH	1300	0	23	23		1056.51
2	ARUNACHAL PRADESH	3	1	-	-		0.01
3	ASSAM	NR	NR	NR	NR		NR
4	BIHAR	299	NIL	NIL	NIL		NR
5	CHHATTISGARH	673	0	0	0		42.28
6	DELHI	24	2	NIL	NIL		NIL
7	GOA	96	NIL	NIL	NIL		NIL
8	GUJARAT	9098	25	16	-	28	112.31
9	HARYANA	3229	123	138	-		120.38
10	HIMACHAL PRADESH	39314	-	-	-		31.69

11	JAMMU & KASHMIR	NR	NR	NR	NR		NR
12	JHARKHAND	140	NR	NR	NR		NR
13	KARNATAKA	4529	199	0	6		16.71
14	KERALA	8465	26	12	1		64.00
15	MADHYA PRADESH	38648	-	111	6		92.46
16	MAHARASHTRA	6302	777	277	2	1	4669.66
17	MANIPUR	NIL	NIL	NIL	NIL		NIL
18	MEGHALAYA	41	NIL	NIL	NIL		NIL
19	MIZORAM	141	-	-	-		-
20	NAGALAND	NIL	NIL	NIL	NIL		NIL
21	ODISHA	2291	NIL	NIL	NIL	1	0.02
22	PUNJAB	10443	-	-	-		-
23	RAJASTHAN	840	NR	NR	NR		NIL
24	SIKKIM	71	-	-	-		NIL
25	TAMILNADU	29	41	41	0	196	0.09
26	TELANGANA	4601	349	2	0	1	609.47

27	TRIPURA	199	NR	1	NR		57.13
28	UTTARAKHAND	5	9	9	1		2.5
29	UTTAR PRADESH	2045	107	121	17		252.71
30	WEST BENGAL	780	174	52	-		96.15
31	A & N ISLANDS	86	NIL	NIL	NIL		NIL
32	CHANDIGARH	2	1	17	3		-
33	DADRA & NAGAR HAVELI	NIL	NIL	NIL	NIL		NIL
34	DAMAN & DIU	NR	NR	NR	NR		NIL
35	LAKSHADWEEP	3	NIL	NIL	NIL		NIL
36	PUDUCHERRY	741	1	2	-		0.63
	TOTAL	134438	1835	822	59	227	7224.71

ACTION TAKEN UNDER THE ESSENTIAL COMMODITIES ACT, 1955 DURING 2016
(Relating to offences under EC Act- for violation of stock control orders)

Updated as on 12.1.2017

Sl. No.	STATES/UTs	No. of Raids Conducted	No. of Persons			Value of goods Confiscated (Rs. In Lakhs)	Detentions Ordered	Reported upto
			Arrested	Prosecuted	Convicted			
1	2	3	4	5	6	7	8	9
1.	ARUNACHAL PRADESH	Nil	Nil	Nil	Nil	Nil	Nil	October
2.	ASSAM	77	Nil	8	Nil	8.50	Nil	May (Except 01/2016)
3.	BIHAR	275	141	0	70	NR	Not Reported	August (Except 1/2/3/2106)
4.	CHHATTISGARH	112	0	1	0	13.32	Not Reported	April to September
5.	DELHI	79	1	-	-	-	3	July (Except 2/3/4/5/2016)
6.	GOA	26	Nil	Nil	Nil	Nil	Not Reported	November
7.	GUJARAT	8208	13	14	-	122.37	17	October
8.	HARYANA	70	73	5	-	94.44	Nil	November (Except 03/2016)

9.	HIMACHAL PRADESH	29290	-	-	-	29.95	Not Reported	November (Except 09/2016)
10.	JHARKHAND	154	154	-	-	NR	Not Reported	Dec.
11.	KARNATAKA	3282	157	15	0	45.66	Nil	October
12.	KERALA	9660	54	34	8	3.86	Nil	October
13.	LAKSHADWEEP	Nil	Nil	Nil	Nil	Nil	Not Reported	Jun
14.	MADHYA PRADESH	107	-	-	-	-	Not Reported	June
15.	MAHARASHTRA	479	695	305	0	415.2	1	October
16.	MANIPUR	Nil	Nil	Nil	Nil	Nil	Not Reported	August (Except 4/2016)
17.	MIZORAM	56	-	-	-	-	-	October (Except 02/2016)
18.	MEGHALAYA	3	1	Nil	Nil	Nil	Nil	October
19.	NAGALAND	Nil	Nil	Nil	Nil	Nil	Not Reported	September (Except 2/5/6/8/2016)
20.	PUNJAB	923	-	-	-	-	Not Reported	June
21.	RAJASTHAN	44	8	8	9	1.51	Nil	August & September
22.	SIKKIM	78	-	-	-	-	Nil	October (Except 03/9/2016)
23.	TAMILNADU	15821	4482	3121	118	84.38	131	September

24.	TELANGANA	1583	182	7	5	860.28	7	October (Except 09/2016)
25.	TRIPURA	474	0	0	0	4.82	Not Reported	October (Except 1/2/2016)
26.	UTTARAKHAND	601	33	5	-	0.57	4	November
27.	UTTAR PRADESH	11981	130	169	76	346.48	Nil	October (Except 06/2016)
28.	WEST BENGAL	547	168	30	2	10900.63	Nil	November
29.	A & N ISLANDS	121	-	-	-	-	Nil	November
30.	CHANDIGARH	Nil	Nil	3	1	Nil	Nil	October
31.	D & N HAVELI	Nil	Nil	Nil	Nil	Nil	Not Reported	June
32.	PUDUCHERRY	730	2	8	-	93.78	Not Reported	November
	TOTAL	84781	6294	3733	289	13025.75	163	

Non-functional District Consumer Fora
(State-wise)

<i>Sl. No.</i>	<i>States</i>	<i>No. of District Fora</i>	<i>Functional</i>	<i>Non-functional</i>	<i>As on</i>
1	Andhra Pradesh	17	17	0	30.09.2016
2	A & N Islands	1	1	0	30.06.2015
3	Arunachal Pradesh	18	18	0	30.06.2016
4	Assam	23	21	2	30.09.2016
5	Bihar	38	33	5	30.06.2014
6	Chandigarh	2	2	0	30.09.2016
7	Chattisgarh	27	18	9	30.09.2016
8	Daman & Diu	2	2	0	31.03.2011
9	Dadra & Nagar Haveli	1	1	0	31.03.2011
10	Delhi	10	10	0	30.06.2015
11	Goa	2	2	0	30.09.2016
12	Gujrat	30	30	0	31.03.2015
13	Haryana	21	21	0	30.11.2016
14	Himachal Pradesh	12	8	4	30.09.2016
15	Jammu & Kashmir	2	2	0	30.06.2014
16	Jharkhand	24	24	0	30.09.2016
17	Karnataka	31	31	0	30.09.2016
18	Kerala	14	14	0	30.09.2015
19	Lakshadweep	1	1	0	30.06.2016
20	Madhya Pradesh	49	49	0	30.09.2016
21	Maharashtra	40	40	0	31.12.2015

22	<i>Manipur</i>	9	4	5	31.12.2015
23	<i>Meghalaya</i>	11	7	4	31.03.2015
24	<i>Mizoram</i>	8	8	0	30.06.2015
25	<i>Nagaland</i>	11	11	0	30.09.2015
26	<i>Orissa</i>	31	31	0	31.03.2015
27	<i>Pondicherry</i>	1	1	0	30.09.2016
28	<i>Punjab</i>	20	20	0	30.09.2016
29	<i>Rajasthan</i>	37	37	0	30.09.2016
30	<i>Sikkim</i>	4	4	0	31.03.2015
31	<i>Tamil Nadu</i>	30	25	5	30.09.2016
32	<i>Telangana</i>	12	12	0	30.09.2016
33	<i>Tripura</i>	4	4	0	31.12.2016
34	<i>Uttar Pradesh</i>	79	79	0	30.09.2016
35	<i>Uttarakhand</i>	13	13	0	30.11.2016
36	<i>West Bengal</i>	23	23	0	31.12.2015
	<i>TOTAL</i>	658	624	34	

(Page 35, 36 and 37, Replies)

APPENDIX - VII

Position about vacancy in the posts of President and Members of District Fora and State Commission

Vacancy Position in Consumer Fora's as on 31/01/2017					
S. No.	State	District Fora			
		Sanctioned strength		Vacancy Status	
		President	Member	President	Member
1	Assam	23	46	3	8
2	Andhra Pradesh	17	34	2	26
3	Arunachal Pradesh	16	32	0	11
4	A&N Island	1	2	0	0
5	Bihar	38	76	9	24
6	Chandigarh	2	4	1	0
7	Chhattisgarh	12	54	2	27
8	Daman &Diu	2	4	0	2
9	Dadra &Nagar Haveli	1	2	0	2
10	Delhi	10	20	2	4
11	Goa	2	4	0	0
12	Gujarat	26	52	6	4
13	Haryana	21	42	0	6
14	Himachal Pradesh	4	24	0	11
15	Jammu & Kashmir	2	4	0	0
16	Jharkhand	22	44	0	0
17	Karnataka	31	62	4	14
18	Kerala	14	26	1	1
19	Lakshadweep	1	2	0	1

20	Madhya Pradesh	24	108	0	35
21	Maharashtra	40	80	10	17
22	Manipur	3	6	0	0
23	Meghalaya	7	14	1	4
24	Mizoram	8	16	0	0
25	Nagaland	11	22	0	0
26	Odisha	31	62	0	0
27	Puducherry	1	2	0	1
28	Punjab	20	40	8	15
29	Rajasthan	37	74	10	17
30	Sikkim	4	8	0	0
31	Tamil Nadu	25	60	11	12
32	Telangana	12	24	10	19
33	Tripura	4	8	0	0
34	Uttar Pradesh	79	158	13	37
35	Uttarakhand	13	26	0	6
36	West Bengal	21	42	5	8
Total		585	1284	98	310

Vacancy Position in Consumer Fora's as on 31/01/2017

S. No.	State	State Commission			
		Sanctioned Strength		Vacancy Status	
		President	Member	President	Member
1	Assam	1	2	0	1
2	Andhra Pradesh	1	2	0	2
3	Arunachal Pradesh	1	2	0	0
4	A&N Island	1	2	0	1
5	Bihar	1	2	0	0
6	Chandigarh	1	2	0	0

7	Chhattisgarh	1	2	0	0
8	Daman &Diu	0	0	0	0
9	Dadra &Nagar Haveli	1	2	0	0
10	Delhi	1	4	0	0
11	Goa	1	2	0	0
12	Gujarat	1	5	0	0
13	Haryana	1	4	0	0
14	Himachal Pradesh	1	2	0	0
15	Jammu & Kashmir	1	2	1	0
16	Jharkhand	1	2	0	0
17	Karnataka	1	2	0	0
18	Kerala	1	4	0	0
19	Lakshadweep	1	2	0	1
20	Madhya Pradesh	1	3	0	1
21	Maharashtra	1	11	0	2
22	Manipur	1	2	0	3
23	Meghalaya	1	2	0	0
24	Mizoram	1	2	0	1
25	Nagaland	1	2	0	0
26	Odisha	1	2	0	0
27	Puducherry	1	2	0	0
28	Punjab	1	5	0	1
29	Rajasthan	1	6	0	0
30	Sikkim	1	2	0	0
31	Tamil Nadu	1	4	0	2
32	Telangana	1	2	0	1
33	Tripura	1	2	0	0
34	Uttar Pradesh	1	10	0	0
35	Uttrakhand	1	2	0	0

36	West Bengal	1	2	0	4
Total		35	106	1	20

State-wise position of cases disposed in Lok Adalat/Circuit Bench to clear the backlog of cases filed in State Commission and District Fora

Sl. No.	States	STATE COMMISSION	DISTRICT FORUMS	As On
1	Andhra Pradesh	Nil	Nil	31.12.2016
2	A & N Islands	N.A.	N.A.	
3	Arunachal Pradesh	Nil	Nil	31.12.2016
4	Assam	Nil	Nil	30.11.2015
5	Bihar	30	390	31.10.2016
6	Chandigarh	127	3381	31.12.2016
7	Chhattisgarh	6	65	31.12.2016
8	D & N Haveli/Daman &Diu	N.A.	N.A.	
9	Delhi	78	1953	31.01.2010
10	Goa	3	89	31.12.2016
11	Gujrat	--	--	31.08.2016
12	Haryana	705	5410	30.11.2016
13	Himachal Pradesh	Nil	1158	31.12.2016
14	Jammu & Kashmir	70	N.A.	31.03.2009
15	Jharkhand	N.A.	6	31.12.2007
16	Karnataka	Nil	Nil	31.10.2016
17	Kerala	347	1065	30.09.2015
18	Lakshadweep	Nil	Nil	31.05.2016
19	Madhya Pradesh	11	4596	31.01.2017
20	Maharashtra	143	1278	31.01.2016
21	Manipur	N.A.	N.A.	
22	Meghalaya	N.A.	N.A.	
23	Mizoram	1	N.A.	31.03.2008
24	Nagaland	N.A.	N.A.	
25	Odisha	106	440	30.09.2013
26	Pondicherry	Nil	Nil	31.12.2016
27	Punjab	595	6587	30.11.2016

28	Rajasthan	177	17117	31.12.2016
29	Sikkim	Nil	Nil	
30	Tamil Nadu	594	6238	31.12.2016
31	Telangana	Nil	Nil	31.12.2016
32	Tripura	Nil	Nil	31.12.2016
33	Uttar Pradesh	445	4840	30.11.2016
34	Uttarakhand	0	11	30.11.2016
35	West Bengal	Nil	10	31.10.2010
	TOTAL	3438	54632	

Confidential

**MINUTES OF THE EIGHTH SITTING OF THE STANDING COMMITTEE ON FOOD,
CONSUMER AFFAIRS AND PUBLIC DISTRIBUTION (2016-17) HELD ON FRIDAY,
17 FEBRUARY, 2017**

The Committee sat from 1430 hrs. to 1500 hrs. in Committee Room 'C', Ground Floor, Parliament House Annexe, New Delhi.

PRESENT

Shri Babu Lal Chaudhary, MP - Acting Chairperson

Members

Lok Sabha

2. Shri Anto Antony
3. Shri Bhola Singh

Rajya Sabha

-

SECRETARIAT

1. Shri Lovekesh Kumar Sharma - Director
2. Shri Khakhai Zou - Additional Director

Witnesses

2.

Sr. No.	Name	Designation
Department of Consumer Affairs		
1.	Shri Hem Pande	Secretary
2.	Smt. Sangeeta Verma	Pr. Adviser
3.	Smt. Madhulika P. Sukul	Additional Secretary
4.	Shri Nikhilesh Jha	AS & FA
5.	Shri P.V. Ramasastry	Joint Secretary
6.	Shri Anil Bahuguna	Joint Secretary
7.	Shri Awadhesh K. Choudhary	Economic Adviser
8.	Shri Sita Ram Meena	Director
9.	Shri Dharmesh Makwana	Director
10.	Shri B. N. Dixit	Director
11.	Shri S. S. Thakur	Director
12.	Shri Sonamani Haobam	AEA
Bureau of Indian Standards		
13.	Smt. Alka Panda	DG, BIS
National Test House		
14.	Shri U. Thanu	DG, NTH

In the absence of Chairperson the Committee chose Shri Babu Lal Chaudhary, MP (Lok Sabha) to act as Chairperson for the sitting in terms of the provisions of Rule 258 (3) of the Rules of Procedure and Conduct of Business in Lok Sabha. Thereafter, the Acting Chairperson welcomed the Members of the Committee and apprised them that the sitting had been convened to take oral evidence of the representatives of Ministry of Consumer Affairs, Food

and Public Distribution (Department of Consumer Affairs) in connection with examination of the Demands for Grants (2017-18).

[Witnesses were then called in]

3. The Acting Chairperson then welcomed the representatives of the Department of Consumer Affairs to the sitting and apprised them that Members have no sufficient time to go through the material due to delay in submission of written replies to the List of Points by the Department. The Secretary, Department of Consumer Affairs apologized for the same.

4. The Committee, thereafter, unanimously decided to postpone the sitting due to lack of Quorum.

The Committee then adjourned.

A verbatim record of the proceedings has been kept.

Confidential

**MINUTES OF THE ELEVENTH SITTING OF THE STANDING COMMITTEE ON
FOOD, CONSUMER AFFAIRS AND PUBLIC DISTRIBUTION (2016-17) HELD ON
THURSDAY, 23 FEBRUARY, 2017**

The Committee sat from 1600 hrs. to 1700 hrs. in Room No. '62', First Floor, Parliament House, New Delhi.

PRESENT

Shri J.C. Divakar Reddy, MP - Chairperson

Members

Lok Sabha

4. Shri R. K. Bharathimohan
5. Shri Babulal Chaudhary
6. Shri Dharmendra Kumar
7. Smt. Sakuntala Laguri
8. Dr. Swami Sakshiji Maharaj
9. Shri Sunil Kumar Mondal
10. Shri Ram Chander Paswan
11. Shri Bhola Singh

Rajya Sabha

10. Shri Shadi Lal Batra
11. Smt. M. C. Mary Kom

SECRETARIAT

1. Shri Lovekesh Kumar Sharma - Director
2. Shri Khakhai Zou - Additional Director

LIST OF WITNESSES

2.

Sr. No.	Name	Designation
Department of Consumer Affairs		
1.	Shri Hem Pande	Secretary
2.	Smt. Sangeeta Verma	Pr. Adviser
3.	Smt. Madhulika P. Sukul	Additional Secretary
4.	Shri Nikhilesh Jha	AS & FA
5.	Shri P.V. Ramasastry	Joint Secretary
6.	Shri Anil Bahuguna	Joint Secretary
7.	Dr. Gautam Talukdar	CCA
8.	Shri Awadhesh K. Choudhary	Economic Adviser
9.	Shri Sita Ram Meena	Director
10.	Shri Dharmesh Makwana	Director
11.	Shri B. N. Dixit	Director
12.	Shri S. S. Thakur	Director
13.	Shri Sonamani Haobam	AEA
Bureau of Indian Standards		
14.	Smt. Alka Panda	DG, BIS
15.	Shri A. K. Sharma	DDG, BIS
National Test House		
16.	Shri U. Thanu	DG, NTH
National Cooperative Consumers' Federation of India Limited		
17.	Shri Kamal Chaudhary	M.D.

At the outset, the Chairperson welcomed the members of the Committee and apprised them that the sitting had been convened to take oral evidence of the representatives of Ministry of Consumer Affairs, Food and Public Distribution (Department of Consumer Affairs) in connection with examination of the Demands for Grants (2017-18).

[Witnesses were then called in]

3. The Chairperson then welcomed the representatives of the Department of Consumer Affairs to the sitting and apprised them about Direction 55 (1) of the Directions by the Speaker regarding confidentiality of the proceedings. Thereafter, the representatives of Department of Consumer Affairs with prior permission of Chairperson made a power point presentation highlighting major provisions of Demands of Grants (2017-18) of the Department of Consumer Affairs which, inter alia, including how to empower consumers, changes in the budget process, detailed Demands for Grants (2017-18) Central Sector Scheme - Revenue (BE, RE and Actual Expenditure for Financial Year 2016-17 & 2017-18), price stabilization fund, buffer stock of pulses, State-wise cumulative procurement of Pulses-Kharif 2016-17, achievements of the Department during 2016-17, strengthening of consumer fora, CONFONET, State Consumer Helplines, Strengthening of Legal Metrology Infrastructure, Supply of equipment through DGS&D, Modernising and Strengthening of NTH for quality testing of Industrial & Consumer products, setting up of Hallmarking & Assaying Centres and National System of Standardisation consumer protection etc. The queries raised by the Chairperson and the Members on the various issues during the course of discussions were responded to by the representatives Department.

4. The Hon'ble Chairperson then thanked the Secretary and other representatives of the Department of Consumer Affairs for their free and frank discussions.

[Witnesses then withdrew]

The Committee then adjourned.

A verbatim record of the proceedings has been kept.

**MINUTES OF THE TWELFTH SITTING OF THE STANDING COMMITTEE ON FOOD,
CONSUMER AFFAIRS AND PUBLIC DISTRIBUTION (2016-17) HELD ON FRIDAY, 17
MARCH, 2017**

The Committee sat from 1000 hrs. to 1030 hrs. in Committee Room 'E', Basement, Parliament House Annexe, New Delhi.

PRESENT

Dr.K. Keshva Rao - Acting Chairperson

Members

Lok Sabha

2. Shri R. K. Bharathimohan
3. Shri Babu Lal Choudhary
4. Shri Sanjay Haribhau Jadhav
5. Shri Dinesh Kashyap
6. Dr. Swami Sakshiji Maharaj
7. Shri Sunil Kumar Mondal
8. Shri C. S. Putta Raju
9. Smt. Priyanka Singh Rawat
10. Shri Bhola Singh
11. Shri Sukhbir Singh Jaunapuriya

Rajya Sabha

12. Shri Shadi Lal Batra
13. Shri Ripun Bora
14. Shri Amar Shankar Sable

SECRETARIAT

1. Shri P.V.L.N. Murthy - Joint Secretary
2. Shri Lovekesh Kumar Sharma - Director
3. Shri Khakhai Zou - Additional Director

2. In the absence of Chairperson, the Committee chose Dr. K. Keshva Rao, MP (RS) to act as Chairperson for the sitting in terms of the provisions of Rule 258(3) of the Rules of Procedure and Conduct of Business in Lok Sabha. Thereafter, the Acting Chairperson welcomed the Members to the sitting of the Committee and apprised them that the sitting had been convened for consideration and adoption of the Draft Reports on Demands for Grants (2017-18) relating to the (i) Department of Food and Public Distribution, and (ii) Department of Consumer Affairs under the Ministry of Consumer Affairs, Food and Public Distribution.

3. Thereafter the Committee took up for consideration the Draft Report :-

(i) The Demands for Grants (2017-18) of the Department of Food & Public Distribution. After brief discussion, the Committee adopted the Draft Report without any amendments/modifications.

(ii) The Demands for Grants (2016-17) of the Department of Consumer Affairs. After brief discussion, the Committee adopted the Draft Report without any amendments/modifications.

4. The Committee then authorized the Acting Chairperson to finalize the aforesaid Draft Reports in the light of factual verifications from concerned Departments and present the same to Parliament in the current Session of Parliament.

The Committee then adjourned.
