

**7**

**STANDING COMMITTEE ON FOOD, CONSUMER AFFAIRS  
AND PUBLIC DISTRIBUTION (2015-2016)**

**SIXTEENTH LOK SABHA**

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

**{Action Taken by the Government on the observations/  
recommendations contained in the Fourth Report of the Committee  
(2014-15) on Demands for Grants (2015-16) pertaining to the Ministry of  
Consumer Affairs, Food and Public Distribution (Department of  
Consumer Affairs)}**

**SEVENTH REPORT**



**LOK SABHA SECRETARIAT  
NEW DELHI**

**March, 2016/ Phalguna, 1937 (Saka)**

**SEVENTH REPORT**

**STANDING COMMITTEE ON FOOD, CONSUMER AFFAIRS  
AND PUBLIC DISTRIBUTION (2015-2016)**

**(SIXTEENTH LOK SABHA)**

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

**{Action Taken by the Government on the observations/  
recommendations contained in the Fourth Report of the Committee  
(2014-15) on Demands for Grants (2015-16) pertaining to the Ministry of  
Consumer Affairs, Food and Public Distribution (Department of  
Consumer Affairs)}**

*Presented to Lok Sabha on 03.03.2016*

*Laid in Rajya Sabha on 03.03.2016*



**LOK SABHA SECRETARIAT  
NEW DELHI**

**March, 2016/ Phalguna, 1937 (Saka)**

## CONTENTS

Composition of the Committee .....	
INTRODUCTION .....	
Chapter I	Report.....
Chapter II	Observations/Recommendations which have been accepted by the Government.....
Chapter III	Observations/Recommendations which the Committee do not desire to pursue in view of the Government's replies.....
Chapter IV	Observations/Recommendations in respect of which replies of the Government have not been accepted by the Committee .....
Chapter V	Observations/Recommendations in respect of which final replies of the Government are still awaited.....

## APPENDICES

- (I) Minutes of the Tenth sitting of the Committee held on 22.12.2015 .....
- (II) Analysis of the action taken by the Government on the recommendations contained in the Fourth Report of the Committee (2014-15) .....

## **Composition of the Standing Committee on Food, Consumer Affairs and Public Distribution (2015-16)**

Shri J.C. Divakar Reddy, Chairperson

### **Lok Sabha**

2. Shri Anto Antony
3. Shri Babu Lal Choudhary
4. Shri Sanjay Jadhav (Bandu) Haribhau
5. Shri Dinesh Kashyap
6. Shri Dharmendra Kumar
7. Shri Ravinder Kushawaha
8. Smt. Sakuntala Laguri
9. Dr. Swami Sakshi Maharaj
10. Shri R. K. Bharathi Mohan
11. Shri Sunil Kumar Mondal
12. Shri Kamlesh Paswan
13. Shri Ram Chander Paswan
14. Shri C.S. Putta Raju
15. Smt. Priyanka Singh Rawat
16. Shri P.V. Midhun Reddy
17. Shri Bhola Singh
18. Shri Brij Bhusan Sharan Singh
19. Shri Shibu Soren
20. Shri Prabhubhai Nagarbhai Vasava
21. Shri Nandi Yellaiah

### **Rajya Sabha**

22. Shri Shadi Lal Batra
23. Shri Pankaj Bora
24. Shri Mithun Chakraborty
25. Dr. Bhushan Lal Jangde
26. Dr. Prabhakar Kore
27. Ms. Rekha
28. Dr. K. Keshava Rao
29. Shri K.K. Ragesh
30. Shri Dhiraj Prasad Sahu
31. Shri Veer Singh

### **LOK SABHA SECRETARIAT**

- |                               |   |                     |
|-------------------------------|---|---------------------|
| 1. Shri P.V.L.N.Murthy        | - | Joint Secretary     |
| 2. Shri Lovekesh Kumar Sharma | - | Director            |
| 2. Shri H.Ram Prakash         | - | Additional Director |
-

## INTRODUCTION

I, the Chairperson of the Standing Committee on Food, Consumer Affairs and Public Distribution (2015-16) having been authorized by the Committee to submit the Report on their behalf, present this Seventh Report on Action Taken by the Government on the Observations/Recommendations contained in the Fourth Report of the Committee (2014-15) on Demands for Grants (2015-16) of the Ministry of Consumer Affairs, Food and Public Distribution (Department of Consumer Affairs).

2. The Fourth Report was presented to Lok Sabha and laid in Rajya Sabha on 27 April, 2015. The Government have furnished their replies indicating Action Taken on the recommendations contained in the Report on 10 August, 2015.
3. The Report was considered and adopted by the Committee at their sitting held on 22 December, 2015.
4. An analysis of the action taken by the Government on Observations/Recommendations contained in the Report is given in **Appendix II**.
5. For facility of reference and convenience, the Observations/Comments of the Committee have been printed in thick type in the text of the Report.

**NEW DELHI;**  
**23 February, 2016**  
**04 Phalgun, 1937 (Saka)**

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

## REPORT

### CHAPTER - I

This Report of the Standing Committee on Food, Consumer Affairs and Public Distribution deals with the action taken by the Government on the Observations/Recommendations contained in the Fourth Report of the Committee (2014-15), (16<sup>th</sup> Lok Sabha) on Demands for Grants (2015-16) pertaining to the Ministry of Consumer Affairs, Food and Public Distribution (Department of Consumer Affairs).

1.2 The Fourth Report was presented to Lok Sabha and laid on the Table of Rajya Sabha on 27 April, 2015. It contained 12 Observations/Recommendations. Action taken replies in respect of all the 12 observations/recommendations contained in the Report have been received and these have been categorized as follows:-

- (i) Recommendations which have been accepted by the Government :  
Serial Nos.:- 2, 3, 5, 9, 11 and 12
- (ii) Recommendations which the Committee do not desire to pursue in view of the replies received from the Government  
Serial Nos. 6 and 8
- (iii) Recommendations in respect of which replies of the Government have not been accepted by the Committee:  
Serial Nos. 1 and 4
- (iv) Recommendations in respect of which the replies of the Government are interim in nature.  
Serial No.:- 7 and 10

**1.3 The Committee desire that action taken notes on the Observations/Recommendations contained in Chapter I and final replies in respect of recommendations for which only interim replies have been given by the Government, should be furnished to the Committee expeditiously.**

1.4 The Committee will now deal with action taken by the Government on some of the recommendations.

**A. Twelfth Plan allocations (2012-17)**

**Recommendation (Serial No. 1)**

1.5 The Committee in their earlier report observed/recommended as follows:-

"The Committee are dismayed to note that Rs.2131.65crore as proposed by Department of Consumer Affairs have been brought down to as low as Rs.1069 crore for Twelfth Plan (2012-17)indicating as large as one half reduction of funds that has badly hit important areas like publicity for Consumer Awareness, Consumer Protection, National Test House, Bureau of Indian Standards (BIS) that are directly related to common man. The Committee's examination has further revealed that in the case of consumer awareness such reduction will definitely affect awareness campaigns as these awareness campaigns are directly related to funds available. Likewise in the case of BIS and NTH, the huge reductions have resulted in approval of only two schemes out of four schemes in BIS and deterred the Department of Consumer Affairs from initiating execution of Plan projects in NTH. Further Department have apprehended that if additional funds are not made available for NTH for some high tech projects, completion of projects in hand may suffer. The Committee find that they had last year also come across both these two reasons that led to under-utilisation of funds and had recommended the issue be examined and they may be apprised before the examination of next Demand for Grants during 2015-16. The Committee however have not received necessary comments thereon and as such they are unable to comment further on this issue.

In this connection, the Committee recall that they in their last year's Report (2nd Report Rec.No.2)had also opined that already a few funds have been made available to the Department of Consumer Affairs for the mammoth task of consumer awareness and consumer rights. The Committee therefore had observed that they were very much concerned with acute shortage of funds available and recommended that the issue be taken up with Planning Commission and outcome be apprised to them before the examination of next Demands for Grants. The Committee are constrained to note that action taken on this issue is still to be conveyed to them. In the absence of view of the Department of Consumer Affairs the Committee are unable to comment on this issue. However, in the light of foregoing reiterate that the issue of allocation of funds be taken up with Planning Commission taking into account that important areas like consumer awareness, important projects under BIS / NTH do not suffer for want of funds."

1.6 The Ministry in their action taken reply have stated as under:-

" The Department of Consumer Affairs is making all out efforts to spend the fund judiciously and any reduction of funds will affect the Consumer Awareness campaign being run by the Department.

The expenditure of funds is being monitored regularly to ensure that the allocated funds are fully spent."



**1.7 The Committee deprecate the casual manner in which reply to this recommendation has been furnished by the Government. They had recommended that the issue of allocation of funds be taken up with the Planning Commission taking into account the importance of Programmes for consumer awareness and consumer rights and important projects like BIS/NTH do not suffer for want of funds. However, the reply of the Department merely states that all out efforts to spend the funds judiciously and the expenditure of funds is being monitored regularly to ensure that the allocated funds are fully spent.**

**They further note that the Department of Consumer Affairs has not mentioned if at all the issue of allocation of funds was taken up with NITI Aayog/Ministry of Finance or not and if taken up, as to what the outcome was. This was all the more imperative due to the reason that at the time of examination of Demands for Grants (2015-16), the Department was yet to hear the outcome of the efforts made earlier with the Planning Commission etc. which was essential for the Committee to come to a conclusion and recommend some concrete steps for addressing the issue. They, therefore, caution the Department to be extra cautious while furnishing information/replies to them in future. They desire to be apprised of the outcome of the action taken by the Department in respect of the above within a month of presentation of this Report to the Houses.**

## **B. Consumer Awareness – Need for National Programme**

### **Recommendation (Sl. No.4)**

1.8 The Committee in their earlier report observed/recommended as follows:-

"The Committee are constrained to note that for covering the consumer awareness of as high as 125 crore population of the country, as low as Rs.75 crore are being allocated annually in the budget of Department of Consumer Affairs which is itself struggling with reduced funds year after year during the last three-four years. The Committee find that Department of Consumer Affairs has considerably admitted before the Committee that the task of educating 125 crore population is herculean task and can be taken up as a sustained programme with adequate resource availability. In this connection, the Secretary, Department of Consumer Affairs has underlined the need for judicious utilization of funds which are already limited and have asked for more funds for advertisement of programmes reaching in rural areas. In this connection, the Committee recall that they had already recommended for drawing up a time bound national perspective for evolving a national programme for Consumer Awareness in their last year's report. Since, the action taken thereon is still awaited. The Committee are unable to comment further on this issue. The Committee at the same time reiterate that national programme for Consumer Awareness be evolved with sufficient funds expeditiously."

1.9 The Ministry in their action taken reply have stated as under:-

#### **Publicity Division**

"The Consumer Awareness Campaign programme is implemented under the overall guidance of an Empowered Committee headed by Secretary, Consumer Affairs with a view to allocate the available resources for maximum result. To make it an effective campaign joint campaigns are undertaken with other departments like National Pharmaceutical Pricing Authority, Reserve Bank of India and Food Safety and Standards Authority of India. The joint campaign partners also contribute towards the cost incurred for campaigns thus augmenting resources available for awareness campaigns."

**1.10 The Committee note that the reply to this recommendation is also incomplete as the one relating to allocation of funds to the Department commented to in the preceding paragraph. The reply merely states that Consumer Awareness Campaign Programme is being implemented under the overall guidance of Empowered Committee headed by Secretary, Department of Consumer Affairs and to make the campaign an effective one, joint campaigns are being undertaken with other departments like National Pharmaceuticals Pricing Authority, Reserve Bank of India, Food Safety and Standards Authority of India. The reply also mentions that joint campaign partners also contribute towards the cost incurred thus augmenting resources available for awareness campaigns. Though the Committee are happy to note that to offset the resource crunch situation, the above steps are being taken up. They, however, are constrained to note that the reply is silent on the aspect of evolving a national programme for Consumer Awareness in a time bound manner recommended by them while examining Demands for Grants for 2014-15 on which the action taken by the Department is still awaited. They, therefore, again reiterate their earlier recommendation on evolving a national programme on Consumer Awareness expeditiously. They further desire that this be done earliest by end of March, 2016. They desire to be apprised of the progress made herein within one month of presentation of this Report to the Houses.**

## **C. Spurious Seeds**

### **(Recommendation Serial No. 7)**

1.11 The Committee in their earlier report observed/ recommended as follows:-

"The Committee's examination has revealed that large scale spurious seeds are being sold in rural areas especially in Andhra Pradesh under different names with no punitive action. In this connection the Secretary, Department of Consumer Affairs taking cognizance of the subject matter has opined before the Committee that interest of affected consumers are to be protected by Department of Consumer Affairs in association with Department of Agriculture and Cooperation and an awareness campaign can be launched by Central or State Government against spurious drugs from the angle of food safety with FSSAI. The Committee feel that this issue has alarming proportions and urgent action has to be taken within the reach of law so that farmers' interest as consumer is safeguarded. "

1.12 The Ministry in their action taken reply to have stated as under:-

"An Inter-Ministerial Group meeting on "Consumer Advocacy" (IMGCA) has been constituted in this Department under the Chairmanship of Secretary, Consumer Affairs, for mainstreaming Consumers' Advocacy in six key sectors of Agriculture, Food , Health Care, Housing, Financial Services and Transport. The IMGCA will prepare a detailed joint action plan for policy coherence and co-ordinated Consumer Advocacy. Since, Agriculture is a key sector for Consumer Advocacy for issue concerning spurious seeds also come within the scope of the IMGCA. So far three IMGCA meetings have been held."

**1.13 The Committee note that in reply to their recommendation that urgent action needs to be taken within the extant provision of law so that the farmers' interest with regard to sale of spurious seeds is safeguarded, the Department stated that an Inter-Ministerial Group on Consumer Advocacy (IMGCA) has been constituted for main-streaming Consumer Advocacy in six key sectors of Agriculture, Food, Health Care, Housing, Financial Services and Transport. It has also been stated in the reply that this IMGCA will prepare a Joint Action Plan for policy coherence and coordinated consumer advocacy. The reply further mentions that 3 meetings of IMGCA have been held so far and the issue of spurious seeds also comes within the scope of IMGCA.**

**The Committee, however, find that the reply has not spelt out the outcome of the 3 meetings held by IMGCA so far and progress made in preparation of Joint Action Plan. The Committee takes serious note of this and would like the Department of Consumer Affairs to apprise them on the progress made by IMGCA in the meetings held so far and the timeline set for preparation of Joint Action Plan for policy coherence and Consumer Advocacy within a month of presentation of this Report.**

## **D. Bureau of Indian Standards**

### **Recommendation (Serial No.10 )**

1.14 The Committee in their earlier report observed/ recommended as follows:-

" The Committee's examination of Bureau of Indian Standards (BIS) Scheme has revealed various issues that, inter-alia, include need for bringing about greater awakening among common consumers against the use of products like packaged water manufactured by tainted companies in different States, need for early cabinet clearance to new BIS Bill that seeks to make provision for cognizance of offences and also compounding of offences in the light of low rate of conviction in cases filed against violation of provisions of BIS Act, impressing upon Chief Ministers of different States to go for products complying voluntarily norms of BIS in their big Government purchases through tenders etc.

With regard to bringing about greater awareness about products of tainted companies, it came out before the Committee that complaints were lodged against large number of companies engaged in production of packaged water in different States of Andhra Pradesh, Punjab, Karnataka etc. on the ground that these were using BIS Certification and after investigations, some complaints were established and companies were asked not to use BIS certification or replace the product. In this connection on a suggestion of the Committee of displaying the name of such companies in important public places so that common consumer stays away from such products, the Committee have been informed by the Department of Consumer Affairs that it may be done through press releases and advertisements. The Committee, however, feel that names of such tainted companies be displayed at public places so that common consumer stays away from such products."

1.15 The Ministry in their action taken reply to have stated as under:-

#### **"(BIS) DIVISION**

The Cabinet has approved this Department's proposal for introduction of the new Bureau of Indian Standards Bill 2015 in the Parliament during the ongoing session. The new Bureau of Indian Standards Bill 2015 proposes to introduce the following :-

- (i) to establish the Bureau of Indian standards (BIS) as the National Standards Body of India;
- (ii) to include goods, services and systems, besides articles and processes under the standardization regime;

- (iii) To enable the Government to bring under the mandatory certification regime such article, process or service which it considers necessary from point of view of health, safety, environment, prevention of deceptive practices, security etc. ; This will help consumers to get ISI certified products and will also help in preventing import of sub-standard products ; This will help consumers to get ISI certified products and will also help in preventing import of sub-standard products;
- (iv) to allow multiple types of simplified conformity assessment schemes including Self Declaration Of Conformity (SDOC) against any standard which will give multiple simplified options to manufacturers to adhere to the standards and get certificate of conformity, thus improving the “ease of doing business”;
- (v) to enable the Central Government to appoint any authority, in addition to the Bureau of Indian Standards, to verify the conformity of products and services to a standard and issue certificate of conformity;
- (vi) to enable Government to implement mandatory hallmarking of precious metal articles;
- (vii) to strengthen the penal provisions for better and effective compliance and to enable compounding of offences for violations;
- (viii) to provide recall, including product liability of the products bearing Standard Mark but not conforming to the relevant Indian Standards; and

2. The Department has convened National Consultation Meeting of Ministers of States and UTs in-charge of Food and Consumer Affairs on 7<sup>th</sup> July 2015 at Delhi wherein a six month Joint Action Plan(July-December 2015) for improving the availability and containing the prices of essential commodities was adopted for implementation."

**1.16 The Committee note that the Department of Consumer Affairs in its Reply has stated that the recommendation of the Committee regarding displaying the names of tainted companies in important public places has been noted. They, however, are constrained to note that the reply does not indicate the steps initiated in that direction. The Department further stated that BIS is regularly sending letters to major purchase organizations both in Centre and States including Ministries/Departments to promote use of BIS products/ISI Marked products. The Department in its reply have also stated that a National Consultation Meeting of Ministers in-charge of Food and Consumer Affairs from States/UTs had been convened on 7 July, 2015 to prepare a 6 month Joint Action Plan for improving the availability and contain the prices of essential commodities was adopted for implementation.**

**The Committee are unhappy to note that no action has been taken by the Department of Consumer Affairs to create awareness among the consumers of the country regarding tainted companies so that the consumers are benefitted. The Committee may be apprised about the steps taken by the Department of Consumer Affairs on creating consumer awareness regarding tainted companies and the details of implementation of Joint Action Plan decided in the National Consultation Meeting of Ministers for improving the availability and containment of prices of essential commodities, within one month of the presentation of this Report to the Houses.**



## CHAPTER II

### OBSERVATIONS/RECOMMENDATIONS WHICH HAVE BEEN ACCEPTED BY THE GOVERNMENT

#### **Recommendation (Serial No. 2)**

2.1 The Committee's examination has revealed that Plan funds in first three years i.e. 2012-13,2013-14 and 2014-15of current Plan have been reduced year after year. For instance, the available funds at (BE) during 2012-13 of Rs.241 crore were reduced to Rs.150 crore. In 2013-14 the funds available were Rs.241 crore that were brought down to Rs.192 crore at RE stage. Similarly for 2014-15 (BE), Rs.220 crore was reduced to as low as Rs.140 crore. In complete proposals, non-receipt of utilization certificates in the consumer awareness scheme, delay in finalization of tenders by DGS&D for State based schemes under Weights and Measures etc., have been attributed reason for reduction inavailable funds at RE stage.

In this connection, the Secretary, Department of Consumer Affairs while informing the Committee that out of Rs.140crore available in RE (2014-15)Rs.138 crore has been utilised has however expressed his helplessness before the Committee over huge reduction of Rs.80 crore where the available funds are as small as Rs.220 crore and have apprehended that this may increase their difficulties manifolds and has thus approached the Committee to intervene on this issue. The Committee feel that Department of Consumer Affairs though with a small budget has laudable objective of making the consumer aware about their rights on consumer related issues should be given far - far greater amount that is presently available. The Committee at the same time advise the Planning Commission not to reduce the Plan funds that are allocated to Department in future. At the same time caution the Department of Consumer Affairs to deftly tackle the problem of non-receipt of proposals, non-receipt of UCs from State Governments/UTs in Consumer Awareness Scheme leaving no room for future reduction of Plan fund at the hands of Planning Commission now Niti Aayog.

#### **(Reply of the Government)**

2.2 The Department is making its best efforts to ensure that the limited funds are spent judiciously. The expenditure is also being monitored closely and regularly to ensure that the allocated funds are spent fully. The efforts made by various divisions are as under:

#### **National Test House (NTH)**

New Laboratory & Office Building Constructions of NTH and maintenance of the existing buildings & quarters of NTH are carried out by CPWD.

The Regional In-Charges of NTH are continuously impressing upon the respective CPWD authorities of their respective regions for submission of

Utilisation Certificates against the fund authorised to them. So far, CPWD has been extremely irregular in submitting the U.Cs. However, a positive change has been observed in the last financial year of 2014-15 and CPWD has submitted most the U.Cs of the authorized funds.

The procurement of Machinery & equipments involves a long drawn process. The specification of the equipment to be procured is drawn up based on the available Technical Literature / data of different manufacturers, prevailing at that point of time. The Technical specification so drawn up is subsequently examined by another Technical expert to verify the requirement as per the present demand and also to ensure that it is a generalized one, so that sufficient number of bidders are available. Thereafter, the Tender Enquiry, in "Two Bid system" is floated through NTH, NIC website & publication through India Trade Journal and sufficient time is allowed as per the extent provisions of GFR.

However, in this area NTH has no control as sometimes it is observed that insufficient number of bids are received or non-responsive bids are received and under such circumstances NTH has to either extend the Tender opening date or re-float with more generalized specification depending upon the case.

On receipt of sufficient number of bids the Tender is opened and only the Technical Bid is evaluated by the indenter and his recommendation is examined by the Technical expert.

Subject to the Technical Bids and the evaluation process being in order the Commercial Bids of the Technically qualifying firms are opened and evaluated and order placed on the lowest bidder.

For imported equipments Letter of Credit is opened by our Bankers and for indigenous equipments only after satisfactory installation & commissioning.

Due to the compulsion of following the above mentioned long drawn process under the extant rules, sometimes utilization of fund upto 3<sup>rd</sup> Quarter, i.e. finalization of the RE stage is poor and for which sometimes fund is curtailed.

Further, maximum utilization of the fund takes place in the last quarter of the financial year and by the end of the financial year all the funds under M.E. are consumed.

### **Consumer Protection Unit (CPU)**

The Department is seriously pursuing the matter of pending Utilization Certificates (UCs) with the State/UT Governments and non-receipt of proposals. Regional Consultation meetings in 2014 and two National Conferences have been held with the State/UT Governments in March and May, 2015 where the State Governments have been requested to furnish the pending UCs and to submit complete proposals for release of further grants under the schemes being implemented by the Department. The Union Minister of Consumer Affairs, Food and Public Distribution has also written to the Chief Ministers of the States in this

regard. In addition, as recommended by the Standing Committee, a Task Force has been constituted and the Directors/Deputy Secretaries have been given charge of specific states to monitor the pending UCs. The Department is making all out efforts to utilize the funds allocated.

[Ministry of Consumer Affairs, Food & Public Distribution  
(Department of Consumer Affairs)  
O.M. No.N-13/5/2015-P&C Dated. 23.7.2015]

### **Recommendation (Serial No. 3)**

2.3 The Committee are constrained to note that with small annual budget under the Department of Consumer Affairs, crores of rupees of unspent balances/pending UCs pertaining to the last 2 - 3 years under all the schemes are figuring in the Outcome Budget (2015-16) of the Department and these are increasing year after year. The Committee find that the level of unspent balances in 2011-12 was as high as Rs.93.75crore which rose to Rs.99.17crore in 2012-13 and during 2013-14 it was all time high of Rs.124 crore. Similarly was the position about pending utilization certificates (UCs) which rose from Rs.84.36crore in 2012-13 to Rs.87.65crore in 2013-14. In 2013-14, it was Rs.80.48crore. From the scheme wise unspent balances in different States, the Committee find that under Strengthening Consumer Fora (SCF) under Consumer Protection Unit (CPU) of the Department of Consumer Affairs in prominent States like West Bengal (Rs.552.65lakh), Bihar (Rs.504.22lakh), Uttar Pradesh (Rs.376.89lakh) etc., are lying unspent.

Whereas under Consumer Helpline in important States like Andhra Pradesh (Rs.27.25lakh), Arunachal Pradesh (Rs.23.91lakh), Assam (Rs.24.10lakh), Bihar (Rs.27.10 lakh) have been shown as unspent. Similarly under Consumer Awareness in big States of Uttar Pradesh (Rs.51.00lakh) and Madhya Pradesh (Rs.50.00lakh) are lying unspent. Likewise under Weights and Measures huge amount are also lying unspent in Uttar Pradesh (Rs.962lakh), Karnataka (Rs.562 lakh) etc. In this connection, the Committee find that in pursuance of the recommendation of the Committee for setting up a task force on the issue the Department have set up the task force and some progress under Consumer Awareness with regard to obtaining UCs from different States/UTs has been made. The Committee are not convinced with the explanation of Department of Consumer Affairs that once money reaches to Food Secretary and concerned States they are supposed to utilise it and Department is getting really poor response in spending of money. In this connection the Committee has been informed by Secretary Department of Consumer Affairs that in the light of Standing instructions given way back in November, 2012 that pending Utilization Certificates releases should not be made and at the same time Department is also under pressure to spend more as such these two have to be balanced. The Committee feel that Department of Consumer Affairs should work faster on the issue so that unspent balances /pending UCs are cleared expeditiously.

## **Reply of the Government**

2.4 The Department, as regards the consumer awareness campaign are pressing upon the defaulting states reminding them from time to time to expedite the submission of utilization certificates by writing letters from various levels.

The Department is also seriously pursuing the matter of pending Utilization Certificates (UCs) with the State/UT Governments. Regional Consultation meetings in 2014 and two National Conferences have been held with the State/UT Governments in March and May, 2015 where the State Governments have been requested to furnish the pending UCs and to submit complete proposals for release of further grants under the schemes being implemented by the Department. The Hon'ble Minister of Consumer Affairs, Food and Public Distribution has also written to the Chief Ministers of the States in this regard. In addition, as recommended by the Standing Committee, a Task Force has been constituted and the Directors/Deputy Secretaries have been given charge of specific states to monitor the pending UCs.

[Ministry of Consumer Affairs, Food & Public Distribution  
(Department of Consumer Affairs)  
O.M. No.N-13/5/2015-P&C Dated. 23.7.2015]

### **Recommendation (Serial No.5)**

2.5 As regards, consumer awareness in rural areas in the country, the Committee have been informed that in rural areas consumer awareness is being done through print, TV and radio and Consumer Grievances are being attended through various ways like State Helplines, Consumer Grievance Cells, Consumer Courts at district and State levels etc. Very recently, a Portal called GAMA has been opened for this purpose. The Committee find that little response of as low as 40 complaints in the Portal from 18 March to 6 April, 2015 with as low as 3500 complaints coming up at National Helpline and 1500 complaints at State Helplines on an average very well speak the inadequacy of Governmental efforts in this regard. The Committee also find that opening of Suvidha Kendra in selected centres is also in formative stages. In this connection, on the idea of immediate disposal of at least ten percent complaints that was floated by the Committee, the Committee have been informed by this Secretary, Department of Consumer Affairs that instructions of this sort have been given at the meeting of 18th March, 2015 that minimum level of disposal must be set. The Committee recommend that this work should be done expeditiously for bringing back the lost faith on the delivery of justice through Consumer Courts.

## **Reply of the Government**

### **2.6 Misleading Advertisement**

The total complaints received through the Portal of GAMA i.e. gama.gov.in is 283 (from 18.03.2015 to 03.08.2015). Out of this 83 complaints have been resolved and 59 complaints were rejected for not falling under the category of misleading advertisement or lacked corroborative documents. The remaining complaints are being processed for appropriate action.

The department provides financial assistance from Consumer Welfare Fund to States, Institutes, Voluntary Consumer Organizations (VCOs) for creating consumer awareness to strengthen the Consumer Movement in the country, including rural areas. During the year 2015-16, an amount of Rs.1.15 crores has been released so far for the purpose. The State Governments/UTs are also provided grants with Centre's share of 75% towards creating State Consumer Welfare Fund, interest accrued on the fund is to be utilized for activities on consumer awareness. The Government has also decided to set-up and run 'Grahak Suvidha Kendra' at 6 locations of the country, initially on pilot basis for 3 years. 5 VCOs and NCDRC have been selected for the purpose and Memorandum of Agreement has been signed with all the 5 VCOs on 30.06.2015. The Grahak Suvidha Kendra will help the Consumers file their complaints in the Consumer Courts.

In the Department a protocol for handling Consumer Grievances has been approved for systemic disposal of grievances received. Further, the Consumer Protection Bill, 2015 proposed for introduction in Parliament provides for simplification of procedures for simple and quick disposal of grievances.

[Ministry of Consumer Affairs, Food & Public Distribution  
(Department of Consumer Affairs)  
O.M. No.N-13/5/2015-P&C Dated. 23.7.2015]

### **Recommendation (Serial No. 9)**

2.7 The Committee are constrained to note that under the scheme 'Weights and Measures', the BE (2014-15) of Rs. 61.00 crore was brought down to Rs. 20.07 crore at RE stage following non-finalization of tenders by DGS&D that resulted in non-utilization of funds earmarked for procurement of equipment through DGS&D. For scheme 'infrastructure of States' BE (2014-15) of Rs. 50 crore were brought down to as low as Rs. 18.08 crore at RE level whereas in scheme for 'Strengthening Regional Reference Standards Laboratories (RRCS) and Indian Institute of Legal Metrology (IILM), Ranchi', the reduction was from Rs. 11.00 crore to the level of Rs. 1.98 crore. The Committee also find that as against the RE (2014-15) of Rs. 20.07 crore, the actual expenditure upto December, 2014 was only Rs. 15.36 crore which is much lower than the actuals of Rs. 49.12 crore during the previous year. The Committee find that expecting finalization of tenders by DGS&D during 2015-16, Rs. 33.00 crore has been proposed for 2015-16. The Committee feel that Department of Consumer Affairs should impress upon DGS&D to finalize the pending tenders so that the Plan Outlay which is almost half of BE (2014-15) is not further reduced at RE stage.

### **Action taken by the Government**

2.8 The DGS&D is being pursued regularly and the Department is making every possible effort to get the funds utilised by the DGS&D.

[Ministry of Consumer Affairs, Food & Public Distribution  
(Department of Consumer Affairs)  
O.M. No.N-13/5/2015-P&C Dated. 23.7.2015]

### **Recommendation (Serial No. 11)**

2.9 The Committee's examination of scheme of National Test House (NTH) has revealed that on Plan component as against the BE (2014-15) of Rs.21.00crore at RE stage the mount is Rs.19.70crore. However, the Committee are constrained to find that actual expenditure (upto 31.03.2015) has been as low as Rs.16.97 crore. The Committee find that for 2015-16Rs. 17.00crore has been proposed. In view of shortfall of utilisation of funds during 2014-15, the Committee feel that whatever reduced funds that are available during 2015-16 be fully utilized by Department of Consumer Affairs.

### **Reply of the Government**

#### **2.10 National Test House**

**MAJOR WORKS:**NTH is pursuing its project with CPWD regularly and considering the availability of fund & demand already raised by the CPWD Authorities during the year 2014-15 for On-going Constructions at the regional Centres of NTH, it is expected that the funds will be fully utilized.

**MACHINERY & EQUIPMENT:**It is also stated that considering the availability of fund, and proposed procurement of equipments, the allocated budget for 2015-16 will be utilized.

[Ministry of Consumer Affairs, Food & Public Distribution  
(Department of Consumer Affairs)  
O.M. No.N-13/5/2015-P&C Dated. 23.7.2015]

### **Recommendation (Serial No.12)**

2.11 The Committee are constrained to note that level of funds for non-Plan Scheme(Projects under Consumer Welfare Fund) have fallen from Rs.45.80crore in 2013-14 to as low as Rs. 15.00 crore in 2014-15 and for 2015-16 the same amount has been proposed and non arrival of sufficient funds from different sources has been the reason for less provision. The Committee are also constrained to note that out of Rs. 15.00 crore available during 2014-15 the expenditure upto 31.03.2015was as low as Rs.13.31 crore only. The Committee feel that ways and means be found for augmenting the consumer resources of Consumer Welfare Fund that is primarily helping consumer awareness particularly in rural areas.

### **Reply of the Government**

#### **CWF Section**

As per letter No.PAO/CA/CWF/2014-15/65-66 dated 1.5.2015 received from PAO, Department of Consumer Affairs, an amount of Rs.51.08 crore remained as balance accrued in Consumer Welfare Fund. However an amount

of Rs.15.00 crore is the budget provision for the current financial year 2015-16, out of which an amount of Rs.8.50 lacs has been released to VCOs as on 2.6.2015. Steps are also being taken towards enhancement of 'Consumer Welfare Fund' in consultation with the organizations concerned.

During the financial year 2014-15 a budget of Rs. 15.00 Crore (Non Plan) was provided out of which an amount of Rs. 13.11 crore was utilized, which amounts to 87.40%. VCOs/Institutions who had not provided U.Cs and other requisite documents were pursued for processing further release of funds.

[Ministry of Consumer Affairs, Food & Public Distribution  
(Department of Consumer Affairs)  
O.M. No.N-13/5/2015-P&C Dated. 23.7.2015]

## **CHAPTER III**

### **OBSERVATIONS/RECOMMENDATIONS WHICH THE COMMITTEE DO NOT DESIRE TO PURSUE IN VIEW OF THE GOVERNMENT'S REPLIES**

#### **Recommendation (Serial No. 6)**

3.1 The Committee's examination has revealed various issues on Consumer Protection which, inter-alia, include non-receipts of complete proposals in 2014-15 for schemes of Strengthening of Consumer Fora and CONFONET resulting in reduction of funds from Rs. 55 crore in BE to as low as Rs. 16.64 crore at RE. Similar reduction of funds in CONFONET from Rs. 25.00 crore to Rs. 10.12 crore in the same years, slow pace on on-line access on CONFONET locations by reason of poor or non-availability of internet etc. In this connection a valuable suggestion has come up before the Committee from Secretary, Department of Consumer Affairs that since there is a need for more resources to be made available to State Commissions and District Fora for making the remuneration of Judges more attractive and for infrastructure honoraria related requirements, the Committee feel that this issue should be taken up by Hon'ble Minister of Consumer Affairs, Food and Public Distribution by way of writing to Chief Ministers of different States to allocate sufficient funds in the State Budget for different programmes for Consumer Protection. The Committee find merit in the suggestion and recommend the Department to do needful in the matter.

#### **Reply of the Government**

3.2 The Department of Consumer Affairs has noted the recommendations of the Parliamentary Standing Committee as regards CONFONET Project and for making the remuneration of Judges more attractive and for infrastructure honoraria related requirements. The Union Minister of Consumer Affairs, Food and Public Distribution has written to the Chief Ministers of the States in this regard.

[Ministry of Consumer Affairs, Food & Public Distribution  
(Department of Consumer Affairs)  
O.M. No.N-13/5/2015-P&C Dated. 23.7.2015]

#### **Recommendation (Serial No. 8)**

3.3 The Committee are constrained to note that out of 32 States/UTs that have been sanctioned financial assistance for setting up Consumer Helplines, as low as 21 State Helplines are functional and remaining are to be made operational at the end of 12th Plan. The Committee are also constrained to note that major States where State Helplines are not set up are Punjab, Assam, Jharkhand, Manipur, Meghalaya, Tripura, Uttarakhand and UT of Andaman &



Nicobar Islands and Lakshadweep. Further, the Committee are dismayed to note that prominent States like Goa, J&K, NCTof Delhi and UTof Chandigarh have not even asked for funds and as a result necessary funds have not been released to these States/UTs. The Committee are also unhappy to note that prominent States like Bihar, Chhattisgarh, Haryana, Himachal Pradesh, Maharashtra, Tamil Nadu, Telenganaetc. more than Rs. 25 lakh have been shown as unspent balance under State Helpline Scheme as per latest available figures.

In view of the foregoing, the Committee feel that Department of Consumer Affairs' role has not been effective as it ought to have been in pursuing States to set up State Helpline or asking States to apply for requisite funds from where it is not forthcoming or taking up the issue of unspent balances from large number of States referred to above. The Committee, therefore, expect the Department of Consumer Affairs to work in a more pro-active manner on the issue of setting up State Consumer Helplines in the interest of consumers.

### **Reply of the Government**

#### **3.4 CPU Division**

Acting upon the recommendations of the Parliamentary Standing Committee, the Department has constituted a Task Force to look into the problems of pending UCs and find solution for urgent utilization of unspent balance in a time bound manner. All the States have been requested to furnish the pending UCs and fresh proposals for next instalment of grant under the scheme' State Consumer Helpline". The States of Haryana and Tamilnadu have furnished UCs and has requested for further grants. Punjab and Telengana have informed that the helplines would be established soon. The matter is also being constantly pursued with the State Governments through regional Consultation Meetings, National Conferences with the State Governments.

[Ministry of Consumer Affairs, Food & Public Distribution  
(Department of Consumer Affairs)  
O.M. No.N-13/5/2015-P&C Dated. 23.7.2015]

## CHAPTER IV

### OBSERVATIONS/RECOMMENDATIONS IN RESPECT OF WHICH REPLIES OF THE GOVERNMENT HAVE NOT BEEN ACCEPTED BY THE COMMITTEE

#### Recommendation (Serial No. 1)

4.1 The Committee are dismayed to note that Rs.2131.65crore as proposed by Department of Consumer Affairs have been brought down to as low as Rs.1069 crore for Twelfth Plan (2012-17) indicating as large as one half reduction of funds that has badly hit important areas like publicity for Consumer Awareness, Consumer Protection, National Test House, Bureau of Indian Standards (BIS) that are directly related to common man. The Committee's examination has further revealed that in the case of consumer awareness such reduction will definitely affect awareness campaigns as these awareness campaigns are directly related to funds available. Likewise in the case of BIS and NTH the huge reductions have resulted in approval of only two schemes out of four schemes in BIS and deterred the Department of Consumer Affairs from initiating execution of Plan projects in NTH. Further Department have apprehended that if additional funds are not made available for NTH for some high tech projects, completion of projects in hand may suffer. The Committee find that they had last year also come across both these two reasons that led to under-utilisation of funds and had recommended the issue be examined and they may be apprised before the examination of next Demand for Grants during 2015-16. The Committee however have not received necessary comments thereon and as such they are unable to comment further on this issue.

In this connection, the Committee recall that they in their last year's Report (2nd Report Rec.No.2) had also opined that already a few funds have been made available to the Department of Consumer Affairs for the mammoth task of consumer awareness and consumer rights. The Committee therefore had observed that they were very much concerned with acute shortage of funds available and recommended that the issue be taken up with Planning Commission and outcome be apprised to them before the examination of next Demands for Grants. The Committee are constrained to note that action taken on this issue is still to be conveyed to them. In the absence of view of the Department of Consumer Affairs the Committee are unable to comment on this issue. However, in the light of foregoing reiterate that the issue of allocation of funds be taken up with Planning Commission taking into account that important areas like consumer awareness, important projects under BIS / NTH do not suffer for want of funds.

#### Reply of the Government

4.2 The Department of Consumer Affairs is making all out efforts to spend the fund judiciously and any reduction of funds will affect the Consumer Awareness campaign being run by the Department.

The expenditure of funds is being monitored regularly to ensure that the allocated funds are fully spent.

[Ministry of Consumer Affairs, Food & Public Distribution  
(Department of Consumer Affairs)  
O.M. No.N-13/5/2015-P&C Dated. 23.7.2015]

#### **Comments of the Committee**

4.3 Please see Para Nos.1.7 of Chapter-I of the Report.

#### **Recommendation (Serial No. 4)**

4.4 The Committee are constrained to note that for covering the consumer awareness of as high as 125 crore population of the country, as low as Rs.75 crore are being allocated annually in the budget of Department of Consumer Affairs which is itself is struggling with reduced funds year after year during the last three-four years. The Committee find that Department of Consumer Affairs has considerably admitted before the Committee that the task of educating 125 crore population is herculean task and can be taken up as a sustained programme with adequate resource availability. In this connection, the Secretary, Department of Consumer Affairs has underlined the need for judicious utilization of funds which are already limited and have asked for more funds for advertisement of programmes reaching in rural areas. In this connection, the Committee recall that they had already recommended for drawing up a time bound national perspective for evolving a national programme for Consumer Awareness in their last year's report. Since, the action taken thereon is still awaited. The Committee are unable to comment further on this issue. The Committee at the same time reiterate that national programme for Consumer Awareness be evolved with sufficient funds expeditiously.

#### **Reply of the Government**

4.5 Publicity Division

The Consumer Awareness Campaign programme is implemented under the overall guidance of an Empowered Committee headed by Secretary, Consumer Affairs with a view to allocate the available resources for maximum result. To make it an effective campaign joint campaigns are undertaken with other departments like National Pharmaceutical Pricing Authority, Reserve Bank of India and Food Safety and Standards Authority of India. The joint campaign partners also contribute towards the cost incurred for campaigns thus augmenting resources available for awareness campaigns.

[Ministry of Consumer Affairs, Food & Public Distribution  
(Department of Consumer Affairs)  
O.M. No.N-13/5/2015-P&C Dated. 23.7.2015]

#### **Comments of the Committee**

4.6 Please see Para Nos. 1.10 of Chapter-I of the Report.

## **CHAPTER V**

### **OBSERVATIONS/RECOMMENDATIONS IN RESPECT OF WHICH THE FINAL REPLIES OF THE GOVERNMENT ARE STILL AWAITED**

#### **Recommendation (Serial No. 7)**

5.1 The Committee's examination has revealed that large scale spurious seeds are being sold in rural areas especially in Andhra Pradesh under different names with no punitive action. In this connection the Secretary, Department of Consumer Affairs taking cognizance of the subject matter has opined before the Committee that interest of affected consumers are to be protected by Department of Consumer Affairs in association with Department of Agriculture and Cooperation and an awareness campaign can be launched by Central or State Government against spurious drugs from the angle of food safety with FSSAI. The Committee feel that this issue has alarming proportions and urgent action has to be taken within the reach of law so that farmers' interest as consumer is safeguarded.

#### **Reply of the Government**

5.2 An Inter-Ministerial Group meeting on "Consumer Advocacy" (IMGCA) has been constituted in this Department under the Chairmanship of Secretary, Consumer Affairs, for mainstreaming Consumers' Advocacy in six key sectors of Agriculture, Food, Health Care, Housing, Financial Services and Transport. The IMGCA will prepare a detailed joint action plan for policy coherence and co-ordinated Consumer Advocacy. Since, Agriculture is a key sector for Consumer Advocacy for issue concerning spurious seeds also come within the scope of the IMGCA. So far three IMGCA meetings have been held.

[Ministry of Consumer Affairs, Food & Public Distribution  
(Department of Consumer Affairs)  
O.M. No.N-13/5/2015-P&C Dated. 23.7.2015]

#### **Comments of the Committee**

5.3 Please see Para Nos.1.13 of Chapter-I of the Report.

#### **Recommendation (Serial No.10)**

5.4 The Committee's examination of Bureau of Indian Standards (BIS) Scheme has revealed various issues that, inter-alia, include need for bringing about greater awakening among common consumers against the use of products like packaged water manufactured by tainted companies in different States, need for early cabinet clearance to new BIS Bill that seeks to make provision for cognizance of offences and also compounding of offences in the light of low rate

of conviction in cases filed against violation of provisions of BIS Act, impressing upon Chief Ministers of different States to go for products complying voluntary norms of BIS in their big Government purchases through tenders etc.

With regard to bringing about greater awareness about products of tainted companies, it came out before the Committee that complaints were lodged against large number of companies engaged in production of packaged water in different States of Andhra Pradesh, Punjab, Karnataka etc. on the ground that these were using BIS Certification and after investigations, some complaints were established and companies were asked not to use BIS certification or replace the product. In this connection on a suggestion of the Committee of displaying the name of such companies in important public places so that common consumer stays away from such products, the Committee have been informed by the Department of Consumer Affairs that it may be done through press releases and advertisements. The Committee, however, feel that names of such tainted companies be displayed at public places so that common consumer stays away from such products.

On the low rate of conviction in cases filed involving violation of provisions of BIS Act in different States, it came out during the course of examination that for instance during 2013-14 in Andhra Pradesh out of 26 raids conducted and 14 cases filed in court, only 4 cases were decided. During 2014-15, out of 9 raids conducted and 8 cases filed, the case decided was only 1. On the issue of instant justice, the Committee have been informed that to take care of low rate of conviction the new Bill on BIS seeks to provide for cognizance of offence, compounding of offences etc. The Committee, therefore, recommend that the new Bill on BIS pending before Cabinet be cleared expeditiously.

On the issue of impressing upon Chief Ministers of different States to go for products complying voluntary norms in big Government Contracts, the Secretary, Department of Consumer Affairs during the course of evidence while submitting that as on today unfortunately only a few BIS norms are mandatory and compliance of large number of BIS norms are voluntary, has suggested that the Committee may insist upon Hon'ble Minister of Consumer Affairs to persuade Chief Ministers of different States to go for products complying voluntary BIS norms in a big way in their big Government Contracts and purchases by way of making this provision mandatory in their tender documents. The Committee feel that there is a merit in the suggestion and urge the Department of Consumer Affairs to do needful in the matter.

### **Reply of the Government**

#### **5.5 (BIS) DIVISION**

The Cabinet has approved this Department's proposal for introduction of the new Bureau of Indian Standards Bill 2015 in the Parliament during the ongoing session. The new Bureau of Indian Standards Bill 2015 proposes to introduce the following :-

- (i) to establish the Bureau of Indian standards (BIS) as the National Standards Body of India;
  - (ii) to include goods, services and systems, besides articles and processes under the standardization regime;
  - (iii) To enable the Government to bring under the mandatory certification regime such article, process or service which it considers necessary from point of view of health, safety, environment, prevention of deceptive practices, security etc. ; This will help consumers to get ISI certified products and will also help in preventing import of sub-standard products ; This will help consumers to get ISI certified products and will also help in preventing import of sub-standard products;
  - (iv) to allow multiple types of simplified conformity assessment schemes including Self Declaration Of Conformity (SDOC) against any standard which will give multiple simplified options to manufacturers to adhere to the standards and get certificate of conformity, thus improving the “ease of doing business”;
  - (v) to enable the Central Government to appoint any authority, in addition to the Bureau of Indian Standards, to verify the conformity of products and services to a standard and issue certificate of conformity;
  - (vi) to enable Government to implement mandatory hallmarking of precious metal articles;
  - (vii) to strengthen the penal provisions for better and effective compliance and to enable compounding of offences for violations;
  - (viii) to provide recall, including product liability of the products bearing Standard Mark but not conforming to the relevant Indian Standards; and
2. Recommendation of the Committee regarding displaying the name of tainted companies in important public places has been noted.
  3. A letter from Secretary (CA) to all Chief Secretaries was sent to consider mandating standards for compliance in various programmes being implemented in the states.
  4. To promote use of BIS Products/ISI marked products Bureau of Indian Standards is regularly sending letters to major purchase organizations both in centre and states including Ministries/Departments.
  5. The Department has convened National Consultation Meeting of Ministers of States and UTs in-charge of Food and Consumer Affairs on 7<sup>th</sup> July 2015 at Delhi wherein a six month Joint Action Plan(July-December 2015) for improving the availability and containing the prices of essential commodities was adopted for implementation.

[Ministry of Consumer Affairs, Food & Public Distribution  
(Department of Consumer Affairs)  
O.M. No.N-13/5/2015-P&C Dated. 23.7.2015]

## **Comments of the Committee**

5.6 Please see Para Nos.1.16 of Chapter-I of the Report.

**NEW DELHI**  
**23 February, 2016**  
**4, Phalguna 1937 (Saka)**

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







## APPENDIX II

(Vide Para No. 4 of Introduction of the Report)

### **ANALYSIS OF THE ACTION TAKEN BY THE GOVERNMENT ON THE OBSERVATIONS/RECOMMENDATIONS CONTAINED IN THE FOURTH REPORT OF THE STANDING COMMITTEE ON FOOD, CONSUMER AFFAIRS AND PUBLIC DISTRIBUTION (2014-15)**

#### **(SIXTEENTH LOK SABHA)**

- (i) Total number of Recommendations: 12
- (ii) Observations/Recommendations which have been accepted by the Government :  
Serial Nos.:- 2, 3, 5, 9, 11 and 12.  

(Chapter – II, Total - 6)  
Percentage : 50%
- (iii) Observations/Recommendations which the Committee do not desire to pursue in view of the replies received from the Government  
  
Serial Nos. 6 and 8.  

(Chapter – III, Total - 2)  
Percentage : 16.67%
- (iv) Observations/Recommendations in respect of which replies of the Government have not been accepted by the Committee and which require reiteration:  
  
Serial No. 1 and 4  

(Chapter – IV, Total -2)  
Percentage : 16.67%
- (v) Observations/Recommendations in respect of which the interim replies of the Government have been received.  
  
Serial No.:- 7 and 10  

(Chapter – V, Total - 2)  
Percentage : 16.67%