

**STANDING COMMITTEE ON FOOD, CONSUMER AFFAIR
AND PUBLIC DISTRIBUTION (2017-18)**

SIXTEENTH LOK SABHA

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

**DEMANDS FOR GRANTS
(2018-19)**

TWENTY-FIRST REPORT



**LOK SABHA SECRETARIAT
NEW DELHI**

March, 2018/ Phalguna, 1939 (Saka)

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

**DEMANDS FOR GRANTS
(2018-19)**

**Presented to Lok Sabha on 09.03.2018
Laid in Rajya Sabha on 09.03.2018**



**LOK SABHA SECRETARIAT
NEW DELHI**

March, 2018/ Phalguna, 1939 (Saka)

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COMPOSITION OF THE STANDING COMMITTEE ON FOOD, CONSUMER AFFAIRS AND PUBLIC DISTRIBUTION (2017-18).

Shri J.C. Divakar Reddy, Chairperson

LOK SABHA

2. Shri Anto Antony
3. Shri R. K. Bharathimohan
4. Shri Babu Lal Choudhary
5. Shri Sanjay Haribhau Jadhav
6. Shri Dinesh Kashyap
7. Shri Sukhbir Singh Jaunapuriya
8. Shri Bhagwanth Khuba
9. Shri Dharmendra Kumar
10. Shri Ravinder Kushwaha
11. Smt. Sakuntala Laguri
12. Dr. Swami Sakshiji Maharaj
13. Shri Sunil Kumar Mondal
14. Shri Kamlesh Paswan
15. Shri Ram Chander Paswan
16. Shri C. S. Puttaraju
17. Smt. Priyanaka Singh Rawat
18. Shri Midhun Reddy
19. Shri Bhola Singh
20. Shri Shibu Soren
21. Shri Nandi Yellaiah

Rajya Sabha

22. Shri Shadi Lal Batra
23. Smt. Misha Bharti
24. Shri Ripun Bora
25. Shri Vinay Katiyar
26. Smt. M. C. Mary Kom
27. Ms. Rekha
28. Shri Amar Shankar Sable
29. Shri Veer Singh
30. Shri Ravi Prakash Verma
31. 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. Shri G. Guite | - | Under Secretary |
| 4. Dong Lianthang Tonsing | - | Committee Officer |
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INTRODUCTION

I, the Chairperson of the Standing Committee on Food, Consumer Affairs and Public Distribution (2017-18) having been authorized by the Committee, present on their behalf the Twenty First Report on Demands for Grants (2018-19) 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 (2018-19) of the Ministry, which were laid on the Table of the House on 09.02.2018. The Committee took evidence of the representatives of the Ministry of Consumer Affairs, Food and Public Distribution (Department of Consumer Affairs) on 21.02.2018.

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 08.03.2018.

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
8 March, 2018
17 Phalgun, 1939 (Saka)

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

CHAPTER - I

IMPLEMENTATION OF THE COMMITTEE'S RECOMMENDATIONS

The Sixteenth Report of the Committee on Food, Consumer Affairs and Public Distribution on Demands for Grants (2017-18) of the Ministry of Consumer Affairs, Food and Public Distribution (Department of Consumer Affairs) was presented to Lok Sabha on 20 March, 2017 and laid on the Table of Rajya Sabha the same day. The Report contained 15 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 Sixteenth Report was made by the Minister of Consumer Affairs, Food and Public Distribution on 19 December, 2017 in Lok Sabha and 22 December, 2017 in Rajya Sabha.

1.3 On the basis of the Action Taken Notes received on 2 August, 2017 from the Department of Consumer Affairs in respect of the Sixteenth Report, the Committee presented the Action Taken Report to the Parliament on 28 December, 2017. The Committee commented on the Action Taken Notes furnished by the Department at Para Nos. 1.7, 1.10, 1.13, 1.16, 1.19, 1.22, 1.25, 1.28, 1.31, 1.34 of the Nineteenth Report. An analysis of the Action Taken Notes revealed that the Government has accepted 66.66% Recommendations of the Committee. The Committee did not desire to pursue 0% Recommendations. 6.66% Recommendations have not been accepted by the Government thus requiring reiteration. Replies in case of 26.66% 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 Sixteenth Report of the Committee were furnished by the Government on 2 August, 2017 though the Report on Demand for Grants were presented to the House on 20 March, 2017. The Statement of the Minister under Direction 73-A was, however, made in Lok Sabha on 19 December, 2017 and Laid in Rajya Sabha on 22 December, 2017. The Action Taken Report was presented on 28 December, 2017. An analysis of the Action Taken Notes revealed that the Government has accepted 66.66% Recommendations of the Committee. The Committee did not desire to pursue 0% Recommendations. 6.66% Recommendations have not been accepted by the Government thus requiring reiteration. Replies in case of 26.66% 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 6, 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)
- Monitoring Price and availability of essential commodities
- The Prevention of Black Marketing and Maintenance of Supply of Essential Commodities Act, 1980 (7 of 1980)
- Consumer Cooperatives
- Legal Metrology Act, 2009 and Legal Metrology (Packaged Commodities) Rules, 2011
- The National Test House (Page 14, 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 (2018-2019) relating to the Department of Consumer Affairs on 09.02.2018. The Detailed Demands for Grants for the Department of Consumer Affairs shows a gross budgetary provision of

Rs. 1,785.17 crore. This includes Rs.1,690.17 crore for scheme and Rs. 95 crore for non-scheme.

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 (2018-19). The examination and detailed analysis along with recommendations/ observations of Demands for Grants (2018-19) is given in succeeding paragraphs.

2.6 The overall allocation in respect of the Department of Consumer Affairs for the year 2017-18 vis-a-vis 2016-17 and utilisation with percentage thereof with respect to Revised Estimates (RE) in the 1st, 2nd 3rd and 4th quarters and allocation for the year 2018-19 are as under:-

(Rs. in crores)

2016-17

BE	RE	AE				TOTAL
		1st Quarter	2nd Quarter	3rd Quarter	4th Quarter	
1050	3539	948.34	515.26	10.53	5547.41	7021.54
Percentage utilization with respect to RE		26.7	14.5	0.29	156	198

2017-18

BE	RE	AE				TOTAL
		1st Quarter	2nd Quarter	3rd Quarter	4th Quarter	
3645	3630.40	3496.12	37.18	19.18	0.00	3552.48
Percentage utilization with respect to RE		96.3	1.02	0.5	-	97.8

2.7 The details of funds demanded and that allocated to Department of Consumer Affairs for the year 2018-19 are as under:-

(Rs. in crores)			
Sl. No.	SCHEME	2018-19	
	(Rs. In crores)	Demanded BE	Allocated BE
A.	Umbrella Scheme – Consumer Protection		
1	Consumer Protection (Strengthening Consumer Fora / Consumer Helpline/ CONFONET/Consumer Protection Cell)	73.16	42.17
2	Consumer Awareness (Publicity)	100.00	70.00
3	Strengthening of PMC	2.76	2.00
	Total	175.92	114.17
B.	Umbrella Scheme – Legal Metrology & Quality Assurance		
1	Strengthening of Legal Metrology Infrastructure (Weights & Measures)	102.75	45.00
2	Strengthening National Test House	75.00	29.00
3	Bureau of Indian Standards	2.00	2.00
	Total	179.75	76.00
C.	Price Stabilization Fund	3512.18	1500.00
	Grand Total	3867.85	1690.17

2.8 The details of the overall allocation in respect of the Department of Consumer Affairs for the years 2015-16, 2016-17 and 2017-18 and allocation for 2018-19 are given at **Appendix A & B.**

2.9 Regarding the trend of spending of funds during the year 2017-18, the department has stated as under :-

"This Department had to book its major expenditures in the first quarter itself because of the requirements under Consumer Awareness scheme and PSF which is time sensitive and is linked to cropping season. Out of the remaining unspent amount, a major chunk pertains to PSF and is planned to be spent during the last quarter of 2017-18. Therefore, the pace of spending from 2nd quarter onwards is negligible. However, the main reasons are non-submission of Utilization Certificate of earlier grant in aid by States/UTs, non booking of expenditure by CPWD and DAVP against the L.O.A. (Letter of Authority) as released."

2.10 The Committee note that the BE of 2017-18 was Rs. 3645 crore and the same was revised to Rs. 3630.40 crore at Revised Estimate (RE) stage but the Actual Expenditure (AE) was Rs. 3552.48 which is 97.8% of the RE figure. 96.3% of the fund was spent in the first quarter, 1.02% in the second quarter and 0.5% in the third quarter. Thus it is evident that the fund spending pattern is not uniform. Even in the year 2016-17 the Department incurred major spending in the 4th quarter of 156% of the RE figure. In both the years, there were almost no spending during the 3rd quarters. The Department's statement of 'requirements under Consumer Awareness Scheme and Price Stabilisation Fund (PSF), non submission of Utilisation Certificates, non booking of expenditure by CPWD and DAVP against L.O.A. (Letter of Authority) released, as reasons for such uneven spending are not convincing. Such excuses only reflect lack of proper planning at appropriate stages. The Committee, therefore, desire that efforts should be made to utilize the entire budgetary allocations by uniformly spreading out across all the four quarters of the year and they further desire the Department to completely adhere to the guidelines issued by the Ministry of Finance on this aspect. They

desire to be apprised of the road map laid out for the current fiscal on this aspect within three months of presentation of this Report.

2.11 The Committee further note that against the demand of Rs. 3867.85 crore, the Department has been given an outlay of Rs. 1690.17 crore. The utilization of funds in the year 2017-18 was Rs. 3552.88 crore which is 97.8% of the RE of Rs. 3630.40 crore and 97.4% of the BE of Rs. 3645 crore. That is not a bad performance altogether. Even so, the Department of Consumer Affairs is given an outlay of Rs. 1785.17 crore allocation for the Financial Year 2018-19. This is hardly 45% of the BE for the year 2017-18. This amount appears to be too meagre to redress the plight of consumers of the country. The Committee, therefore, recommend that keeping in view the fact that the Department of Consumer Affairs has been entrusted with the mandate of consumer advocacy the Department should, at the instance of the Committee, approach the Ministry of Finance at the Revised Estimates stage and impress upon them about the need for more funds to do justice to the huge mandate of the Department. They desire to be apprised of the action taken along with the response of the Ministry of Finance in this regard.

CHAPTER – III

Demands for Grants (2018-19)– An overview

3.1 The Demands for Grants (2018-19) of the Department of Consumer Affairs makes a net provision of Rs. 1,785.17crore with scheme component of Rs. 1,690.17 crore and non-scheme component of Rs. 95 crore. An overview of scheme-wise estimate and expenditure for the year 2017-18 and the estimate for the year (2018-19) are as under(P.45&47, PM):-

(Rupees in crores)

Sl. No	Scheme	BE 2018-19
1.	Consumer Protection a) Scheme of Strengthening of Consumer Fora b) National Consumer Helpline c) Consumer Protection Cell/Scheme d) CONFONET Total	 13 6.67 18.50 4.00 42.17
2.	Consumer Awareness (Advertising & Publicity)	70
3.	Strengthening of Legal Metrology Regulation and Enforcement • Strengthening of W&M Infrastructure in States/UTs • Strengthening of RRSLS including time dissemination of IILM Ranch Total	 15 30 45
4.	Bureau of Indian Standards : Strengthening of Gold Hallmarking, Standard related Capacity Building and research and development work ▪ Strengthening standardization at national and international level ▪ Setting up of gold hallmarking/ assaying centers and capacity building Total	 1.0 1.0 2.00
5.	Strengthening of National Test House	29
6.	Strengthening Price Monitoring Cell/Scheme	2.00
7.	Price Stabilization Fund	1500
	Total	1690.17
8.	Consumer Welfare Fund	19.35
	Grand Total	1709.52

(P - 8, PPT)

SCHEME-WISE ANALYSIS

1. CONSUMER PROTECTION

3.2 The BE, RE and AE alongwith percentage thereof for the year 2017-18 and BE for 2018-19 are as follows: -

Consumer Protection

	(Rs. in Crore)				
Schemes	2017-18				2018-19
	BE	RE	Exp. (12.02.18)	Exp. w.r.t. RE (%)	BE
Strengthening of Consumer Fora	17.00	5.40	2.74	50.74	13.00
CONFONET	10.00	14.50	14.45	99.66	18.50
Consumer Protection Cell	3.00	5.00	2.82	56.40	4.00
Integrated Consumer Grievance Redressal System	2.00*	1.50*	0.83	55.33	6.67
Total	32.00	26.40	20.84	78.94	42.17

(P.10, PPT)

3.3 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.

(p. 38 AR)

3.4 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, 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 2018-19 is Rs. 42.17 crore, which is way below the amount demanded for at the first place i.e. Rs. 73.16 crore. During the year 2017-18 the Department has incurred an expenditure of Rs. 20.84 crore, which is about 79% of RE of Rs. 26.40 crores. 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 essential and relevant under the present circumstances. They, therefore, recommend that the Department should approach the Ministry of Finance for additional allocation at the Revised Estimates stage and in any case before the passage of the Consumer Protection

Bill, 2018. Also the Department should ensure that administrative and legal mechanism are within easy reach of consumers as early as possible.

(a) Scheme of 'Strengthening Consumer Fora (SCF)

3.5 Under the provisions of the Consumer Protection Act, 1986, a three tier-quasi-judicial mechanism, called Consumer Fora, has been established at the District, State and National levels to provide speedy, simple and inexpensive resolution of consumer disputes. As per the provisions of the Act, it is the responsibility of the State Governments to establish and effectively run the District Fora and State Commissions in their respective States/UTs. However, to supplement the efforts of the State Governments, the Department of Consumer Affairs, Government of India has been extending financial assistance under the scheme to strengthen the infrastructure of Consumer Fora so that a minimum level of facilities are made available at each Consumer Forum, which are required for their effective functioning. (P. 1 of PM)

3.6 The details of BE, RE and AE incurred for strengthening the Consumer Fora during the years, 2017-18 and BE for 2018-19 are given below:-

(Rupees in crores)

2017-18

2018-19

BE	RE	AE	Percentage utilization w.r.t RE	BE
17	5.4	2.74	50.74	13

(P. 100, Reply)

3.7 Financial assistance is provided to States/UTs for construction of buildings of Consumer Fora and for acquiring non-building assets such as furniture, office equipment, books etc. Grants are released on the basis of proposals received from the States. So far, as per available information, 355 buildings have been constructed with central assistance and 49 buildings are under construction. Side by side the Swachhata

Action Plan is also implemented under the separate initiative called, 'Clean Consumer Fora. Financial assistance has been given to the following States for construction of toilets:- (P.37, Replies)

State	Grant given	No. of toilets
Chhatisgarh	5.50 lakh	22
Himachal Pradesh	2.75 lakh	11
Kerala	2.75 lakh	11
Gujarat	4.50 lakh	18
Total	15.50 lakh	62

3.8 In addition, grants are being released to the following States for toilets under the Swachhta Action Plan:

Sl. No.	States	No. of District Fora	Total Toilet
1	Andhra Pradesh	17	51
2	A & N Islands	1	3
3	Assam	23	63
4	Chandigarh	2	6
5	Goa	2	6
6	Haryana	21	63
7	Jammu & Kashmir	2	6
8	Karnataka	31	93

9	Madhya Pradesh	51	153
10	Pondicherry	1	3
11	Rajasthan	37	111
12	Tamil Nadu	31	93
13	Telangana	12	36
14	Uttarakhand	13	33
15	Manipur	9	12
16	Meghalaya	11	21
17	Mizoram	8	24
18	Nagaland	11	33
19	Sikkim	4	12
20	Tripura	4	12
	Total	279	834

(p. 156 reply)

3.9 Asked about the plan made by the Government to utilize the fund in a most effective manner, the Department of Consumer Affairs stated in a written reply as:-
(P.39, Replies)

“The funds under the scheme ‘Strengthening Consumer Fora’ are released to the States on the basis of proposals received from them. The State Governments are asked by the Ministry to submit proposals for grant under the scheme. Regular interaction with the State Governments would be held in getting the proposals and utilization of the funds released”.

3.10 About the problems faced in implementation of schemes the Department informed the Committee:-

"Problems are faced in implementation of the schemes of "Strengthening Consumer Fora" and "State Consumer helplines". In these two schemes release of funds are dependent on the proposals from State Governments. The State Governments can be released further grant under these schemes only after submission of utilization certificates in respect of the previous grant. Despite pursuing with the States, UCs are pending from many states.

The implementation of the schemes is reviewed at different levels in this Ministry and this Ministry has been writing to the States from time to time to furnish the pending UCs and ask for fresh grant. Video conferences are also held with the State Governments"

(b) National Consumer Helpline

3.11 National Consumer Helpline(NCH) is a project that operates under the Centre for Consumer Studies at Indian Institute of Public Administration. It was set up in 2004 and has customized software which is server based in IIPA for receiving calls and answering. 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. (P.51, Replies)

3.12 Their primary objectives are to attend to the telephone calls from consumers and provide information to the callers and register their complaints in the INGRAM portal, to provide advice and counseling to consumers for redressal of their grievances, handle the complaints received online through the INGRAM portal, emails, sms etc., to assist/guide the consumers in registering their complaints in the appropriate consumer fora, to perform backend operations etc. National Consumer Helpline(NCH) is the core of the Consumer grievance redressal mechanism. It does not work as Call Centre alone. It has partnered with 373 companies that respond online to resolve complaints.

This is called convergence mechanism. It also pursues the complaints with the convergence companies, takes feedback from the complainants, does research and analysis of the complaint and also provides training etc.

3.13 An amount of Rs. 6.67 crore is earmarked for Integrated Consumer Grievance Redressal System for the Financial Year 2018-19 (p. 6 PPT).

3.14 The States of Maharashtra, Mizoram, Sikkim and Tamil Nadu have availed of five instalments of central grant and will run the State Consumer Helplines by themselves as per the provisions of the scheme “State Consumer Helpline”. (P.10, Replies)

3.15 Consumer Helplines have also been set up in other States/UTs. Status of Grants from where Released / Fund Utilised under the Consumer Helpline Scheme (Amount in Rs.) as on 31.01.2018 is as given below:-

Sl.No.	State/UT	Total Grant Released	Total Fund Utilised Amount
1	Andhra Pradesh	2725000	1541278
2	Arunachal Pradesh	2396616	2396616
3	Assam	6496174	2409987
4	Bihar	6610130	5775408
5	Chhattisgarh	5920732	3196616
6	Goa	0	0
7	Gujarat	3274148	2725000
8	Haryana	11142849	9570290
9	Himachal Pradesh	2591721	Information Aviated
10	Jammu & Kashmir	2987978	Information Aviated
11	Jharkhand	2680000	941012
12	Karnataka	6620732	3896616
13	Kerala	5057470	5057470
14	Madhya Pradesh	5325000	5325000
15	Maharashtra	12861624	12861624
16	Manipur	5464848	4115732
17	Meghalaya	2195000	Information Aviated
18	Mizoram	7748080	7748080
19	Nagaland	4867732	2955116
20	Odisha	7017536	7017536
21	Punjab	2760000	Information Aviated
22	Rajasthan	9646348	6922232

23	Sikkim	7746464	6397348
24	Tamil Nadu	13888080	13888080
25	Telangana	4324152	2300478
26	Tripura	4324152	2300478
27	Uttar Pradesh	9243382	6519266
28	Uttarakhand	2410000	1126468
29	West Bengal	6496174	2410000
30	A & N Islands.	2195000	Information Aviated
31	Chandigarh Admin.	3653882	2300478
32	Dadra Nagar Haveli	2195000	Information Aviated
33	Daman & Diu	2299558	Information Aviated
34	Delhi	0	0
35	Lakshadweep	2195000	742000
36	Puducherry	4116652	2767536
Total		178489236	125207745

(P. 153, Replies)

3.16 Asked about the number of calls received and action taken thereon by the National Consumer Helpline since the year 2015-16, the Government informed the Committee as:-

"The number of calls received and action taken thereon by the National Consumer Helpline since the year 2015-16 till date state-wise

State wise Calls received at National Consumer Helpline						
Sl No.	State	April 2015- March 2016	April 2016- March 2017	April 2017- January 2018	Total	%
1	Delhi	29563	42217	48525	120305	14.15
2	Uttar Pradesh	25388	42147	52047	119582	14.06
3	Maharashtra	21696	39477	53334	114507	13.46
4	West Bengal	12096	19751	26047	57894	6.81
5	Rajasthan	9945	19547	24806	54298	6.38
6	Haryana	10623	17641	21167	49431	5.81
7	Madhya Pradesh	7617	18410	22073	48100	5.66
8	Karnataka	8667	15701	22685	47053	5.53
9	Gujarat	8876	16888	20983	46747	5.50
10	Bihar	7913	13142	15883	36938	4.34
11	Tamil Nadu	4277	7617	9885	21779	2.56
12	Punjab	4178	7262	9398	20838	2.45

13	Telangana	1582	5805	10555	17942	2.11
14	Jharkhand	2805	4796	5760	13361	1.57
15	Odisha	2530	4195	5568	12293	1.45
16	Andhra Pradesh	3400	3819	4787	12006	1.41
17	Chhattisgarh	2132	4169	4915	11216	1.32
18	Uttarakhand	1933	3463	4036	9432	1.11
19	Kerala	1536	2647	3927	8110	0.95
20	Assam	1522	2661	3344	7527	0.89
21	Jammu & Kashmir	1361	2136	2695	6192	0.73
22	Himachal Pradesh	1128	1894	2534	5556	0.65
23	Chandigarh	563	1084	1506	3153	0.37
24	Goa	329	592	840	1761	0.21
25	Tripura	235	450	532	1217	0.14
26	Meghalaya	92	174	231	497	0.06
27	Puducherry	83	113	210	406	0.05
28	Arunachal Pradesh	55	145	164	364	0.04
29	Dadra & Nagar Haveli	86	114	160	360	0.04
30	Sikkim	71	119	162	352	0.04
31	Manipur	62	125	137	324	0.04
S.No.	State	April 2015- March 2016	April 2016- March 2017	April 2017- January 2018	Total	%
32	Andaman Nicobar	25	90	156	271	0.03
33	Daman & Diu	58	82	104	244	0.03
34	Nagaland	36	69	91	196	0.02
35	Mizoram	19	23	32	74	0.01
36	Lakshdweep	1	4	3	8	0.00
37	Not Identified/ Abroad	75	20	1	96	0.01
	Grand Total	172558	298589	379283	850430	100.00

(P. 150, Replies)

*from Aug 2016 onwards, the count is unique docket registered at INGRAM & does not include repeat calls.

NCH follows a three tier approach while advising consumers on complaint resolution.

Tier 1 – Approach the Service Provider / Manufacturer directly

Tier 2 –In case of failure of tier 1 Consumers to approach Regulatory authorities/ Ombudsman, wherever available

Tier 3 – In case of failure of tier 2, Consumers are advised to approach consumer fora. (P.151, Replies)

As an additional facility to help complainants, over the last few years, NCH has partnered with companies, who have shown an inclination to resolve their customer complaints received at NCH. This is called 'Convergence' programme, which is used to forward/give access to the individual Convergence Company to address/redress these consumer complaints as per the Company's own internal grievance handling system. The redressal provided is communicated to the consumer as well as to NCH"

3.17 Asked about punishments, the officials of Department of Consumer Affairs deposed during oral evidence :- (P.4, Verb.)

"Sir, this is an out of the court system. It is a pre-litigation system. Here, we do not punish. The punishment is done by the consumer courts. If the company is not able to resolve the consumer grievance then we advise the consumer to go to consumer court and in the consumer court, adequate compensation and punishment is given."

3.18 The Central Government has released grant to 34 States/UTs for setting up of State Consumer Helplines out of which five states/UTs, namely, Meghalaya, Punjab, A&N Islands, Lakshadweep and J&K have not yet set up State Consumer Helplines. In fact, J&K has been given financial assistance only recently. Govt of NCT of Delhi and Goa have not asked for financial assistance for setting up of State Consumer Helpline. The State-wise fund sanctioned and released vis-a-vis utilization of funds under the scheme of State Consumer Helplines since inception is given at **Annexure C**.

3.19 The Committee note that the Department of Consumer Affairs has extended financial assistance to the States/UTs to strengthen infrastructure of Consumer Forum which includes building and non-building assets. 355 buildings have been constructed and 49 buildings are under construction. Under a separate initiative called "Clean Consumer Fora", 124 toilets have been constructed in 27 court

premises in 4 States. Also grants are released for construction of 834 toilets in 279 District Fora. The Committee desire that the implementation of the scheme be monitored closely. States that have not given proposals for construction may be convinced to give proposals and pending utilization certificates with regard to the projects already started be obtained at the earliest. The Committee desire that efforts made by the Department in this regard be apprised to them.

3.20 The Committee note that the National Consumer Helpline (NCH) attend calls from consumers and provide information to complainants, provide advice and counseling for redressal of their grievances. It also partnered with 373 companies who can be approached on behalf of consumers, which is called Tier 1. In case of failure of Tier 1, consumers are advised to approach appropriate regulatory authorities/ombudsman which is Tier 2. Only in case of failure of Tier 2, they are advised to approach consumer courts. The Committee desire that the Department should make wide publicity of these practices to enable the consumers across the nook and corner of the country to be aware of such process so that the pre-litigation settlement of cases could be achieved through NCH. They therefore recommend that the Department should make all out efforts to strengthen the helpline and popularize the same by regular advertising and publicity conducted by the Department so that maximum number of aggrieved consumers can get relief without taking recourse to lengthy litigation process.

(c) Consumer Protection Cell/Scheme

3.21 The objective of the Scheme is to enable this Department to render secretarial assistance in administering Consumer Protection Act 1986 and other activities related to Consumer Protection. All administrative and miscellaneous expenditure related to Consumer Protection activities are incurred from this scheme which include expenditure on holding meetings , Workshops, Seminars, Conferences, Celebration of National Consumer Day, Celebration of World Consumer Rights Day, Payment of Legal Charge to Government Counsels, Payment of fees to consultants/consultancy agencies and expenses on other related activities.(P.2, PM) An amount of Rs. 4 crore is allocated for the year 2018-19. Mention may be made here that out of Revised Estimate of Rs.5 crore, the Department utilized a mere Rs. 2.82 Crore in the year 2017-18. (p. 10 ppt).

3.22 The Committee note that the Consumer Protection Cell/scheme in the Department of Consumer Affairs plays a very important role by rendering secretarial assistance in administering Consumer Protection Act and other related activities, responsible to holding meetings, workshops, seminars, conferences, celebration of national consumer day, celebration of world consumer rights Day, payment of legal charge to government counsels, payment of fees to consultants/consultancy agencies and expenses on other related activities. The Committee are of the opinion that the aforementioned activities have potential to change the way people look at the institution of consumer rights assertiveness and protection. They therefore recommend that utmost care should be taken in organizing such events. They should chalk out plan of action through consultation and keeping stake holders informed about the activities carried out.

(d) **CONFONET**

3.23 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. (P.1, PM)

3.24 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 Computerization and Computer Networking of Consumer Fora (CONFONET) website consumers can see/ get information with regard to the above aspects.

3.25 The BE, RE, and AE of the scheme for the years 2015-16, 2016-17 and 2017-18 and BE of 2018-19 are as follows :-

(Rs. in crores)

Scheme etc.	2015-16			2016-17			2017-18			2018-19
CONFONET	BE	RE	AE	BE	RE	AE	BE	RE	Expr. upto 31.12.17	BE
Total	15.00	15.00	15.00	6.00	6.00	6.00	10.00	14.50	14.45	18.50

(P.144, Replies)

3.26 The CONFONET scheme covers all the states. Under this scheme, computer hardware/software and technical manpower are provided to the State Commissions and the District Fora in the country, including North-eastern states. Under the scheme,

Online Case Monitoring System (OCMS) has already been put in place to replace the manual system. (P.45, Replies)

3.27 Online CMS system has been introduced by providing online access to all 635 locations [NCDRC & 634 Consumer forums] where ICT infrastructure have been provided. Detailed state wise list where Hardware (HW) has been supplied and the locations which are found operational on OCMS during 1st April 2012 to 31st Dec 2017 are as given below :- (P.47, Replies)

State-wise distribution of Hardware and Manpower under Confonet Scheme											
Sl. No.	STATE	Total CFs to be covered under Confonet as informed by State		H/w supplied *			M/P deployed *			Consumer fora found operational on OCMS (During 01/04/2012 to 31/12/2017)	
		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	12	1	0	8	1	7
4	Assam	1	23	1	0	23	1	0	23	1	22
5	Bihar	1	38	1	0	35	1	0	22	1	21
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. Haviely	0	1	0	0	1	0	0	1	0	1
9	Daman & Diu	1	2	0	0	1	0	0	0	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	30
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	24
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	27#
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	4
25	Nagaland	1	11	1	0	8	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	Tamilnadu	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	12	1	0	10	1	10
36	West Bengal	1	26	1	3	23	1	0	23	1	23
	TOTAL	35	619	34	15	585	33	8	564	34	571

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

7 locations (4 new DCF in Gujrat & 3 clubbed DCFs in MP) where site is not ready, Hardware is not demanded by State but their login-id have been created in OCMS and they are found working on OCMS. (P. 48, Replies)

* Purchase orders for Hardware at 7 more locations [WB=3, BH=2, NG=1, ARP=1] is recently issued and HW installation is under progress.

* Hardware has been recently delivered in 11 more locations of Bihar & 2 locations of Uttarakhand, at few locations installations are under process. Manpower would be deployed at these said 13 locations after delivery/installation of HW.

* 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 & Dadra & Nagar Haveli with headquarter at Daman. One DCF at Silvassa has established for UT of Dadra & Nagar Haveli.

* As desired by Daman & Diu State Commission, Manpower deployed at Daman DCF was not further extended after Aug'17 as Daman DCF was not functional due to vacancy of Chairman in said DCF.

* 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.

3.28 The Department informed the Committee about the States/ UTs where hardware is yet to be supplied :-

Sl.No.	State	No. of remaining Consumer fora	Name of Consumer forum	Remark
1	Arunachal Pradesh	4	Dibang Valley, Tirap, KurungKumey, Anjaw	Site not ready.
2	Bihar	3	Sheikhpura, Rohtas, Siwan,	Post of the president/nodal officer is now filled up & Site confirmation is recently received. So procurement of HW for these 3 DC is under process.
3	Chhattisgarh	2	Narayanpur, Bijapur	Site not ready
4	Daman & Diu	2	Site at Daman State Commission & Diu DCF is not ready.	Site at Daman State Commission & Diu DCF is not ready.
5	Gujarat	4	Porbandar, Dohad, Narmada, The Dangs	Sites at 4 new DCFs are still not ready so no requirement of Hardware & MP. However their user-id has been created in OCMS and cases are being updated in the Confonet from these new DCFs using the system of respective old DCFs
6	J & K	1	Srinagar DCF	Site not ready
7	Nagaland	3	Peren, Longleng, Kiphire	Site not ready
8	Uttarakhand	1	Pithoragarh	Site not ready
	TOTAL	20	Daman & Diu State Commission & 19 District forums.	

Note: Under Confonet, out of above mentioned 20 locations, at 3 remaining DCFs of Bihar, procurement of hardware is under process at NICSI. (P. 50, Replies)

3.29 Asked about a review of the scheme, the Department stated in a written reply:-
(P.46, Replies)

"The scheme has been evaluated recently by the National Productivity Council (NPC). The NPC in its evaluation report has observed that One Technical Support Persons (TSP) has been provided under scheme by NIC to supervise all the work related to computerization and train the State Government Staff on these aspects. However, in all the sampled states, the TSPs were found to be entering the data. As a result, the staff of state is still not ready to take over the responsibility of related task. It is therefore recommended that the State or the Central Government may consider providing one data entry operator (DEO) exclusively under the scheme. Further the possibility of continuing the services of TSP for another 3 years may be explored by DOCA to continue the support on present activities and also on future plans of implementing the modules like e-filing, working on software module, retrieving data from servers, etc.

It is reported by all the sampled states that the speed of server of NIC is very slow. In the situation where most of the on-line modules are to be started, it would be appropriate to consider providing new set of hardware and softwares with the latest technology to support faster on-line data transaction, data handling, data storage and data retrieval.

It is further reported that there is no provision for updating of software and anti-virus of the computer provided by NIC under the Scheme. Therefore, the provision should be made to upgrade the Software and renewal of Anti-virus. Further, there is no provision of AMC for computer, printer and UPS. It is suggested that necessary provision should be made for the same".

3.30 The Committee note that against the target of computerization of 619 Consumer Fora, hardware had been supplied to 585, manpower was provided to

585 and 571 consumer fora are using on-line case monitoring system. The Committee observe that in this age of computerization and with the Government initiative on 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 and achieve a fully automated system of case management in place of the manual system.

3.31 The Committee also note that the speed of server of National Informatics Centre (NIC) is very slow which gives out a bad signal even to the common man. The Committee therefore recommend that a new set of hardware and softwares with latest technology should be provided to NIC for faster online data transaction, data handling, data storage and data retrieval. All necessary maintenance works with respect to provision for updating data software and Anti-virus of the computer, printer and UPS in use should be made at the earliest.

2. CONSUMER AWARENES (ADVERTISING & PUBLICITY)

3.32 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. (P.2, PM)

3.33 Under the scheme, print, electronic and outdoor awareness campaigns are released through Directorate of Audio and Visual Publicity (DAVP)/ National Film Development Corporation (NFDC), All India Radio, Doordarshan & Lok Sabha Television. The Department has issued campaigns to cover issues on consumer rights, impact of GST on MRP, Service Charge etc.

3.34 Funds are also released to States/ Union Territories for consumer awareness programmes based on local themes. These funds can be used by them for advertisements in print and electronic media, local exhibitions, street plays, cultural functions etc. to educate the citizens about consumer rights.

3.35 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. (p. 38 AR)

3.36 The BE, RE & AE with percentage thereof with respect to RE for 2017-18 and BE for 2018-19 for Consumer Awareness (Advertising and Publicity) are as under (P. 9, PPT):- (P. 9, PPT)

(Rs. in Crore)				
2017-18				2018-19
BE	RE	Exp. 2017-18 (12.02.18)	Exp. w.r.t. RE (%)	BE
62.00	62.00	45.39	73.21	70.00

- The scheme envisages generating consumer awareness regarding rights and duties of the consumers, the grievance redressal mechanism available to them.
- A Multi media Jago Grahak Jago Campaign is carried out for this purpose through electronic, print and outdoor publicity.
- Besides, grants are also released to States/UTs for generating Consumer Awareness in regional languages

3.37 In fact, the Department had demanded Rs. 100 crores of which allocation of Rs. 70 crore was made. (P. 42, PM)

3.38 Asked how the Department ensure that the message of consumer rights awareness reaches the masses especially in the remote and rural areas, the Department in their reply stated :- (P. 26, Replies)

"The Department has been conducting a countrywide multimedia awareness campaign since 2005 on various issues related to consumer rights and responsibilities across diverse subjects. "Jago Grahak Jago" has today become a household axiom. More recently, joint publicity campaigns have been launched in partnership with the Ministry of Corporate Affairs in electronic media.

The consumer awareness campaign is implemented through the DAVP, the Doordarshan Network (DD), the All India Radio (AIR) & the Lok Sabha TV. Besides, grants are also released to States/UTs for creating awareness in local languages.

In order to create awareness amongst the people living in rural & backward areas, this Department has decided to take part in important fairs/festivals of various States/UTs, in view of the fact that such fairs/festivals draw a large number of people from rural & backward areas. In line with the said decision, this Department has participated in the Shravani Mela, Sonapur Mela, August Kranti Mela, Vaishali Mela, closing ceremony of 350th Prakashotsav in Bihar, Nagaur Mela in Rajasthan, Ambubachi Mela in Assam, 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." (p. 26 reply)

3.39 The Budget allocation for Consumer Awareness and Advertisement during 2018-19 has been pegged at Rs. 70.00 crore. The Department also furnished the quarterly breakup of how they plan to spend funds for consumer awareness and advertisements during the year 2018-19 which is given below:-

Sl. No.	Month	Quarterly breakup
1	April-June	Rs 26.50
2	July-September	Rs. 25.50
3	October-December	Rs. 10.50
4	Jan-March	Rs. 7.50
	Total	Rs. 70.00

(P.31,Replies)

3.40 There was variation in allocation for awareness and publicity from Rs. 75 to Rs.80 crore in 2015-16. The figures for both the BEs & REs remain the same in 2016-17 and 2017-18 at Rs. 60 crore and Rs. 62 crore respectively.

3.41 About the allocation for the North-Eastern Region, the Department has stated that for 2018-19, an amount of Rs. 5.81 crore and Rs. 3.00 crore have been earmarked under SC Subplan and ST Subplan respectively. (P.31,Replies)

3.42 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. Educating them can only be undertaken as a sustained national programme with adequate resource and fund availability. The Department has been carrying out 'Jago Grahak Jago' campaign on various issues relating to consumer rights and responsibilities across diverse subjects. Publicity campaigns are made through various electronic and print media such as television, radio, newspapers and outdoor advertisements. The Committee while appreciating the Department for taking several steps to create awareness of consumers' rights, desire that more such efforts be undertaken continuously and every effort be made to make it more result oriented.

3.43 The Committee note that in the BE for 2018-19 Consumer Awareness (Advertising & Publicity) has been fixed at Rs. 70.00 crore. Even after utilizing 73.21% of the budget during 2017-18 (Rs. 45.39 crore out of Rs. 62 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 Revised Estimate stage. They desire to be apprised of the steps taken in this regard with outcome thereof.

3.44 The Committee also note that there are network of Consumer Courts/Fora, gold hallmarking and assaying centres and laboratories and National and State helplines for pre litigation settlement of claims, etc. 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 advertising and publicity campaigns should invariably and specifically highlight the existence of such facilities.

3. STRENGTHENING OF LEGAL METROLOGY REGULATION AND ENFORCEMENT

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

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

[P.83, AR]

3.46 The BE, RE and AE for the years 2015-16, 2016-17 and 2017-18 and BE for 2018-19 are as given below:-

(Rs. in crores)

Scheme etc.	2015-16			2016-17			2017-18			2018-19
	BE	RE	AE	BE	RE	AE	BE	RE	Expr. upto 31.12.17	BE
Total	33.00	23.92	21.32	38.65	28.00	27.69	28.00	22.00	13.09	45.00

(ANNEXURE-K , P.146, Replies)

3.47 Out of Rs. 45 crore allocated, the department plans to earmark Rs. 15 crore for strengthening of W&M infrastructure in States/UTs and Rs. 30 crore for

strengthening of Regional Reference Standards Laboratories (RRSLs) including time dissemination & IILM Ranchi. (P. 7, PPT)

3.48 The land for the establishment of the two new RRSLs at Varanasi and Nagpur has already been purchased from Government of Uttar Pradesh and Maharashtra and has been transferred in the name of the Department. The funds for the construction of boundary walls, gate etc. have already been sanctioned to CPWD which will be completed shortly. The CPWD has also been asked to prepare the design of construction of RRSLs and it is expected that these two new Laboratories will be completed by 31.3.2020. (P.68, Reply to Q.49 (B))

3.49 Asked about the details on how the Government plan to strengthen the RRSLs with the fund, the Department stated in a written reply to the Committee as under :-

"During the next financial year 2018-19, an amount of Rs. 10.0 Crore is earmarked for the Strengthening of Regional Reference Standards Laboratories (RRSLs) and Indian Institute of Legal Metrology [IILM], Ranchi, which will be done by complementing the existing facility in mass, volume and length measurement." (p.68, reply)

3.50 Laboratory equipment like Mass Comparators, Laser based length measurement instrument etc. may be provided to all RRSL and Indian Institute of Legal Metrology (IILM), Ranchi for better consumer protection.

3.51 The total fund earmarked for Strengthening of RRSLs and Indian Institute of Legal Metrology [IILM], Ranchi is Rs. 10 crore, out of which Rs. 3.25 crore will be utilised for construction of laboratories buildings, Rs. 3.0 crore will be spent for procurement of equipment and Rs. 75 Lakhs for capacity building of officers apart from other expenditures as follows:

Strengthening RRSLs and IILM, Ranchi		
RRSL	Machinery & Equipment (NE region)	0.50
IILM	Machinery & Equipment	1.0
IILM	Major Works	0.50
RRSLs	Machinery & Equipment	1.50
RRSLs	Major Works (Construction work)	2.75
RRSLs	Minor Works	1.5
RRSLs	Capacity Building- Other Charges	0.75
RRSLs	Salaries (New RRSLs)	1.00
RRSLs	Office Expenses (New RRSLs)	0.30
RRSLs	Domestic Travel Expenses (New RRSLs)	0.20
	Total	10.0

(P. 6, 8 -9, Reply)

3.52 The Committee note that the Department of Consumer Affairs is undertaking strengthening of Weights & Measures infrastructure in States/UTs and also RRSL & IILM Ranchi and Rs. 45.00 crore has been allocated for the year 2018-19. The Committee hope that the available funds will be utilized fully for expanding the testing facility in mass, volume and length measurement, construction of buildings and procurement of necessary equipment. The Committee also appreciate that land has been purchased for the establishment of two new RRSLs at Varanasi (UP) and Nagpur (Maharashtra) and CPWD has been asked to prepare the design for the Construction of RRSLs buildings. The Committee desire that all these projects are executed on priority and completed by the target date i.e. 31.03.2020 without incurring any cost escalation.

4. THE BUREAU OF INDIAN STANDARDS : STRENGTHENING OF GOLD HALLMARKING

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

3.54 BIS Act 2016 has come into force with effect from 12 October 2017, subsequently a Governing Council was reconstituted and its first meeting was held on 22 November 2017. (P.58, AR)

3.55 The Department is operating two schemes of Gold Hallmarking and National System for Standardization. The BE, RE and AE for the Financial Year 2017-18 and BE for the Financial Year 2018-19 are as given below:-

(Rs. in crores)

Scheme etc.	2015-16			2016-17			2017-18			2018-19
	BE	RE	AE	BE	RE	AE	BE	RE	Expr. upto 31.12.17	BE
Bureau of Indian Standards										
Setting up of Gold Hallmarking/Assaying Centers in India	5	5	5	3.85	1	1.18	1	1	.86	1
National System for Standardization	5	5	5	1	1	0.00	1	1	1	1
Total	10.00	10.00	10.00	4.85	2.00	1.18	2.	2.00	1.86	2.00

(p. 145 reply)

(ANNEXURE-J reply)

➤ **Standards Formulation**

3.56 BIS formulates need-based Indian Standards in line with National priorities. It also harmonizes National standards with International standards in order to facilitate adoption of International standards by industry and thereby facilitating trade. Upto December, 2017, 5206 Indian Standards have been harmonized with International Standards, which is more than 81% of standards where corresponding ISO/IEC Standards exist. Existing Indian Standards are reviewed, once in five years. During April – December 2017, 491 Standards (new and revised) were formulated. Also a total number of 1519 Standards were reviewed. The total number of standards in force, as on December 2017 was 19145.(p 59 AR)

➤ **Assaying and Hallmarking**

3.57 About assaying and hallmarking centres, the Government informed the Committee in a written reply:-

"At present 570 BIS recognized A&H Centres are in operation. The A&H centres recognized during the years 2015-16, 2016-17 ,2017-18 and proposed to be set up during the financial year 2018-19 are as follows:

Year	New A&H Centres recognised
2015-16	63
2016-17	156
2017-18 (upto Jan .2018)	143
2018-19	*

Setting up of A&H Centre is a market driven activity where decision to open as A&H Centre is taken by the entrepreneur based on his commercial judgment about the market.

However under the Plan scheme for setting up of Gold Assaying/ Hallmarking Centres in India with Central Assistance, Expression of Interest for setting up of 9 centres in the North East and special category states of Sikkim, J&K, Himachal Pradesh and Uttranchal, in 2018-19 have been approved”.(p 63 reply)

3.58 During oral evidence the Committee was informed that in 2015-16, 68 licences were cancelled, in 2016-17, 68 and in 2017-18, 72 licences were cancelled. (page 15 to 18 of verb)

3.59 On the functioning of the scheme, the Government stated :-

“Valuation study on the functioning of the BIS Hallmarking Scheme and Assaying & Hallmarking Centres has already been carried out by “Centre for Consumer Studies, Indian Institute of Public Administration (IIPA), New Delhi”. The report of the study has been submitted by IIPA in Nov. 2017”. (page 62 reply)

3.60 During the course of evidence, the officials of the Department stated that IIPA suggested digitally linking all the hallmarking centres with a view to assuring the aggrieved consumer a way to trace the centre that had hallmarked the defective jewellery. (page 16 verb).

3.61 The Committee note that 570 BIS recognized Assaying and Hallmarking (A&H) Centres are in operation. Setting up of A&H Centre is market driven and the entrepreneur decides to open such centre on his commercial judgement about the market. However, expression of interest for setting up of Centres in the North East and special category states of Sikkim, Jammu & Kashmir, Himachal Pradesh and Uttaranchal have been approved under the plan scheme with Central assistance. The Committee are of the view that setting up of more and more

Assaying Centres may go a long way in the serving interest of the consumers. The Committee, therefore, hope that the Department would make all possible efforts to expedite the setting up of these new A&H Centres in the interest of the consumers.

5. NATIONAL TEST HOUSE

3.62 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 is more than a century old Scientific and Technological Organization. It was established originally by the Indian Railway Board as a captive test and quality evaluation laboratory (originally known as Government Test House) at Alipore, Kolkata with a view to examining the quality of various products meant to be used by the Indian Railways. The first regional laboratory was set up by NTH in Mumbai in the year 1963 and subsequently at Chennai (1975), Ghaziabad (1977), Jaipur (1994) and Guwahati (1996). (P.79, AR)

3.63 The NTH issues test certificates in scientific & engineering fields to certify conformity to national/international specifications or customer standard specifications.

The BE, RE and AE for 2017-18 and BE for 2018-19 for NTH is as shown below:-

(Rs. in Crore)				
BE 2017-18	RE 2017-18	Exp. 2017-18 (12.02.18)	Exp. w.r.t. RE (%)	BE 2018-19
20.00	17.00	12.10	71.18	29.00

(p. 16 ppt)

3.64 The Ministry has stated the broad output/deliverables against the outlay for 2018-19 as:-

“Constructing new buildings, augmenting testing facilities, digitalization of records, creating digital database for introduction of e-office and modernization of 9 labs.”(page 73 PM)

3.65 The strengthening of NTH is mainly by way of creating infrastructure (civil works and procurement of equipments) for enabling it carry out tests in new areas such as LED luminaire testing , all kinds of tests relating to transformers such as Impulse, short circuit etc, tesing of equipments used for generating solar energy, packaged drinking water etc.(p. 5 PM)

3.66 The Government has stated in a written note that the projected medium term outcome of NTH is Modernization of National Test House to facilitate digital India movement, reduction in testing time, new testing facilities for testing packed drinking water, voltage test facility for transformers/Impulse voltage of Transformers and LED. (p. 73 PM)

3.67 The Present status of Achievement in respect of Establishment of laboratories of NTH is as follows :- (P.70-71, Replies)

(A) Construction of Laboratory Buildings at NTH Southern Region (SR), Chennai :The total estimated cost of the project was Rs. 6.62 crores as per project approved for 12th Five Year Plan (2012-17). As on date an amount of Rs. 4.58 crores has been utilized and balance amount of Rs. 2.04 crores is required for completion of the project. Construction of Impulse Voltage Laboratory at NTH(SR) , Chennai is in advanced stage and may be completed by the next financial year subject to availability of funds.

(B) Construction of the G+4 Phase-II Building at NTH Western Region (WR), Mumbai :The total estimated cost of the project was Rs. 25.26 crores as per project approved for 12th Five Year Plan (2012-17). As on date an amount of Rs. 14.64 crores has been utilized and balance amount of Rs. 10.62 crores isrequired for completion of the project. Construction of G+4 Phase-II Building at NTH(WR), Mumbai is in advanced stage and may be completed by the next financial year subject to availability of funds.

(C) Construction of One Additional Floor over the existing Laboratory Building at NTH North Western Region (NWR), Jaipur. The total estimated cost of the project was Rs. 4.58 crores as per project approved for 12th Five Year Plan (2012-17). As on date an amount of Rs. 3.78 crores has been utilized. The CPWD has not raised any demand for balance amount. The construction has been completed. The CPWD and (NWZ) has not handed over the building to NTH (NWR) Jaipur.(p. 70-71 reply)

3.68 The projects in NTH Mumbai, and NTH Jaipur were initiated in the financial year 2013-14 and the project in NTH Chennai was started in the year 2014-15 (P. 27 11the report of the committee). The Department also stated in a written reply:-

“1) The fund allocated for major Works will be utilised for completion of the On-Going Constructions at Mumbai, Chennai & Jaipur.

2) The following capital equipment's are proposed to be procured utilising the fund under ME:

- Impulse Voltage Generator at NTH (SR), Chennai.
- Equipment's for "Routine Testing of Transformers" at NTH (ER), Alipore, Kolkata.
- Life Testing Rack incorporating Accelerated Life Testing and Life Testing Rack incorporating Switching Cycle Operation at NTH (ER), Salt Lake, Kolkata.
- Gas Chromatograph Mass Spectrometer (GCMS) to be procured for NTH(SR)-Chennai in 2018-19.
- Ion Chromatograph to be procured for NTH(SR)-Chennai , NTH(NWR)-Jaipur & NTH(NR)-Ghaziabad in 2018-19.
- A portion of the fund will be utilised by all the Regions to procure small

equipment to bridge the gaps, if any, at their end. (P. 77-78, Replies)

3) The fund allocated under the head Minor works will be utilised for regular maintenance works of the existing infrastructure at the regional centres and for AMC & Calibrations of the existing equipment.

4) The fund for Information & Technology will be utilised for maintenance of the existing IT Infrastructure and also for creating New facilities, where ever possible”(p. 77-78 reply)

The Department also informed that the DG-NTH regularly interacts with the regional In-Charges for proper execution of the proposed work. Expenditure is also regularly monitored to assess the progress. Apart from that DG-NTH regularly visits the regional centres for physical verifications of assets." (p.78 reply)

3.69 The Committee appreciate that in order to strengthen the NTH, the Government is planning to construct new buildings, augment testing facilities, digitalize records, creating digital database for introduction of e-office and modernizing nine laboratories. The Committee is however constraint to note that some of the major projects of the National Test Houses, such as Construction of Laboratory Buildings at NTH (SR) Chennai and G+4 Phase - II Building at NTH (WR) Mumbai, that was started way back in 2014-15 and 2013-14 respectively, have not been completed and are stated to be completed by the next financial year, that too subject to availability of funds. The NTH being an important institution for test and quality evaluation of under trial, engineering and consumer products in the country, such inordinate delay in important projects of the institution is a matter of concern. The Committee, therefore, strongly recommend that the Government should closely monitor implementation of the

projects and ensure that these projects in Mumbai, Jaipur and Chennai are completed without any further loss of time. Also, steps should be taken to ensure completion of procurement of major machineries for Chennai, Ghaziabad and Jaipur during the current financial year positively.

6. PRICE MONITORING CELL

3.70 Price Monitoring Cell (PMC) was set up in 1998 for keeping a close watch on the prices of selected food items as well as the structural and other constraints affecting their availability, and ensuring timely intervention for improving the market availability and thereby moderating prices. Over the span of about 19 years of its creation, the scope of PMC has expanded from 14 essential food items to 22, and the number of reporting centers has increased from 18 to 101. The 22 commodities being monitored by PMC include five item groups, i.e. Cereals (Rice & Wheat), Pulses (Gram, Tur, Urad, Moong, Masur), Edible oils (Groundnut oil, Mustard oil, Vanaspati, Soya oil, Sunflower oil, Palm oil), Vegetables (Potato, Onion, Tomato), and other items (Atta, Sugar, Gur, Milk, Tea, and Salt). Based on price data of 22 essential food items compiled from 101 centers, price report on trends of retail and wholesale price across the country is released by 5.00 PM at the Department's website <http://fcain.nic.in> which is updated regularly. (AR 2017-18, P.88/10.1 & 10.12)

3.71 The Department of Consumer Affairs informed that its Price Monitoring Cell (PMC) has been implementing scheme of "Strengthening of Price Monitoring Cell" for strengthening the existing mechanism of price monitoring, both at Centre and State levels, mainly through infrastructural support, organizing training programme, hiring professionals, and conducting commodity specific studies. The basic objective is to ensure streamlining of the process of price data reporting, monitoring and analysis, especially of essential commodities. It has three components, i.e. (a) Strengthening of PMC at Centre ; (b) Strengthening of PMC at the States; and (c) Strengthening of services of National Informatics at the Centre, specific to PMC. The scheme, inter-alia, provides for financial assistance to the States for capacity building and infrastructural support for their price reporting centres. (R. to LoP, P.87)

3.72 According to the Department, for 2018-19, an amount of Rs. 2.76 crore was sought but Rs. 2 crore has been allocated to strengthening price monitoring mechanism in the States by providing remuneration for one contractual employee (Data Entry

Operator) at each centre and handheld device with geo-tagging facilities. In addition, funds will be utilized for strengthening of price monitoring cell at the Centre and NIC. (R. to LoP, P.87)

3.73 The Budget Estimates (BE), Revised Estimates (RE) and Actual Expenditures for the Plan Scheme "Strengthening of Price Monitoring Cell (PMC)" for the years 2015-16, 2016-17 and 2017-18 as provided by Department are given in the following table:- (R. to LoP, P. 99/Annexure E)

(Rs. in crores)

Scheme etc.	Major Head	2015-16			2016-17			2017-18			2018-19
		BE	RE	AE	BE	RE	AE	BE	RE	Expr. upto 31.12.17	BE
Price Monitoring Cell	2552	0.20	0.20	0.00	0.10	0.10	0.00	0.10	0.10	0.00	0.20
	3456	1.20	1.20	0.00	0.00	0.40	0.41	0.90	0.90	0.51	1.80
	3601	0.50	0.50	0.52	0.35	0.00	0.00	0.00	0.00	0.00	0.00
	3602	0.10	0.10	0.00	0.05	0.00	0.00	0.00	0.00	0.00	0.00
Total		2.00	2.00	0.52	0.50	0.50	0.41	1.00	1.00	0.51	2.00

(P. 140, Replies)

3.74 When asked the reasons for variations in BE, RE and Actual Expenditure, the Department of Consumer Affairs stated that the reasons for variations during 2015-16 were due to the fact that expenditure on N.E., U.T. & Tour and Travel, other charges were lower. In 2016-17, the variations were attributed to the fact that expenditure toward strengthening of Price Monitoring Unit in States/UTs would not materialize due to procedural delay in transferring Major Head 3601 and 3602 to 3456, and also due to the time being taken by States/UTs in registering their agencies/Department in Public Financial Management System from States/UTs. The reasons for variations during 2017-18 was due to the fact that expenditure on N.E. States could not materialize due to lack of proposal. (R. to LoP, P.13)

3.75 Giving details of activities taken up and proposed to be taken up during 2015-16, 2016-17, 2017-18 and 2018-19, the Department further submitted as under (R. to LoP, P. 14-15):

- "(i) In 2015-16, financial assistances were provided to 29 centres located in 10 States for strengthening of price monitoring cell; conducted two commodity specific studies i.e. Structural factors behind food inflation by NCML and Undertaking a survey to map consumption of pulses in India by Datamation. A regional work shop was conducted in Guwahati to provide training to price reporting centres.
- (ii) In 2016-17, financial assistance was provided to Uttar Pradesh for 6 centres i.e. Lucknow, Kanpur, Varanasi, Agra, Jhansi, Meerut.

As mentioned above, expenditure toward strengthening of Price Monitoring unit in State/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/Department in Public Financial Management System from State/UTs.

In 2017-18 the Department conducted two workshops one each in Lucknow, Uttar Pradesh and Bhopal, Madhya Pradesh to explain the methodology to be followed for price collection and reporting. The concerned officer in the price reporting centres of 3 States i.e. Uttar Pradesh, Madhya Pradesh and Chhattisgarh participated in these two workshops. Financial assistances were also provided to 23 centres located in 9 States for strengthening of Price Monitoring unit. Two research scholars were engaged for short-term by the Department to undertake study on "Analysis of Prices of Major Pulses in India during 2013-14 to 2016-17". Reports of a private professional agency engaged in agri-commodities information gathering viz. Level A Commodity were also subscribed to have regular access to an alternate source of feedback on international prices, imports, exports, latest trends, etc. of essential commodities.

- (iii) For the Financial year 2018-19, five conference-cum-training workshops are proposed in different zones of the country. Funds will be provided for hiring 1 DEO to each price reporting centres and 1 hand-held device with geo-tagging facilities for robust price reporting.”

3.76 The Committee observe that Rs. 2 crore has been allocated in BE of 2018-19 for the scheme of "Strengthening of Price Monitoring Cell" being implemented by the Department of Consumer Affairs for strengthening the existing mechanism of price monitoring, both at the Centre and State levels. The scheme also provides financial assistance to the States for capacity building and infrastructural support for their reporting centres. The Committee further observe that financial assistance were provided to 29 Centres located in 10 States, and 6 centres in Uttar Pradesh during the year 2015-16 and 2016-17 for strengthening of PMC. The Committee also note that for the financial year 2018-19, five conference-cum-training workshops are proposed in different zones of the country, and that the funds will be provided for hiring 1 Data Entry Operator (DEO) to each price reporting zones and 1 hand-held device with geo-tagging facilities for robust price reporting. The Committee hope that these proposals of the Department will be duly implemented within the outlay of Rs. 2 crore made for the year 2018-19.

3.77 The Committee further note that there occurred variations in BE, RE and Actual Expenditures (BE - Rs. 2 crore, AE - Rs. 0.52 crore in 2015-16; BE - Rs. 0.50 crore, AE - Rs. 0.41 crore in 2016-17; BE - Rs. 1 crore, AE - Rs. 0.51 crore in 2017-

18) which the Department attributed as being caused by procedural delay in the transferring Major Head 3601 and 3602 to 3456 and due to the time taken by States/UTs in registering their agencies/Department in Public Financial Management System from States/UTs in 2016-17, and by lack of proposal causing non-materialization of expenditure on N.E. States in 2017-18. The Committee recommend that these procedural hurdles be expeditiously sorted out by taking concrete steps so that such hurdles do not hamper the full utilization of Rs. 2 crore allocated in 2018-19.

7. PRICE STABILIZATION FUND

3.78 The Price Stabilization Fund (PSF) was set up with a corpus fund of Rs. 500 crore to tackle any inflation trends of some agri-horticultural commodities, viz. onion, potatoes and pulses to protect the interest of consumers. These commodities would then be stored and, in case of anticipatory increase in market prices, be sold by these agencies to help bring down the prices. As per the scheme, the PSF is to be used to grant interest free advance of working capital to central agencies, State/UT Governments/Agencies to undertake such market intervention operations. Apart from domestic procurement from farmers/wholesale mandis, imports may also be undertaken under PSF. It was felt that such market intervention initiatives by Government would not only help send the appropriate market signal but also deter speculative/ hoarding activities. (R. to LoP, P. 17/Q.12; AR 2017-18, P.92)

3.79 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 and 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 Stabilization Fund Management Committee (PSFMC) has been re-constituted with Secretary, Department of Consumer Affairs as the Chairperson. There is also a Sub- Committee for investing surplus from PSF Corpus, chaired by Financial Adviser, Ministry of Consumer Affairs, Food & Public Distribution. Till now, 25 meetings of the re-constituted PSFMC has been held. Important achievements under PSF include the following (BN of DoCA, P.6):

- "• 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 increased to upto 20 lakh tonnes from 1.75 lakh tonnes, and is being built both through domestic procurement by FCI, NAFED and SFAC, and imports by MMTC and STC.

- As on 09.01.2018, around 20.50 lakh tonnes of pulses procured/imported comprising 16.71 lakh tonnes of domestic pulses and 3.79 tonnes of imported pulses.
- Assistances were also provided to Andhra Pradesh (₹50 crores), Telangana (₹9.15 crores) and West Bengal (₹5 crores) for setting up State Level PSF.
- As on date, 3.57 lakh MT of pulses has been disposed of.
- In 2017-18, to moderate the prices of Onions, procurement is being undertaken under PSF to improve its availability and help moderate its prices.
- Government has also entered into G2G contract with Mozambique to ensure assured supply of pulses, and is considering similar offers from other pulses producing countries."

3.80 The Department also stated that the Corpus Fund of PSF is managed by Small Farmers Agribusiness Consortium (SFAC). In the States/UTs, the price stabilization operations are to be managed by the State-level PSFMC and operated out of the State-level Corpus Fund. Interest-free advances from PSF Corpus may be made both to Central Agencies and to State-level Corpus. The State-level Corpus is created with a sharing pattern between Government of India and State in the ratio of 50:50, which is 75:25 in case of North-Eastern State. (AR 2017-18, P.93)

3.81 The Budget Estimates (BE), Revised Estimates (RE) and Actual Expenditure for Price Stabilization Fund (PSF) for 2015-16 to 2018-19 as provided by the Department of Consumer Affairs are given in the following table:- (R. to LoP, P.141/Ann. F)

(Rs. in crores)

Scheme etc.	Major Head	2015-16			2016-17				2017-18			2018-19
		BE	RE	AE	BE	RE	AE		BE	RE	Expr. upto 31.12.17	BE
Price Stabilization Fund	2552	0.00	0.00	0.00	90.00	340.00	0.00		350.00	350.00	0.00	150.00
	3456	0.00	0.00	0.00	809.98	3060.00	6899.98		3150.00	3150.00	3465.04	1350.00
	3601	0.00	0.00	0.00	0.01	0.00	0.00		0.00	0.00	0.00	0.00
	3602	0.00	0.00	0.00	0.01	0.00	0.00		0.00	0.00	0.00	0.00
Total		0.00	0.00	0.00	900.00	3400.00	6899.98		3500.00	3500.00	3465.04	1500.00

(P.141, Replies)

3.82 When asked the reasons for variations in BE, RE and Actual Expenditures, the Department stated as under:- (R. to LoP, P.17)

"The variation between BE and RE/AE was on account of requirement of additional funds for building the enhanced buffer stock of upto 20 lakh MT of pulses. The CCEA's approval for enhancing the buffer of upto 20 lakh MT as against the initial buffer of 1.5 lakh MT was given on 12.09.2016 and hence the need for larger resource for procurement and imports of pulses towards building the enhanced buffer stock. Rs 900 crore was allocated in BE 2016-17, as at the time of finalization of BE, building a smaller buffer of 1.5 lakh MT was envisaged. However, the enhanced buffer operation necessitated a larger fund flow under this head. Accordingly, additional funds were provided through Supplementaries viz. Rs 500 crore (1st Supplementary); Rs 2,000 crores (2nd Supplementary); and Rs 3,500 crore (3rd Supplementary) to meet the fund requirement for the buffer stock operations."

3.83 Asked whether the PSF scheme has ever been applied on onion and potatoes, and if so, to provide details of the manner and duration of storage of commodities along with the locations, the Ministry submitted as under: (R. to LoP, P.18)

"Pulses and Onion were procured under the Central PSF. To moderate the prices of Onions, procurement and import of Onions have been undertaken under PSF through NAFED, SFAC and MMTC, as given in following Table:-

Table : Procurement of Onions under PSF in MT		
	Domestic	Import
2015-16	6011	2000
2016-17	17747	
2017-18	4063.69^	

^: upto 5.2.2018

During 2015-16, SFAC & NAFED procured 6011 MT of onion and disposed it of in Delhi during lean season in 2015 and helped provide relief to consumers. SFAC and NAFED regularly released onion stocks held by them through different channels in Delhi to keep prices under check. Import of 2000 MT of Onion was also undertaken through MMTC to control prices, and the imported Onions were disposed through auction.

Anticipating rise in Onion prices in the lean season, the Government approved creating a buffer stock of 20,000 MT during 2016-17 under PSF. NAFED and SFAC were directed to procure 20,000 MT of Onions for the buffer stock. However, the agencies procured and stored around 17,747.467 MT during 2016-17. The procured Onions were mainly stored in godowns of NAFED and private godowns located in Nasik.

The procuring agencies were directed to dispose of through e-Kisan Mandi, APMC of Azadpur and Nashik, etc. "

3.84 Giving information about monitoring of the agencies level of performance by the Central Government in regard to Price Stabilization Fund, the Department also stated as under:- (R. to LoP, P.20)

"Price stabilisation operations are decided/recommended and regularly monitored 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."

3.85 In response to a query about market intervention operation is also carried on in other commodities, the Department of Consumer Affairs stated that at present Onion, Potato and Pulses are covered under PSF operations. (P.20, Replies)

3.86 The Committee note that PSF was set up to tackle inflationary trends of some agro-horticultural commodities and so far the reconstituted Price Stabilization Fund Management Committee (PSFMC) under the chairpersonship of Secretary, Department of Consumer Affairs, have been held 25 meetings. The Committee also note that state-level corpus funds is created with Central-State sharing of 50:50, which is 75:25 in case of NE States. They desire to be apprise of the decisions taken during these meetings of the PSF Management Committee as well as the States/UTs that have created State-level Corpus funds. The Committee further desire that the States/UTs that have not so far created State-level corpus funds be persuaded to create the Corpus funds so that inflationary trends of essential agro-horticultural commodities could be tackled more effectively in the larger interest of the consumers.

3.87 The Committee also note that BE and RE of Price Stabilization Fund (PSF) scheme was Rs. 3500 crore and the Actual Expenditure was Rs. 3465.04 crore during 2017-18 whereas Rs. 1500.00 crore only has been allocated in BE of 2018-19. The Committee would like to know how the Department propose to utilize

Rs. 1500.00 crore under the PSF Scheme during the year 2018-19. The Committee is of the view that the Department would not be in a position to do justice to the scheme during the current year considering the fact that the Actual Expenditure under the scheme during the previous year was Rs. 3465.04 crore. The Committee, therefore, recommend that the Department should impress upon the Ministry of Finance to allocate more funds under the scheme with appropriate justification.

8. CONSUMER WELFARE FUND

3.88 The Consumer Welfare Fund (CWF) was created in 1992 with the objective of providing financial assistance to promote and protect the welfare of the consumers, create consumer awareness and strengthen consumer movement in the country, particularly in rural areas. The Consumer Welfare Fund Rules were notified in the Gazette of India in 1992 and Guidelines were framed in 1993, which were revised in 2007 and again in 2014. The fund was created under the Central Excise and Salt Act, 1944. According to the Department of Consumer Affairs, this Fund is being managed by Ministry of Finance and operated by Department of Consumer Affairs for which a Standing Committee has been constituted in accordance with the provisions of Consumer Welfare Funds Rules, 1992. The constitution of the Standing Committee on CWF is as follows:- (R. to LoP, P. 92; PP Material, P. 19)

- (i) The Secretary, Ministry of Consumer Affairs, Food and Public Distribution (Department of Consumer Affairs) - Chairman of the Committee;
- (ii) Secretary, Department of Expenditure in the Ministry of Finance or the Financial Adviser, Department of Consumer Affairs, in the Ministry of Consumer Affairs, Food and Public Distribution - Vice-Chairman of the Committee;
- (iii) Chairman, Central Board of Excise and Customs or an officer not below the rank of a Joint Secretary in the Department of Revenue of the Ministry of Finance;
- (iv) Member (Central Excise) of the Central Board of Excise and Customs or an officer not below the rank of a Joint Secretary in the Department of Revenue of the Ministry of Finance;
- (v) Secretary/Joint Secretary/Economic Adviser, Department of Rural Development;
- (vi) Director General/Additional Director General, Bureau of Indian Standards;

- (vii) The Additional Secretary/Joint Secretary in-charge of Consumer Welfare Fund in the Ministry of Consumer Affairs, Food and Public Distribution, who shall also be the Member Secretary of the Committee.

3.89 According to the Department of Consumer Affairs, the Consumer Welfare Fund (CWF) is a non-lapsable Public Account Fund, from which financial assistance is provided to Voluntary Consumer Organisations (VCOs)/Govt.) Institution for strengthening consumer movement. (R. to LoP, P. 53)

3.90 When asked about the details of projects and NGOs/VCOs financed during the last three years, the Department of Consumer Affairs submitted a written information which is reproduced in **Annexure - D**. (R. to LoP, P. 171/Ann. - 171)

3.91 As per the information received from the Department, funds are allocated for expenditure for Consumer Welfare Fund every year and it also finds mention in the Demands for Grants. The Budget Estimates (BE), Revised Estimates (RE) and Actual Expenditure in respect of CWF for 2014-15, 2015-16, 2016-17 and 2017-18 are as under :- (R. to LoP, P. 53-54)

(Rs. in crore)

Year	Budget Estimates	Revised Estimates	Actual Expenditure	Shortfall/Excess expenses (if any)	Reasons
2014-15	15.00	15.00	13.11	1.89	Non-completion of codal formalities by the organisations (like non-submission of UCs, activity) report and non-receipt of report from the concerned State Government to monitor the project under CWF
2015-16	15.00	15.00	12.63	2.37	
2016-17	15.50	15.50	15.05	0.45	
2017-18	17.45	17.45	11.77 (as on 12.02.2018)	-	

(P.53, Replies and P. 19, PPT)

The Budget Allocation (BE) for Consumer Welfare Fund for the financial year 2018-19 is Rs. 19.35 crore. (R. to LoP, P. 56)

3.92 The Department of Consumer Affairs also stated that the Consumer Welfare Fund is utilized to protect and for the welfare of the consumers by creating awareness among the consumers in rural and urban areas by adopting various modes of awareness creation. 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/Centres of excellence in Institutions/Universities, training programmes for consumer awareness. (R. to LoP, P. 56)

3.93 In 2003, all States/UTs were impressed upon to set up a Consumer Welfare Fund at the State level. In 2010, it was decided that States/UTs which were willing to establish a corpus fund of Rs. 10.00 crore will be supported by the Central Government by contributing 75% of that amount as Central share from the Central Consumer Welfare Fund. State/UT Government to become eligible to receive the one time grant should deposit their share in a non-plan, non-lapsable public account. They may draw up their own guidelines for administering this fund, and will identify a nodal agency in the State to run the scheme. Corpus Fund has been set up in 13 States/UTs, viz. Gujarat, Andhra Pradesh, Odisha, West Bengal, Bihar, Nagaland, Karnataka, Tamil Nadu, Madhya Pradesh, Kerala, Haryana, Jharkhand and Telangana. (BN of DoCA, P.7)

3.94 When the Committee enquired about the specific steps taken to motivate these States/UTs to create State Consumer Welfare Fund in their States and to make them aware about the benefits of the Consumer Welfare Fund to the consumers, the Department submitted the following reply:- (R. to LoP, P.57)

"D.O. letters dated 08.02.2010, 19.05.2010, 13.08.2010 and 17.02.2017 have been sent to the State Governments to set up State Consumer Welfare Fund in their States."

3.95 The Committee note that a total Budget Allocation (BE) of Rs. 19.35 crore has been made for the year 2018-19 under Consumer Welfare Fund (CWF), created in 1992 as a non-lapsable Public Account Fund, from which financial assistance is provided to Voluntary Consumer Organisation (VCOs/Govt.)/Institutions for strengthening consumer movement. They also note that the BE and RE for CWF in 2017-18 was 17.45 crore, but the Actual Expenditure (AE) as on 12.02.2018 was only Rs. 11.77 crore. The Committee hope and expect that the Budget Allocation for Rs. 17.45 crore would be utilized productively and optimally during the financial year 2017-18 itself. The Committee have also been informed about details of Grants released under CWF scheme during the years 2014-15, 2015-16 and 2016-17, which have revealed that several VCOs/Institutions/Organisations have been recipients of CWF during these years. The Committee desire that the Department should ensure that these VCOs/Institutions make proper utilization of the funds in a most productive manner by insisting upon them to undertake a social audit in this regard. The Committee also note that so far 13 States/UTs have set up corpus funds under the CWF. The Committee is of the view that the steps taken by the Government to convince the remaining States/UTs to set State Corpus Funds such as sending D.O. Letters form time to time has not yielded the desired results. Considering the need to create consumer awareness and strengthen the consumer movement in

the country, the Committee strongly recommend that the Department of Consumer Affairs should vigorously pursue and impress upon the remaining States/UTs to set up State Corpus Funds in a time bound manner.

NEW DELHI
8 March, 2018
17 Phalguna, 1939 (Saka)

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

ANNEXURE-A

Scheme-wise details of expenditure incurred against the total allocation of funds during the last 3 financial years.

(in crores of Rupees)

Scheme etc.	Major Head	2015-16				2016-17				2017-18				2018-19
		BE	RE	AE	% w.r.t. RE	BE	RE	AE	% w.r.t. RE	BE	RE	Expr. upto 31.12.17	% w.r.t. RE	BE
1.Price Stabilization Fund	2552	0.00	0.00	0.00	0.00	90.00	340.00	0.00	0.00	350.00	350.00	0.00	0.00	150.00
	3456	0.00	0.00	0.00	0.00	809.98	3060.00	6899.98	225.49	3150.00	3150.00	3465.04	110.00	1350.00
	3601	0.00	0.00	0.00	0.00	0.01	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
	3602	0.00	0.00	0.00	0.00	0.01	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
2. CONFONET	2552	1.50	1.50	0.00	0.00	1.00	1.00	0.00	0.00	1.00	1.45	0.00	0.00	3.50
	3456	13.50	13.50	15.00	111.11	5.00	5.00	6.00	120.00	9.00	13.05	14.45	110.73	15.00
3.Consumer Awareness (Advt. & Publicity)	2552	7.50	7.50	0.00	0.00	6.00	6.00	0.00	0.00	6.20	6.20	0.00	0.00	7.00
	3456	62.80	67.80	66.59	98.22	50.00	54.00	58.68	108.67	55.80	55.80	42.02	75.30	63.00
	3601	4.20	4.20	4.50	107.14	3.60	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
	3602	0.50	0.50	0.20	40.00	0.40	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
4. Consumer Helpline	3456	0.44	0.44	0.00	0.00	0.35	0.00	1.99	0.00	2.00	1.50	0.74	49.33	1.17
	3601	2.26	2.26	2.21	97.79	1.85	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
	3602	0.30	0.30	0.06	20.00	0.30	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
5.Consumer Protection Cell	3456	1.00	1.00	0.94	94.00	4.00	4.00	2.53	63.25	3.00	5.00	2.66	53.20	9.50
6. Price Monitoring Cell	2552	0.20	0.20	0.00	0.00	0.10	0.10	0.00	0.00	0.10	0.10	0.00	0.00	0.20
	3456	1.20	1.20	0.69	57.50	0.50	0.90	0.41	45.56	0.90	0.90	0.51	56.67	1.80
	3601	0.50	0.50	0.52	104.00	0.35	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
	3602	0.10	0.10	0.00	0.00	0.05	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00

7. Strengthening Consumer Fora, Consumer Counseling & Mediation	2552	2.80	2.80	0.00	0.00	2.30	2.30	0.00	0.00	2.20	0.74	0.00	0.00	1.30
	3456	0.00	0.00	0.00	0.00	0.00	20.70	9.66	46.67	14.80	4.66	2.69	57.73	11.70
	3601	21.20	21.20	23.31	109.95	18.20	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
	3602	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
8. Bureau of Indian Standards														
8.1 Setting up of Gold Hallmarking/ Assaying Centers in India	2552	0.50	0.50	0.00	0.00	0.10	0.10	0.00	0.00	0.10	0.10	0.00	0.00	0.10
	2852	4.50	4.50	3.75	83.33	0.90	0.90	1.18	131.11	0.90	0.90	0.86	95.56	0.90
8.2 National System for Standardization	2552	0.50	0.50	0.00	0.00	0.10	0.10	0.00	0.00	0.10	0.10	0.00	0.00	0.10
	2852	4.50	4.50	5.00	111.11	0.90	0.90	0.00	0.00	0.90	0.90	1.00	111.11	0.90
9. National Test House	3425	3.30	3.30	3.14	95.15	5.00	5.00	4.87	97.40	6.00	5.30	0.52	9.81	8.66
	4552	1.70	1.70	0.00	0.00	1.50	1.50	0.00	0.00	2.00	1.70	0.00	0.00	2.90
	5425	12.00	12.55	14.08	112.19	8.50	8.50	8.55	100.59	12.00	10.00	8.90	89.00	17.44
10. Strengthening of Weights and Measures Infrastructure and Strengthening of Regional Reference Standard Laboratories and Indian Institute of Legal Metrology	2552	3.50	3.50	0.00	0.00	4.00	3.00	0.00	0.00	2.70	2.00	0.00	0.00	2.00
	3475	14.00	5.47	6.59	120.48	16.45	20.30	23.67	116.60	17.95	14.70	10.94	74.42	14.75
	3601	8.50	8.50	12.00	141.18	11.25	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
	4552	0.25	0.25	0.00	0.00	0.05	0.00	0.00	0.00	0.10	0.00	0.00	0.00	2.50
	5475	6.75	6.20	2.73	44.03	7.25	4.70	4.02	85.53	7.25	5.30	2.15	40.57	25.75
Total		180.00	176.47	161.31	91.41	1050.00	3539.00	7021.54	198.40	3645.00	3630.40	3552.48	97.85	1690.17

ANNEXURE- B**SCHEME-WISE DETAILS OF EXPENDITURE INCURRED AND ITS PROPORTION OF THE TOTAL ALLOCATION IN THE FIRST, SECOND, THIRD AND FOURTH QUARTERS DURING THE LAST 3 FINANCIAL YEARS.****Schemes**

(Rs. in crore)

Name of the Scheme/Project/Programme	2015-16							2016-17							2017-18						
	BE	RE	1st Qr.	2nd Qr.	3rd Qr.	4th Qr.	Total	BE	RE	1st Qr.	2nd Qr.	3rd Qr.	4th Qr.	Total	BE	RE	1st Qr.	2nd Qr.	3rd Qr.	4th Qr.	Total
Consumer Awareness (Publicity)	75.00	80.00	33.72	6.97	18.61	11.99	71.29	60.00	60.00	44.00	4.01	3.10	7.57	58.68	62.00	62.00	22.01	16.91	3.10		42.02
CONFONET	15.00	15.00	0.00	12.00	0.00	3.00	15.00	6.00	6.00	0.00	0.00	6.00	0.00	6.00	10.00	14.50	5.00	4.50	4.95		14.45
Consumer Helpline	3.00	3.00	0.43	0.68	1.03	0.13	2.27	2.50	0.00	0.00	0.00	0.00	1.99	1.99	2.00	1.50	0.00	0.62	0.12		0.74
Consumer Protection Cell	1.00	1.00	0.18	0.11	0.13	0.52	0.94	4.00	4.00	0.24	0.68	0.38	1.23	2.53	3.00	5.00	0.63	1.07	0.96		2.66
Strengthening of Price Monitoring Structure	2.00	2.00	0.04	0.69	0.35	0.13	1.21	1.00	1.00	0.00	0.07	0.01	0.33	0.41	1.00	1.00	0.08	0.18	0.25		0.51
Strengthening Consumer Fora	24.00	24.00	0.00	11.90	4.22	7.19	23.31	20.50	23.00	0.00	0.00	0.00	9.66	9.66	17.00	5.40	0.00	1.50	1.19		2.69
Weights and Measures	33.00	23.92	2.79	11.13	3.50	3.90	21.32	39.00	28.00	2.58	2.66	0.02	22.43	27.69	28.00	22.00	3.41	5.88	3.80		13.09
National Test House	17.00	17.55	1.10	9.72	1.22	5.18	17.22	15.00	15.00	1.54	7.16	1.02	3.70	13.42	20.00	17.00	0.00	6.47	2.95		9.42
Bureau of Indian Standards	10.00	10.00	0.00	8.75	0.00	0.00	8.75	2.00	2.00	0.00	0.68	0.00	0.50	1.18	2.00	2.00	0.00	0.00	1.86		1.86

Price Stabilizati on Fund	0.00	0.00	0.00	0.00	0.00	0.00	0.00	900.00	3400.00	899.98	500.00	0.00	5500.00	6899.98	3500.00	3500.00	3464.99	0.05	0.00		3465.04
Total	180.00	176.47	38.26	61.95	29.06	32.04	161.31	1050.00	3539.00	948.34	515.26	10.53	5547.41	7021.54	3645.00	3630.40	3496.12	37.18	19.18	0.00	3552.48

ANNEXURE C

Status of Grants Released / Fund Utilised under the Consumer Helpline Scheme since inception (Amount in Rs.) as on 31.01.2018.

Sl.No.	State/UT	Total Grant Released	Total Fund Utilised Amount
1	Andhra Pradesh	2725000	1541278
2	Arunachal Pradesh	2396616	2396616
3	Assam	6496174	2409987
4	Bihar	6610130	5775408
5	Chhattisgarh	5920732	3196616
6	Goa	0	0
7	Gujarat	3274148	2725000
8	Haryana	11142849	9570290
9	Himachal Pradesh	2591721	Information Aviated
10	Jammu & Kashmir	2987978	Information Aviated
11	Jharkhand	2680000	941012
12	Karnataka	6620732	3896616
13	Kerala	5057470	5057470
14	Madhya Pradesh	5325000	5325000
15	Maharashtra	12861624	12861624
16	Manipur	5464848	4115732
17	Meghalaya	2195000	Information Aviated
18	Mizoram	7748080	7748080
19	Nagaland	4867732	2955116
20	Odisha	7017536	7017536
21	Punjab	2760000	Information Aviated
22	Rajasthan	9646348	6922232
23	Sikkim	7746464	6397348
24	Tamil Nadu	13888080	13888080
25	Telangana	4324152	2300478
26	Tripura	4324152	2300478
27	Uttar Pradesh	9243382	6519266
28	Uttarakhand	2410000	1126468
29	West Bengal	6496174	2410000
30	A & N Islands.	2195000	Information Aviated
31	Chandigarh Admin.	3653882	2300478
32	Dadra Nagar Haveli	2195000	Information Aviated
33	Daman & Diu	2299558	Information Aviated
34	Delhi	0	0

35	Lakshadweep	2195000	742000
36	Puducherry	4116652	2767536
Total		178489236	125207745

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.)	Purpose
1	Tamilnadu	CONCERT	40,00,000	Comparative testing of 4 products and services
2	Gujarat	CERC, Ahmadabad	25,00,000	To expand the Consumer Protection & Service Activities of CERC
		CERC, Ahmadabad	25,00,000	
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
4	New Delhi	National Consumer Helpline (NCH)	1,00,00,000	For running the National Consumer Helpline
		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 8 Products and Services
		Consumer Online Foundation	6,00,000	Conference on "Patient Safety and Access to Quality Healthcare" in Haridwar (Uttarakhand)
		NCDRC	35,000	Refund of Consumer Court Fees
		NCDRC	15,000	Refund of Consumer Court Fees
		SAVERA	25,00,000	Consumer Empowerment and Awareness Campaign
		IIPA(NCH)	1,00,00,000	For running the National Consumer Helpline
		IIPA(SCHKRMP)	50,00,000	Implementing the State Consumer Helpline Knowledge Resource Management Portal
5	Uttar Pradesh	Consumer Co-ordination Council (CCC), Noida,	25,00,000	Setting up of Consumer Online Resource & Empowerment (CORE) Center

		U.P		
		Consumer Co-ordination Council (CCC), Noida, U.P	3,50,000	Consumer Convention
6	Uttarakhand	MoundaDhunpurKalyanSamati, 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.)	Purpose
1.	Gujarat	CERC (GSK-Ahmedabad), Gujarat	26,10,000	Setting up Grahak Suvidha Kendra
		CERC, Gujarat	20,00,000	Publication of Grahak Saathi Magazine
		CERC, Gujarat	17,00,000	Comparative Testing of products for food adulteration
2.	Karnataka	Raghavendra Trust, Karnataka	4,50,000	Consumer Awareness Building Programme
		National Law School of India University (NLSIU), Bangalore	50,00,000	Setting up 'Online Consumer Mediation Centre'
		IIPA, KRB, Karnataka	10,00,000	A pilot project of one year duration for imparting training to VCOs in Karnataka.
3.	West Bengal	Bhavishya, West Bengal (GSK-Kolkata)	26,10,000	Grahak Suvidha Kendra
4.	Maharashtra	Mumbai Grahak Panchayat, Mumbai	60,000	Organizing a Seminar on Consumer Protection (Amendment) Bill-2014
5.	Manipur	Manipur Women Coordination Council (MWCC), Imphal	5,00,000	Integrated Programme on Consumer Education and Awareness Campaign
6.	New Delhi	Federation of Indian Electronic Commerce & Industry (FIECI), Delhi	2,80,000	Organizing National Consultative Conference on e-Consumer Protection & Awareness on 8 th May, 2015
		NCDRC, New Delhi	5,000	Refund of statutory fee, deposited by complainants
		NCDRC, New Delhi	5,000	Refund of statutory fee, deposited by complainants

		IIPA (CCS), New Delhi	35,00,000	Centre for Consumer Studies
		SAVERA, (GSK-Patna), New Delhi	26,10,000	Grahak Suvidha Kendra
		M/s Karshan Technologies, (GSK)-Bangalore), New Delhi	26,10,000	Grahak Suvidha Kendra
		NCDRC, New Delhi	5,000	Refund of statutory fee, deposited by complainants
		NCDRC, New Delhi	10,000	Refund of statutory fee, deposited by complainants
		Advertising Standards Council of India (ASCI), New Delhi	5,00,000	Resolving complaints on misleading and false advertisements
		NCDRC, New Delhi	10,000	Refund of statutory fee, deposited by complainants
		IIPA (CCS), New Delhi	1,21,12,000	Extension of the project of Centre for Consumer Studies
		NCDRC, New Delhi	10,000	Refund of statutory fee, deposited by complainants
		NCDRC, New Delhi	5,000	Refund of statutory fee, deposited by complainants
		NCDRC, New Delhi	10,000	Refund of statutory fee, deposited by complainants
		IIPA, (SCHKRMP), New Delhi	9,55,174	Implementation of the SCHKRMP
		NCDRC, New Delhi	5,000	Refund of statutory fee, deposited by complainants
7.	Odisha	NariMangalMahilaSamity, Odisha	5,00,000	Organizing Consumer Awareness Programmes
8.	Tamil Nadu	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
		CONCERT, Chennai	24,04,000	Extension of project on Comparative Testing of Products and Services
9.	Telangana	NALSAR, Hyderabad	1,00,00,000	Establishing Consumer law Chair and running courses on Consumer Issues with financial assistance from CWF
10.	Uttar Pradesh	Consumer Coordination Council, U.P.	15,00,000	Consumer Online Resource & Empowerment (CORE)
		CUTS, (GSK-Jaipur), Rajasthan	26,10,000	Grahak Suvidha Kendra
		CUTS, Jaipur	10,00,000	Conducting the study on Consumer Safety in India and to publish "State of Consumer Safety in India Report"
		Consumer Coordination Council, U.P.	2,50,000	Setting up and running the Consumer Online Resource & Empowerment (CORE) Project

GRANTS RELEASED DURING FINANCIAL YEAR 2016-2017 FROM CONSUMER WELFARE FUND

Sl. No.	Name of State	Name of Institution/Organization/VCO's	Grant Released (in Rs.)	Purpose
1.	Bihar	SAVERA, New Delhi	16,87,500	Publication and Circulation of the Hindi magazine in Bihar only, Project Title-“Vernacular Language Publications to Increase Awareness”
2.	Delhi	NCDRC, New Delhi	45,000	Refund of Consumer Court Fees
		NCDRC, New Delhi	55,000	Refund of Consumer Court Fees
		NCDRC, New Delhi	7,50,000	Refund of Consumer Court Fees
		IIPA (CCS), New Delhi	40,00,000	For the project of Centre for Consumer Studies
		IIPA (NCH), New Delhi	50,00,000	For operationalizing the National Consumer Helpline
		IIPA (NCH), New Delhi	50,00,000	For operationalizing the National Consumer Helpline
		CORE	2,71,908	Setting up and running the CORE project
		CORE	5,29,748	Setting up and running the CORE project
		IIPA, (SCHKRMP), New Delhi	9,08,112	For availing leased line of 8 MBPS from MTNL for Implementation of the SCHKRMP
		IIPA, New Delhi	63,19,875	Expansion of NCH and integration CORE
		IIPA (CCS), New Delhi	81,12,000	For the project of Centre for Consumer Studies
		Consumer Online Foundation, New Delhi	15,00,000	Innovative Project for Empowering Consumers
		Secretary, NDMC, New Delhi	1,32,000	For Conducting/Organizing a Consumer Mela
		Khushi Social & Green Network Pvt. Ltd., Delhi	72,500	For Consumer Mela
3.	Gujarat	CERC, Gujarat	25,00,000	To expend its consumer protection & service activities.
		CERC, Gujarat	19,68,835	For bringing out National Consumer Magazine INSIGHT in Hindi (Grahak Sathi)
4.	Madhya Pradesh	NLIU, Bhopal	9,90,239	For Chair professorship in consumer protection and consumer welfare
5.	Tamil Nadu	CONCERT, Chennai	64,03,000	Comparative Testing
		CONCERT, Chennai	16,82,250	For Empowering Rural Consumer Choice Through Information
6.	Odisha	NariMangalMahilaSamity	2,50,000	Training on Mediation
7.	Manipur	The Centre for Sustainable Development	2,50,000	Study of Awareness in North-East States

8.	Maharashtra	HEALIS, Mumbai	56,25,000	Consumer Safety Children from Health Hazards of Tobacco Products
		The Advertising Standard Council of India , Mumbai	5,00,000	Consumer Safety Children from Health Hazards of Tobacco Products
9.	Uttar Pradesh	SubhKamnaSamajikSewaSansthan	2,50,000	Combating Food Adulteration for Creating Consumer Awareness

APPENDIX - I

MINUTES OF THE FIFTH SITTING OF THE STANDING COMMITTEE ON FOOD, CONSUMER AFFAIRS AND PUBLIC DISTRIBUTION (2017-18) HELD ON WEDNESDAY, 21 FEBRUARY, 2018

The Committee sat from 1100 hrs. to 1230 hrs. in Committee Room
'D' Ground Floor, Parliament House Annexe, New Delhi.

PRESENT

Shri J.C. Divakar Reddy, MP - Chairperson

Members

Lok Sabha

2. Shri R.K.Bharathimohan
3. Shri Babu Lal Choudhary
4. Shri Dinesh Kashyap
5. Shri Dharmendra Kumar
6. Dr. Swami Sakshi Maharaj
7. Shri Sunil Kumar Mondal
8. Shri Ram Chander Paswan
9. Shri Bhola Singh
10. Shri Sukhbir Singh Jaunpuria

Rajya Sabha

11. Shri Ravi Prakash Verma

SECRETARIAT

1. Shri Lovekesh Kumar Sharma - Director

LIST OF WITNESSES

Sl. No.	Name	Designation
Department of Consumer Affairs		
1.	Shri Avinash K. Srivatava	Secretary
2.	Shri Nikhilesh Jha	SS&FA
3.	Smt. Sangeeta Verma	Pr. Adviser
4.	Shri Amit Mehta	Joint Secretary
5.	Shri Awadhesh K. Choudhary	Economic Adviser
6.	Dr. Gautam Talukdar	CCA
7.	Shri Dharmesh Makwana	Director
8.	Shri Sita Ram Meena	Director
9.	Shri B.N. Dixit	Director
10.	Shri S.S. Thakur	Director
Bureau of Indian Standards		
11.	Smt. Surina Rajan	DG
12.	Shri C.B. Singh	ADG
National Test House		
13.	Shri U. Thanu	DG
National Cooperative Consumer's Federation of India Limited		
14.	Shri Kamal Chowdhary	M. D.
National Consumer Disputes Redressal Commission		
15.	Shri S. Hanumantha Rao	Joint Registrar

2. At the outset, the Chairperson welcomed the members to the sitting of the Committee, 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 (2018-19).

[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. The Chairperson in his welcoming remarks raised issues such as Consumer Protection, Legal Metrology and Quality Assurance as well as Price Stabilization Fund (PSF). Thereafter, the representatives of Department of Consumer Affairs with the permission of Chairperson made a power point presentation highlighting major provisions of Demands of Grants (2018-19) of the Department which includes Strengthening of Consumer Fora (SCF), Computerization and Computer Networking of Consumer Fora in the country (CONFONET), Consumer Protection Cell, Consumer Awareness (Advertising and Publicity); strengthening of Price Monitoring Cell (PMC), strengthening of Legal Metrology Infrastructure of States/UTs, Regional Reference Standards Laboratory (RRSL), National Test House, Hallmarking Scheme 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 SEVENTH SITTING OF THE STANDING COMMITTEE ON FOOD,
CONSUMER AFFAIRS AND PUBLIC DISTRIBUTION (2017-18) HELD ON
THURSDAY, 8 MARCH, 2018**

The Committee sat from 1000 hrs. to 1030 hrs. in Committee Room 'C', Ground Floor, Parliament House Annexe, New Delhi.

PRESENT

Shri J.C. Divakar Reddy - Chairperson

Members

Lok Sabha

12. Shri Babu Lal Chandhary
13. Shri Bhagwant Khuba
14. Shri Dharmendra Kumar
15. Shri Sunil Kumar Mondal
16. Smt. Priyanka Singh Rawat
17. Shri Bhola Singh

Rajya Sabha

18. Shri Shadi Lal Batra
19. Shri Ripun Bora
20. Shri Veer Singh

SECRETARIAT

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

2. At the outset, Hon'ble Chairperson welcomed the Members to the sitting of the Committee convened for consideration and adoption of the Draft Reports on Demands for Grants (2018-19) 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) ⁱXXX X XXXX XXXX XXXX

(ii) The Demands for Grants (2018-19) 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 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.

ⁱ XXXX Matter does not relate to the Report