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**STANDING COMMITTEE ON FOOD, CONSUMER
AFFAIRS AND PUBLIC DISTRIBUTION (2019-20)**

SEVENTEENTH LOK SABHA

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

**DEMANDS FOR GRANTS
(2019-20)**

FIRST REPORT



**LOK SABHA SECRETARIAT
NEW DELHI**

December, 2019/ Agrahayana, 1941 (Saka)

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

**DEMANDS FOR GRANTS
(2019-20)**

**Presented to Lok Sabha on 10.12.2019
Laid in Rajya Sabha on 10.12.2019**



**LOK SABHA SECRETARIAT
NEW DELHI**

December, 2019/ Agrahayana, 1941 (Saka)

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COMPOSITION OF THE STANDING COMMITTEE ON FOOD, CONSUMER AFFAIRS AND PUBLIC DISTRIBUTION (2019-20).

Shri Sudip Bandyopadhyay, Chairperson

Lok Sabha

2. Shri Karadi Sanganna Amarappa
3. Shri C. N. Annadurai
4. Shri Girish Bhalchandra Bapat
5. Shri G. S. Basavaraj
6. Ms. Pratima Bhoumik
7. Smt. Pramila Bisoyi
8. Shri Anil Firojiya
9. Shri Rajendra Dhedya Gavit
10. Shri Bhagwant Mann
11. Shri Khagen Murmu
12. Shri Mitesh Rameshbhai (Bakabhai) Patel
13. Shri Subrat Pathak
14. Shri Manne Srinivas Reddy
15. Dr. Sanjeev Kumar Singari
16. Smt. Himadri Singh
17. Smt. Kavita Singh
18. Shri Ajay Misra Teni
19. Shri Saptagiri Ulaka
20. Shri Rajmohan Unnithan
21. Shri Ve.Vaithilingam

Rajya Sabha

22. Smt. Shanta Chhetri
23. Shri K. G. Kenye
24. Smt. M. C. Mary Kom
25. Shri Rajmani Patel
26. Shri Sakaldeep Rajbhar
27. Dr. Anbumani Ramadoss
28. Shri Amar Shankar Sable
29. Shri Veer Singh
30. Shri K.T.S. Tulsi
31. Vacant

LOK SABHA SECRETARIAT

- | | | |
|-------------------------------|---|------------------|
| 1. Shri Pawan Kumar | - | Joint Secretary |
| 2. Shri Lovekesh Kumar Sharma | - | Director |
| 3. Shri G. Guite | - | Deputy Secretary |
| 4. Dong Lianthang Tonsing | - | Under Secretary |

INTRODUCTION

I, the Chairperson of the Standing Committee on Food, Consumer Affairs and Public Distribution (2019-20) having been authorized by the Committee, present on their behalf the First Report (Seventeenth Lok Sabha) on Demands for Grants (2019-20) 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 (2019-20) of the Ministry, which were laid on the Table of the House on 16th July, 2019. The Committee took evidence of the representatives of the Ministry of Consumer Affairs, Food and Public Distribution (Department of Consumer Affairs) on 4th November, 2019.

3. The Committee wish to express their thanks to the officers of the Ministry of Consumer Affairs, Food and Public Distribution (Department of Consumer Affairs) for appearing before the Committee and furnishing the material and information which the Committee desired in connection with the examination of the Demands for Grants (2019-20).

4. The Draft Report was considered and adopted by the Committee at their sitting held on 5th December, 2019.

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
5 December, 2019
14 Agrahayana, 1941 (Saka)

SUDIP BANDYOPADHYAY,
Chairperson,
Standing Committee on Food,
Consumer Affairs and Public Distribution

CHAPTER - I

IMPLEMENTATION OF THE COMMITTEE'S RECOMMENDATIONS

The Twenty-first Report (16th Lok Sabha) of the Committee on Food, Consumer Affairs and Public Distribution on Demands for Grants (2018-19) of the Ministry of Consumer Affairs, Food and Public Distribution (Department of Consumer Affairs) was presented to Lok Sabha on 9 March, 2018 and laid on the Table of Rajya Sabha the same day. The Report contained 20 Observations/Recommendations.

1.2 The Minister concerned is required to make a 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 Twenty-First Report (16th Lok Sabha) was made by the Minister of Consumer Affairs, Food and Public Distribution on 31 July, 2018 in Lok Sabha and 3 August, 2018 in Rajya Sabha.

1.3 On the basis of Action Taken Replies received on 9 July, 2018 from the Department of Consumer Affairs in respect of the Twenty-first Report (16th Lok Sabha), the Committee presented the Action Taken Report to the Parliament on 6 August, 2018. The Committee commented on the Action Taken Replies furnished by the Department in respect of the observations/recommendations of the Committee at Para Nos. 2.11, 3.4, 3.20, 3.30, 3.31, 3.42, 3.44, 3.52 and 3.61 of the Twenty-first Report (16th Lok Sabha). An analysis of the Action Taken Replies revealed that the Government had accepted 55% of the Observations/Recommendations of the Committee. The Committee did not desire to pursue 15% of the Observations/Recommendations. The replies of the Government in respect of 20% of the Observations/Recommendations had not been accepted by the Committee thus requiring reiteration. The replies in case of 10% of the Observations/Recommendations were of interim nature.

1.4 The Committee note that the Action Taken Replies in respect of the Observations/Recommendations contained in the Twenty-first Report (16th Lok Sabha) of the Committee were furnished by the Government on 9 July, 2018 though the Report on Demand for Grants was presented to the House on 9 March, 2018. The Statement of the Minister under Direction 73-A was, however, made in Lok Sabha on 31 July, 2018 and laid in Rajya Sabha on 3 August, 2018.

1.5 The Action Taken Report was presented on 6 August, 2018. An analysis of the Action Taken Replies revealed that the Government had accepted 55% of the Observations/Recommendations of the Committee. The Committee did not desire to pursue 15% of the Observations/Recommendations. The replies of the Government in respect of 20% of the Observations/Recommendations had not been accepted by the Committee, thus requiring reiteration. Replies of the Government in case of 10% of the Observations/Recommendations were of interim nature. The Committee hope and trust that the Department will strictly adhere to the laid down stipulations in regard to time limit in future, in letter and spirit and also inform them of the status of implementation of the recommendations, the replies in respect of which were interim in nature and also in respect of those replies that had not been accepted by the Committee and commented on in their Action Taken Report.

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 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.

2.3 The Department has been entrusted with administering:

- Internal Trade
- The Bureau of Indian Standards (BIS) Act, 2016
- 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
- Regulation of Packaged Commodities
- The National Test House (NTH)

2.4 The Minister of Consumer Affairs, Food and Public Distribution on 10.07.2019 laid on the Table of Lok Sabha, the Detailed Demands for Grants (2019-2020) relating to the Department of Consumer Affairs. The Detailed Demands for Grants for the Department of Consumer Affairs shows a gross budgetary provision of Rs. 2,272.32 crore. This includes Rs.2,176 crore for Scheme and Rs.96.32 crore for non-Scheme.

2.5 The Committee have examined various issues related to implementation of different schemes/programmes of the Department in the context of Demands for Grants (2019-20). The examination and detailed analysis along with observations/recommendations on Demands for Grants (2019-20) are given in the succeeding paragraphs.

2.6 The details of funds demanded and allocated to Department of Consumer Affairs for the year 2019-20 are as under:-

(Rs. in Crores)			
Sl. No.	Scheme	2019-20	
		Demanded BE	Allocated BE
1	Consumer Protection (Strengthening Consumer Fora / ICGRS/ CONFONET/Consumer Protection Cell)	70.79	35.00
2	Consumer Awareness (Publicity)	110.00	62.00
3	Strengthening of Price Monitoring Cell (PMC)	2.99	2.00
4	Strengthening of Legal Metrology Infrastructure (Weights & Measures)	124.80	50.00
5	Strengthening National Test House (NTH)	74.24	25.00
6	Bureau of Indian Standards (BIS)	2.00	2.00
	Total	384.82	176.00
7.	Price Stabilization Fund	2850.00	2000.00
	Grand Total	3234.82	2176.00

2.7 The details of the overall Scheme allocation and expenditure for the years 2016-17, 2017-18, 2018-19 and 2019-20 and non-scheme allocation and expenditure in respect of the Department of Consumer Affairs for the years 2016-17, 2017-18 and 2018-19 and allocation for 2019-20 are given at **Annexures A and B**, respectively.

2.8 During the year 2018-19, major Scheme spending took place in the 4th Quarter (i.e. 93.22% of the Revised Estimates) of the year and the expenditure incurred in the 1st, 2nd and 3rd quarters as percentage of the total allocation were 1.5% of Budget Estimates, 1.44% of Budget Estimates and 3.17% of the Revised Estimates respectively. The same trend continued in the 1st quarter of the year 2019-20 i.e. 0.87% of the Budget Estimates was spent. Asked about the reasons for the same, the representatives of the Ministry have stated during oral evidence that it was largely because of Price Stabilization Fund (PSF) which is used towards the month of March when the Rabi procurement starts

2.9 In a written reply to a question on diversion of funds, the Ministry stated as follows:-

Year	Name of Scheme (from)	Name of the Scheme (to)	Amount (Rs. in Crores)
2016-17	National System for Standardization	Setting of gold hallmarking/assaying centres	0.50
	Strengthening of Weights & Measures infrastructure etc.	Price Stabilization Fund	8.40
	Contribution to International organization of Legal Metrology etc.	Price Stabilization Fund	0.61
2017-18	Machinery and equipment for NTH	Construction of Laboratory building for NTH	1.80
	Consumer Protection Cell	Consumer Dispute Redressal Commission etc.	1.74
	Strengthening of	Consumer Protection	1.14

	Weights & Measures Infrastructure	Cell	
	Consumer Protection Cell	Consumer Helpline	0.39
	Regional Reference Laboratory	Construction of Laboratory building for NTH	0.56
	Machinery and equipment for NTH	Construction of laboratory building for NTH	0.56
	Strengthening of RRSL and IILM (Minor work)	Strengthening of RRSL and IILM (other charges)	0.77
2018-19	Consumer Protection Cell (GIA)	Consumer Protection Cell (IT-OE)	2.00
	Consumer Awareness Programme (GIA) etc.	Consumer Protection (IT-OE)	15.10
	Consumer Awareness Programme (GIA)	NTH	0.92
	Strengthening of Weights & Measures etc.	Dissemination of Time	16.15
	Dissemination of time etc.	Consumer Protection (IT-OE)	2.19
	NTH & RRSL	Dissemination of time	2.63
	Dissemination of time	Consumer Protection (IT-OE)	0.30
	Dissemination of time	Consumer Protection (IT-OE)	0.39

2.10 There were 3 instances of re-appropriation of funds in the year 2016-17. The number of such instances increased to 7 in 2017-18 and to 8 in 2018-19. Asked about the reasons for increase in the number of such instances, the representatives of the Ministry during oral evidence, have explained as under :-

“..... What happens is that sometimes in the middle of the year and later on towards the end of the year, we find that in certain activities we are not able to spend because of the various reasons like inability to procure through the GeM Portal. We are not able to get the sellers. The State Governments are not submitting their Utilisation Certificates, etc., and as a result, we are not able to utilise that budget estimates and somewhere else there is more demand. For example, last year, in

2018-19, we had a lot of demand for funds for the time project...”

2.11 The Department has also stated that the scheme proponent unit/Division have to spend fund as per Monthly Expenditure Plan (MEP) and Quarterly Expenditure Plan (QEP). Any adjustment in this regard requires the permission of the Department of Expenditure.

2.12 The Committee note that Budget Estimates (BE) and Revised Estimates (RE) under the Scheme during 2018-19 were Rs.1690.17 crore and Actual Expenditure (AE) was Rs.1679.08 crore or 99.34% of the BE/RE which appears encouraging. But a look at the spending pattern during each quarter of the year reveals a disappointing picture/scenario. While the spending pattern of the non-Scheme funds was evenly distributed across the four quarters of the year 2018-19, 93.22% of the RE under the Scheme was spent during the 4th quarter which is so high compared to the 1.50% of BE, 1.44% of BE and 3.17% of RE spent in the first, second and third quarters, respectively. The same trend of expenditure is evident in the first quarter of the year 2019-20 also. The Department has cited Price Stabilization Fund (PSF) as reason for the uneven expenditure. The Committee are also not happy with regard to the percentage expenditure/utilization made out of total allocation of funds during the last three years, i.e. 2016-17, 2017-18 and 2018-19. The expenditure, as percentage of total allocation, has come down from 198.40% in 2016-17 to 100.01% in 2017-18 and to 99.34% in 2018-19. The Committee, therefore, desire that instead of squarely pointing at certain components of the Scheme like the PSF, for the almost nil spending during certain quarters of the year, Department should make efforts to utilize the entire budgetary allocations by uniformly spreading out the expenditure across all the four quarters of the year and strictly adhere to relevant guidelines issued by the Government in this regard.

2.13 The Committee observe that against the demand of Rs.3234.82 crore for the financial year 2019-20, the Department has been allocated an outlay of only Rs.2176 crore for spending under the Scheme. This is in spite of the fact that the Department had achieved a level of expenditure of 99.34% of funds allocated in the previous year 2018-19. The functions performed by the Department to promote and protect consumer interests are vast, for which the budgetary allocation of Rs. 2176 crore for the FY 2019-20 appears too meagre and inadequate. The Committee, therefore, recommend that the Department of Consumer Affairs should approach the Ministry of Finance for making increased allocation to the Department during the current financial year, 2019-20 to enable better implementation of projects as per its mandate. They desire to be apprised of the action taken along with response of the Ministry of Finance in this regard.

2.14 The Committee note that instances of re-appropriation or diversion of funds from one head to another have increased during the last 3 years. In the year 2016-17, there were 3 instances of re-appropriation of funds from one head to the other. The number of such instances increased to 7 in 2017-18, and further to 8 in 2018-19. The Committee opine that such adjustments have potential to set a precedent in future thus leading to large scale diversions and problems in management of funds. They, therefore, recommend that such re-appropriation/diversion of funds may be avoided in future with concrete planning and ensuring efficient execution of schemes/projects at every stage.

CHAPTER – III

DEMANDS FOR GRANTS (2019-20) – AN OVERVIEW

3.1 The Demands for Grants (2019-20) of the Department of Consumer Affairs make a net provision of Rs. 2,176 crore for Central sector schemes. An overview of scheme-wise allocation for the year (2019-20) is as under :-

(Rs. in Crores)

Sl. No	Scheme	BE 2019-20
1.	Consumer Protection a) Scheme of Strengthening of Consumer Fora b) ICGRS c) Consumer Protection Cell/Scheme d) CONFONET Total	6 5 2 22 35
2.	Consumer Awareness (Advertising & Publicity)	62
3.	Strengthening of Legal Metrology Regulation and Enforcement <ul style="list-style-type: none"> • Strengthening of Legal Metrology Infrastructure of States/UTs • Strengthening of RRSLs and of IILM, Ranchi • Dissemination of time Total	10 10 30 50
4.	Bureau of Indian Standards : <ul style="list-style-type: none"> ▪ National Systems for standardization (NSS) ▪ Setting up of gold Assaying and Hallmarking Centres in India Total	1.0 1.0 2.00
5.	Strengthening of National Test House	25
6.	Strengthening Price Monitoring Cell	2.00
7.	Price Stabilization Fund	2000
	Total	2176
8.	Consumer Welfare Fund	19.50
	Grand Total	2195.50

Scheme-wise Analysis

1. Consumer Protection

3.2 According to the Department, the main objectives of the Consumer Protection Programme are : -

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

3.3 The Department has enacted and implemented the Consumer Protection Act, 1986 in the country. The Government has also been extending financial assistance under the scheme of strengthening of infrastructure of Consumer Fora so that minimum level of facilities are made available at each Consumer Forum which are required for their effective functioning. A National Consumer Helpline (NCH) toll free number is made available for consumers for seeking telephone counselling for problems they face as consumers relating to various sectors. From 01.01.2019 onwards NCH is covered under Integrated Consumer Grievance Redressal System (ICGRS) through Consumer Protection Unit of the Department. Besides, the Computerization and Computer Networking of Consumer Fora in the Country (CONFONET) provides an Information and Communication (ICT) solution for efficiency, transparency, systematising of working and e-governance at the Consumer Fora.

3.4 The BE, RE and AE alongwith percentage thereof for the year 2018-19 and BE for 2019-20 are as follows:-

Consumer Protection

(Rs. in lakhs)					
Schemes	2018-19				2019-20
	BE	RE	Exp. (12.02.18)	Exp. w.r.t. RE (%)	BE
Strengthening of Consumer Fora	1100	580	580	100	600
CONFONET	2050	3850	3849.68	99.99	2200
Consumer Protection Cell	324	150	143.63	95.75	200
Integrated Consumer Grievance Redressal System	743	500	500	100	500
Total	4217	5080	5073.31	99.87	3500

3.5 For the year 2019-20, the Department of Consumer Affairs demanded an amount of Rs.7079 lakh, but the allocation made by the Ministry of Finance was only Rs.3500 lakh.

3.6 The Committee note that the Department of Consumer Affairs administers Consumer Protection Act, 1986. Under Consumer Protection Unit various schemes/projects are being implemented such as Strengthening of Consumer Fora, CONFONET, Consumer Protection Cell and ICGRS. The Budget allocation in this regard during the year 2019-20 is Rs. 35 crore, which is way below the amount demanded by the Department i.e. Rs. 70.79 crore. Given the fact that during the year 2018-19 the Department had achieved actual expenditure of about 100.3% of RE of Rs. 50.8 crore, the Ministry of Finance should have made the funds allocation generously. 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/Commissions, computerization and helplines under this Scheme are essential for achieving the objectives/desired results. The Committee, therefore, recommend that the Department should approach the Ministry of Finance for additional allocation for schemes/projects relating to Consumer Protection. Also, the Department should ensure that administrative, legal and technological mechanism are within easy reach of consumers for ease in getting justice in respect of their grievances.

(a) Strengthening Consumer Fora (SCF)

3.7 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.

3.8 Under the scheme, financial assistance is provided to the State/UT Governments for construction of new buildings of the Consumer Fora, carrying out addition/alteration/renovation of existing building and grant for acquiring non-building assets such as furniture, office equipment, installing CCTV cameras etc.

3.9 The details of BE, RE and AE incurred for strengthening the Consumer Fora during the year, 2018-19 and BE for 2019-20 are given below:-

(Rs. in lakhs)

2018-19				2019-20
BE	RE	AE	Percentage utilization w.r.t RE	BE
1300	580	580	100	600

3.10 As per information furnished by the Department, the funds demanded for the year 2019-20 in respect of the Scheme 'Strengthening of Consumer Fora' was Rs.2055 lakh.

3.11 The Department has informed in a written reply, about details of the release of funds to the States/UTs under the Strengthening of Consumer Fora (SCF) Scheme for the years 2016-17, 2017-18, 2018-19 and 2019-20 (till date) as under :-

(Rs. in lakhs)					
Sl. No.	States /UTs	2016-17	2017-18	2018-19	2019-20
1.	Assam			3.30	
2.	Andhra Pradesh	78			
3.	Andaman & Nicobar				89.60
4.	Daman & Diu				1.5
5.	Delhi		115	6.65	7.5
6.	Haryana			6.65	176.80
7.	Erstwhile Jammu & Kashmir		35		
8.	Karnataka			6.65	
9.	Kerala	262.75			
10.	Lakshadweep				0.75
11.	Madhya Pradesh			6.65	
12.	Mizoram				4.90
13.	Nagaland			180	
14.	Puducherry		35		23.25
15.	Odisha			6.65	
16.	Punjab			8.40	45.77
17.	Rajasthan			8.40	3
18.	Sikkim				
19.	Tamil Nadu			6.65	
20.	Telangana		73		
21.	Tripura				4.90
22.	Uttar Pradesh			265	86.25
23.	West Bengal	625			
	Total	965.75	258	505	444.22

3.12 During the year 2019-20, a total of Rs.444.22 lakhs have been released out of BE of Rs. 600.00 lakhs under SCF scheme. Major physical targets against the amount released so far include construction of 3 District Consumer Fora in Haryana, one in Andaman & Nicobar Islands and one in Punjab and 7 Mediation Centres in Uttar Pradesh, This Department is yet to receive Utilization Certificates from aforementioned States/UTs for above physical targets. The Committee were informed that so far 5 cases have been disposed of by Mediation Centre in Dewaria and 8 cases in Gorakhpur District Consumer Fora of Uttar Pradesh State.

3.13 The Government have furnished information about the funds released for, and toilets got constructed in the premises of Consumer Fora during the years 2016-17, 2017-18, 2018-19 and 2019-20 (till date) as follows :-

(Rs. in crores)

Sl. No.	State/UT	No. of District Fora	Total Toilets	Grant released in Financial Year 2017-18	Grant released in Financial Year 2018-19	Grant released in Financial Year 2019-20	Total Grant
1	Andhra Pradesh	17	51	12.75			12.75
2	A & N Islands	1	3	0.75			0.75
3	Arunachal Pradesh	18	54		13.50		13.50
4	Assam	21	63	15.75			15.75
5	Bihar	21	63	15.75			15.75
6	Chandigarh	2	6	1.50			1.50
7	Chattisgarh	7	22	5.50			5.50
8	Dadra & Nagar Haveli	1	3		0.75		0.75
9	Daman & Diu	2	6			1.50	1.50
10	Delhi	10	30			7.50	7.50
11	Goa	2	6	1.50			1.50
12	Gujarat	6	18	4.50			4.50
13	Haryana	21	63	15.75			15.75
14	Himachal Pradesh	4	11	2.75			2.75
15	Erstwhile Jammu & Kashmir	2	6	1.50			1.50
16	Jharkhand	24	72		18.00		18.00
17	Karnataka	31	93	23.25			23.25
18	Kerala	4	11	2.75			2.75
19	Lakshdweep	1	3			0.75	0.75
20	Madhya Pradesh	51	153	38.25			38.25
21	Maharashtra	40	120		30.00		30.00
22	Manipur	4	12	3.00			3.00
23	Meghalaya	7	21	5.25			5.25
24	Mizoram	8	24	6.00			6.00
25	Nagaland	11	33		8.25		8.25
26	Odisha	31	93			23.25	23.25
27	Punjab	3	9		2.25		2.25
28	Puducherry	1	3	0.75			0.75

29	Rajasthan	37	111	27.75			27.75
30	Sikkim	4	12			3.00	3.00
31	Tamil Nadu	31	93	23.25			23.25
32	Telangana	12	36	9.00			9.00
33	Tripura	3	9		2.25		2.25
34	Uttar Pradesh	19	56			14.00	14.00
35	Uttarakhand	11	33	8.25			8.25
36	West Bengal	23	69	17.25			17.25
	TOTAL	491	1471	242.75	75.00	50.00	367.75

3.14 Asked about pending cases and their disposal, the Department of Consumer Affairs have informed that there was a total of 30898, 63191 and 98402 cumulative pending cases in the Consumer Fora/ Commissions during the years 2017, 2018 and 2019 with the rates of disposal being 82.02%, 79.95% and 73.63%, respectively. Data on cases admitted and disposed of in each District Consumer Fora is, however, not maintained by them.

3.15 The Committee note that for strengthening Consumer Fora, the Government has allocated an amount of Rs. 600 lakh for the year 2019-20, out of which an amount of Rs.444.22 lakh has been released. Strengthening of infrastructure of the consumer fora being vital for consumer empowerment, the Committee opine that monitoring of the progress of implementation of projects cannot be over emphasised. The Committee note with concern that the number of cumulative pending cases in Consumer Fora has increased from 30898 in 2017 to 63191 in 2018 and to 98402 in 2019 with rates of disposal being 82.02%, 79.95% and 73.63%, respectively, for the same period. The Committee are of the view that strengthening the infrastructure would increase the rate of disposal of cases in consumer fora. They, therefore, recommend speedy implementation of the projects through provision of financial assistance to the States/UTs for construction of new buildings of the Consumer Fora and carrying out addition/alteration/renovation of existing buildings and giving of grants for acquiring non-building assets such as furniture, office equipment, etc. The Committee also hope that data relating to cases admitted and disposed of in each District Consumer Fora would be maintained in future.

(b) Integrated Consumer Grievance Redressal System (ICGRS)

3.16 The National Consumer Helpline (NCH) which was operating from Delhi University is now being operated from the Centre for Consumer Studies at Indian Institute of Public Administration (IIPA) New Delhi from May 2014. The Project recognizes the need of consumers for a Telephone Helpline to deal with a multitude of problems arising in their day-to-day engagement with the market, business and service providers.

3.17 Consumers from all over the country can access the toll-free number 1800-11-4000 or short code 14404 and seek telephonic counselling for problems that they face as consumers relating to various sectors. The service is available in English and Hindi. The project was sanctioned Rs. 4.50 crore in 2014 for a period of three years which was further extended from time to time till 31.12.2018 with additional funds. From 01.01.2019 onwards, NCH is covered under Integrated Consumer Grievance Redressal System (ICGRS) through Consumer Protection Unit of the Department. An amount of Rs.5 crore has been earmarked for ICGRS for the Financial Year 2019-20.

3.18 Consumer can contact NCH through multiple modes like calling on toll-free numbers, by SMS, online, e-mail & letters by post. It has partnered with more than 550 “convergence” companies for expeditious complaint resolution, as an alternate dispute redressal mechanism. A 3-tier approach of (a) providing a platform to escalate complaints to companies for redress and resolution, (b) if problem remains unsolved for a specified time frame, consumer is advised to approach regulatory authorities if existing in the sector and (c) as a last option, consumer is advised by NCH to file case in consumer forum for complaint resolution.

3.19 The Government has informed the Committee that 40.95 percent of the total grievances registered (75056 out of 183287) in the helpline between 12 August, 2016 and 31 March, 2017 had been settled through convergence route. The proportion of such grievances that got settled out of the total grievances registered in the helpline through the convergence route during the years 2017-18 (174596 out of total 398148 grievances registered), 2018-19 (228338 out of total 479451 grievances registered) and April to September, 2019 (126384 out of total 329992 grievances registered) are

43.85 percent, 47.62 percent and 38.30 percent, respectively. In other words, 43.45 percent of grievances registered in the helpline since 12 August, 2016 have been settled through convergence.

3.20 Six Zonal Consumer Helplines (ZCH) have been set up at Ahmedabad, Bengaluru, Guwahati, Jaipur, Kolkata and Patna as extension of National Consumer Helpline (NCH) to cater to the growing regional needs w.e.f. October, 2017. The ZCHs are networked with the NCH through a common platform/software.

3.21 The status of grants released and utilization certificates received under the Consumer Helpline Scheme as on 31.10.2019 is as given below:

(Amount in Rs.)

Status of Grants Released and UCs Received under the Consumer Helpline Scheme			
S.No.	State/UT	Total Grant Released	UC Received
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	15019408	11142849
9	Himachal Pradesh	2591721	0
10	Erstwhile Jammu & Kashmir	2987978	0
11	Jharkhand	2680000	2604152
12	Karnataka	6620732	3896616
13	Kerala	6753014	5057470
14	Madhya Pradesh	5325000	2725000
15	Maharashtra	12861624	12782624
16	Manipur	5464848	4115732
17	Meghalaya	2195000	2195000
18	Mizoram	7748080	7748080
19	Nagaland	4867732	4867732
20	Odisha	7017536	7017536
21	Punjab	2760000	0
22	Rajasthan	12370464	10093015
23	Sikkim	7746464	7746464
24	Tamil Nadu	13888080	13888080
25	Telangana	4324152	2300478
26	Tripura	4324152	2300478
27	Uttar Pradesh	12521464	12521314
28	Uttarakhand	2410000	1126468
29	West Bengal	6496174	2410000
30	A & N Islands.	2195000	0
31	Chandigarh Admin.	4318120	4318120
32	Dadra & Nagar Haveli	2195000	0

33	Daman & Diu	2299558	0
34	Delhi	0	0
35	Lakshadweep	2195000	742000
36	Puducherry	4116652	3796269
Total		193715753	143440382

3.22 Five recurring instalments are given for running the State Consumer Helpline. Haryana, Maharashtra, Mizoram, Sikkim and Tamil Nadu have availed all 5 recurring installments under SCH scheme.

3.23 After the 12th Plan period, it was decided to have a single scheme to fund all the activities related to consumer grievance redressal, to be called “Integrated Consumer Grievance Redressal System (ICGRS)”. Financial Assistance from this scheme is being provided for:

- National Consumer Helpline(NCH);
- State Consumer Helplines in the States(SCH);
- Zonal Consumer Helplines(ZCH);
- Handling of complaints relating to misleading advertisements received through Grievances Against Misleading Advertisements (GAMA) portal ; and
- Other Consumer grievance related activities including social media initiatives such as developing applications etc.

3.24 Asked how the Department handles complaints relating to misleading advertisements, the Ministry, in a written reply, has stated that for handling complaints on misleading advertisements, the Department has launched an online portal called “Grievances Against Misleading Advertisements (GAMA)” (www.gama.gov.in). For processing of the complaints received through the GAMA portal, the Department has entered into a Memorandum of Understanding (MoU) with Advertising Standards Council of India (ASCI). ASCI processes the complaints as per its code. The MoU would cover upto 5.5.2020. A lump sum amount of Rs. 16 lakh was paid to ASCI for the year 2016-17. From the year 2017-18 onwards, the amount paid to ASCI per year increased to Rs. 20 lakh.

Status of GAMA Complaints as on October 15, 2019 is given below:

Complaints	APRIL 2016 - MARCH 2017	APRIL 2017- MARCH 2018	APRIL 2018- MARCH 2019	APRIL 2019- OCTOBER 15, 2019
Received	2353	3650	3884	2470
Rejected	494	788	1059	358
Resolved	1835	2402	2442	878

3.25 The Committee note that the Government allocates funds under the scheme of Consumer helpline wherein the National Consumer Helpline, Zonal Consumer Helplines and State Consumer Helplines are integrated under the new scheme of Integrated Consumer Grievance Redressal System (ICGRS). More than 550 companies have been roped in and pre-litigation settlement of consumer disputes arrived at in 43.45% of the grievances registered in consumer helplines since 12 August, 2016. The Consumer Fora/Commissions disposed of 82.02% of the 30898 pending cases in 2017, 79.95% of the 63191 pending cases in 2018 and 73.63% of the 98402 pending cases in 2019. The Committee recommend that the Government should make all out efforts to get as many consumer disputes as possible, filtered through the helplines established at the Centre, Zone and State levels by spreading awareness about the existence of such helplines through the Jago Grahak Jago campaigns, the Bureau of Outreach and Communication (BOC), etc. The Committee also note that part of allocation of Rs.5 crore made for ICGRS for the current year 2019-20 covers expenses being made by the Advertising Standards Council of India (ASCI) for processing complaints of misleading advertisements received through the online portal called 'Grievances Against Misleading Advertisements (GAMA)'. The issue is extremely important in a techno-driven society as obtaining today. The Committee, therefore, recommend that the advertisement and publicity campaign of the Department should specifically mention the manner in which a consumer who feels misled by the advertisements published by companies may get her/his complaint registered in the GAMA portal.

3.26 The Committee further note that a total grant amounting to Rs.19.371 crore has been released to various States/UTs under Consumer Helpline Scheme up to 31.10.2019, out of which Utilization Certificate (UC) for Rs.14.344 crore only have been received during the corresponding period. No UCs have been received in respect of the 6 States/UTs of Himachal Pradesh, erstwhile Jammu & Kashmir, Punjab, Andaman & Nicobar Islands, Dadra & Nagar Haveli and Daman & Diu. The Committee desire the Department to apprise them of the reasons for the failure of these 6 States/UTs to furnish Utilization Certificates in respect of grants released under Consumer Helpline Scheme at the earliest.

(c) CONFONET

3.27 The scheme of 'Computerization and Computer Networking of Consumer Fora in the country (CONFONET)' aims to digitalise the functioning of the Consumer Fora at all the three tiers throughout the country to enable access of information and quicker disposal of cases. The CONFONET project has provided an Information and Communication Technology (ICT) solution for efficiency, transparency, systemizing of working and e-governance at the consumer fora for speedy delivery of information to the consumers. The registration of complaints, recording of court proceedings, issue of notices, generation of cause lists, recording of judgements, record-keeping and generation of statistical reports etc. are carried out through the Case Monitoring application software, the Online Case Monitoring System (OCMS) developed and implemented by National Informatics Centre (NIC) to facilitate entry of consumer cases online in the consumer fora. Through the portal <http://confonet.nic.in>, consumers have easy access to accurate and dependable information regarding cause lists, judgements, case status and case history. Quick search facility using case number, complainant name, respondent name etc. and free text search for judgements is also available.

3.28 The BE, RE, and AE of the CONFONET for the years 2018-19 were Rs.2050 lakh, Rs.3850 lakh and Rs.3849.68 lakh, respectively. The BE for 2019-20 is Rs.2200 lakh, against Rs.3124 lakh originally demanded by the Department of Consumer Affairs.

3.29 The Department has informed that out of a total of 660 consumer fora which are to be covered under CONFONET Scheme (NCDRC, 35 State Commission, 15 Circuit Benches & 609 District Consumer Fora), computers have been provided to 641 consumer fora (NCDRC, 34 State Commissions, 15 Circuit Benches & 591 District Consumer Fora (DCFs)). The 2 DCF of Tamil Nadu, don't require hardware from CONFONET as necessary Hardware have already been supplied to them locally by State Government.

3.30 It is stated that before supply of hardware, NIC requests the State Government/ State Commission (through NIC State coordinators) to provide list of locations, their postal address, contact details of nodal officers and site readiness confirmation for the delivery and timely installation of the hardware. However, due to non-availability of confirmation of site readiness, postal addresses & contact details of officials of consumer fora, the provision of hardware could not be made to 17 Consumer Fora (1 State Commission and 16 District Fora).

3.31 As per information provided by the Government, the evaluation by the National Productivity Council (NPC) on CONFONET revealed that only the Technical Support Persons (TSPs) provided by NIC were found entering the data, and that staff of States/UTs were not ready to take over responsibility. The Ministry has informed that e-learning sessions on CONFONET have been arranged at Indian Institute of Public Administration (IIPA), New Delhi to demonstrate the work flow and features of OCMS. Out of the amount of Rs.22 crore budgetary allocation, Rs.6 crore have been proposed for Training Workshops, Travel, Communication, SMS services, Aadhaar Services for e-KYC, e-sign, etc., contingency and miscellaneous under CONFONET scheme. States/UTs have been requested to ensure that their own staff are being enabled to use the OCMS software. But the Government has stated that interest of the staff in DCFs appeared to be less.

3.32 The Committee note that the scheme of Computerization and Computer Networking of Consumer Fora in the country (CONFONET) aims to digitalise the functioning of the Consumer Fora at all the three tiers throughout the country, i.e. National, State and District levels. Out of a total of 660 Consumer Fora/Commissions in the country, 641 Consumer Fora have been provided with computers. For delivery and timely installation of the hardware, State Government/ State Commission (through NIC State coordinators) are required to provide list of locations, their postal address, contact details of nodal officers and site readiness confirmation. The 02 District Consumer Fora of Tamil Nadu (TN) do not require hardware from CONFONET as necessary hardware has already been supplied to them locally. However, due to poor response from the State Governments/State Commissions, Consumer Fora/Commissions, 17 locations/Consumer Fora could not be provided with computers. The Committee opine that more efforts by the Union Government are needed to convince them to come up with the necessary formalities to enable timely installation of hardware at Consumer Fora in line with the slogan of 'Digital India' initiative. The Committee, therefore, recommend that the concerned States/UTs should be pursued vigorously to furnish site readiness information to NIC State Coordinators at those earliest. Otherwise, those States/UTs should take steps to supply hardware to the Consumer Fora out of their own resources as has been done by the State of Tamil Nadu. The Committee would like to be apprised of further action taken in the matter.

3.33 The Committee note that out of the budgetary allocation of Rs.22 crore for Computerization and Computer Networking of Consumer Fora (CONFONET), Rs.6 crore have been proposed for Training Workshops, Travel, Communication, SMS services, Aadhaar Services for e-KYC, e-sign etc. during 2019-20. The Committee are, however, dismayed to note that the staff of District Consumer Fora (DCF) are not ready to take up the work of data entry on Online Case Monitoring System (OCMS), thus leaving the task in the hands of Technical Support Persons (TSPs) provided by National Informatics Centre (NIC). The Committee are of the view that such indifference on the part of the State Government staff will neutralize the potential benefits of CONFONET infrastructure. The Committee, therefore, recommend that a major proportion of Rs.6 crore should, first and foremost, be utilized on Training Workshops for orientation of DCF staff in the use of OCMS. Also, steps should be taken by the Government in consultation with State/UT Governments to incentivize DCF staff for OCMS works within the budgetary limits, if feasible.

2. Consumer Awareness (Advertising & Publicity)

3.34 Government of India has undertaken a number of initiatives to address the issue of consumer rights awareness and one such campaign is the “Jago Grahak Jago” multimedia publicity campaign by Department of Consumer Affairs. “Jago Grahak Jago” has today become a household axiom. Unlike other socio developmental campaigns aimed at specific target groups, “Jago Grahak Jago” is aimed simultaneously at redefining who the consumer is and bringing anyone who is making a purchase decision as a consumer and demystifying the experience as a consumer even for a small or a middle class consumer. Through simple messages consumers are warned against fraudulent practices and seek redress of complaints against manufacturers or retailers by approaching the consumer forums established across the country. The consumer awareness campaign is implemented through Bureau of Outreach & Communication (BOC) (erstwhile DAVP), Doordarshan (DD), All India Radio (AIR), Lok Sabha TV and National Film Development Corporation (NFDC).

3.35 As per information provided by the Department of Consumer Affairs, the following is the budget allocation and expenditure made during the last 5 years in respect of Consumer Awareness (Advertising & Publicity) :

(Rs. In crores)

Sr. No.	Year	BE	RE	Expenditure	% expenditure with regard to RE
1	2014-15	75.00	76.47	71.50	93.50
2	2015-16	75.00	80.00	71.30	89.12
3	2016-17	60.00	60.00	58.68	97.8
4	2017-18	62.00	62.00	61.78	99.65
5	2018-19	70.00	60.00	58.90	98.17

For the year 2019-20 against the demand for Rs.110 crore, the allocation made for consumer awareness by the Government is Rs.62 crore.

3.36 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. Educating more than 125 crore people of various categories of population, particularly those in rural areas on various subject matters of consumer interests is a Herculean task. It can only be undertaken as a sustained national programme with adequate resource availability.

3.37 The scheme of Consumer Awareness, print, electronic and outdoor awareness campaigns are undertaken through Bureau of Outreach and Communication (BOC) National Film Development Corporation (NFDC), All India Radio (AIR), Doordarshan (DD) and Lok Sabha Television (LSTV). The campaign has been taking up issues relevant to various categories of consumers such as maximum retail price, packaged commodities, proper weight of Liquefied Petroleum Gas (LPG) cylinder, Hallmarking of gold ornaments, and precautions to be taken while taking admissions in professional institutions. There has also been attempt to have joint campaigns with other Organizations/Ministries for a more cohesive and synergised approach. The alternate, National Consumer Helpline, Price Stabilisation Fund, Price Monitoring Cell, functions of Bureau of Indian Standards and National Test House and the procedures for filing complaints are also being made available/informed to the consumers by various means.

3.38 The Department has stated that under this Scheme, funds are also released to State/UT governments for consumer awareness programmes based on local themes. These funds can be used for advertisements in print and electronic media, local exhibitions, street plays, cultural functions etc. to educate the citizens about consumer rights. In order to create awareness amongst the people living in rural & backward areas, the Department has also 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 participated in the Shravani Mela, Sonapur Mela, Anant Chaturdashi Mela, Ambubachi Mela, etc last year where "Upbhokta Jagrookta Mandap" was set up for dissemination of Consumer Rights & Responsibilities related information through flyers, Audio Visual medium and one to one interaction.

3.39 Asked how the message of consumer rights awareness is spread through the NFDC, the Government in a post-evidence reply has stated that the campaigns are run through NFDC by running audio/video spots in cinema theatres throughout the country, private Frequency Modulator (FM) channels and websites of popular channels and also production of short films carried through NFDC.

3.40 The Government has further stated that in order to spread the message of consumer rights awareness, an agency to manage the Social Media accounts of the Department of Consumer Affairs has recently been hired. The Ministry has also informed the Committee that it has been carrying out campaign on consumer rights awareness through boarding passes of airlines and e-tickets of railways as well as Access Cards for popular religious places.

3.41 The Committee note that under Consumer Awareness (Advertising and Publicity) scheme, print, electronic and outdoor awareness campaigns are undertaken through the Bureau of Outreach & Communication (BOC), Doordarshan (DD), All India Radio (AIR), Lok Sabha Television (LSTV) and National Film Development Corporation of India (NFDC). The campaign has been taking up issues relevant to various categories of consumers. The Committee opine that messages conveyed through the campaign need to be clear and catchy to dispel the possible sense of inhibition or predicament of consumers in approaching available facilities such as helplines, Consumer Fora/Commissions, test centres etc. Given the massive size of the country's population of about 125 crore and the great importance of the issue of consumer rights awareness, the Committee feel that Rs. 62 crore allocated by the Government for the year 2019-20 (against the original demand of Rs.110 crore) for Consumer Awareness (Advertising & Publicity) may not be sufficient. They, therefore, recommend that the Department may approach the Ministry of Finance for an enhanced allocation, so that this vital campaign does not suffer for want of funds during this financial year, 2019-20.

3.42 The Committee also note that the Department has been undertaking campaign for consumer rights awareness through the National Film Development Corporation (NFDC) by running audio/video spots in cinema theatres. The campaign is also carried through private Frequency Modulator (FM) Channels and websites of popular channels. The Department has also hired a private agency to manage its social media accounts. It has also been carrying out the campaign through boarding passes of airlines and e-tickets of

railways as well as Access Cards for some popular religious places. Films and Social Media being powerful channels of communication in shaping the culture of our country, the Committee recommend that the Government should institute a system of rewards for every clip or frame that incorporates consumer rights awareness message in a short, feature, or even documentary film of regional or national reach. This would incentivize film makers to become part of the campaign. They also desire that apart from managing their own social media accounts, the Department should take advantage of the popular social media sites to spread the message of consumer rights awareness to the maximum extent possible and also on e-tickets of airlines.

3. Strengthening of Legal Metrology

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

- (a) The Legal Metrology (Packaged Commodities) Rules, 2011
- (b) The Legal Metrology (General) Rules, 2011
- (c) The Legal Metrology (Approval of Model) Rules, 2011
- (d) The Legal Metrology (National Standards) Rules, 2011
- (e) The Legal Metrology (Numeration) Rules, 2011
- (f) The Indian Institute of Legal Metrology (IILM) Rules, 2011
- (g) The Legal Metrology (Government Approved Test Centres) Rules, 2013

3.44 The Union Government has established five Regional Reference Standards Laboratories (RRSLs) at Ahmedabad, Bengaluru, Bhubaneswar, Faridabad and Guwahati. These RRSLs serve as a vital link in dissemination of the values of national standards of Legal Metrology down to the commercial level. Two more laboratories at Varanasi (Uttar Pradesh) and Nagpur (Maharashtra) are being established. The laboratories maintain Reference Standards of appropriate accuracy for Verification of Legal Standards of the States, Calibration of weighing and measuring instruments, Model approval tests of weighing and measuring instruments, Training and Seminars on weights and measures. Each laboratory provides calibration service to the industries in the region.

3.45 The BE, RE and AE of the years 2016-17, 2017-18 and 2018-19 are Rs.3900 lakh, Rs.2800 lakh & Rs.2746 lakh; Rs.2800 lakh, Rs.2200 lakh & Rs.2269 lakh; and Rs.4500 lakh, Rs.5536 lakh & Rs. 4815 lakh, respectively.

(a) Strengthening of Legal Metrology Infrastructure in States/UTs, RRSLs and IILM, Ranchi

3.46 For the year 2019-20, the Department made a demand of Rs. 124.80 crore, but received Rs.50 crore. Out of the Rs. 50 crore allocated, the Department plans to spend Rs.10 crore for strengthening the Legal Metrology Infrastructure of States/UTs and Rs.10 crore for Strengthening of Regional Reference Standards Laboratories (RRSLs) and Indian Institute of Legal Metrology (IILM) and Rs. 30 crore for Time Dissemination.

3.47 The Committee have been informed by the Department of Consumer Affairs in a written reply that land for new RRSLs has already been purchased and boundary wall for Varanasi was constructed in the year 2018-19. In another reply regarding the starting and the (earlier) deadline for completion of the construction projects, the Government has stated that the same is an 'ongoing scheme'. On further enquiry, the Government has informed that completion target of March, 2020 may further be delayed due to various reasons by almost 2 years till December, 2021.

(b) Time Dissemination

3.48 The Ministry informed that in India dissemination of Time, one of the seven base units, is being maintained at only one level which is at National Physical Laboratory (NPL), New Delhi. The Group of Secretaries on Science & Technology, constituted by the Cabinet Secretariat in 2016, recommended that, "Presently, Indian Standard Time (IST) is not being adopted mandatorily by all Telecom Service Providers (TSPs) and 'Internet Service Providers' (ISPs). Non-uniformity of time across different systems creates problems in investigation of cybercrime by the law enforcement agencies (LEAs). Hence, synchronisation of all networks and computers within the country with a national clock is a must, especially for the real time applications in strategic sector and national security. Accurate time dissemination as well as precise time synchronisation has significant impact on all societal, industrial, strategic and many other sectors like monitoring of the power grid failures, international trade, banking systems, automatic signalling in road & railways, weather forecasting, and disaster management. Searching for natural resources under the

earth's crust requires robust, reliable and accurate timing systems. On the request of Department of Scientific and Industrial Research (DSIR), the Department of Consumer Affairs has decided to disseminate the Indian Standard Time through five laboratories of Legal Metrology (LM) located at Ahmedabad, Bengaluru, Bhubaneswar, Faridabad and Guwahati with the cooperation of National Physical Laboratory (NPL). A Memorandum of Understanding (MoU) with Council for Scientific and Industrial Research- National Physical Laboratory (CSIR- NPL) for executing the project for setting up of atomic clocks for dissemination of Indian Standard Time has already been signed. Under the MoU, the hardware and software for setting up the time ensembles will be procured by NPL, which shall also be responsible for installation and commissioning of the same including training on equipment operation to the LM personnel. NPL will handhold LM and shall provide requisite technical support. The MoU also envisages setting up of a Disaster Recovery Centre (DRC) at RRSL, Bengaluru. The operational laboratory space and technical manpower would be provided by the RRSLs and the project would be funded by the Department of Consumer Affairs. Implementation of Indian Standard Time and its dissemination will reduce the error in time dissemination to just a few milli to micro seconds. Accurate time dissemination would ensure national security and will enhance cyber security. The Government has set a tentative time line of August, 2022 for proper stamping of IST in various transactions.

3.49 The Committee note that the Department of Consumer Affairs is undertaking the strengthening of Weights & Measures infrastructures of States/UTs as also of Regional Reference Standard Laboratories (RRSLs) and Indian Institute of Legal Metrology (IILM), Ranchi. An amount of Rs.20 crore has been allocated for these projects during the year 2019-20. The Committee are dismayed that in spite of delays in such important projects, the Ministry has stated that it is an 'ongoing scheme'. The Ministry has further informed that the project might be completed only by December, 2021. RRSLs in locations like Ahmedabad, Bengaluru, Bhubaneswar, Faridabad and Guwahati have been vital links in dissemination of values of National Standards of Legal Metrology down to commercial level. As such, the establishment and operationalisation of more such laboratories is an urgent necessity in a modern economy. The Committee, therefore, recommend that the Government should take necessary steps to ensure that the major construction projects are completed and the institutions/laboratories are made operational at the earliest possible time.

3.50 The Committee also note that the Government is undertaking the project of Time Dissemination in the year 2019-20 with a tentative timeline set at August, 2022 for executing the project for setting up of atomic clocks for dissemination of Indian Standard Time (IST). A Memorandum of Understanding has been signed with the Council for Scientific and Industrial Research-National Physical Laboratory (CSIR-NPL) in this regard. The Committee are fully convinced that a precise time synchronisation and robust, reliable and accurate timing systems have significant impact on all societal, industrial, strategic and many other sectors. They desire that care should be taken to most accurately synchronise all networks and computers in the country with a national clock

while implementing the project for ensuring absolute national security and enhanced cyber security with minimal scope of errors in time dissemination.

4. The Bureau Of Indian Standards

3.51 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.

3.52 The Bureau of Indian Standards Act, 2016 came into force with effect from 12 October 2017, and subsequently the Governing Council was reconstituted and its first meeting was held on 22 November, 2017 and the second meeting on 20 December, 2018.

(a) National System for Standardisation (NSS)

3.53 The BIS formulates need-based Indian Standards in line with national priorities. During 01.01.2018 - 31.03.2019, 1138 Standards (new and revised) were formulated.

3.54 The BIS has also formulated 20400 Indian Standards of which 7699 Indian Standards have corresponding International Standards. Of these 7699 standards, 5936 Indian Standards are harmonized with corresponding International Standards. During the current financial year (2019-20), the BIS intends to review 3119 Indian Standards and revise 393 Indian Standards and formulate 327 new Indian Standards.

3.55 The details of fund utilization for National System for Standardisation (NSS) for the years 2016-17, 2017-18, 2018-19 and 2019-20 furnished by the Ministry are as provided hereunder:-

(Rs. in crores)

FY 16-17			FY 17-18			FY 18-19			FY 19-20		
BE	RE	AE	BE	RE	AE	BE	RE	AE	BE	RE	AE
1.00	0.50	1.64*	1.00	1.00	1.75**	1.00	1.00	1.41***	1.00	1.00	0.32 (upto 30.09.2019)

* During 2016-17, there was a carry-over of unspent balance of Rs. 2.70 crore from the previous financial year which was spent during 2016-17.

**During 2017-18, there was a carry-over of unspent balance of Rs. 1.13 crore from the previous financial year which was spent during 2017-18.

***During 2018-19, there was a carry-over of unspent balance of Rs. 0.42 crore from the previous financial year which was spent during 2018-19.

3.56 Regarding cases of violation of BIS Act, 1986 the Department of Consumer Affairs has furnished the following information :-

LIST OF CASES FILED BY THE BUREAU FOR VIOLATION OF BIS ACT IN DIFFERENT STATES (AS ON 11 OCTOBER 2019)							
State	Cases Filed	Appeal Filed	Total Filed	Decided Against	Decided Favour	Total Decided	Pending
Andhra Pradesh including Telangana	236	0	236	11	51	62	174
Assam	23	0	23	2	18	20	3
Bihar	20	0	20	0	10	10	10
Chhattisgarh	9	0	9	0	3	3	6
Delhi	268	0	268	10	148	158	110
Gujarat	199	0	199	2	88	90	109
Haryana	149	0	149	5	93	98	51
Himachal Pradesh	25	0	25	2	19	21	4
Erstwhile J&K	1	0	1	0	0	0	1
Jharkhand	6	0	6	0	1	1	5
Karnataka	100	0	100	6	35	41	59
Kerala	40	0	40	4	24	28	12
Madhya Pradesh	107	1	108	2	62	64	44
Maharashtra	290	1	291	12	90	102	189
Odisha	26	0	26	1	7	8	18
Punjab	133	0	133	12	86	98	35
Rajasthan	100	0	100	4	32	36	64
Tamil Nadu	161	0	161	5	87	92	69
Uttar Pradesh	152	0	152	3	44	47	105
Uttarakhand	9	0	9	0	4	4	5
West Bengal	151	0	151	4	87	91	60
TOTAL	2205	2	2207	85	989	1074	1133

(b) Setting up of Gold Assaying and Hallmarking Centres

3.57 The Department informed that under this component, the setting up of Assaying & Hallmarking Centres (AHC) under Government scheme is envisaged. The rate of one time financial assistance for 'Setting up of Gold Assaying and Hallmarking Centres' in India where no AHC (assisted or otherwise) exists is as follows:-

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

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

The Special Category States include the seven North East States, Sikkim, erstwhile Jammu and Kashmir, Himachal Pradesh, and Uttarakhand.

Municipal Acts concerned is the basis for definition and identification of rural areas.

3.58 To promote hallmarking in the country for effective consumer protection in gold jewellery trade, awareness programmes for jewellers are organized by BIS through its various Regional and Branch offices across the country. During the year 2018-19, 57 such awareness programmes for jewellers were organized. BIS has been implementing the Plan scheme for setting up of gold Assaying and Hallmarking Centres (AHC) in India with Central assistance. The components of the scheme are indicated below:-

- (a) Infrastructure building- Setting up of AHC
- (b) Capacity building, such as,
 - (i) Training of artisans;
 - (ii) Training of Trainers (BIS auditors)
 - (iii) Training of personnel of Assaying and Hallmarking Centres.

3.59 Under the Plan Scheme for Hallmarking, during this period, for infrastructural building, assistance has been provided to one AHC at location of Silchar, Assam. Under the capacity building, eight programmes have been organized for training of artisans, three programmes have been organized for Assaying & Hallmarking personnel Training and two programmes for training of BIS officers were organised.

3.60 According to information received from the Ministry, the BIS has recognized 861 AHCs till date which are in operation. BIS has invited an Expression of Interest (EOI) for setting up of A&H Centres during 2019-20, with Central Assistance, at deficient locations (districts where no centre exists) across the country. Against EOI,

22 applications have been received. The 16 applications for 14 deficient locations have been given go ahead by the Implementation Committee(IC) in its 32nd meeting held on 9 August, 2019. After go ahead by IC, the centres shall be set up and ready for assessment preferably within 6 months.

3.61 The details of fund utilization and achievements made for the years 2016-17, 2017-18, 2018-19 and 2019-20 for Hallmarking activity are as provided hereunder:-

(a) Fund Utilization :

(Rs. In lakhs)

Year	BE	RE	Actual Expenditure
2016-17	100	150	149.70
2017-18	100	100	72.68
2018-19	100	100	49.23
2019-20 (upto 01.10.2019)	100	---	4.33

(b) Achievements:

(Rs. In lakhs)

Year	Infrastructure building (Central Assistance to centres)	Capacity building (total number of training programme for artisans, A&H personnel and BIS officers)
2016-17	5	25
2017-18	3	26
2018-19	1	31
2019-20 (upto 01.10.2019)	0	9

3.62 The Committee note that Bureau of Indian Standards (BIS) implements the National System for Standardization (NSS). Out of 7699 Indian Standards (IS) having corresponding international standards, 5936 ISs are harmonized with corresponding international standards. The Committee further note that the BIS intends to review 3119 ISs, revise 393 ISs and formulate 327 ISs during the year 2019-20. The Committee desire that utmost care be taken in regard to formulation of new ISs so as to achieve better integration of India with the world in trade and commerce. The Committee also note that out of a total of 2207 cases filed for violation of Bureau of Indian Standards Act, 1986, only 1074 cases have been decided, and 1133 cases are still pending in the courts. The Committee desire that the Ministry/BIS should closely monitor the cases pertaining to violation of Bureau of Indian Standards Act, 1986, and make concerted efforts to ensure that there is speedy settlement of cases, especially in respect of those 1133 cases which are pending in the Courts. The Committee would like to be apprised of further progress made in this regard.

3.63 The Committee observe that the Bureau of Indian Standards (BIS) has been implementing the Plan scheme for setting up of Gold Assaying and Hallmarking Centres (AHC) in India with Central assistance. They also note that 861 BIS recognized Assaying & Hallmarking Centres (AHCs) are currently in operation in the country. Further, the Implementation Committee, in its meeting held on 9 August, 2019 had given a go-ahead on 16 applications against Expression of Interest and the centres would be ready for assessment in 6 months. The Committee further note that with regard to capacity building, training have been imparted to artisans, AHC personnel and BIS officers totalling 91 since the year, 2016-17. India being one of the top consumers of

gold jewellery items in the world, the Committee are of the view that setting up of more AHCs may go a long way in serving the interests of gold jewellery consumers, especially those residing in the small towns and remote areas. They, therefore, recommend that all possible efforts be made to enable early recognition of more AHCs in the larger interest of the consumers. Since awareness of the rights is extremely important in the matter of hallmarking of gold jewellery, the Committee further recommend that all jewellers should be made to display the addresses and contact numbers of nearby test laboratories/AHCs in their bills/vouchers in respect of hallmarked gold jewellery sold by them for the convenience of consumers.

5. National Test House

3.64 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 more than a century old Scientific and Technological Organization was established originally by the Indian Railway Board as a captive test and quality evaluation laboratory (originally known as Government Test House) at Alipore, Kolkata with a view to 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).

3.65 The BE, RE and AE with respect to National Test House (NTH) during the years 2016-17, 2017-18 and 2018-19 and BE for 2019-20 are as given below :-

(Rs. In crores)

Year	Scheme / Non scheme	BE	RE	Expenditure
2016-17	NTH	47.61	48.072	46.83
2017-18	NTH	55.22	52.12	51.66
2018-19	NTH	67.8	57.76	54.627
2019-20	NTH	63.54	- -	27.19 (as on 30.09.2019)

3.66 In regard to the utilization of allocation for the year 2019-20 the Department informed as under :-

- “1) The funds allocated for major Works will be utilised for completion of the on-going constructions at Mumbai & Chennai.
- 2) The following capital equipments have been proposed to be procured utilising the funds under Machinery & Equipments:
 - i. Impulse Voltage Generator at NTH, Southern Region (SR), Chennai.
 - ii. Impulse Voltage Generator at NTH, Eastern Region (ER), Kolkata.
 - iii. Some of the Equipment needed for “Routine Testing of Transformers” at NTH (ER), Alipore, Kolkata, viz. “Double Voltage Double Frequency”, “Booster Transformer” & “High Voltage Test set” [majority have been procured].
 - iv. Gas Chromatography–Mass Spectrometry (GCMS) for NTH

SR-Chennai.

- v. Ion Chromatograph for NTH(SR)-Chennai , NTH, North Western Region (NWR)-Jaipur & NTH Northern Region (NR)-Ghaziabad.
 - vi. A portion of the funds will be utilised by all the Regions to procure small equipment to bridge the gaps, if any, at their end.
- 3) The funds allocated under the head Minor works will be utilised for regular maintenance works of the existing infrastructure at the regional centres and also for Annual Maintenance Contract (AMC) & Calibrations of the existing equipment.
- 4) The fund for Information & Technology will be utilised for maintenance of the existing Information Technology (IT) infrastructure, upgradation of the existing website, implementation of “Sparrow” for Electronic Annual Performance Report (e-APAR), deployment of authorized officials from NIC to run the existing Management Information System (MIS) etc.”

3.67 The location-wise status of construction activities being undertaken in the NTH along with the dates of authorization is as follows :-

Details of the On-Going Construction	2013-14		2014-15		2015-16		2016-17		2017-18		2018-19		2019-20		Total	
	Authorisation	Utilisation	Authorisation	Utilisation	Authorisation	Utilisation	Authorisation	Utilisation	Authorisation	Utilisation	Authorisation	Utilisation	Authorisation	Utilisation	Authorisation	Utilisation
One Additional Floor over the existing Building at NTH(NWR) , Jaipur. (P.E.:- Rs.4.58 Cr.)	Rs 2 Cr. Authorised on 15/07/2013	Rs 0.05 Cr.	Rs 1.2 Cr.	Rs 1.19 Cr.	Rs 1.5 Cr.	Rs 1.39 Cr.	Rs 1.0 Cr.	Rs 1.0 Cr.	--	--	--	--	--	--	Rs 5.7 Cr.	Rs 3.63 Cr.
Construction completed and laboratories made functional.																
G+4 Phase Two Building at NTH(WR) , Mumbai. (P.E.:- Rs.25.26 Cr.)	Rs 4.26 Cr. Authorised on 05/09/2013	Rs 0.3 Cr.	Rs 5.0 Cr.	Rs 3.52 Cr.	Rs 3.87 Cr.	Rs 3.82 Cr.	Rs 2.0 Cr.	Rs 2.0 Cr.	Rs 5.0 Cr.	Rs 4.06 Cr.	Rs 5.0 Cr.	Rs 4.93 Cr.	Rs 1.73 Cr.	0	Rs 26.86 Cr.	Rs 18.63 Cr.
Impulse Voltage Laboratory at NTH(SR) , Chennai. (P.E.:- Rs.6.62 Cr.)	---	---	Rs 0.5 Cr. Authorised on 21/08/2014	Rs 0.44 Cr.	Rs 1.29 Cr.	Rs 1.29 Cr.	Rs 1.0 Cr.	Rs 1.0 Cr.	Rs 1.85 Cr.	Rs 1.62 Cr.	Rs 2.15 Cr.	Rs 2.03 Cr.	Rs. 0.91 Cr., demand forwarded to DoCA	--	Rs 6.79 Cr.	Rs 6.38 Cr.

3.68 The Ministry has further informed in a post-evidence reply, that payments are due to Central Public Works Department (CPWD) of Rs. 15 lakh with respect to construction of G + 4 Phase-II Building at Mumbai and Rs. 91 lakh with respect to construction of Impulse Voltage Laboratory at Chennai.

3.69 The Ministry has also stated that an amount of Rs.25 crore is provided for NTH in the BE (2019-20) with targets for financial achievements being set at Rs. 5.7698 crore for the first quarter, Rs. 4.457 crore for the second quarter, Rs. 11.99 crore for the third quarter and Rs. 5.87 crore for the fourth quarter. The total works out to Rs. 28.0868 crore, which is Rs. 3.0868 crore more than the original allocation of Rs. 25 crore.

3.70 In regard to above difference of Rs.3.0868 crore, the Ministry has clarified, in a written reply that under the head of account, 'Salary' the allocation was reduced from Rs. 36.00 crore in BE to Rs. 35.55 crore in R.E. in the year 2018-19. As a result of reduction of BE, the bills due on account of availing Leave Travel Concessions (LTC) and reimbursement claims of Children Education Allowance (C.E.A.) in the year 2018-19 could not be made and, therefore, the same were paid in the year 2019-20. It is also pertinent to mention that the proposal for BE 2019-20 under Salary Head was submitted for Rs.36.60 crores, but the allocation is Rs.36.06 crore as per VOA. This may lead to paucity of funds under Salary Head.

3.71 The Committee note with appreciation that in order to strengthen the National Test House (NTH) 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, the Government is undertaking construction works in Mumbai and Chennai; procuring Impulse Voltage Generator for Chennai and Kolkata, equipment for Routine Testing of Transformers for Kolkata, Gas Chromatography Mass Spectrometry for Chennai, Ion Chromatograph for Chennai, Jaipur and Ghaziabad; and undertaking maintenance of IT infrastructure. They, however, note with concern that some works like G+4 Phase II building at Mumbai and construction of Impulse Voltage Laboratory at Chennai that had been authorized more than 5 years ago, are still incomplete. NTH being an important institution for test and quality evaluation of industrial, engineering and consumer products in the country, such inordinate delay in important projects is a matter of concern. The Committee, therefore, recommend the Government to closely monitor the progress of the implementation of the projects in NTH and ensure that ongoing projects are completed without further loss of time. The Committee stress upon the need to expedite the procurement of machineries and regular and efficient maintenance of IT infrastructure at NTH establishments.

3.72 The Committee also note that a budget allocation of Rs.63.54 crore has been made to National Test House (NTH) during the financial year 2019-20. The Committee, however, desire the Government to ensure that the cases/instances like non-payment of dues of employees on account of Leave Travel Concession

and Children Education Allowance do not recur during the current year and also in the coming years.

6. Price Monitoring Cell

3.73 The Essential Commodities Act, 1955 empowers the Government to regulate prices, production, supply, distribution etc. of essential commodities for maintaining or increasing their supplies and for securing their equitable distribution and availability at fair prices. Most of the powers under the Act have been delegated by the Central Government to the State Governments with the direction that they shall exercise these powers. Prices of food products are influenced by various factors which *inter alia* include demand supply mismatch owing to shortfall in production because of adverse weather conditions and seasonality, increased transportation costs, supply chain constraints like lack of storage facilities and artificial shortage created by hoarding and black marketing.

3.74 For keeping a close watch on the prices of selected food items as well as the structural and other constraints affecting their availability, Price Monitoring Cell (PMC) was set up in 1998. These information are critical for ensuring timely intervention for improving the market availability and thereby moderating prices. Initially, PMC was tasked with monitoring prices of 14 essential food items across 18 centres in the country. The 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).

3.75 The Government informed the Committee that the Scheme of strengthening PMC was approved for implementation on 31.3.2014. Further, the Government intimated about the outcome/output generated by the scheme as follows :

- The prevailing price situation and factors which have impact on prices are studied and brought to the notice of High Level Committees so that appropriate actions and policy interventions at the right time are facilitated.
- The scheme enables development of a robust system for collection and reporting of prices by way of capacity building through Training/Seminars/Conferences, etc.

- In the year 2018-19, 99.5% of the total allocated fund of Rs.2 crore was utilized.
- In the first quarter of the year 2019-20, 34% of the funds allocated for the first quarter was utilized. Slow progress is mainly due to lack of sufficient proposals for financial assistance from the States/UTs.

3.76 According to the Department of Consumer Affairs, on 27th April, 2018 the Government issued revised guidelines for Strengthening of PMCs in accordance to which funds were released to 62 Price Reporting Centres. Other initiatives taken to strengthen the scheme further during the year 2018-19 include improving coverage by increasing the number of Price Reporting Centres from 89 to 114 (**Annexure – C**) ; Upgradation of the IT infrastructure at the PMCs and the National Informatics Centre; and capacity building of personnel at State Centres through conduct of zonal/regional workshops/Seminars and training on price collection methodology and reporting.

3.77 The Government has intimated about the funds allocated for the scheme of Price Monitoring Cell (PMC) for the year 2019-20 and activities proposed to be taken up as follows :-

(₹ in lakhs)

Sr. No.	Head of Account	BE 2019-20	Financial Outlay (Rs. in crores)	Activities proposed to be taken up
1	North East States*	20	2019-20	1. Addition of 20 new Price Monitoring Centres
2	Strengthening of PMCs at States	130	2.00	2. Hiring of 1 IT/Technical professional for strengthening NIC services at the Centre.
3	Strengthening of PMC at Centre			3. Getting services of at least 1 independent professional organizations for studies related to price.
(i)	Office Expenses	15		4. Subscription of 1 statistical packages for price analysis
(ii)	Other Admn. Expenses	10		5. Conducting 5 Zonal Conference cum training and Market Visit for each of the 5 zones.
(iii)	Professional Expenses	15		6. Supporting each Price Monitoring Centres of

			States/UTs with engagement of 1 Data Entry Operator (DEO) and Handheld device.
(iv)	Other Charges		
(v)	Information Technology(OE)	10	
	Total (5)	50	
	Total PMC (1+2+3)	200	

*10% mandatory allocation

3.78 The Government stated in a written reply that the Price Monitoring Division of the Government of India holds weekly meeting of the Inter-Ministerial Committee under the Chairmanship of Secretary (Consumer Affairs) with senior representatives of Department of Commerce (DoC), Department of Revenue (DoR), Department of Food and Public Distribution (DoF&PD), Department of Agriculture Cooperation and Farmers Welfare (DoAC&FW), Department of Animal Husbandry, Dairying & Fisheries (DoAHD&F), Department of Economic Affairs (DoEA), Ministry of Statistics & Programme Implementation (MoS&PI).

3.79 Effective monitoring of Retail & Wholesale Prices of essential commodities is possible only with effective cooperation of States/UTs. While States have come forward to increase the number of Centres, it is sometimes seen that all centres do not report prices regularly and considerable follow up is required. Regular review and supervision of the price collection at these centres by State Government officials will go a long way in improving the quality of this information which is vital for timely intervention decisions. An even wider spread of Centres would also help in broad basing and strengthening the price data. Since, important policy decisions are taken on the basis of prices reported by State officials, States are requested to take necessary steps to ensure that:

1. All the existing centres in the State report the prices regularly and accurately following the methodology laid down.
2. States with relatively lower number of centres may setup additional centres for price monitoring.
3. States may take steps to ensure that price data are submitted for seven days a week.

4. To ensure timely release of funds under the Central Scheme for 'Strengthening of Price Monitoring Mechanism' States are requested to provide details related to the Public Finance Management System (PFMS) and various Utilization Certificates of the grants released so that subsequent releases could be made for smooth functioning of price reporting centres. States are also requested to send proposals in accordance with the revised Guidelines of the Scheme.

3.80 The Committee observe that an allocation of Rs. 200 lakh has been made in BE of 2019-20 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 Price Monitoring Division of the Government of India holds weekly meetings of Inter-Ministerial Committee under the Chairmanship of the Secretary (Consumer Affairs) with senior officers, *viz.* representatives of Department of Commerce (DoC), Department of Revenue (DoR), Department of Food and Public Distribution (DoF&PD), Department of Agriculture Cooperation and Farmers Welfare (DoAC&FW), Department of Animal Husbandry, Dairying & Fisheries (DoAHD&F), Department of Economic Affairs (DoEA), Ministry of Statistics & Programme Implementation (MoS & PI). The Committee are concerned to note that sometimes all Price Reporting Centres do not report prices regularly when food prices are experiencing fluctuation due to the various factors like supply demand mismatch due to natural causes and also artificial shortages. The Committee are of the opinion that this may adversely impact the price monitoring and market interventions efforts of the Government. The Committee, therefore, desire that the Government should utilize the allocated funds in a most prudent manner and ensure that the States/UTs report prices regularly, accurately and from the widest range of centres. They also recommend that the States/UTs may be reminded to exercise powers available as per relevant provisions of the law in the interests of the consumers.

7. Price Stabilization Fund (PSF)

3.81 The Price Stabilization Fund (PSF) was set up with a corpus of Rs 500 crore to tackle price volatility in some agri-horticultural commodities viz. onion, potato and pulses to protect the interests of consumers. Under the PSF, interest-free working capital advance is provided to Central Agencies, State/UT Governments/Agencies to undertake such market intervention operations. Apart from domestic procurement from farmers/wholesale mandis, imports may also be undertaken under PSF.

3.82 As per the Government's decision, the PSF was transferred to the Department of Consumer Affairs (DoCA) from Department of Agriculture, Cooperation and Farmers Welfare (DACFW) w.e.f. 1st April, 2016. Price stabilization operations are determined at the Centre by the Central Price Stabilization Fund Management Committee (PSFMC) which was reconstituted on transfer of Scheme and is now headed by Secretary, Department of Consumer Affairs. The Corpus Fund is managed by Small Farmers Agribusiness Consortium (SFAC).

3.83 In reply to a query, the Department informed that the Government has also decided that procurement at Minimum Support Price (MSP) would be under Price Support Scheme (PSS) of Department of Agriculture Cooperation and Farmers Welfare (DACFW) and requirement towards re-building suitable buffer would be met from the PSS stock as procurement would be undertaken under PSF only when market prices are higher than MSP.

3.84 An allocation of Rs. 2000 crore has been made in respect of Price Stabilization Fund for the financial year 2019-20. The Department of Consumer Affairs has informed the Committee that the funds would be used towards meeting expenses only after fund available in PSF corpus is fully utilized.

3.85 The Government has informed about pulses transferred from PSS to PSF during 2018-19 as follows :-

(in MT)*

Commodity (unmilled)	Balance as on 1.4.2018	Quantity transferred from PSS to PSF during 2018-19	Disposed during 2018-19	Balance as on 31.3.2019
Urad	60,399.18	2,40,306.67	59,113.76	2,41,592.09
Toor	10,78,317.68	1,45,478.70	10,13,965.82	2,09,830.56
Gram	1,04,994.28	1,18,298.87	99,376.98	1,23,916.17
Masoor	26,076.88	44,529.74	22,340.75	48,265.87
Moong	48,438.00	1,43,068.50	46,301.28	1,45,205.22
Grand Total	13,18,226.02	6,91,682.48	12,41,098.59	7,68,809.91

*MT- Metric Tonne

3.86 According to the Department, in the year 2019-20, 3.74 Lakh Metric Tonne (LMT) pulses were transferred from PSS stock to PSF buffer against payment on MSP value basis (details tabulated below) :

Commodity	Quantity (in MT)	MSP Value (in Rs. Crores)
Toor (Kharif 2018-19)	255,237.17	1,448.471
Gram (Rabi 2019-20)	118,502.15	547.48
Grand Total	373,739.32	1,995.951

3.87 The Government informed that a quantity of 13508 MT of Onion was procured and 9810 MT was disposed of during the year 2018-19.

3.88 With regard to storage of stock in PSF, the Government intimated :-

“Rs.60.16 lakh was released to Indian Council of Agricultural Research – Central Institute of Post-Harvest Engineering and Technology (ICAR-CIPHET) as first installment towards MoU on Development of protocols for Shelf Life, Safe Storage, Milling Outturn and Indicative Norms for Procurement of Major Pulses.”

3.89 The Committee have been informed by the Government about the important achievements made under PSF as under :-

- “Creation of buffer stock of pulses has helped in moderating prices of pulses for consumers and has also extended remunerative prices to farmers.
- Domestic procurement/purchase of approx. 16 Lakh MT pulses was undertaken during Kharif marketing season 2016-17 and Rabi marketing season 2017-18, benefiting around 8.5 lakh farmers, which incentivized them to produce in subsequent season.
- Incentivizing production lead to two successive years of bumper production which moved our country towards self-sufficiency resulting in reduced imports and concomitant savings in forex.
- Government has taken a decision that all Ministries/Departments having schemes with nutrition component or providing food/catering/hospitality services would utilize pulses from the central buffer. Pulses from the buffer are being utilised for PDS distribution in Karnataka and Chhattisgarh and in Mid-day Meal Scheme in Gujarat, Karnataka, Jharkhand, Tamil Nadu etc. and in ICDS Scheme in Gujarat, Himachal Pradesh and Mizoram. In addition, pulses from the buffer are being utilized to meet the requirement of Army and Central Para-Military Forces. Food Aid has also been provided to Afghanistan as well as towards Flood-relief measures undertaken in Kerala.
- The stock is also utilised for releases in open market to effectively manage/moderate the prices of pulses.
- The prices of pulses could be contained due to appropriate Government interventions including buffer operations. Lower prices of pulses lead to consumer savings.
- As noted above, pulses procured under PSS have been channelized to PSF to the extent of meeting buffer requirements. This has ensured effective utilisation of PSS stocks towards price stabilization efforts as calibrated releases are made from PSF. Thus, harmonization between Price Support Scheme (PSS) and Price Stabilization Fund (PSF) has been achieved with remunerative prices being assured to farmers and intervention on the supply side is undertaken to manage their prices in consumer interest.”

3.90 The Department informed that there is a Sub-committee for investing surplus from PSF corpus chaired by Financial Adviser, M/o CA, F&PD. Till now, 30 meetings of the Re-constituted PSFMC have been held. In the States/UTs, the price

stabilization operations are to be managed by the State level PSFMC and operated out of the State level Corpus Fund. Interest free advances from the PSF corpus may be made both to Central Agencies and to State level Corpus. The State level Corpus is created with a sharing pattern between Government of India and State in the ratio of 50:50, which is 75:25 in case of the North Eastern States. Assistance was also provided to Andhra Pradesh (Rs.50 crore), Telangana (Rs.9.15 crore), West Bengal (Rs.2.5 crore) and Odisha (Rs.25 crore) for setting up State-Level PSF as per details given below:

States where State level PSF has already been set up						
State	Total PSF Fund (in Rs. crores)	State's Share (in Rs. crores)	Centre's Share Released (in ₹ crores)			Commodity
			1st Installment	2nd Installment	Total	
Andhra Pradesh	100	50	25 (2015-16)	25 (2017-18)	50	Onion, Potato, Pulses
Odisha	100	50	25 (2018-19)	-	25	Onion, Potato, Pulses
Telangana	18.31	9.15	4.575 (2015-16)	4.575 (2015-16)	9.15	Onions
West Bengal	10	5	2.50 (2015-16)	-	2.5	Onions
Total Released					86.65	

3.91 The Department of Consumer Affairs writes to States/UTs periodically urging and encouraging them to set up State/UT level PSF as per guidelines based on prevailing and anticipated market scenarios. Four Video Conferences were held with States/UTs during February-July 2019 to review status of setting up of State-level PSF and retailing of pulses and onions from Central Buffer Stocks.

3.92 The Committee note that Price Stabilization Fund (PSF) was set up to tackle inflationary trends of some agri-horticultural commodities. They also note that price stabilization operations are determined by the Central Price Stabilization Fund Management Committee (CPSFMC), headed by Secretary, Department of Consumer Affairs, which has held 30 sittings so far. They also note that over and above a balance quantity of about 13.2 Lakh Metric Tonne (LMT) pulses available as on 1.4.2018, a quantity of about 6.9 LMT pulses was transferred from PSS to PSF and a quantity of about 12.4 LMT disposed of in 2018-19. As on 31.3.2019 a quantity of 7.7 LMT pulses was in the balance. The Committee also note that during the year 2019-20 about 3.74 LMT pulses have so far been transferred from PSS to PSF as part of price stabilization efforts. The quantities of onions procured and disposed of in the year 2018-19, as informed by the Government, were 13,508 metric tonne (MT) and 9810 MT, respectively. The Committee are of the opinion that price fluctuation is a serious issue for consumers, especially to those belonging to irregular and low income groups. The Committee, therefore, recommend that the Government should carry out market intervention operations with due diligence and sensitivity to the needs of consumers in various parts of the country, including the cyclone-prone areas like Odisha. If possible, a stock monitoring software which is accessible online by agencies like National Agricultural Cooperative Marketing Federation of India Ltd (NAFED), Food Corporation of India (FCI), Small Farmers Agri-Business Consortium (SFAC), Metals and Minerals Trading Corporation of India (MMTC), State Trading Corporation of India Ltd. (STC) may be created and made functional at the earliest. The Committee also desire that while deciding

the Minimum Support Price of the commodities, the interests of the farmers should always be kept in mind.

3.93 The Committee note that a Memorandum of Understanding (MoU) has been reached between Indian Council of Agricultural Research - Central Institute of Post Harvest Engineering & Technology (ICAR - CIPHET) and the Government on development of protocols for Shelf Life, Safe Storage, Milling Outturn and Indicative Norms for procurement of major pulses. The Committee desire that high standards of stock quality, transfer and monitoring of commodities should be maintained. The Committee also note that State-level corpus funds are created with Centre-State sharing basis of 50:50, which is 75:25 ratio in case of NE States. Andhra Pradesh, Odisha, Telangana and West Bengal have set up State-level Price Stabilization Funds to tackle inflationary trends in commodities like onion, potatoes and pulses, while the rest of the States/UTs have been urged to set up PSFs as per guidelines based on prevailing and anticipated market scenarios. The Committee recommend that apart from written communication and video conferences, the officials of these States/UTs should be convinced in this regard at every opportunity like in consultation meetings, conferences, etc.

8. Consumer Welfare Fund (CWF)

3.94 The Consumer Welfare Fund Rules were framed and notified in the Gazette of India in 1992, under the Central Excise and Salt Act, 1944 (1 of 1944) pursuant to its amendment in 1991. On enactment of the Central Goods Services Tax (CGST) Act, 2017, the Consumer Welfare Fund has been set up under section 57 thereof. Rule 97 of the CGST Rules, 2017 deals with Consumer Welfare Fund. The money that is not refundable to the manufacturers etc. shall be credited to the Consumer Welfare Fund. The money credited to the Fund is to be utilized by the Union Government (Department of Consumer Affairs) through the Standing Committee, for the welfare of the consumers in accordance with the Rules framed. Financial assistance from CWF is given to various Institutions including Universities, Voluntary Consumer Organizations (VCOs), Government bodies and States to promote and protect the welfare of the consumer, create consumer awareness and strengthen consumer movement in the country. Grants from CWF have been given for following major projects:-

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

3.95 The Committee was also informed that money also flows to the CWF from other sources like income from investment of the amount credited to the Fund and fees paid by the parties while filing cases at National Consumer Disputes Redressal Commission (NCDRC).

3.96 The Ministry informed that Rs.19.50 crore was earmarked for Consumer Welfare Fund (CWF) during the financial year 2019-20. From the year 2015, proposals for financial assistance from CWF are invited and processed through 'online' mode. The details of proposals scrutinized and financial assistance approved/given to NGOs/VCOs during 2016, 2017 and 2018 are at **Annexure D**.

3.97 The details of projects which have been financed from CWF during the years 2016-17, 2017-18, 2018-19 and 2019-20 are at **Annexure – E**.

3.98 The Ministry informed that in order to further strengthen the Consumer Welfare Fund in all the States/UTs, it was decided in 2010 that States/UTs which are willing to establish a corpus fund will be supported by the Central Government by contributing 75% of the amount as Central share from the Central Consumer Welfare Fund. The State/UT Governments to become eligible to receive the one-time grant should deposit their share in a non-Plan, non-lapsable public account. State/UT Governments may draw up their own guidelines for administering this Fund, which should not be inconsistent with the Central guidelines. State Governments will identify a nodal agency/officer in the State to run the Scheme. Such corpus fund is to be credited in separate account that can generate interest which could be utilised for financing State/local level programmes. Corpus Fund has been set up in fifteen States/UTs viz. Gujarat, Andhra Pradesh, Odisha, West Bengal, Bihar, Nagaland, Karnataka, Tamil Nadu, Madhya Pradesh, Kerala, Haryana, Jharkhand, Telangana, Rajasthan & Sikkim. The number of States/UTs that had set up the corpus fund was 13 in the year 2018-19.

3.99 The Ministry, in a written reply, stated that letters from various levels have been sent to all States to create Consumer Welfare (Corpus) Fund in their States from time to time. They are also impressed upon for the same in various meetings organized by the Department of Consumer Affairs with the State Governments as well as by the officers of Department while visiting the States.

3.100 The Committee note that for the year 2019-20 an amount of Rs. 19.50 crore has been earmarked for Consumer Welfare Fund (CWF) where the money which is not refundable to the manufacturers, etc. is credited. Financial assistance from CWF is given to various institutions including Universities, Voluntary Consumer Organisation (VCOs), Government Bodies and States for strengthening consumer movement. The Committee hope and expect that the financial allocation would be utilized productively and optimally during the financial year, 2019-20. The Committee have also been informed about details of Grants released under CWF scheme during the years 2016-17, 2017-18, 2018-19 and 2019-20 to various institutions. The Committee desire that the Department should ensure that such institutions make utilization of the funds in a most productive manner, by insisting on Utilization Certificates (UCs) from them. The Committee also note that so far 15 States/UTs have set up corpus funds, with contribution of 75% from the Union Government. The number of such States was 13 in the year 2018-19. The Committee are of the view that the steps taken by the Government to convince the States/UTs to set up State Corpus Funds have yielded some results. However the Committee are constrained to note that the growth pattern in the matter is not satisfactory. Considering the need to create consumer awareness and strengthening 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 the Consumer Welfare Fund on priority.

NEWDELHI;
5 December, 2019
14 Agrahayana, 1941(Saka)

SUDIP BANDYOPADHYAY,
Chairperson,
Standing Committee on Food
Consumer Affairs & Public Distribution

ANNEXURE-A**Details of Scheme expenditure incurred against the total allocation of funds during the years 2016-17, 2017-18, 2018-19 and 2019-20
SCHEMES**

(Rs. in crores)

Name of the Scheme/ Project/ Programme	2016-17				2017-18				2018-19				2019-20		
	BE	RE	AE	% w.r.t. RE	BE	RE	AE	% w.r.t. RE	BE	RE	AE	% w.r.t. RE	BE	Expr. Up to Sep./19*	% w.r.t. BE
Consumer Awareness (Publicity)	60.00	60.00	58.68	97.80	62.00	62.00	61.78	99.65	70.00	60.00	58.90	98.17	62.00	27.41	44.21
CONFONET	6.00	6.00	6.00	100.00	10.00	14.50	14.50	100.00	18.50	38.50	38.50	100.00	22.00	19.83	90.14
Consumer Protection	4.00	4.00	2.53	63.25	3.00	5.00	5.08	101.60	4.00	1.50	1.43	95.33	2.00	0.27	13.50
Strengthening Consumer Fora	20.50	23.00	9.66	42.00	17.00	5.40	4.84	89.63	13.00	5.80	5.80	100.00	6.00	3.51	58.50
State Consumer Helpline	2.50	0.00	1.99		2.00	1.50	1.75	116.67	6.67	5.00	5.22	104.40	5.00	3.10	62.00
Strengthening of Price Monitoring Structure	1.00	1.00	0.41	41.00	1.00	1.00	0.93	93.00	2.00	2.00	1.99	99.50	2.00	0.51	25.50
Weights and Measures	39.00	28.00	27.69	98.89	28.00	22.00	22.69	103.14	45.00	55.37	48.17	87.00	50.00	9.68	19.36
National Test House	15.00	15.00	13.42	89.47	20.00	17.00	17.16	100.94	29.00	20.00	17.07	85.35	25.00	3.80	15.20
Bureau of Indian Standards	2.00	2.00	1.18	59.00	2.00	2.00	2.00	100.00	2.00	2.00	2.00	100.00	2.00	0.75	37.50
Price Stabilization Fund	900.00	3400.00	6899.98	202.94	3500.00	3500.00	3500.00	100.00	1500.00	1500.00	1500.00	100.00	2000.00	0.00	0.00
Total	1050.00	3539.00	7021.54	198.40	3645.00	3630.40	3630.73	100.01	1690.17	1690.17	1679.08	99.34	2176.00	68.86	3.16

*Provisional expenditure upto 30.07.2019

ANNEXURE-B

Details of non-Scheme expenditure incurred against the total allocation during the years 2016-17, 2017-18, 2018-19 and allocation for 2019-20

NON-SCHEME

(Rs. in crores)

S.No.	Name of the scheme/ project/ programme	2016-2017					2017-2018					2018-2019					2019-2020
		BE	RE	Expr. upto 31.03.17	Short fall/excess expn. If any indicating reasons in brief. w.r.t. RE	BE	RE	Expr. upto 31.03.18	Short fall/excess expn. If any indicating reasons in brief. w.r.t. RE	BE	RE	Expr. upto 31.03.19 # (provisional)	Short fall/excess expn. If any indicating reasons in brief. w.r.t. RE	% short fall /excess expn. Year wise 2016-17 2017-18 2018-19 w.r.t. RE	BE		
1	Secretariat Economic Services	23.41	22.81	22.40	-0.41	24.43	27.18	25.19	-1.99	28.79	29.46	28.64	-0.82	-1.80	30.99		
														-7.32 -2.78			
2	National Test House	32.61	32.36	32.98	0.62	35.21	35.13	34.47	-0.66	38.81	36.50	37.71	1.21	1.92	38.54		
														-1.88 3.32			
3	Consumer Cooperatives and Subsidies	115.00	195.00	151.84	-43.16	0.01	0.01	0.00	-0.01	0.01	0.01	0.00	-0.01	-22.13	0.00		
														-100.00 -100.00			
4	Consumer Protection	13.76	14.12	13.76	-0.36	15.27	15.82	15.46	-0.36	19.44	17.83	17.10	-0.73	-2.55	18.90		
														-2.28 -4.09			
5	Regulation of Weights & Measures	6.58	6.51	5.63	-0.88	6.83	7.61	7.32	-0.29	7.75	7.35	7.05	-0.30	-13.52	7.64		
														-3.81 -4.08			

6	International Cooperation	0.25	0.20	0.20	0.00	0.25	0.25	0.23	-0.02	0.20	0.20	0.23	0.03	0.00	0.25
														-8.00	
														15.00	
7	Projects under Consumer Welfare Fund	15.50	15.50	15.05	-0.45	17.45	17.45	17.07	-0.38	19.35	17.85	17.82	-0.03	-2.90	19.50
														-2.18	
														-0.17	
	Total Gross	207.11	286.50	241.86	-44.64	99.45	103.45	99.74	-3.71	114.35	109.20	108.55	-0.65		115.82
8	Deduct Recoveries	15.50	15.50	8.99	-6.51	17.45	17.45	17.07	-0.38	19.35	17.85	17.82	-0.03	-42.00	19.50
														-2.18	
														-0.17	
	Net	191.61	271.00	232.87	-38.13	82.00	86.00	82.67	-3.33	95.00	91.35	90.73	-0.62		96.32

Includes authorisation of Rs . 0.61 crore issued to other agencies.

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

**Department of Consumer Affairs
Price Monitoring Division**

List of 114 Price Monitoring Centres

Total No. of Centers : 114

North Zone		West Zone		East Zone		North-East Zone		South Zone	
Sl.No	Centers	Sl.No	Centers	Sl.No	Centers	Sl.No	Centers	Sl.No	Centers
1	CHANDIGARH	1	RAIPUR	1	PATNA	1	ITANAGAR		
2	DELHI	2	DURG	2	BHAGALPUR	2	GUWAHATI	1	PORT BLAIR
3	HISAR	3	AMBIKAPUR	3	PURNIA	3	IMPHAL	2	MAYABUNDER
4	KARNAL	4	BILASPUR	4	DARBHANGA	4	SHILLONG	3	VIJAYWADA
5	PANCHKULA	5	JAGDALPUR	5	GAYA	5	TURA	4	VISAKHAPATNAM
6	GURGAON	6	PANAJI	6	MUZZAFARPUR	6	JOWAI	5	KURNOOL
7	SHIMLA	7	AHMEDABAD	7	RANCHI	7	AIZAWL	6	TIRUPATHI
8	MANDI	8	RAJKOT	8	BHUBANESHWAR	8	DIMAPUR	7	BENGALURU
9	DHARAMSHALA	9	SURAT	9	CUTTACK	9	GANGTOK	8	DHARWAD
10	SOLAN	10	BHUJ	10	SAMBALPUR	10	AGARTALA	9	MANGALORE
11	SRINAGAR	11	BHOPAL	11	ROURKELA			10	MYSORE
12	JAMMU	12	INDORE	12	BERHAMPUR			11	T.PURAM
13	AMRITSAR	13	GWALIOR	13	JEYPORE			12	ERNAKULAM
14	LUDHIANA	14	JABALPUR	14	BALASORE			13	KOZHIKODE
15	BATHINDA	15	REWA	15	KOLKATA			14	THRISSUR
16	LUCKNOW	16	SAGAR	16	SILIGURI			15	PALAKKAD
17	KANPUR	17	MUMBAI	17	PURULIA			16	WAYANAD
18	VARANASI	18	NAGPUR	18	KHARAGPUR			17	PUDUCHERRY
19	AGRA	19	PUNE	19	RAMPURHAT			18	CHENNAI
20	JHANSI	20	NASHIK	20	MALDA			19	DINDIGUL
21	MEERUT	21	JAIPUR	21	RAIGANJ			20	THIRUCHIRAPALLI
22	ALLAHABAD	22	JODHPUR					21	COIMBATORE
23	GORAKHPUR	23	KOTA					22	TIRUNELVELI
24	DEHRADUN	24	UDAIPUR					23	CUDDALORE
25	HALDWANI							24	DHARMAPURI
26	RUDRAPUR							25	VELLORE
27	HARIDWAR							26	RAMANATHAPURAM
								27	HYDERABAD
								28	KARIMNAGAR
								29	WARANGAL
								30	ADILABAD
								31	SURYAPET
								32	JADCHERLA

ANNEXURE D**Details of proposals scrutinized and financial assistance given from the Consumer Welfare Fund to NGOs/VCOs during the years 2016, 2017 and 2018**

Year	No. of Proposal received online/scrutinized	No. of proposals approved for Financial assistance to NGOs/VCOs	Name of VCO/Institute/ Govt.	Sate	Approved amount in Rs.	Activity
2016	1094	10	IIM, Kashipur & Shaping tomorrow Consultants LLP [P No.2778]	Uttarakhand	9840000	Study Current Consumer Protection in India
			National Law University [P. No.1585]	Delhi	13500000	Establishment of Consumer Chair
			VOICE Society [P. No.2652]	Delhi	1250000	Comparative Study of Financial Services
			Ranglok Cultural Welfare Society [P.No.3732]	Madhya Pradesh	1198000	Combating Food Adulteration
			Manipur Women Co-ordinating Council [P. No.3720]	Manipur	4040000	Vernacular Language Publication to Increase Awareness
			SUDHA [P. No.2644]	Odisha	500000	Protection and Promotion of Consume Rights
			Deepa Devi ManavKalyanSansthan	Bihar	500000	Consumer Care Centre
			Mother Teresa Rural & Tribal Development Society [P. No.2921]	Andhra Pradesh	500000	Consumer Advocacy against Food Adulteration
			Consumer Protection Council [P. No.3041]	Odisha	473000	Reimbursement towards legal charges incurred
			Charity Welfare Society [P. No.1588]	Nagaland	500000	Innovative for spreading Consumer Literacy and Awareness.

2017	488	13	Rajkot SaherJillaGrahakS uraksha Mandal [P.No.5031]	Gujarat	375000	Right to Consumer Education of consumers specially through awarenes programmes in school/college/ma rkets/other public place
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	Society for Social Transformation	Andhra Pradesh	1125000	Right to Consumer Education of consumers specially through awareness programmes in school/college/markets/other public place
	SUDHA [P.No.4786]	Odisha	375000	Right to Consumer Education of consumers specially through awareness programmes in school/college/markets/other public place
	Unique VikasSansthan [P.No.4803]	Uttar Pradesh	625000	Right to Safety (protection)/Right to Informed Combating food adulteration, spurious, unsafe and counterfeit products/services
	School of Business Studies, Central University of Jammu, [P.No.4815]	erstwhile J&K	3125000	Field Mapping and Capacity Building of Stakeholders of Consumer Welfare & Protection.
	Department of Commerce, Bharathiar University [P.No.4822]	Tamil Nadu	1250000	Capacity building of stakeholder, empowering of rural consumers.
	TaraiKhadiGramodyogSansthan [P.No.4850]	Uttar Pradesh	375000	Right to Safety (protection)/Right to Informed Combating food adulteration, spurious, unsafe and counterfeit products/services
	SAK Memorial Educational and Cultural Society [P.No.4866&5152]	Chattisgarh	625000	Right to Consumer Education of consumers specially through awareness programmes in school/college/markets/other public place

			SethuSansthan [P.No.5089]	Uttrakhand	375000	Right to Consumer Education of consumers specially through awareness programmes in school/college/markets/other public place
			Support [P.No.5221]	Andhra Pradesh	1250000	Right to Safety (protection)/Right to Informed Combating food adulteration, spurious, unsafe and counterfeit products/services
			Srijana [P.No.5245]	Uttar Pradesh	996000	Right to Consumer Education of consumers specially through awareness programmes in school/college/markets/other public place
			Department of Commerce, Delhi School of Economic University of Delhi [P.No.5276]	Delhi	1250000	Consumer Education & Consumer Awareness
			Bhavishya Educational & Charitable Society [P.No.5304]	West Bengal	2500000	Right to Consumer Education of consumers specially through awareness programmes in school/college/markets/other public place
2018	809	23	Society for Education and Rural Development [P.No.5322]	Haryana	2214000	Education of consumer specially through awareness programmes in school/college/markets/other public places.
			Assam University [P.No.5375]	Assam	875000	Capacity Building of Stakeholders
			MaitreebanSebaSangha [P.No.5386]	Odisha	836000	Education of consumer specially through awareness programmes in

				school/college markets/other public places.
Unique VikasSansthan [P.No.5403]	Uttar Pradesh	756000		Education of consumer specially through awareness programmes in school/college markets/other public places.
PACE Organization [P.No.5418]	Andhra Pradesh	1147000		Education of consumer specially through awareness programmes in school/college markets/other public places.
Costal Voluntary Network [P.No.5426]	Andhra Pradesh	1509000		Education of consumer specially through awareness programmes in school/college markets/other public places.
JankiShikshanPrasarak Mandal [P.No.5427]	Maharashtra	1012000		Education of consumer specially through awareness programmes in school/college markets/other public places.
Society for innovative Rural Development [P.No.5438]	Delhi	373000		Education of consumer specially through awareness programmes in school/college markets/other public places.
RadharaniBahuuddeshivaVikasPratishthan [P.No.5467]	Maharashtra	1311000		Combating Food Adulteration
Annamalai University [P.No.5503]	Tamil Nadu	693000		Capacity Building of Stakeholders
Mother Nirmala Foundation [P.No.5569]	Uttar Pradesh	1385000		Education of consumer specially through awareness programmes in school/college markets/other public places.

S.P. Foundation [P.No.5577]	Odisha	380000	Education of consumer specially through awareness programmes in school/college markets/other public places.
Andhra Pradesh Productivity Council [P.No.5609]	Telangana	1095000	Capacity Building of Stakeholders
Basti Area Development Council [P.No.5613]	Odisha	398500	Education of consumer specially through awareness programmes in school/college markets/other public places.
R.B. Memorial SewaSansthan [P.No.5632]	Uttar Pradesh	1075000	Education of consumer specially through awareness programmes in school/college markets/other public places.
PariwartanSewaEvamShikshaSamiti [P.No.5634]	Madhya Pradesh	696000	Education of consumer specially through awareness programmes in school/college markets/other public places.
UpbhoktaAdhikarSangathan [P.No.5763]	Madhya Pradesh	2175000	Education of consumer specially through awareness programmes in school/college markets/other public places.
Gujarat National Law University [P.No.5767]	Gujarat	87000	Education of consumer specially through awareness programmes in school/college markets/other public places.
Shri Krishna GramouthanSamiti [P.No.5774]	Madhya Pradesh	2571000	Combating Food Adulteration

	ManeeshSarvodaya GramodyogSewaS ansthan [P.No.5823]	Uttar Pradesh	1086000	Education of consumer specially through awareness programmes in school/college markets/other public places.
	SanchitVikasSanst han [P.No.5953]	Uttar Pradesh	462000	Education of consumer specially through awareness programmes in school/college markets/other public places.
	School of Business Studies, Central University [P.No.5969]	erstwhile J&K	280000	Capacity Building of Stakeholders
	Legal Aid and Awareness Committee, National Law University [P.No.6145]	Rajasthan	615000	Capacity Building of Stakeholders

Details of projects financed from Consumer Welfare Fund during the years 2016-17, 2017-18, 2018-19 and 2019-20

Consumer Welfare Fund (CWF)			
Financial Year 2016-2017			
S. No.	Name of Institution/Organization/VCO's	Activities	Grant Released (in Rs.)
1	CERC, Ahmedabad	To expend its consumer protection & service activities.	2500000
2	IIPA, CCS	For the project of Centre for Consumer Studies	4000000
3	IIPA, NCH	For operationalizing the National Consumer Helpline	5000000
4	NLIU, Bhopal	For Chair professorship in consumer protection and consumer welfare	990239
5	CCC, CORE	Setting up and running the CORE project	271908
6	IIPA, SCHKRMP	For availing leased line of 8 MBPS from MTNL for Implementation of the SCHKRMP	908112
7	SubhkamnaSamajikSewaSansthan 'Combating Food Adulteration' U.P.	Combating Food Adulteration for Creating Consumer Awareness	250000
8	Healis, Mumbai	Consumer Safety Children from Health Hazards of Tobacco Products	5625000
9	SAVERA, New Delhi (Bihar)	Publication and Circulation of the Hindi magazine in Bihar only, Project Title-"Vernacular Language Publications to Increase Awareness"	1687500
10	CONCERT, Chennai	Comparative Testing	6403000
11	NariMangalMahilaSamity, Panchupalla, Odisha	Training on Mediation	250000
12	The Centre for Sustainable Development, Manipur	Study of Awareness in North-East States	250000

13	IIPA, NCH, (IIIrd Phase)	For operationalizing the National Consumer Helpline	5000000
14	The Advertising Standard Council of India, Mumbai	Consumer Safety Children from Health Hazards of Tobacco Products	500000
15	IIPA, NCH	Expansion of NCH and integration CORE	6319875
16	Consumer Online Foundation	Innovative Project for Empowering Consumers	1500000
17	CERC, Gujarat	For bringing out National Consumer Magazine INSIGHT in Hindi (GrahakSathi)	1968835
18	IIPA, CCS	For the project of Centre for Consumer Studies	8112000
19	CONCERT, Chennai	For Empowering Rural Consumer Choice Through Information	1682250
20	CCC, CORE	Setting up and running the CORE project	529748
21	BINTY	Reimbursement of legal expenses	81000
22	SAI Educational Rural & Urban Development Society	Creating Consumer Awareness	250000
23	NLSIU, Bangaluru	Online Consumer Mediation Centre	5000000
24	CUTS, Jaipur	State of Consumer Safety in India	750000
25	NLIU, Bhopal	For extension of Chair on Consumer Protection and Welfare	5215000
26	VOICE Society		1500000
27	Charity Welfare Society	Innovative Project for Spreading Consumer Literacy & Awareness	350000
28	IIPA (SCHKRMP)	SCHKRMP Portal	500000
29	RajkiyaPratibhaVikasVidayalaya, (R.P.V.V.)	Consumer Club	25000
30	CERC (SurakshaSankool), Ahmedabad	Study on Misleading Advertisement	2500000
31	IIM, Kashipur	Study Current Consumer Protection in India	4428000
32	IIPA, CCS	Extension of the Project of Centre for Consumer Studies	3422500
33	ASCI, Mumbai	Resolving Complaints on	800000

		Misleading & False Advertisement	
34	GrahakSuvidha Kendra (GSK), Patna	For the GrahakSuvidha Kendra	503680
35	Government of Jharkhand	Establishment of Corpus Fund	40000000
36	Government of Tamil Nadu	Establishment of Corpus Fund	5000000
37	Government of Nagaland	Establishment of Corpus Fund	23900000
	Total		147973647

Consumer Welfare Fund (CWF)			
Financial Year 2017-2018			
Sl.No.	NGOs/VCOs Name	Purpose	Amount of Bill in Rs.
1	CUTs, Jaipur [Proposal No.1054]		2250000
2	IIPA, New Delhi	CCS	10,000,000
3	Consumer Protection Council, Rourkela		473000
4	CERC, Ahmedabad [Proposal No.1267]		2225000
5	CERC, Ahmedabad [Proposal No.1294]		1800000
6	ManavVikasEvamSewaSansthan, Lucknow		3066164
7	CUTs, Jaipur	GSK	812520
8	CERC, Ahmedabad	GSK	800263
9	IIPA, New Delhi	NCH	17106625
10	IIPA, New Delhi	SCHKRMP	979616
11	CONCERT, Cheenai	Egg Testing	500000
12	Manipur Women Coordinating Council		2828000
13	ASCI, Mumbai	"Resolving Complaints....False Advertisement	800000
14	IIPA, New Delhi	SCHKRMP	1560200
15	ManavVikasEvamSewaSansthan, Lucknow		2466125
16	IIPA, New Delhi	NCH	9905875
17	Tamil Nadu Dr.Ambedkar Law University, Chennai	Establishing Chair of Excellence on Consumer Law and Jurisprudence	2500000
18	IIPA, New Delhi,	Centre for Consumer Studies (CCS)	13422500

19	SUDHA, Odisha		250000
20	VOICE SOCIETY	Comparative studies on Financial Services	500000
21	SAI, Kurnool, A.P.	Empowering Rural Consumer Choice through Information	250000
22	SubhkamnaSamajikSewaSansthan, Luckhnow	Combating Food Adulteration for creating Consumer Awareness	250000
23	CERC, Ahmedabad	Insight Magazine (GrahakSathi)	1987990
24	CUTS, Jaipur	State of Consumer Safety in India	650000
25	VOICE SOCIETY, New Delhi	Comparative study on consumer items	1500000
26	NCH, IIPA, Delhi	Engagement of two retired officials of CBEC to look into GST related complaint	96978
27	CCC, Delhi	Organizing National Consumer Convention on 23-24 Dec.2017 at Rajkot, Gujarat	400000
28	Ranglok Cultural Welfare Society, Madhya Pradesh	Combating Spurious & Counterfeit Product	479200
29	IIM, KashipurUttarakhand	Conducting Study Current Consumer Protection in India	3542400
30	TCD, Manipur	Study of Awareness in North-East States	250000
31	Govt. of Jharkhand	Jharkhand UpbhogtaKalyanNidhi (Corpus)	15000000
32	Govt. of Nagaland	Setting up Corpus Fund	6,000,000
33	Consumer Affairs, Food & Civil Supplies Department, Government of Telangana, Hyderabad	Setting up Corpus Fund	20000000
34	Govt. of Telangana, Hyderabad	Setting up Corpus Fund	27900000
35	Govt. of Jharkhand,	Jharkhand UpbhogtaKalyanNidhi (Corpus)	16347000
	Total		168899456

Consumer Welfare Fund (CWF)			
Major Head 3456 (Non-Plan) Grant-in-aid General (04.01.31) Financial Year 2018-2019			
			Opening Balance
Sl.No.	NGOs/VCOs Name	Purpose	Amount of Bill in Rs.
1	NCH, IIPA, New Delhi	For running the project NCH	4245375
2	NCH, IIPA, New Delhi	Pending salary to two retired officials of CBEC who were engaged in NCH to look into GST related Complaints	141654
3	CCS, IIPA, New Delhi	For running the project CCS	14858500
4	SUDHA, Odisha	Ist instalment, for the project category on 'Education of Consumer Specially through Awareness Programmes in School/College/Markets/ Other Public Place'	150000
5	NCH, IIPA, New Delhi	Additional Grant up to Sept. 2018	9894114
6	Rajkot SaherJillaGrahakSuraksha Mandal, Gujarat	Education of Consumer specially though awareness programmes in school/college/markets/other public places	150000
7	OCCM, NLSIU, Bangalore	For extended of 1 year	1944000
8	IIPA(CCS), New Delhi	For 3rd year grant for running the project CCS at IIPA	14858500
9	IIPA(NCH), New Delhi	For payment of salary to staff of NCH for period from 01.04.2014 to 21.04.2014	103935
10	Society for Social Transformation, AP	Project on 'Financial Literacy including Digital mode/Financial Protection of Consumers'.	300000
11	S.A.K. Memorial Educational & Cultural Society, Chattisgarh	1st Installment for 'Adoption of a model village/model community' and 'Educational of consumers specially through awareness programmes in school/college/market/other public places'	250000
12	Srijana, UP	1st Installment for 'Educational of consumers specially through awareness programmes in school/college/market/other public places'	332000
13	CUTs, Jaipur	Financial Protectionof Consumers	2076597
14	RPVV, New Delhi	2nd Installment, Consumer Club	25000
15	NCH, IIPA, New Delhi	Operationalizing the NCH up to December, 2018	3477930
16	SCHKRMP, IIPA, New Delhi	For the project SCHKRMP including 8 MBPS internet leased line from MTNL	2479055

17	CCS, IIPA, New Delhi	1st instalment of the 4th year (2018-19)	16,433,500
18	Bhavishya Educational & Charitable Society	1st instalment for the project 'Education of Consumer specially through awareness programmes in school/college/markets/other public places'	1,000,000
19	VOICE Society, New Delhi	2nd Installment for the project 'Comparative Study of Financial Services'.	477,199
20	School of Business Studies, Central University of Jammu	1st instalment for the project 'Field Mapping and Capacity Buildign of Stakeholders for Consumer Welfare & Protection'.	1,250,000
21	TaraiKhadiGramodyogSansthan	Proposal No.4850 on 'Combating Food Adulteration, Spurious, Unsafe and Counterfeit Products/Services'.	150,000
22	Govt. of Andhra Pradesh	Corpus Fund	13,392,000
23	NLU, Delhi	For Establishing Chair on Consumer Law	10,750,000
24	SUDHA, Odisha	2nd instalment for the project on 'Protection and Promotion of Consumer Rights'	250,000
25	Charity Welfare Society	2 instalment for the project on 'Innovative for spreading Consumer Literacy and Awareness'	149,641
26	Govt. of Rajasthan	Corpus Fund	70000000
27	Govt. of Jharkhand	Corpus Fund	3,653,000
28	Govt. of Telangana	Corpus Fund	8000
29	Govt. of Rajasthan	Corpus Fund	5000000
	Total		177800000

Consumer Welfare Fund (CWF)			
Major Head 3456 (Non-Plan) Grant-in-aid General (04.01.31) Financial Year 2019-2020			
Opening Balance			
Sl.No.	NGOs/VCOs Name	Purpose	Amount of Bill in Rs.
1	UpbhoktaAdhikarSangthan	1st instalment for the project category on Education of consumer specially through awareness programmes in school/college markets/other public places.	870000
2	PACE-Progressive Action for Community Emancipation	1st instalment for the project category on Education of consumer specially through awareness programmes in school/college markets/other public places.	458800
3	R.B. Memorial SewaSansthan	1st instalment for the project category on Education of consumer specially through awareness programmes in school/college markets/other public places.	430000
4	Society for Education & Rural Development	1st instalment for the project category on Education of consumer specially through awareness programmes in school/college markets/other public places.	885600
5	MaitreebanSebaSangha	1st instalment for the project category on Education of consumer specially through awareness programmes in school/college markets/other public places.	334400
6	ManeeshSarvodayaGramodyogSewaSansthan	1st instalment for the project category on Education of consumer specially through awareness programmes in school/college markets/other public places.	432400
7	CCS, IIPA	2nd installment of 4th year 2018-19	16433500
8	PariwartenSewaEvamShikshaSamiti	1st instalment for the project category on Education of consumer specially through awareness programmes in school/college markets/other public places.	185600

9	Unique VikasSansthan	1st instalment for the project category on 'Right to Safety (protection)/Right to be Informed'.	250000
10	Basti Area Development Council	1st instalment for the project category on Education of consumer specially through awareness programmes in school/college markets/other public places.	159400
11	JankiPrasarak Mandal Sonpeth	1st instalment for the project category on Education of consumer specially through awareness programmes in school/college markets/other public places.	404800
12	Coastal Voluntary Network	1st instalment for the project category on Education of consumer specially through awareness programmes in school/college markets/other public places.	542033
13	S.P. Foundation	1st instalment for the project category on Education of consumer specially through awareness programmes in school/college markets/other public places.	152000
14	Unique VikasSansthan [5403]	1st instalment for the project category on Education of consumer specially through awareness programmes in school/college markets/other public places.	302400
15	Society for Innovative Rural Development	1st instalment for the project category on Education of consumer specially through awareness programmes in school/college markets/other public places.	149200
16	Mother Nirmala Foundation	1st instalment for the project category on Education of consumer specially through awareness programmes in school/college markets/other public places.	554000
17	Sanchit Vikas Sansthan	1st instalment for the project category on Education of consumer specially through awareness programmes in school/college markets/other public places.	184800

18	Radha Rani BahuuddaishiyaVikasPratishthan	Ist Instalment for the project category on Combating Food Adulteration, Spurious, Unsafe and Counterfeit Products/Service	524400
19	CERC	4th instalment for brining out National Consumer Magazine Insight in Hindi (GrahakSathi)	1990966
20	Society for Social Transformation	2nd installment for the project on Financial Literacy including digital mode/financial protection of consumers	298107
21	Govt. of Sikkim	Setting up of Consumer Welfare (Corpus) Fund	45000000
	Total		70542406

MINUTES OF THE THIRD SITTING OF THE STANDING COMMITTEE ON FOOD, CONSUMER AFFAIRS AND PUBLIC DISTRIBUTION (2019-20) HELD ON MONDAY, 4 NOVEMBER, 2019

The Committee sat from 1100 hrs. to 1300 hrs. in Committee Room 'C', Ground Floor, Parliament House Annexe, New Delhi.

PRESENT

Shri Sudip Bandyopadhyay - Chairperson

Members

Lok Sabha

2. Shri Karadi Sanganna Amarappa
3. Ms. Pratima Bhoumik
4. Smt. Pramila Bisoyi
5. Shri Khagen Murmu
6. Shri Mitesh Rameshbhai (Bakabhai) Patel
7. Dr. Sanjeev Kumar Singari
8. Smt. Kavita Singh
9. Shri Ajay Misra Teni
10. Shri Saptagiri Ulaka
11. Shri Rajmohan Unnithan
12. Shri Ve. Vaithilingam

Rajya Sabha

13. Smt. Shanta Chhetri
14. Shri Sakaldeep Rajbhar
15. Shri Veer Singh

SECRETARIAT

1. Shri Pawan Kumar - Joint Secretary
2. Shri Lovekesh Kumar Sharma - Director
3. Shri Khakhai Zou - Additional Director

WITNESSES

SI No.	Name	Designation
Department of Consumer Affairs		
1.	Shri Avinash K. Srivastava	Secretary
2.	Shri Rohit Kumar Parmar	Senior Economic Adviser
3.	Shri Dharmendra	Additional Secretary & Financial Adviser
4.	Shri V.K.Diundi	DDG, BIS
5.	Shri Amit Mehta	Joint Secretary
6.	Shri Anil Bahuguna	Joint Secretary
7.	Sh. Rajbir Singh Panwar	Joint Secretary, DACFW
8.	Shri Awadhesh K.Chaudhary	Economic Adviser
9.	Shri U.Thanu	Director General, NTH
10.	Dr. D.K. Aswal	Director, NPL
11.	Sh. Sanjeev K.Chadha	Managing Director, NAFED
12.	Shri S. Hanumantha Rao	Joint Registrar, NCDRC
13.	Dr. R.K.Bajaj	Deputy Director General (Standardization), BIS
14.	Shri Jayanta Roy Chowdhury	Deputy Director General (Laboratory), BIS
15.	Shri H.J.S.Pasricha	Deputy Director General (Hallmarking), BIS
16.	Shri Singh Veer Pratap	Director
17.	Shri Alok Kumar Verma	Director
18.	Shri Sita Ram Meena	Director
19.	Shri Abhay Kumar	Director
20.	Shri R.C.Dhankar	Director
21.	Shri Pradeep Kumar Bhatnagar	Director
22.	Shri B.N.Dixit	Director
23.	Prof. Suresh Mishra	Director
24.	Shri S.S.Thakur	Director

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 (2019-20) of the Department.

[The 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, Lok Sabha regarding confidentiality of the proceedings. The Hon'ble Chairperson in his welcoming remarks requested the witnesses to elaborate on various issues such as strengthening of Consumer Courts and Fora, Legal Metrology Regulation and Enforcement, Price monitoring, National Test House, Standardization and Hallmarking of Gold Jewellery, Price Stabilization Fund etc. He also requested them to explain the problems, if any, in the effective implementation of various schemes. Then, the representatives of Department of Consumer Affairs with the permission of Chairperson made a power point presentation highlighting functions of the Department, Major provisions of Demands for Grants (2019-20) of the Department including Highlights of Budget 2019-20, Detailed allocation of funds for various schemes like Consumer Protection, Consumer Awareness (Advertising and Publicity), Strengthening of Legal Metrology Regulation and Enforcement, Bureau of Indian Standards, Standardization of Gold Hallmarking, Strengthening of NTH, Stregthening of Price Monitoring Cell, Price Stabilization Fund and consumer advocacy through the Consumer Welfare Fund, etc. The Secretary and other representatives of the Department addressed the issues raised by the Hon'ble Chairperson in his opening remarks. The issues raised by the Hon'ble Chairperson were further supplemented by the members of the Committee.

4. The Committee then held detailed discussion on the following issues:-

- (i) The three tier Consumer Disputes Redressal System at the District, State and National levels and the Consumer Protection Acts of 1986 and 2019;
- (ii) The Integrated Consumer Grievances Redressal System through the National Consumer Helpline, the Zonal Consumer Helplines, the State Consumer Helplines and the handling of complaints on misleading advertisements;
- (iii) The Computerization of Consumer Fora and replacement of old hardware;
- (iv) The advertisement and publicity about consumer rights through the Bureau of Outreach and Communications; Jago Grahak Jago, All India Radio (AIR), Doordarshan (DD), National Film Development Corporation (NFDC), Lok Sabha Television (LSTV), etc.;
- (v) Price Stabilization of essential commodities like pulses, onions, etc.;
- (vi) Bureau of Indian Standards (BIS), National Physical Laboratory (NPL) and

- Regional Reference Standards Laboratories (RRSL); and
- (vii) The framing of rules on e-commerce platforms under the Consumer Protection Act, 2019;
 - (viii) Adulteration of Milk and Milk Products, etc.

The queries raised by the Chairperson and the Members on various issues during the course of discussion were responded to by the representatives of the Department.

5. The Chairperson directed the representatives of the Department of Consumer Affairs to furnish written replies to the queries raised by the Members, which could not be responded to during the sitting of the Committee.

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

[The *witnesses* then *withdrew*.]

A verbatim record of the proceedings has been kept.

The Committee then adjourned.

MINUTES OF THE FOURTH SITTING OF THE STANDING COMMITTEE ON FOOD, CONSUMER AFFAIRS AND PUBLIC DISTRIBUTION (2019-20) HELD ON THURSDAY, 5 DECEMBER, 2019

The Committee sat from 1500 hrs. to 1600 hrs. in Committee Room 'D', Ground Floor, Parliament House Annexe, New Delhi.

PRESENT

Shri Sudip Bandyopadhyay - Chairperson

Members

Lok Sabha

16. Smt. Pramila Bisoyi
17. Shri Anil Firojiya
18. Shri Rajendra Dhedya Gavit
19. Shri Khagen Murmu
20. Shri Subrata Pathak
21. Smt. Himadri Singh
22. Shri Ajay Misra Teni
23. Shri Saptagiri Ulaka
24. Shri Rajmohan Unnithan

Rajya Sabha

25. Smt. Shanta Chhetri
26. Shri K.G.Kenye
27. Shri Rajmani Patel
28. Shri Sakaldeep Rajbhar
29. Shri Amar Shankar Sable

SECRETARIAT

1. Shri Pawan Kumar - Joint Secretary
2. Shri Lovekesh Kumar Sharma - Director
3. Shri Khakhai Zou - Additional Director

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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 (2019-20) relating to the (i) Department of Consumer Affairs, and (ii) Department of Food and Public Distribution, under the Ministry of Consumer Affairs, Food and Public Distribution.

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3. XXXXXXXXXXXX XXXXXXXXXXXX XXXXXXXXXXXX XXXXXXXXXXXX

4. XXXXXXXXXXXX XXXXXXXXXXXX XXXXXXXXXXXX XXXXXXXXXXXX

5. Thereafter the Committee took up for consideration the Draft Report on (i) The Demands for Grants (2019-20) of the Department of Consumer Affairs ; XXXXXXXXXXXX XXXXXXXXXXXX. After brief discussion, the Committee adopted the Draft Report without any amendments/modifications.

6. The Committee then authorized the Chairperson to finalize the aforesaid Draft Report in the light of verbal and consequential changes and also in the light of factual verification from concerned Department and also present the same to Parliament during the current Session.

7. XXXXXXXXXXXX XXXXXXXXXXXX XXXXXXXXXXXX XXXXXXXXXXXX

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The Committee then adjourned.

XXXXXXXXXXXX Matter does not related to the Report.