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**STANDING COMMITTEE ON FOOD, CONSUMER AFFAIRS  
AND PUBLIC DISTRIBUTION (2020-2021)**

**SEVENTEENTH LOK SABHA**

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

{Action Taken by the Government on the observations/ recommendations contained in the First Report of the Committee (2019-2020) on Demands for Grants (2019-20) pertaining to the Ministry of Consumer Affairs, Food and Public Distribution (Department of Consumer Affairs)}

**FIFTH REPORT**



**LOK SABHA SECRETARIAT  
NEW DELHI**

**February, 2021/ Magha, 1942 (Saka)**

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AND PUBLIC DISTRIBUTION (2020-2021)**

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(DEPARTMENT OF CONSUMER AFFAIRS)**

{Action Taken by the Government on the observations/ recommendations contained in the First Report of the Committee (2019-2020) on Demands for Grants (2019-20) pertaining to the Ministry of Consumer Affairs, Food and Public Distribution (Department of Consumer Affairs)}

***Presented to Lok Sabha on 10.02.2021***

***Laid in Rajya Sabha on 10.02.2021***



**LOK SABHA SECRETARIAT  
NEW DELHI**

**February, 2021/ Magha, 1942 (Saka)**

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**Composition of the Standing Committee on Food, Consumer Affairs and Public Distribution (2020-2021):-**

Shri Sudip Bandyopadhyay, Chairperson

**Lok Sabha**

2. Dr. Farooq Abdullah
3. Shri Karadi Sanganna Amarappa
4. Shri Girish Bhalchandra Bapat
5. Shri G. S. Basavaraj
6. Shri Shafiqur Rahman Barq
7. Ms. Pratima Bhoumik
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. Dr. Sanjeev Kumar Singari
15. Smt. Himadri Singh
16. Smt. Kavita Singh
17. Shri Ganesan Selvam
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 Satish Chandra Dubey
24. Smt. Roopa Ganguly
25. Shri K. G. Kenye
26. Dr. Fauzia Khan
27. Smt. M. C. Mary Kom
28. Shri Rajmani Patel
29. Shri Sakaldeep Rajbhar
30. Dr. Anbumani Ramadoss
31. Vacant

**LOK SABHA SECRETARIAT**

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

**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
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21. Shri Ve.Vaithilingam

**Rajya Sabha**

22. Smt. Shanta Chhetri
23. Shri Satish Chandra Dubey<sup>@</sup>
24. Smt. Roopa Ganguly<sup>§</sup>
25. Shri K. G. Kenye
26. Dr. Fauzia Khan<sup>§</sup>
27. Smt. M. C. Mary Kom
28. Shri Rajmani Patel
29. Shri Sakaldeep Rajbhar
30. Dr. Anbumani Ramadoss
31. Shri Veer Singh

**LOK SABHA SECRETARIAT**

- |                                |   |                  |
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| 3. Shri G. Guite               | - | Deputy Secretary |
| 4. Shri Dong Lianthang Tonsing | - | Under Secretary  |

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<sup>@</sup> Nominated to the Committee w.e.f. 04.02.2020

<sup>§</sup> Nominated to the Committee w.e.f. 23.07.2020

## INTRODUCTION

I, the Chairperson of the Standing Committee on Food, Consumer Affairs and Public Distribution (2020-2021) having been authorized by the Committee to submit the Report on their behalf, present this Fifth Report on Action Taken by the Government on the Observations/Recommendations contained in the First Report of the Committee (2019-2020) on Demands for Grants (2019-20) of the Ministry of Consumer Affairs, Food and Public Distribution (Department of Consumer Affairs).

2. The First Report was presented to Lok Sabha and laid in Rajya Sabha on 10<sup>th</sup> December, 2019. The Government has furnished replies indicating Action Taken on the recommendations contained in the Report on 28<sup>th</sup> February, 2020.

3. The Report was considered and adopted by the Committee at their sitting held on 16.12.2020.

4. An analysis of the action taken by the Government on Observations/Recommendations contained in the Report is given in **Appendix II**.

5. For facility of reference and convenience, the Observations/Comments of the Committee have been printed in thick type in the text of the Report.

**NEW DELHI;**  
**16 December, 2020**  
**25 Agrahayana, 1942 (Saka)**

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

# REPORT

## CHAPTER - I

This Report of the Standing Committee on Food, Consumer Affairs and Public Distribution deals with the action taken by the Government on the Observations/Recommendations contained in the First Report of the Committee (2019-2020), (17<sup>th</sup> Lok Sabha) on Demands for Grants (2019-20), pertaining to the Ministry of Consumer Affairs, Food and Public Distribution (Department of Consumer Affairs).

1.2 The First Report was presented to Lok Sabha and laid on the Table in Rajya Sabha on 10<sup>th</sup> December, 2019. It contained 21 observations/recommendations. Action taken replies in respect of all the 21 observations/recommendations contained in the Report have been received and these have been categorized as follows:-

- (i) Recommendations/observations which have been accepted by Government :

Para Nos.: 2.12, 2.13, 2.14, 3.6, 3.15, 3.25, 3.32, 3.33, 3.42, 3.49, 3.50, 3.62, 3.63, 3.71, 3.80, 3.93 and 3.100

- (ii) Recommendations/Observations which the Committee do not desire to pursue in view of Government's replies :

Para Nos.: 3.41, 3.72 and 3.92.

- (iii) Recommendations/Observations in respect of which replies of Government have not been accepted by the Committee :

Para No.: Nil

- (iv) Recommendations/Observations in respect of which the final replies of Government are still received :

Para No. : 3.26.

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

**1.4 The Committee further emphasize that utmost importance should be given to the implementation of Observations/Recommendations accepted by the Government. In case where it is not possible for the Government to implement the recommendations in letter and spirit for any reason, the matter should be reported to Committee in time with reasons for non-implementation.**

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

#### **A. Diversion/Re-appropriation of funds**

##### **Recommendation No. 3 (Para No. 2.14)**

1.6 The Committee in their Original Report observed/recommended as follows:-

“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.”



1.7 The Ministry in its action taken reply has stated as under:-

“All the necessary efforts will be made to ensure that funds allocated for a particular purpose in a specific scheme/ project should be utilised in the said scheme/ project without re-appropriating/ diverting for any other scheme/ purpose. However, in few instances when CPWD is not able to utilise the whole funds authorised to them or State Governments are not able to provide the complete details, re-appropriation of funds in other schemes/ projects may kindly be continued to be allowed. The Department will closely monitor the progress of implementation and will make every sincere effort to avoid re-appropriation/ diversion of funds.”

[Department of Consumer Affairs (Ministry of Consumer Affairs, Food & Public Distribution) O.M. No. N-13/5/2019-P&C]

**1.8 The Committee, in their report on Demands for Grants, recommended that re-appropriation/diversion of funds may be avoided in future with concrete planning and ensuring efficient execution of schemes/projects at every stage. In reply, the Government has stated that all the necessary efforts would be made to ensure that funds allocated for a particular purpose in a specific scheme/ project is utilised in the said scheme/ project without re-appropriating/ diverting for any other scheme/ purpose. However, the Department has requested that in few instances when CPWD is not able to utilise the whole funds authorised to them or State Governments are not able to provide the complete details, re-appropriation of funds in other schemes/ projects may continue to be allowed. The Department has also assured that it would closely monitor the progress of implementation and would make every sincere effort to avoid**

**re-appropriation/ diversion of funds. The Committee understand that re-appropriation/diversion of funds take place due to inability to utilise authorised funds by nominated agencies like CPWD and inability to provide complete details by the concerned State Governments. For such eventualities necessitating suitable adjustment, the Government may resort to such devices as re-appropriation or diversion of funds. But the Committee desire that schemes should be got implemented and projects executed with efficiency at every stage and diversion of funds may be avoided.**

## **B. Consumer Protection**

### **Recommendation No. 4 (Para No 3.6)**

1.9 The Committee in their Original Report observed/recommended as follows:-

“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.”

1.10 The Ministry in its action taken reply has stated as under:-

“The Consumer Protection Unit had been allocated a sum of Rs. 35.00 Crore at BE stage, which was enhanced to Rs. 48.49 Crore at RE stage. The Department has taken new initiatives of revamping the National Consumer Helpline, by increasing the Help Desk to 60. Besides, State Governments / UTs are counselled in national conferences held on consumer advocacy at regular interval about the need to be more pro active towards resolving the grievances of the consumers in the consumer fora.”

[Department of Consumer Affairs (Ministry of Consumer Affairs, Food & Public Distribution) O.M. No. N-13/5/2019-P&C]

**1.11 The Committee, in their original report, recommended that the Department should approach the Ministry of Finance for additional allocation for schemes/projects and ensure that administrative, legal and technological mechanism are within easy reach of consumers for ease in getting justice in respect of their grievances. The Department has in its action taken reply, stated that the allocation of Rs. 35.00 crore at BE stage was enhanced to Rs. 48.49 Crore at RE stage. While acknowledging the Department's achievement in getting upward revision of the budget, the Committee are constrained to note that with respect to the status of accessibility of legal mechanism, no progress has so far been made. The Committee, therefore, reiterate their earlier recommendation that 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 without any further loss of time.

### **C. Cases Settled in Consumer Fora**

#### **Recommendation No. 5 (Para No. 3.15)**

1.12 The Committee in their Original Report observed/recommended as under:-

“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.”

1.13 The Ministry in its action taken reply has stated as under:-

"The data relating to the cases admitted and disposed of in the District Fora are available in the Confonet website. "

[Department of Consumer Affairs (Ministry of Consumer Affairs, Food & Public Distribution) O.M. No. N-13/5/2019-P&C]

**1.14** The Committee had in their original report, recommended for 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 had all along hoped that such strengthening of the infrastructure might increase the rate of disposal of cases in consumer fora. The Department has in its action taken reply, stated that data relating to the cases admitted and disposed of in the District Fora are available in the Confonet website. As per information furnished to the Committee, the rate of disposal of cases in consumer fora have actually come down from 82.02% in the year 2017 to 73.63% in 2019. The rate might differ from State to State and fora to fora. The Committee feel satisfied that such vital data is available in the Confonet website. But Committee's primary concern is for prompt and efficient disposal of cases in the consumer fora. They earnestly feel that strengthening of consumer fora gets reflected in the pace of disposal of cases in the consumer fora. The Committee, therefore, hope that the pace of disposal of cases in consumer fora will be increased.

**D. Utilisation of Fund against Misleading Advertisement.**

**Recommendation No. 6 (Para No. 3.25)**

**1.15** The Committee in their Original Report observed/recommended as under:-

“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.”

1.16 The Ministry in its action taken reply has stated as under:-

“The Department will make aware the consumer more vigorously about the GAMA portal for lodging their grievances relating to misleading advertisements.”

[Department of Consumer Affairs (Ministry of Consumer Affairs, Food & Public Distribution) O.M. No. N-13/5/2019-P&C]

**1.17 The Committee, in their original report, recommended 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. In reply the Government has stated that the Department would make aware the consumer more vigorously about the GAMA portal for lodging their grievances relating to misleading**

advertisements. The Committee were also informed that 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 Committee desire the Ministry to consider making it mandatory for all companies including manufacturing companies of consumer items, by specifying appropriate annual turnover for different economic activities/sectors, to have their own stand alone grievance redressal system so that not only consumer gets benefitted but there will also be reduced number of cases going to litigation.

#### **E. Utilisation Certificate on Grants for State Consumer Helpline**

##### **Recommendation No. 7 (Para No. 3.26)**

1.18 The Committee in their Original report observed/recommended as follows:-

"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."

1.19 The Ministry in its action taken reply has stated:-

"The Utilization Certificates for grants released under SCH from the 6 States have not been received. The Department has already written to the States concerned to send the Utilization Certificates. The Department will pursue the matter vigorously with them."

[Department of Consumer Affairs (Ministry of Consumer Affairs, Food & Public Distribution) O.M. No. N-13/5/2019-P&C]

**1.20** The Committee in their First Report on Demands for Grants (2019-20), had recommended that they be apprised of the reasons for the failure of the States of Himachal Pradesh, Jammu & Kashmir, Punjab, Andaman & Nicobar Islands, Dadra & Nagar Haveli and Daman & Diu to furnish Utilization Certificates in respect of Grants released under State Consumer Helpline (SCH) Scheme at the earliest. The Department in its action taken reply, has stated that Utilization Certificates for grants released under SCH have not been received from the 6 States. The Committee desire that the concerned States/UTs may be pursued vigorously through available mechanisms including video conferencing to furnish the Utilisation Certificates with respect to grants released under the SCH. The action taken and achievements made in the matter may also be intimated to the Committee without delay.

**F. Orientation of DCF Staff in the Use of OCMS**

**Recommendation No. 9 (Para No. 3.33)**

1.21 The Committee in their Original report observed/recommended as follows:-

"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."



## **Reply of the Government**

1.22 The Ministry in its action taken note has stated:-

"A sum of Rs. 6.00 lakh has been provided in the BE for 2019-20 under CONFONET for training workshop, Travel, Communication, SMS Services etc., which are being incurred by the NIC towards SMS, Travel etc. Various learning sessions have been conducted by the NIC on the usage of OCMS system for the hired as well as the regular staff of the District Consumer Fora. However, attendance of the regular staff of the District Fora was less. The availability of sufficient regular staff from the State Government and their eagerness to accept the training will improve the functioning of the consumer fora. NIC team visited different District Fora and State Commissions in the State of Maharashtra, UP, Chandigarh and Sikkim. "

[Department of Consumer Affairs (Ministry of Consumer Affairs, Food & Public Distribution) O.M. No. N-13/5/2019-P&C]

**1.23 The Committee were informed that an amount of Rs. 6 crore had been proposed for Training Workshops, etc. Accordingly they had recommended in their original report that a major proportion of the amount of Rs.6 crore allocated for Training Workshops, etc. be first and foremost utilized for orientation of District Consumer Fora (DCF) staff in the use of Online Case Monitoring System (OCMS) and that 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. The Department has stated in its action taken reply, that a sum of Rs. 6.00 lakh has been provided in the BE for 2019-20 under CONFONET for training workshop, etc. The Committee note with displeasure this contradiction in figures. They hope that the Department would be more careful in future.**

The Ministry has further stated that the attendance of the regular staff of the District Fora was less in the various learning sessions that have been conducted by NIC on the usage of OCMS system for the hired as well as the regular staff of the District Consumer Fora. However, the availability of sufficient regular staff from the State Government and their eagerness to accept the training will improve the functioning of the consumer fora. It has also been stated that NIC team visited different District Fora and State Commissions in the States/UTs of Maharashtra, UP, Chandigarh and Sikkim. The reply of the Government is silent on the issue of giving incentives for undertaking such orientation courses. The Committee believe that giving some incentive will encourage the regular staff of the District Fora to attend the learning sessions conducted on the usage of OCMS. The Committee, therefore, reiterate their earlier recommendation that all possible efforts should be made to incentivise the permanent staff of the District Consumer Fora to be involved in the operation of the OCMS with enthusiasm and also to undergo the training so that the functioning of the consumer fora could be improved to the desired efficiency level.

**G. Consumer Rights Awareness through films and e-tickets of Airlines**

**Recommendation No. 11 (Para No. 3.42)**

1.24 The Committee in their Original Report observed/recommended as follows:-

"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."

1.25 The Ministry in its action taken reply has stated as under:-

"The Department has engaged social network management agency to manage social media platforms of the Department given the increasing reach of these platforms among the common people. Suggestions given by the Committee have been noted and are being implemented."

[Department of Consumer Affairs (Ministry of Consumer Affairs, Food & Public Distribution) O.M. No. N-13/5/2019-P&C]

**1.26 The Committee had in their First Report, recommended 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 and that 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. The Government has stated in its action taken reply, that the Department has engaged social network management agency to manage social media platforms of the Department in view of the increasing reach of these platforms among the common people, and that the suggestions given by the Committee have been noted and are being implemented. The Committee are not satisfied with the reply of the Department as it has not**

indicated any specific action on the Committee's recommendation. The Committee, therefore, once again reiterate their earlier recommendation that the Government should use e-tickets of airlines and also initiate steps to incentivising the short, feature and documentary films to spread the message of consumer rights awareness among the masses.

#### **H. Dissemination of Indian Standard Time (IST)**

##### **Recommendation No. 13 (Para No. 3.50)**

1.27 The Committee in their Original Report observed/recommended as follows:-

“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.”

1.28 The Ministry in its action taken reply has stated as under:-

“Due care will 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.”

[Department of Consumer Affairs (Ministry of Consumer Affairs, Food & Public Distribution) O.M. No. N-13/5/2019-P&C]

**1.29 The Committee had recommended in their original report that care should be taken to most accurately synchronise all networks and computers in the country with a national clock while implementing the**

**project of Time Dissemination for ensuring absolute national security and enhanced cyber security with minimal scope of errors in time dissemination. The Government in its action taken reply, has stated that due care would 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. However, the reply of the Department of Consumer Affairs is silent about how the Government plans to execute the project within the time schedule, which was tentatively August, 2022. The Committee, therefore, desire that the Government should draw a concrete plan of action and ensure that the project is completed within the time schedule. The Committee may also be apprised of the updated status in this regard.**

#### **I. Bureau of Indian Standards Act**

##### **Recommendation No. 14 (Para No. 3.62)**

1.30 The Committee in their Original Report observed/recommended as follows:-

“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.”

1.31 The Ministry in its action taken reply has stated as under:-

“Observations of the Committee have been noted and utmost care is being taken in regard to formulation of new Indian Standards so as to achieve better integration of India with the world in trade and commerce. Observations of the Committee have been noted and concerted efforts shall be made for speedy settlement of pending cases. The status of the criminal complaints for violation of the BIS Act, 2016, as on 17 January 2020, is given as follows:-

State	CASES FILED	APPEAL FILED	TOTAL FILED	DECIDED AGAINST	DECIDED FAVOUR	TOTAL DECIDED	COMPLAINTS PENDING
Andhra Pradesh	133	0	133	10	33	43	90
Assam	24	0	24	2	19	21	3
Bihar	16	0	16	0	7	7	9
Chandigarh	2	0	2	0	1	1	1
Chattishgarh	10	0	10	0	4	4	6
Daman & Diu	2	0	2	0	1	1	1
Delhi	269	0	269	10	148	158	111
Goa	3	0	3	0	0	0	3
Gujarat	197	0	197	2	88	90	107
Haryana	145	0	145	5	93	98	47
Himachal Pradesh	24	0	24	2	18	20	4
Jammu and Kashmir	3	0	3	0	3	3	0
Jharkhand	10	0	10	0	4	4	6
Karnataka	100	0	100	5	35	40	60
Kerala	39	0	39	3	24	27	12
Madhya Pradesh	106	1	107	2	62	64	42
Maharashtra	286	1	287	12	90	102	184
Orrissa	26	0	26	1	7	8	18
Pondicherry (UT)	1	0	1	0	1	1	0
Punjab	133	0	133	13	84	97	36
Rajasthan	101	0	101	4	32	36	65
Tamil Nadu	160	0	160	7	85	92	68
Telangana	105	0	105	1	17	18	87
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
<b>TOTAL</b>	<b>2207</b>	<b>2</b>	<b>2209</b>	<b>86</b>	<b>991</b>	<b>1077</b>	<b>1130</b>

**1.32 In their original report, the Committee had recommended for speedy settlement of pending court cases related to violation of the BIS Act, 1986. The Department of Consumer Affairs has stated in its reply that Observations of the Committee have been noted and concerted efforts will be made for speedy settlement of pending cases. It is, however, observed that out of a total of 2207 cases filed, a total of 1077 cases were settled, which reflects that the proportion of cases settled to the number of cases filed remains as low as 48.8 %. It is also noted that just 2 more cases were filed and 3 more cases were decided during the intervening period since the Committee submitted its Report to the Parliament. The Committee are not satisfied with the slow progress of the settlement of cases in the country. The Committee, therefore, desire the Department to find out the reasons for low rate of settlement of cases of violation of BIS Act and revert back to the Committee at the earliest.**

#### **J. Implementation of Projects in National Test House**

##### **Recommendation No. 16 (Para No. 3.71)**

1.33 The Committee in their Original Report observed/ recommended as follows:-

"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."

1.34 The Ministry in its action taken reply has stated as under:-

" Status of the projects under construction through CPWD:

The construction of the G+4 Phase II building at Mumbai and Impulse Voltage Laboratory at Chennai are being executed by CPWD. To increase the Co-ordination between National Test House & CPWD, one Nodal Officer has been appointed by DG-NTH from each of the Regional Centers of Mumbai & Chennai. The Nodal Officers are responsible to regularly Co-ordinate with the CPWD authorities and monitor the progress of the Constructions. They also Co-ordinate with the Local Authorities and try to resolve issues arising in connection with the constructions. Regional In-Charges regularly hold meetings with the CPWD authorities and try to resolve issues which may hinder the progress of the work. DG-NTH regularly visits the Regional Centres to review the performance of the Regions. He holds meetings with Higher Officers of the Respective Senior Officer of the CPWD Department to review the progress of construction and resolve issues related to the constructions, within the powers vested in him. NTH interacts with Department of Consumer Affairs regularly (DoCA) to appraise the progress and issues requiring intervention of the competent authority of the Department.

In respect of NTH (WR), Mumbai, Deputy Director of NTH Section of DoCA was deputed by DoCA on 04/09/2019 to NTH (WR), Mumbai, who held discussion the Engineers of CPWD and categorically stressed for the utilization of the funds in time and make the building functional. Additionally, another meeting has been held on 23/12/2019 at NTH (WR), Mumbai as per the availability of Chief Engineer, CPWD (WZ) which will be chaired by DG, NTH with a view to clear the pending query raised by DoCA in respect of additional demand raised of Rs. 15 Lacs by CPWD, with a view to make the G+4 Phase II Building functional, completion of the maintenance works and utilization of the authorized fund in time. In respect of NTH (SR), Chennai, a demand of Rs. 91,14,592/- has been raised by CPWD (SZ), which has been forwarded to DoCA on 18/07/2019 for authorization, and probably due to paucity of fund (Out of Rs. 2 Crores in BE, an amount of Rs. 1,73, 04,000/- has

already been authorized to CPWD (WZ) for NTH (WR), Mumbai building) the same may not have been authorized. The collective effect of the efforts over the years have resulted into a significant development in the Pace of the construction.”

**Authorization – Utilization Details of the On-Going Constructions at  
NTH (WR)-Mumbai & NTH (SR)-Chennai**

(Rupees in Crore)

Year Wise Authorization of funds to CPWD (WZ) authorities for Construction of NTH under the Head “Major Works-Plan-5425”								
S. No.	Region	Year	Civil Works		Electrical Works		Total (Civil + Electrical)	
			Fund Authorised (in Crore)	Expenditure by CPWD (in Crore)	Fund Authorised (in Crore)	Expenditure by CPWD (in Crore)	Fund Authorised (in Crore)	Expenditure by CPWD (in Crore)
1	NTH (WR), Mumbai	2013-14	4.260	0.300	0.000	0.000	4.260	0.300
2		2014-15	4.000	2.760	1.000	0.600	5.000	3.360
3		2015-16	3.620	3.570	0.250	0.250	3.870	3.820
4		2016-17	2.000	1.990	0.000	0.000	2.000	1.990
5		2017-18	3.000	3.000	2.800	2.800	5.800	5.800
6		2018-19	3.000	2.935	2.000	1.998	5.000	4.933
7		2019-20	1.730	0.084 (as per PFMS dated 18/12/2019)	0.000	0.000	1.730	0.084
Total			21.610	14.639	6.050	5.648	27.660	20.287
Total Expenditure (Civil + Electrical) by NTH (WR) till date (in Crore)			20.287		Original PE Amount - Rs. 25.26 Cr			

S. No.	Region	Year	Civil Works		Electrical Works		Total (Civil + Electrical)	
			Fund Authorised (in Crore)	Expenditure by CPWD (in Crore)	Fund Authorised (in Crore)	Expenditure by CPWD (in Crore)	Fund Authorised (in Crore)	Expenditure by CPWD (in Crore)
1	NTH (SR), Chennai	2014-15	0.500	0.437	0.000	0.000	0.500	0.437
2		2015-16	2.684	1.284	0.000	0.000	2.684	1.284
3		2016-17	1.000	0.982	0.000	0.000	1.000	0.982
4		2017-18 1st Spell	1.000	0.902	0.850	0.590	1.850	1.492
5		2017-18 2nd Spell	0.700	0.657	0.300	0.000	1.000	0.657
6		2018-19	1.649	1.649	0.500	0.377	2.149	2.026
Total			7.533	5.912	1.650	0.967	9.183	6.879
Total Expenditure (Civil + Electrical) by NTH (SR) till date (in Crore)			6.879		Original PE Amount - Rs. 6.61 Cr			

Pending Authorization of funds to various CPWD authorities during the year 2019-20 for New Construction works of NTH under the Head “Major Works” - (5425)							
S. No.	Name of the Region	Region Letter no. with date	NTH Letter no. with date, Sent to DoCA	Name of the work	Estimate Amount	Amount of Authorisation to be	Present Status

	n					made	
					(in Rs.)	(in Rs.)	(in Rs.)
1	NTH-WR (Mumbai)	NTH(WR)/Ind Phae/2018-19/514, dated 09.07.19	NTH/HQ/PH-II Bldg/WR/2012-13/Vol-II, dated 24.07.19	Clear all pending liabilities of various agencies of CPWD for the G+4 Phase-II Bldg.	₹ 15,00,000.00	Awaited	Queries sought by DoCA has been sent to NTH(WR)-Mumbai on 20.11.19, to sort out with CPWD (WZ)
2	NTH-SR (Chennai)	MTH/E-10(1)/15-16/High Voltage (Vol.II), dated 29.04.2019.	NTH/HQ/Impulse Test/NTH(SR)/2012-13, dated 18.07.2019	Settlement of final Bill in respect of construction of High Voltage Laboratory.	₹ 91,14,592.00	Awaited	Sent to DoCA on 18.07.19
Total Amount Pending for Authorisation in near future					₹ 106,14,592.00	0.00	0.00

#### Status of procurement of Machineries & Equipment:

The Impulse Generator being procured for NTH(ER) and NTH(SR) will be used for conducting Lightning Impulse Test specially on Distribution and Power Transformers and High Voltage Line Materials up to 220 kV insulation class as per latest Indian Standards(IS), IEC, IEEE etc. The proposed system for NTH(SR) will have also the facility of testing of lighting arrester blocks as per stipulated waveform.

Equipments for 'Routine Testing of Transformers' will be used for separate voltage withstand test, induced over voltage test and measurement of impedance voltage, measurement of current and temperature rise test etc.

The Equipment GCMS will be used for analysis of residual pesticides in drinking water to the lowest possible detection limit

The Equipment Ion Chromatographs will be used for estimation of different anions in solution for samples like packaged drinking water, effluents etc to as low as PPB level.

Sl No	Name of Equipments	Status	Timeline
I	Impulse Voltage Generator	Bids have been opened and	TER and TCS will be

	at NTH(ER), Kolkata	the case is submitted to the indenting region for preparation of Technical Evaluation Report (TER) & Technical Comparative Statement (TCS).	finalized and the CPC meeting will be held within 2 months and the delivery time of the equipments as offered by all the bidders generally will vary from 07 to 10 months from the date placing of Supply Order.
II	Impulse Voltage Generator at NTH(SR), Chennai	- Ditto -	- Ditto -
III	Equipments need for 'Routine Testing of Transformers' at NTH(Alipore), Kolkata a) Double Voltage Double Frequency b) Booster Transformer c) High Voltage Test set	For a) and b) due to non-receipt of sufficient bids the tenders will be floated again shortly.  Bids for item c) have been opened and the case is submitted to the indenting region for preparation of TER & TCS.	TER and TCS will be finalized and the CPC meeting will be held within 2 months and the delivery time of the equipment as offered by all the bidders generally will vary from 4 to 5 months from the date placing of Supply Order.
IV	Gas Chromatography-Mass Spectrometry (GCMS) for NTH(SR) Chennai  <b>Estimated expenditure Rs. 54 lakhs</b>	LC opened. Once the LC will be recognized by the principal supplier the Pre-dispatch inspection will be carried out and the equipments will be handed over to the freight forwarding agent M/S Balmer Lawrie for dispatch and custom clearance.	The consignments are expected to be received by NTH within 15 <sup>th</sup> March'2020.
V	Ion chromatograph for NTH(SR) Chennai, NTH(NR) Ghaziabad and NTH(NWR) Jaipur  <b>Estimated expenditure Rs. 75 lakhs</b>	- Ditto -	- Ditto -

Status of the IT Infrastructure development:

In respect of utilization of fund for Information & Technology, the salient IT related projects and their present status are summarized below in tabular form:

SI No	Project Name	Project Value	Status	Remarks
1	Maintenance of existing IT Infrastructure (Hardware & Networking) at Central Data Center of NTH	Rs.2,00,000 + Tax as applicable (Approx)	A letter was forwarded to DoCA seeking A/A for the same on 29.11.2019. DoCA has forwarded a query (File No. G-20017/01/2019-NTH dated 12.12.2019) against the letter from NTH. The reply to the query sent to DoCA vide letter No. NTH/HQ/MIS/HW-AMC/2016-17 dated 18.12.2019.	
2	Upgradation of Internet Bandwidth at all branches of NTH	Rs.21,04,990 (Inclusive of Tax)	A letter was forwarded to DoCA seeking A/A & F/S to the tune of the Project value towards Bandwidth upgradation on 29.11.2019. DoCA has forwarded a query (File No. G-20017/01/2019-NTH dated 12.12.2019) against the letter from NTH. The reply to the query sent to DoCA vide letter No. NTH/HQ/ILL-Regions/Updation/2019-20 dated 18.12.2019.	
3	Upgradation of Internet Bandwidth from 2 mbps to 10 mbps at the Central Data Center of NTH	Rs.4,52,720 (Inclusive of Tax)	Project completed on 12.8.2019	F/S was accorded by DoCA vide File No. G-20017/01/2019-NTH dated 15.05.2019
4	Development of New Bilingual Website of NTH	Rs.1,25,670 (Inclusive of Tax)	Development of the new bilingual website has been completed. SSL Security Certificate already obtained for the new website of NTH. Deployment of the website in public domain is in process.	
5	Implementation of "SPARROW" for Electronic Annual Performance Report (e-	Rs.93,75,218 (Inclusive of Tax)	A letter along with the Proforma Invoices from NICSI, New Delhi was forwarded to DoCA seeking A/A & F/S to the tune of the Project value towards implementation of online APAR	Reply / further instruction from DoCA is still awaited.

SI No	Project Name	Project Value	Status	Remarks
	APAR)		(eOffice Lite SPARROW) on 10.06.2019.	
6	Deployment of NICS I authorized officials to run the existing Management Information System (MIS) of NTH	Rs.18,72,288 (Inclusive of Tax)	A/A & F/S to the tune of the Project value towards hiring of 03 IT experts obtained from DoCA vide File No. G-20017/12/2019-NTH dated 26.09.2019 received on 11.10.2019 at this end. NICS I, New Delhi did not agree with the monthly payment terms requested by NTH and claimed the whole amount as an advance for deployment of IT experts. Several correspondence were made with NICS I quoting the Rule 172(1)(b) of GFR -2017 that NTH can make payment up to 40% (max) as an advance. Finally, NICS I agreed on 40% advance payment. As per the last communication from NICS I that they will extend the Tender Validity in January 2020 which is at present valid up to 04.01.2020 only.	During such correspondence it is observed that their Tender validity will be expired on 04.01.2020 and NTH will get service only up to that period. NTH will process to pay the 40% advance after extension of the tender date for a substantial period.

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**1.35 The Committee had recommended the Government to closely monitor the progress of the implementation of the projects and ensure that ongoing projects are completed without further loss of time and also for the expeditious procurement of machineries and regular and efficient maintenance of Information Technology (IT) infrastructure at National Test House (NTH) establishments. The Government in its action taken reply, has stated that the Government/NTH stressed to Central Public Works Department (CPWD) for**

timely utilization of the funds. For this the Government appointed Nodal Officers and deputed a Deputy Director to coordinate with CPWD authorities. The Government has also stated that an amount of Rs. 1,73,04,000/- has been authorized for NTH (WR) Mumbai and that a demand of Rs. 91,14,592/- for NTH (SR) Chennai may not have been authorized. With regard to procurement of equipments, bids for procurement of impulse voltage Generator at NTH, Kolkata and Chennai have been opened while due to non receipt of bids, tender for procurement of equipments for routine testing of transformers at NTH Alipore, Kolkata were being floated again. On procurement of Gas Chromatography Mass Spectrometry (GCMS) for NTH Chennai and Ion Chromatograph for NTH Chennai, Ghaziabad and Jaipur, the consignments were expected to be received within 15th March, 2020. On the IT front, the project of upgradation of internet bandwidth from 2 mbps to 10 mbps at the cost of Rs. 4,52,720/- at the Central Data Centre, NTH has been completed while the project for maintenance of Hardware & Networking at the cost of Rs. 2 lakh and the project of upgradation of internet bandwidth at all the branches of NTH at the cost of Rs. 21,04,990/- are under consideration. As regards implementation of Electronic Annual Performance Report (e-APAR) at the cost of Rs.93,75,218/-, reply/further instruction from Department of Consumer Affairs is still awaited. It appears to the Committee that the pace of implementation of projects in NTH (WR), Mumbai is progressing at a snail's pace. Worse still is the case of NTH (SR), Chennai for which the Ministry has stated that the demand of Rs. 91,14,592/- may not have been authorized. The Committee are of the view that though the Government has deputed officers to monitor the utilization of funds in time, there is lack of proper planning and monitoring in this respect. The Committee, therefore, reiterate their

earlier recommendation that monitoring of the progress of implementation of the projects in NTH be intensified to ensure that ongoing projects are completed without further loss of time. They also desire that for the issues related to construction, procurement of equipments, technological upgradation, overall administration of NTH need to be strengthened and the implementation of these projects, completed without any further loss of time.

#### **K. Status of Corpus Fund**

##### **Recommendation No. 21 (Para No. 3.100)**

1.36 The Committee in their Original Report observed/recommended as follows:-

“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.”

1.37 The Ministry in its action taken reply has stated as under:-

“The recommendations of the Committee have been noted. The Department continues its efforts to convince the States/UTs to set up State Corpus Funds [which is now known as Consumer Welfare (Corpus) Fund] in the remaining States/UTs.”



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**1.38 The Committee had strongly recommended in their original report, that the Government should vigorously pursue and impress upon the remaining States/UTs to set up State Corpus Funds on priority. The Department of Consumer Affairs has stated in its reply that the recommendations of the Committee have been noted and that it continues its efforts to convince the States/UTs to set up State Corpus Funds which is now known as Consumer Welfare (Corpus) Fund] in the remaining States/UTs. The Committee are not satisfied with the comments of the Department and desire that the concrete action initiated by the Department be indicated with the specific responses of the States/UTs which have not set up the Consumer Welfare (Corpus) Fund in their respective States/UTs. They, therefore, once again recommend that efforts in this direction may be intensified so that the consumer awareness in the country is strengthened in line with the changing time and situation.**

## CHAPTER II

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

#### **Recommendation No. 1 (Para No. 2.12)**

2.1 " 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."

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

2.2 " Kharif arrivals of pulses begins from around September with Moong, followed by Urad and Tur until March-April. These are followed by arrival of Rabi crop of Masur & Chana. Also, Government has decided that procurement at MSP would be under PSS of DACFW and requirement towards building suitable buffer would be met from the PSS stock on cost basis in case procurement is not required to be undertaken under PSF. Kharif pulses procured under PSS by NAFED/DACFW are made available for transfer from PSS to PSF as per procedure including firming up of procurement, consolidation of WHRs, etc., commencing around January. Hence w.r.t. agreed quantum of transfer of Kharif pulses from PSS to PSF, concomitant payment becomes due during Q4 of the fiscal. Thus, expenditure under PSF is undertaken for building buffer stock of upto 20 LMT pulses and depends upon the prevailing and anticipated market scenario, which are themselves dynamic, amongst other factors. It is imperative to procure fresh pulses to ensure longevity and productivity, which are essential

elements for buffer stock of pulses. As production, quality and arrivals of fresh pulses is time sensitive, procurement has to be undertaken within the specified time period. Thus, the intervention cannot be evenly spread out over the year. Accordingly, the expenditure on such intervention will also be concentrated generally during peak market arrivals, also ensuring remunerative prices to farmers, resulting into non-uniform spending pattern under this head for a given time period.

The Department will closely monitor the progress of implementation and will make every sincere effort to get the funds utilised by uniformly spreading out the expenditure across all the four quarters of the year."

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### **Recommendation No. 2 (Para No. 2.13)**

2.3 " 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."

### **Reply of the Government**

2.4 The funds provided in RE during this financial year 2019-20 are sufficient as the procurement of equipments for the project of time dissemination could not be started by National Physical Laboratory (NPL) in coordination with ISRO and therefore, funds will only be required during the next Financial Year 2020-21 when the procurement of equipment will start.

However, all the necessary efforts will be made to ensure that funds allocated for procurement of equipment, construction of laboratory buildings and capacity building of Legal Metrology Officers of States/ UTs/ UOI will be judiciously utilized in time without compromising on quality.

The Department will closely monitor the progress of implementation and will make every sincere effort to get the funds utilised.

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### **Recommendation No. 3 (Para No. 2.14)**

2.5 " 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."

### **Reply of the Government**

2.6 All the necessary efforts will be made to ensure that funds allocated for a particular purpose in a specific scheme/ project should be utilised in the said scheme/ project without re-appropriating/ diverting for any other scheme/ purpose. However, in few instances when CPWD is not able to utilise the whole funds authorise to them or State Governments are not able to provide the complete details re-appropriation of funds in other schemes/ projects may kindly be continued to be allowed.

The Department will closely monitor the progress of implementation and will make every sincere effort to avoid re-appropriation/ diversion of funds.

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### **Comments of the Committee**

(Please see Para No. 1.8 of Chapter -I of the Report)

#### **Recommendation No. 4 (Para No. 3.6)**

2.7 " 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. "

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

2.8 "The Consumer Protection Unit had been allocated a sum of Rs. 35.00 Crore at BE stage, which was enhanced to Rs. 48.49 Crore at RE stage. The Department has taken new initiatives of revamping the National Consumer Helpline, by increasing the Help Desk to 60. Besides, State Governments / UTs are counselled in national conferences held on consumer advocacy at regular interval about the need to be more pro active towards resolving the grievances of the consumers in the consumer fora"

[Department of Consumer Affairs (Ministry of Consumer Affairs, Food & Public Distribution) O.M. No. N-13/5/2019-P&C]

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

(Please see Para No. 1.11 of Chapter -I of the Report)

### **Recommendation No. 5 (Para No. 3.15)**

2.9 "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."

### **Reply of the Government**

2.10 " The data relating to the cases admitted and disposed of in the District Fora are available in the Confonet website."

[Department of Consumer Affairs (Ministry of Consumer Affairs, Food & Public Distribution) O.M. No. N-13/5/2019-P&C]

### **Comments of the Committee**

(Please see Para No. 1.14 of Chapter – I of the Report)

### **Recommendation No. 6 (Para No. 3.25)**

2.11 "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"

### **Reply of the Government**

2.12 " The Department will make aware the consumer more vigorously about the GAMA portal for lodging their grievances relating to misleading advertisements."

[Department of Consumer Affairs (Ministry of Consumer Affairs, Food & Public Distribution) O.M. No. N-13/5/2019-P&C]

### **Comments of the Committee**

(Please see Para No. 1.17 of Chapter – I of the Report)

### **Recommendation No. 8 (Para No. 3.32)**

2.13 "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."

### **Reply of the Government**

2.14 " Technical Director, Confonet has been advised to take necessary action to get in touch with the State Governments/UTs to find site readiness certificates and resolve issues connected with installation of the new hardware in the District Fora. Besides, State Government/UTs are being advised to coordinate with NIC Co-ordinators for smooth installation of new hardware in the consumer fora."

[Department of Consumer Affairs (Ministry of Consumer Affairs, Food & Public Distribution) O.M. No. N-13/5/2019-P&C]

### **Recommendation No. 9 (Para No. 3.33)**

2.15 "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. "



## **Reply of the Government**

2.16 " A sum of Rs. 6.00 lakh has been provided in the BE for 2019-20 under CONFONET for training workshop, Travel, Communication, SMS Services etc., which are being incurred by the NIC towards SMS, Travel etc. Various learning sessions have been conducted by the NIC on the usage of OCMS system for the hired as well as the regular staff of the District Consumer Fora. However, attendance of the regular staff of the District Fora was less. The availability of sufficient regular staff from the State Government and their eagerness to accept the training will improve the functioning of the consumer fora. NIC team visited different District Fora and State Commissions in the state of Maharashtra, UP, Chandigarh and Sikkim."

[Department of Consumer Affairs (Ministry of Consumer Affairs, Food & Public Distribution) O.M. No. N-13/5/2019-P&C]

## **Comments of the Committee**

(Please see Para No. 1.23 of Chapter -I of the Report)

## **Recommendation No. 11 (Para No. 3.42)**

2.17 "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."

### **Reply of the Government**

2.18 "The Department has engaged social network management agency to manage social media platforms of the Department given the increasing reach of these platforms among the common people. Suggestions given by the Committee have been noted and are being implemented."

[Department of Consumer Affairs (Ministry of Consumer Affairs, Food & Public Distribution) O.M. No. N-13/5/2019-P&C]

### **Comments of the Committee**

(Please see Para No. 1.26 of Chapter -I of the Report)

### **Recommendation No. 12 (Para No. 3.49)**

2.19 "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. "

### **Reply of the Government**

2.20 " All necessary steps will be taken to ensure that these projects are completed and the institutions/ laboratories are made operational at the earliest possible time."

[Department of Consumer Affairs (Ministry of Consumer Affairs, Food & Public Distribution) O.M. No. N-13/5/2019-P&C]

### **Recommendation No. 13 (Para No. 3.50)**

2.21 " 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."

### **Reply of the Government**

2.22 "Due care will 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."

[Department of Consumer Affairs (Ministry of Consumer Affairs, Food & Public Distribution) O.M. No. N-13/5/2019-P&C]

### **Comments of the Committee**

(Please see Para No. 1.29 of Chapter -I of the Report)

### **Recommendation No. 14 (Para No. 3.62)**

2.23 "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."

### **Reply of the Government**

2.24 "Observations of the Committee have been noted and utmost care is being taken in regard to formulation of new Indian Standards so as to achieve better integration of India with the world in trade and commerce.

Observations of the Committee have been noted and concerted efforts shall be made for speedy settlement of pending cases. The status of the criminal complaints for violation of the BIS Act, 2016, as on 17 January 2020, is given as follows:

**CASES FILED BY THE BUREAU FOR VIOLATION OF BIS ACT IN DIFFERENT STATES  
(AS ON 17 JANUARY 2020)**

<b>State</b>	<b>CASES FILED</b>	<b>APPEAL FILED</b>	<b>TOTAL FILED</b>	<b>DECIDED AGAINST</b>	<b>DECIDED FAVOUR</b>	<b>TOTAL DECIDED</b>	<b>COMPLAINTS PENDING</b>
Andhra Pradesh	133	0	133	10	33	43	90
Assam	24	0	24	2	19	21	3
Bihar	16	0	16	0	7	7	9
Chandigarh	2	0	2	0	1	1	1
Chattishgarh	10	0	10	0	4	4	6
Daman & Diu	2	0	2	0	1	1	1
Delhi	269	0	269	10	148	158	111
Goa	3	0	3	0	0	0	3
Gujarat	197	0	197	2	88	90	107
Haryana	145	0	145	5	93	98	47
Himachal Pradesh	24	0	24	2	18	20	4
Jammu and Kashmir	3	0	3	0	3	3	0
Jharkhand	10	0	10	0	4	4	6
Karnataka	100	0	100	5	35	40	60
Kerala	39	0	39	3	24	27	12
Madhya Pradesh	106	1	107	2	62	64	42
Maharashtra	286	1	287	12	90	102	184
Orrissa	26	0	26	1	7	8	18
Pondicherry (UT)	1	0	1	0	1	1	0
Punjab	133	0	133	13	84	97	36
Rajasthan	101	0	101	4	32	36	65
Tamil Nadu	160	0	160	7	85	92	68
Telangana	105	0	105	1	17	18	87
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
<b>TOTAL</b>	<b>2207</b>	<b>2</b>	<b>2209</b>	<b>86</b>	<b>991</b>	<b>1077</b>	<b>1130</b>

"

[Department of Consumer Affairs (Ministry of Consumer Affairs, Food & Public Distribution) O.M. No. N-13/5/2019-P&C]

**Comments of the Committee**

(Please see Para No. 1.32 of Chapter -I of the Report)

### **Recommendation No. 15 (Para No. 3.63)**

2.25 " 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."

### **Reply of the Government**

2.26 " AHCs are set-up by Private entrepreneurs and setting up of AHCs is a market driven activity where decision to open an AHC is taken by the entrepreneur based on commercial viability at that location. It is expected that with the announcement of mandatory hallmarking the demand would increase and the market would drive new AHCs to come up at locations where demand arises.

The Guidelines for Grant, Operation, Renewal, and Cancellation of Certificate of Registration of Jewellers has been revised with incorporation of new clause 8.3 under OTHER OBLIGATION TO REGISTERED as follows:

*Cl. 8.3. "In addition to the indication of separate description of each article, net weight of precious metal, purity in carat and fineness, and hallmarking charges in the bill or invoice of sale of hallmarked precious metal articles as specified in BIS (Hallmarking) Regulations, 2018 the bill or invoice of sale of hallmarked precious metal articles shall also mention that the consumer can get the purity of the hallmarked jewellery/artefacts verified from any of the BIS recognized A&H centre.*

*The list of BIS recognized A&H centre along with address and contact details is available on the website [www.bis.gov.in](http://www.bis.gov.in).*

The revised Guidelines DOC. No. HM/Jeweller/Guidelines /1, January 2020 has been uploaded on BIS website and is being circulated to all concerned for compliance.”

[Department of Consumer Affairs (Ministry of Consumer Affairs, Food & Public Distribution) O.M. No. N-13/5/2019-P&C]

### **Recommendation No. 16 (Para No. 3.71)**

2.27 "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."

### **Reply of the Government**

2.28 " Status of the projects under construction through CPWD:

The construction of the G+4 Phase II building at Mumbai and Impulse Voltage Laboratory at Chennai are being executed by CPWD. To increase the Co-ordination between National Test House & CPWD, one Nodal Officer has been appointed by DG-NTH from each of the Regional Centers of Mumbai & Chennai. The Nodal Officers are responsible to regularly Co-ordinate with the CPWD authorities and monitor the progress of the Constructions. They also Co-ordinate

with the Local Authorities and try to resolve issues arising in connection with the constructions.

Regional In-Charges regularly hold meetings with the CPWD authorities and try to resolve issues which may hinder the progress of the work.

DG-NTH regularly visits the Regional Centres to review the performance of the Regions. He holds meetings with Higher Officers of the Respective Senior Officer of the CPWD Department to review the progress of construction and resolve issues related to the constructions, within the powers vested in him. NTH interacts with Department of Consumer Affairs regularly (DoCA) to appraise the progress and issues requiring intervention of the competent authority of the Department.

In respect of NTH (WR), Mumbai, Deputy Director of NTH Section of DoCA was deputed by DoCA on 04/09/2019 to NTH (WR), Mumbai, who held discussion the Engineers of CPWD and categorically stressed for the utilization of the funds in time and make the building functional. Additionally, another meeting has been held on 23/12/2019 at NTH (WR), Mumbai as per the availability of Chief Engineer, CPWD (WZ) which will be chaired by DG, NTH with a view to clear the pending query raised by DoCA in respect of additional demand raised of Rs. 15 Lacs by CPWD, with a view to make the G+4 Phase II Building functional, completion of the maintenance works and utilization of the authorized fund in time.

In respect of NTH (SR), Chennai, a demand of Rs. 91,14,592/- has been raised by CPWD (SZ), which has been forwarded to DoCA on 18/07/2019 for authorization, and probably due to paucity of fund (Out of Rs. 2 Crores in BE, an amount of Rs. 1,73, 04,000/- has already been authorized to CPWD (WZ) for NTH (WR), Mumbai building) the same may not have been authorized.

The collective effect of the efforts over the years have resulted into a significant development in the Pace of the construction.

**Authorization – Utilization Details of the On-Going Constructions at  
NTH (WR)-Mumbai & NTH (SR)-Chennai**

**(Rupees in Crore)**

Year Wise Authorization of funds to CPWD (WZ) authorities for Construction of NTH under the Head “Major Works-Plan-5425”								
S. No.	Region	Year	Civil Works		Electrical Works		Total (Civil + Electrical)	
			Fund Authorised (in Crore)	Expenditure by CPWD (in Crore)	Fund Authorised (in Crore)	Expenditure by CPWD (in Crore)	Fund Authorised (in Crore)	Expenditure by CPWD (in Crore)



1	NTH (WR), Mumbai	2013-14	4.260	0.300	0.000	0.000	4.260	0.300
2		2014-15	4.000	2.760	1.000	0.600	5.000	3.360
3		2015-16	3.620	3.570	0.250	0.250	3.870	3.820
4		2016-17	2.000	1.990	0.000	0.000	2.000	1.990
5		2017-18	3.000	3.000	2.800	2.800	5.800	5.800
6		2018-19	3.000	2.935	2.000	1.998	5.000	4.933
7		2019-20	1.730	0.084 (as per PFMS dated 18/12/2019)	0.000	0.000	1.730	0.084
<b>Total</b>			<b>21.610</b>	<b>14.639</b>	<b>6.050</b>	<b>5.648</b>	<b>27.660</b>	<b>20.287</b>
<b>Total Expenditure (Civil + Electrical) by NTH (WR) till date (in Crore)</b>			<b>20.287</b>		<b>Original PE Amount - Rs. 25.26 Cr</b>			

S. No.	Region	Year	Civil Works		Electrical Works		Total (Civil + Electrical)	
			Fund Authorised (in Crore)	Expenditure by CPWD (in Crore)	Fund Authorised (in Crore)	Expenditure by CPWD (in Crore)	Fund Authorised (in Crore)	Expenditure by CPWD (in Crore)
1	NTH (SR), Chennai	2014-15	0.500	0.437	0.000	0.000	0.500	0.437
2		2015-16	2.684	1.284	0.000	0.000	2.684	1.284
3		2016-17	1.000	0.982	0.000	0.000	1.000	0.982
4		2017-18 1st Spell	1.000	0.902	0.850	0.590	1.850	1.492
5		2017-18 2nd Spell	0.700	0.657	0.300	0.000	1.000	0.657
6		2018-19	1.649	1.649	0.500	0.377	2.149	2.026
<b>Total</b>			<b>7.533</b>	<b>5.912</b>	<b>1.650</b>	<b>0.967</b>	<b>9.183</b>	<b>6.879</b>
<b>Total Expenditure (Civil + Electrical) by NTH (SR) till date (in Crore)</b>			<b>6.879</b>		<b>Original PE Amount - Rs. 6.61 Cr</b>			

Pending Authorization of funds to various CPWD authorities during the year 2019-20 for New Construction works of NTH under the Head "Major Works" - (5425)							
S. No.	Name of the Region	Region Letter no. with date	NTH Letter no. with date, Sent to DoCA	Name of the work	Estimate Amount	Amount of Authorisation to be made	Present Status
					(in Rs.)	(in Rs.)	(in Rs.)
1	NTH-WR (Mumbai)	NTH(WR)/IInd Phae/2018-19/514, dated 09.07.19	NTH/HQ/PH-II Bldg/WR/2012-13/Vol-II, dated 24.07.19	Clear all pending liabilities of various agencies of CPWD for the G+4 Phase-II Bldg.	₹ 15,00,000.00	Awaited	Queries sought by DoCA has been sent to NTH(WR)-Mumbai on 20.11.19, to sort out with CPWD (WZ)

2	NTH-SR (Chennai)	MTH/E-10(1)/15-16/High Voltage (Vol.II), dated 29.04.2019.	NTH/HQ/Impulse Test/NTH(SR)/2012-13, dated 18.07.2019	Settlement of final Bill in respect of construction of High Voltage Laboratory.	₹ 91,14,592.00	Awaited	Sent to DoCA on 18.07.19
<b>Total Amount Pending for Authorisation in near future</b>					<b>₹ 106,14,592.00</b>	<b>0.00</b>	<b>0.00</b>

### **Status of procurement of Machineries & Equipment:**

The Impulse Generator being procured for NTH(ER) and NTH(SR) will be used for conducting Lightning Impulse Test specially on Distribution and Power Transformers and High Voltage Line Materials up to 220 kV insulation class as per latest Indian Standards(IS), IEC, IEEE etc. The proposed system for NTH(SR) will have also the facility of testing of lightning arrestor blocks as per stipulated waveform.

Equipments for 'Routine Testing of Transformers' will be used for separate voltage withstand test, induced over voltage test and measurement of impedance voltage, measurement of current and temperature rise test etc.

The Equipment GCMS will be used for analysis of residual pesticides in drinking water to the lowest possible detection limit

The Equipment Ion Chromatographs will be used for estimation of different anions in solution for samples like packaged drinking water, effluents etc to as low as PPB level.

Sl No	Name of Equipments	Status	Timeline
i	Impulse Voltage Generator at NTH(ER), Kolkata	Bids have been opened and the case is submitted to the indenting region for preparation of Technical Evaluation Report (TER) & Technical Comparative Statement (TCS).	TER and TCS will be finalized and the CPC meeting will be held within 2 months and the delivery time of the equipments as offered by all the bidders generally will vary from 07 to 10 months from the date placing of Supply Order.

ii	Impulse Voltage Generator at NTH(SR), Chennai	- Ditto -	- Ditto -
iii	Equipments need for 'Routine Testing of Transformers' at NTH(Alipore), Kolkata d) Double Voltage Double Frequency e) Booster Transformer f) High Voltage Test set	For a) and b) due to non-receipt of sufficient bids the tenders will be floated again shortly.  Bids for item c) have been opened and the case is submitted to the indenting region for preparation of TER & TCS.	TER and TCS will be finalized and the CPC meeting will be held within 2 months and the delivery time of the equipment as offered by all the bidders generally will vary from 4 to 5 months from the date placing of Supply Order.
iv	Gas Chromatography-Mass Spectrometry (GCMS) for NTH(SR) Chennai  <b>Estimated expenditure Rs. 54 lakhs</b>	LC opened. Once the LC will be recognized by the principal supplier the Pre-dispatch inspection will be carried out and the equipments will be handed over to the freight forwarding agent M/S Balmer Lawrie for dispatch and custom clearance.	The consignments are expected to be received by NTH within 15 <sup>th</sup> March '2020.
v	Ion chromatograph for NTH(SR) Chennai, NTH(NR) Ghaziabad and NTH(NWR) Jaipur  <b>Estimated expenditure Rs. 75 lakhs</b>	- Ditto -	- Ditto -

**Status of the IT Infrastructure development:**

In respect of utilization of fund for Information & Technology, the salient IT related projects and their present status are summarized below in tabular form:

SI No	Project Name	Project Value	Status	Remarks
1	Maintenance of existing IT Infrastructure (Hardware & Networking) at Central Data Center of NTH	Rs.2,00,000 + Tax as applicable (Approx)	A letter was forwarded to DoCA seeking A/A for the same on 29.11.2019. DoCA has forwarded a query (File No. G-20017/01/2019-NTH dated 12.12.2019) against the letter from NTH. The reply to the query sent to DoCA vide letter No.	

SI No	Project Name	Project Value	Status	Remarks
			NTH/HQ/MIS/HW-AMC/2016-17 dated 18.12.2019.	
2	Upgradation of Internet Bandwidth at all branches of NTH	Rs.21,04,990 (Inclusive of Tax)	A letter was forwarded to DoCA seeking A/A & F/S to the tune of the Project value towards Bandwidth upgradation on 29.11.2019. DoCA has forwarded a query (File No. G-20017/01/2019-NTH dated 12.12.2019) against the letter from NTH. The reply to the query sent to DoCA vide letter No. NTH/HQ/ILL-Regions/Updation/2019-20 dated 18.12.2019.	
3	Upgradation of Internet Bandwidth from 2 mbps to 10 mbps at the Central Data Center of NTH	Rs.4,52,720 (Inclusive of Tax)	Project completed on 12.8.2019	F/S was accorded by DoCA vide File No. G-20017/01/2019-NTH dated 15.05.2019
4	Development of New Bilingual Website of NTH	Rs.1,25,670 (Inclusive of Tax)	Development of the new bilingual website has been completed. SSL Security Certificate already obtained for the new website of NTH. Deployment of the website in public domain is in process.	
5	Implementation of "SPARROW" for Electronic Annual Performance Report (e-APAR)	Rs.93,75,218 (Inclusive of Tax)	A letter along with the Proforma Invoices from NICSI, New Delhi was forwarded to DoCA seeking A/A & F/S to the tune of the Project value towards implementation of online APAR (eOffice Lite SPARROW) on 10.06.2019.	Reply / further instruction from DoCA is still awaited.

SI No	Project Name	Project Value	Status	Remarks
6	Deployment of NICS I authorized officials to run the existing Management Information System (MIS) of NTH	Rs.18,72,288 (Inclusive of Tax)	A/A & F/S to the tune of the Project value towards hiring of 03 IT experts obtained from DoCA vide File No. G-20017/12/2019-NTH dated 26.09.2019 received on 11.10.2019 at this end. NICS I, New Delhi did not agree with the monthly payment terms requested by NTH and claimed the whole amount as an advance for deployment of IT experts. Several correspondence were made with NICS I quoting the Rule 172(1)(b) of GFR -2017 that NTH can make payment up to 40% (max) as an advance. Finally, NICS I agreed on 40% advance payment. As per the last communication from NICS I that they will extend the Tender Validity in January 2020 which is at present valid up to 04.01.2020 only.	During such correspondence it is observed that their Tender validity will be expired on 04.01.2020 and NTH will get service only up to that period. NTH will process to pay the 40% advance after extension of the tender date for a substantial period.

[Department of Consumer Affairs (Ministry of Consumer Affairs, Food & Public Distribution) O.M. No. N-13/5/2019-P&C]

### Comments of the Committee

(Please see Para No. 1.35 of Chapter -I of the Report)

### Recommendation No. 18 (Para No. 3.80)

2.29 "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."

### **Reply of the Government**

2.30 "To improve coverage and building a robust system for collection and reporting of prices, efforts are continuously being made by DoCA to increase the number of Price Reporting centers across the country. Regular monitoring is done by way of organizing workshop (regional, zone wise and State workshop), inter-alia, to review the prices, its authenticity and ensuring regularity of price reporting from each centre. Time to time field visits are also conducted by officers of the Ministry whenever necessary. In case of non-reporting of prices by price reporting centers, the concerned Food and Civil Department of States/UTs are contacted over phone, through e-mails and letters. Also since April, 2018, under the revised guidelines of the Scheme for strengthening of Price Monitoring Cell, financial support is provided to the States/UTs for engaging the services of Data Entry Operator (DEO) and handheld devices with geo tagging facilities to improve manpower support and reporting.

[Department of Consumer Affairs (Ministry of Consumer Affairs, Food & Public Distribution) O.M. No. N-13/5/2019-P&C]

### **Recommendation No. 20 (Para No. 3.93)**

2.31 "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."

### **Reply of the Government**

2.32 "Officials of States/UTs are communicated with regularly through written communication and video-conferencing. In addition, they are also interacted with during National Consultation meetings organized annually. Also, DoCA undertakes regular visits to States/UTs to organize Regional as well as State level conferences w.r.t. capacity building of States/UTs on Price Reporting undertaken on a daily basis by Centres established across States by respective State Civil Supplies Corporations. In these interactions, inter-alia, status of State-level Price Stabilization Fund is also reviewed. It may be also pertinent to note that States are provided grants separately to organize such conferences at their own level as well as deemed appropriate by them."

[Department of Consumer Affairs (Ministry of Consumer Affairs, Food & Public Distribution) O.M. No. N-13/5/2019-P&C]

### **Recommendation No. 21 (Para No. 3.100)**

2.33 " 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."

### **Reply of the Government**

2.34 "The recommendations of the Committee have been noted. The Department continues its efforts to convince the States/UTs to set up State Corpus Funds [which is now known as Consumer Welfare (Corpus) Fund] in the remaining States/UTs. "

[Department of Consumer Affairs (Ministry of Consumer Affairs, Food & Public Distribution) O.M. No. N-13/5/2019-P&C]

### **Comments of the Committee**

(Please see Para No. 1.38 of Chapter -I of the Report)



## CHAPTER III

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

#### **Recommendation No. 10 (Para No. 3.41)**

3.1 "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."

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

3.2 "Department of Consumer Affairs is actively using Social Media platforms such as Twitter and Facebook. Efforts are also being made to utilize the social media platforms of celebration and institutions for dissemination of the messaging in a synchronized manner which would ensure wide organic reach and virality at minimal expenditure. At the same time appealing creatives featuring public figures and celebrities are also being prepared pro bono."

[Department of Consumer Affairs (Ministry of Consumer Affairs, Food & Public Distribution) O.M. No. N-13/5/2019-P&C]

#### **Recommendation No. 17 (Para No. 3.72)**

3.3 "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."

### **Reply of the Government**

3.4 Out of the Budget allocation of NTH during F. Y. 2019-20, an amount of Rs. 36.06 Crores was enmarked under the Head of Salaries at the beginning of the year. Apart from payment of regular salaries to the employees, payment for Leave Travel Concession (LTC) and Children Education Allowance (CEA) are also made from this Head of Account.

At the beginning of the Financial Year it cannot be accurately determined the amount to be incurred from the Head of salaries, as it is a floating component dependent on the percentage of Dearness allowance, number of employees who may be joining the organization in the middle of the year, number of employees who will be availing the LTC with their family and also claim submitted under CEA.

However, vide letter number G-7/BUD/NTH/2019-20 dated 10/12/2019 NTH has raised an additional demand of **Rs. 3.54 Crores** to DoCA under the Head of Salaries, to avoid spill over to the next Financial Year."

[Department of Consumer Affairs (Ministry of Consumer Affairs, Food & Public Distribution) O.M. No. N-13/5/2019-P&C]

### **Recommendation No. 19 (Para No. 3.92)**

3.5 "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."

### **Reply of the Government**

3.6 " An e-portal to monitor pulses buffer stock position has been created by NIC with inputs from all designated agencies i.e., FCI, NAFED, SFAC and MMTC. The respective designated agencies are required to regularly update stock positions held by them i.e. reflecting inflows/outflows in stock position as a result of operations undertaken as per procedure in this e-portal. Apart from facilitating transparency and accountability on the part of designated agencies, they can monitor stock positions held by them and access record of historical transactions entered by them in a real time manner. This is essentially to facilitate effective buffer stock management as it helps in monitoring age of stock, location-wise stock position, extent of disposal of stock via OMS / institutional supplies / utilization by States/UTs under their welfare schemes, etc., balance stock in buffer, to guide policy intervention as deemed appropriate based on prevailing and anticipated market scenario. As regards fixation of Minimum Support Price (MSP), this comes under the purview of Department of Agriculture, Cooperation and Farmers Welfare."

[Department of Consumer Affairs (Ministry of Consumer Affairs, Food & Public Distribution) O.M. No. N-13/5/2019-P&C]

## **CHAPTER IV**

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

**NIL**

## **CHAPTER V**

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

#### **Recommendation No. 7 (Para No. 3.26)**

5.1 "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."

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

5.2 "The Utilization Certificates for grants released under SCH from the 6 States have not been received. The Department has already written to the States concerned to send the Utilization Certificates. The Department will pursue the matter vigorously with them."

[Department of Consumer Affairs (Ministry of Consumer Affairs, Food & Public Distribution) O.M. No. N-13/5/2019-P&C]

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

(Please see Para No. 1.20 of Chapter -I of the Report)

**NEW DELHI;  
16 December, 2020  
25 Agrahayana, 1942 (Saka)**

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

## APPENDIX I

### MINUTES OF THE FIFTH SITTING OF THE STANDING COMMITTEE ON FOOD, CONSUMER AFFAIRS AND PUBLIC DISTRIBUTION (2020-2021) HELD ON WEDNESDAY, 16 DECEMBER, 2020

The Committee sat from 1100 hrs. to 1300 hrs. in Committee Room 'D',  
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. Shri Anil Firojiya
5. Shri Bhagwant Mann
6. Shri Khagen Murmu
7. Shri Mitesh Rameshbhai (Bakabhai) Patel
8. Shri Subrat Pathak
9. Smt. Himadri Singh
10. Smt. Kavita Singh
11. Shri Ajay Misra Teni
12. Shri Saptagiri Ulaka
13. Shri Rajmohan Unnithan
14. Shri Ve. Vaithilingam

#### Rajya Sabha

15. Shri Satish Chandra Dubey
16. Smt. Roopa Ganguly
17. Dr. Fauzia Khan
18. Shri Rajmani Patel

#### SECRETARIAT

1. Shri Pawan Kumar - Joint Secretary
2. Shri Lovekesh Kumar Sharma - Director

2. At the outset, the Chairperson welcomed the Members to the sitting of the Committee convened to: (i) adopt 4 draft Reports on Action Taken by the Government on observations/recommendations contained in Reports on Demands for Grants (2019-20) and also for the year 2020-21 pertaining to the Department of Food and Public Distribution and Department of Consumer Affairs; and (ii) XXXX XXXX XXXX. The Committee unanimously adopted the 4 draft Action Taken Reports without any modifications/amendments.

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3. XXXX XXXX XXXX XXXX XXXX XXXX

4. XXXX XXXX XXXX XXXX XXXX XXXX

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XXXX XXXX

**The Committee then adjourned.**

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XXXXXX *Matter does not pertain to the Report*

## APPENDIX II

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

### ANALYSIS OF THE ACTION TAKEN BY THE GOVERNMENT ON THE OBSERVATIONS/RECOMMENDATIONS CONTAINED IN THE FIRST REPORT OF THE STANDING COMMITTEE ON FOOD, CONSUMER AFFAIRS AND PUBLIC DISTRIBUTION (2019-20)

(SEVENTEENTH LOK SABHA)

- (i) Total number of Recommendations: 21
- (ii) Observations/Recommendations which have been accepted by the Government :
- Para Nos.:- 2.12, 2.13, 2.14, 3.6, 3.15, 3.25, 3.32, 3.33, 3.42, 3.49, 3.50, 3.62, 3.63, 3.71, 3.80, 3.93 and 3.100
- (Chapter – II, Total - 17)  
Percentage : 80.95%
- (iii) Observations/Recommendations which the Committee do not desire to pursue in view of the replies received from the Government
- Para Nos. 3.41, 3.72 and 3.92
- (Chapter – III, Total - 3)  
Percentage : 14.28%
- (iv) Observations/Recommendations in respect of which replies of the Government have not been accepted by the Committee and which require reiteration:
- Para Nos. NIL
- (Chapter – IV, Total -Nil)  
Percentage : 0
- (v) Observations/Recommendations in respect of which the interim replies of the Government have been received.
- Para Nos.:- 3.26
- (Chapter – V, Total - 1)  
Percentage : 4.76%