

Department of Consumer Affairs

1. Consumer Protection- CONFONET (CS)

FINANCIAL OUTLAY (Rs. In Cr.)	OUTPUTS 2019-20			OUTCOMES 2019-20		
	2019-20	Output	Indicator(s)	Target 2019-20	Outcome	Indicator(s)
22	1. Information to consumers regarding case monitoring/judgment etc.	1.1.No. of Consumer Fora computerized/digitized	18	1. Facilitate Reporting and Monitoring and Time efficient Record search	1.1. Percentage increase in aggregate data traffic of Consumer Fora over the previous year	3%
		1.2.No. of Technical Support persons provided to the Consumer Fora	18			

2. Consumer Protection - Consumer Awareness (Advertising and Publicity) (CS)

FINANCIAL OUTLAY (Rs. In Cr.)	OUTPUTS 2019-20			OUTCOMES 2019-20		
	2019-20	Output	Indicator(s)	Target 2019-20	Outcome	Indicator(s)
62	1. Release of Print Advertisements in News papers	1.1.No. of print advertisements in News Papers, Audio-Video campaign.	8	1. Enhancement in Consumer awareness	1.1. Percentage increase in calls or mails handled by the National Consumer Helpline as compared to previous year	20%
	2. Participation in trade fairs/ exhibitions	2.1 No. of fairs/exhibitions in which this Department participated.	16			

	3. Consumer Awareness through social media	3.1. Funds utilized for Consumer Awareness through social media	Rs 0.50 crore			
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3. Consumer Protection - Integrated Consumer Helplines (CS)

FINANCIAL OUTLAY (Rs. In Cr.)	OUTPUTS 2019-20			OUTCOMES 2019-20		
2019-20	Output	Indicator(s)	Target 2019-20	Outcome	Indicator(s)	Target 2019-20
0.5	1. Recurring grants to State Consumer Helpline and National Consumer Helpline	1.1 No. of States to which Recurring grant released 1.2 No. of complaints registered	4 5,00,000	1. Enhancement of consumer awareness	1.1. Percentage variation in the average no. of complaints handled over the previous year	15%

4. Consumer Protection - Consumer Protection Cell (CS)

FINANCIAL OUTLAY (Rs. In Cr.)	OUTPUTS 2019-20			OUTCOMES 2019-20		
2019-20	Output	Indicator(s)	Target 2019-20	Outcome	Indicator(s)	Target 2019-20
6.5	1. To hold seminar meeting etc. on consumer related activities	1.1. No. of seminars/ meetings held	4	1. Promotion of Consumer Advocacy	1.1 Number of attendees	1000

5. Consumer Protection – Strengthening of Price Monitoring structure (CS)

FINANCIAL OUTLAY (Rs. In Cr.)	OUTPUTS 2019-20			OUTCOMES 2019-20			
	2019-20	Output	Indicator(s)	Target 2019-20	Outcome	Indicator(s)	Target 2019-20
2	1.	Addition of 3 new price reporting centers	1.1.No. of new price reporting centers added	3	1. Strengthening of existing mechanism of Price Monitoring at Centre & State levels streamlining process of price data reporting, monitoring and analysis, validation of data and facilitation of Price analysis.	1.1.3 (Number of new price reporting centers to be added)	3 (Addition of 3 new reporting price centers)
	2.	Hiring of 1 IT/Technical professionals for strengthening NIC services at the Centre.	2.1.No. of IT/ Technical professionals hired	1		1.2.Hiring of 1 IT / Technical professionals	Hiring of 1 IT/ Technical professionals
	3.	Getting services of at least 1 independent professional organizations for studies related to price.	3.1.Services of no. of independent professionals for study related to price obtained	1		1.3.Hiring services of 1 independent professionals for studies related to prices.	1
	4.	Subscription of 1 statistical packages for price analysis	4.1.No. of statistical package for price analysis subscribed to	1	2. Robust price reporting mechanism and effective price collection from centres across the country.	2.1.Subscription of 1 Statistical package for price analysis	1
	5.	Conducting 1 Zonal Conference cum training and Market Visit for each of the 5 zones.	5.1.No. of States/UTs visited to asses reasons for price variation.	5		2.2. Conducting 5 Zonal Conference cum training and Market Visit for each of the 5 zones	5
	6.	Supporting each	6.1.No. of Data Entry	109 DEOs and		2.3.Providing fund to	1

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	2019-20	Output	Indicator(s)	Target 2019-20	Outcome	Indicator(s)	Target 2019-20
		Price Reporting Centers of states with engagement of 1 Data Entry Operator (DEO) and Handheld device.	Operator and handheld device provided to the Price Reporting Centers	handheld devices for each State Centre with geo-tagging facility.		engage 1 DEO in each Price Reporting Centers of states / UTs and procurement of 1 handheld device	

6. Consumer Protection - Strengthening Consumer Forum, Consumer Counselling and Mediation (CS)

FINANCIAL OUTLAY (Rs. In Cr.)	OUTPUTS 2019-20			OUTCOMES 2019-20			
	2019-20	Output	Indicator(s)	Target 2019-20	Outcome	Indicator(s)	Target 2019-20
6	1.	Construction of buildings of the Consumer Fora	1.1. Funds released for Construction of buildings of State Commissions and District Consumer Fora	5.5 crore	1. Disposal of consumer cases & Improvement in functioning of consumer fora	1.1. Percentage increase in disposal of Consumer Cases during the year, over the previous year	1%
	2.	Providing non-building assets to the Consumer Fora	2.1. Funds released to Consumer Fora for non-building assets	60 Lakhs			

7. Legal Metrology and Quality Assurance: Bureau of Indian Standard (CS)

FINANCIAL OUTLAY (Rs. In Cr.)	OUTPUTS 2019-20			OUTCOMES 2019-20		
2019-20	Output	Indicator(s)	Target 2019-20	Outcome	Indicator(s)	Target 2019-20
	a. Scheme for Setting up of gold hallmarking / assaying centres in India					
2	1. Setting up and recognition of Assaying/ Hallmarking Centres Organization of training Programmes for artisans, personnel of A&H centres Organization of one Training Programme on Auditing of A&H Centres for BIS officers	1.1. Number of Hallmarking & Assaying centres set-up	8	1. Increased facilities for Hallmarking of precious metals	1.1. Increase in number of districts available for hallmarking over the number of previous years	8
		1.2. No. of trainings held for Artisans, Personnel of A&H Centres	14 (Artisan Prog.- 10 @ 25 artisan per programme, and A&H personnel prog.- 04, @ 35 personnel per programme)	2. The training helps artisans make jewellery as per requirement of standard and to understand and implement the requirements of the standard better w.r.t. Assaying & Hallmarking	2.1 Increase in number of trained artisans and trained A&H personnel available	390
		1.3. No. of officers of BIS trained for Audit of A&H Centre	50 (Two TOT prog.)	3. BIS officers are trained for conducting audits for A&H Centres	3.1 Increase in number of trained auditors available	50
	b. Scheme for National System of Standardization (NSS)					

FINANCIAL OUTLAY (Rs. In Cr.)	OUTPUTS 2019-20			OUTCOMES 2019-20			
	2019-20	Output	Indicator(s)	Target 2019-20	Outcome	Indicator(s)	Target 2019-20
	1.	R&D Activity	1.1.No. of projects to be funded	2	1. Increased Standardization activity in India	1.1. Number of standards to be revised in a year.	315
	2.	Intensifying participation of the members in BIS Technical Committee meetings by providing TA/DA to the committee members	2.1.No. of members to participate in Technical committee meetings	150		1.2 Number of new standards to be formulated in a year	301
	3.	Organization seminars/ workshops programmes held	3.1 No. of seminar / workshops to be held	28			
			3.2 No. of Training Programmes for Technical Committee members to be held	6			
	4.	Intensifying participation	4.1 No. of members to be	85			

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	2019-20	Output	Indicator(s)	Target 2019-20	Outcome	Indicator(s)	Target 2019-20
		of the members in International Standardization by providing TA/DA	participated in Technical committee meetings				
	5.	ISO/IEC and other international meeting programmes / workshops in India	5.1 No. of ISO/IEC and other international meeting programmes/ workshops to be organized in India	3			

8. Legal Metrology and Quality Assurance - National Test House (CS)

FINANCIAL OUTLAY (Rs. In Cr.)	OUTPUTS 2019-20			OUTCOMES 2019-20			
	2019-20	Output	Indicator(s)	Target 2019-20	Outcome	Indicator(s)	Target 2019-20
25	1.	Construction of new laboratory building	1.1. Funds utilized for construction/ maintenance/ extension of existing testing facilities	Rs 6,00,00,000	. To provide services to the consumer in the field of testing and quality evaluation of engineering materials and products of all engineering branches except drugs, arms and ammunition	1.1. Percentage increase in testing certificate issued during the year over the previous year	7%
	2.	Maintenance / Extension of existing testing facilities	2.1. No of Tests conducted	32000 samples			

9. Legal Metrology and Quality Assurance: Strengthening of Weights and Measures Infrastructure and Strengthening of Regional Reference Standard Laboratories and Indian Institute of Legal Metrology (CS)

FINANCIAL OUTLAY (Rs. In Cr.)	OUTPUTS 2019-20			OUTCOMES 2019-20			
	2019-20	Output	Indicator(s)	Target 2019-20	Outcome	Indicator(s)	Target 2019-20
50	1.	Release of Grant-in-aid for construction of Laboratory	1.1. Number of laboratory buildings for which grant-in-aid is released	10	1. Provide services of calibration, verification and stamping of weights	1.1 No. of calibration/ verification done	2500

	building			and measures		
	2. Procurement of Standard equipment for various testing.	2.1.No. of testing facilities established	100		1.2. No. of models of weights and measures tested/approved	650
	3. Procurement of time dissemination ensembles through NPL	3.1.No of laboratories for which process of procurement and renovations of labs to be carried out	5	2. Technical specifications will be finalised and labs will be renovated	1.3. No. of labs	5

10. Consumer Protection- Price Stabilisation Fund (PSF) Scheme (CS)

FINANCIAL OUTLAY (Rs. In Cr.)	OUTPUTS 2019-20			OUTCOMES 2019-20		
	2019-20	Output	Indicator(s)	Target 2019-20	Outcome	Indicator(s)
2000	1. Direct Procurement of commodities from farmers/FPOs at the Farm Gate/Mandi	1.1. Quantity of Agri-Horticultural Commodities procured (Commodity Wise) (In Metric Ton)	<ul style="list-style-type: none"> 10 Lakh MT of pulses to be transferred from PSS, DACFW (from current stock & fresh procurement taken together). Addition to the stock, if any, to be made based on the recommendation of the Committee under the Chairmanship of Prof. Ramesh Chand, NITI Aayog. Creation of Buffer of 50,000 MT of onion 	1. Moderation in level and volatility of prices of notified agricultural commodities under PSF in relation to the prices reported by Price Monitoring Cell (PMC)	1.1. Maximum Monthly Average Price recorded before decision to build substantive buffer under PSF was taken i.e., before Sept 2016.	Managing monthly average price ceiling within 20% of the maximum monthly average recorded up to September 2016.

			to ensure its availability and moderate prices during lean season.			
	2. Import of commodities to maintain Price stabilization	2.1. Import of Agri-Horticultural Commodities (In Metric Ton)	<ul style="list-style-type: none"> • Buffer of Pulses would be built through transfer of pulses from PSS, DACFW. However, if domestic availability of pulses falls short, import may be undertaken / considered to meet the 			

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	Output	Indicator(s)	Target 2019-20	Outcome	Indicator(s)	Target 2019-20
2019-20						

			<p>recommended level of buffer of pulses.</p> <ul style="list-style-type: none"> The buffer of Onion would be created from the domestic procurement. 			
	3. Calibrated release of stock of commodities at reasonable prices & their timely distribution	3.1 Quantity of Agri- Horticultural Commodities disposed through authorized channels including open market sales	Sale of about 9 Lakh MT will fetch around Rs 3,150 crore.			