

Ministry of Consumer Affairs, Food and Public Distribution
Department of Consumer Affairs

Demand No. 14

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

FINANCIAL OUTLAY (Rs in Cr)	OUTPUTS 2021-22			OUTCOMES 2021-22		
	2021-22	Output	Indicators	Targets 2021-22	Outcome	Indicators
2,700.00	1. Calibrated release of stock of commodities at reasonable prices & their timely distribution	1.1. Quantity of Agri-Horticultural Commodities disposed through authorized channels including open market sales	Targets not amenable ¹	1. Augmenting supply of pulses and onions	1.1. Disposal from Buffer Stock	Targets not amenable ²
		1.2. Number of PSFMC, IMC and Other meetings held to discuss the price stabilization	4			

2. Consumer Protection- CONFONET (CS)

FINANCIAL OUTLAY (Rs in Cr)	OUTPUTS 2021-22			OUTCOMES 2021-22		
	2021-22	Output	Indicators	Targets 2021-22	Outcome	Indicators
26.00	1. To ensure	1.1. Number of Consumer	12	1. Facilitate	1.1. Percentage increase in	3

¹ Disposal is through retail intervention and OMS

² Quantities disposed of are dependent on price rise and no quarterly or annual targets can be fixed.

FINANCIAL OUTLAY (Rs in Cr)	OUTPUTS 2021-22			OUTCOMES 2021-22		
	2021-22	Output	Indicators	Targets 2021-22	Outcome	Indicators
	fast transfer of Information to consumers regarding case monitoring/judgment etc.	Commissions computerized/digitized		Reporting and Monitoring and Time efficient Record search	aggregate data traffic of Consumer Commissions over the previous year	
		1.2. Number of training sessions held to train/upskill people/officials using computerized platforms for Consumer Commissions	6			
		1.3. Number of People/ Officials trained/Upskilled/oriented for using the computerized platforms for consumer forum	500			

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

FINANCIAL OUTLAY (Rs in Cr)	OUTPUTS 2021-22			OUTCOMES 2021-22		
	2021-22	Output	Indicators	Targets 2021-22	Outcome	Indicators
44.50	1. Release of Print Advertisements in News Papers	1.1. Number of print advertisements in News Papers	2	1. Enhancement in Consumer awareness	1.1. Percentage increase in overall consumer complaints as compared to the previous year (including the complaints received by consumer grievance portal of the Department)	25
	2. Participation in trade fairs/ exhibitions	2.1. Number of fairs in which the Department participated	1			

FINANCIAL OUTLAY (Rs in Cr)	OUTPUTS 2021-22			OUTCOMES 2021-22		
	2021-22	Output	Indicators	Targets 2021-22	Outcome	Indicators
	3. Consumer Awareness through social media	3.1. Number of Audio visual advertisements made for spreading awareness on Consumer Affairs through Television	1			
		3.2. Number of Audio advertisements made for spreading awareness on Consumer Affairs through Radio	1			
		3.3. Number of Audio visual advertisements made for spreading awareness on Consumer Affairs through Social Media platforms	8			
		3.4. Number of posts for Consumer Affairs run on Twitter and Facebook, Instagram	20			

4. Consumer Protection - Integrated Consumer Grievance Redressal System (ICGRS) (CS)

FINANCIAL OUTLAY (Rs in Cr)	OUTPUTS 2021-22			OUTCOMES 2021-22		
	2021-22	Output	Indicators	Targets 2021-22	Outcome	Indicators
9.00	1. Grievances handling by National Consumer Helpline (NCH)	1.1. Number of complaints registered on National Consumer Helpline	600000	1. Resolution of Consumer complaints	1.1. Percentage increase in number of complaints handled over the previous year	5

FINANCIAL OUTLAY (Rs in Cr)	OUTPUTS 2021-22			OUTCOMES 2021-22			
	2021-22	Output	Indicators	Targets 2021-22	Outcome	Indicators	Targets 2021-22
2	1.	Addition of new price reporting centers	1.1. Number of new price reporting centers added	20	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. Percentage of price reporting centers operating fully throughout the year	100
	2.	Getting services of at least 1 independent professional organizations for studies related to price.	2.1. Number of independent professionals rendering services related to study of price and its monitoring	1		1.2. Percentage of price reporting centers switching over to mobile app.	100
	3.	Conducting 5 Zonal Conference cum training and Market Visit for each of the 5 zones	3.1. Number of States/UTs visited to assess reasons for price variation	5	2. Robust price reporting mechanism and effective price collection from centres across the country.	2.1. Enhance analytical capability of officers of PMD, DoCA through training - percentage trained	100
	4.	Supporting each Price Reporting Centers of states with engagement of 1 Data Entry Operator (DEO) and Handheld device.	4.1. Number of DEOs engaged	20		2.2. Enhance capacity of price reporting centers in States/Uts through training - percentage trained	100

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

FINANCIAL OUTLAY (Rs in Cr)	OUTPUTS 2021-22			OUTCOMES 2021-22		
	2021-22	Output	Indicators	Targets 2021-22	Outcome	Indicators
8.00	1. Improvement in cases filed in Consumer Commissions and cases disposed by Mediation Cells	1.1. Strengthening of Consumer Commissions in States/UTs	16	1. Disposal of consumer cases & Improvement in functioning of consumer commissions	1.1. Percentage increase in disposal of Consumer Cases during the year	1
		1.2. Strengthening of Mediation Cells in States / UTs	16			

8. Legal Metrology and Quality Assurance: Bureau of Indian Standards (CS)

FINANCIAL OUTLAY (Rs in Cr)	OUTPUTS 2021-22			OUTCOMES 2021-22		
	2021-22	Output	Indicators	Targets 2021-22	Outcome	Indicators
1.50	a. Scheme for Setting up of gold hallmarking / assaying centres in India					
	1. Setting up and recognition of Assaying/ Hallmarking Centres Organization of training Programmes for artisans,	1.1 Number of Hallmarking & Assaying centres set-up	10	1. Increased facilities for Hallmarking of precious metals	1.1. Year on year increase in number of Gold Articles hallmarked	10
		1.2 Number of trainings held for Artisans	10	2. Improvement in artisans making jewellery as per required standards w.r.t.	2.1. Year on year increase in number of Gold Articles hallmarked	80

FINANCIAL OUTLAY (Rs in Cr)	OUTPUTS 2021-22			OUTCOMES 2021-22			
	2021-22	Output	Indicators	Targets 2021-22	Outcome	Indicators	Targets 2021-22
	personnel of A&H centres Organization of one Training Programme on Auditing of A&H Centres for BIS officers				Assaying & Hallmarking		
		1.3 Number of trainings held for personnel of A&H Centers	4	3. Enhancement in capabilities of BIS officers for conducting audits for A&H Centres	3.1. Increase in number of trained auditors available	25	
		1.4 Number of officers of BIS trained for Audit of A&H Centre	25				
b. Scheme for National System of Standardization (NSS)							
	1. R&D Activity	1.1. Number of projects to be funded	1	1. Increased Standardization activity in India	1.1. Number of standards revised	400	
	2. Intensifying participation of the members in BIS Technical Committee meetings by providing TA/DA to the committee members	2.1. Percentage participation/attendance rate of members to participating in Technical committee meetings (national)	50		1.2. Number of new standards formulated	400	
	3. Organisation of seminars/ workshops programmes held	3.1. Number of seminar / workshops held	30				

FINANCIAL OUTLAY (Rs in Cr)	OUTPUTS 2021-22			OUTCOMES 2021-22			
	2021-22	Output	Indicators	Targets 2021-22	Outcome	Indicators	Targets 2021-22
		3.2. Number of Training Programmes organized for Technical Committee members	6				
	4. Intensifying participation of the members in International Standardization by providing TA/DA	4.1. Number of members funded for participation in Technical committee meetings (International)	50				

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

FINANCIAL OUTLAY (Rs in Cr)	OUTPUTS 2021-22			OUTCOMES 2021-22		
	2021-22	Output	Indicators	Targets 2021-22	Outcome	Indicators
23.50	1. Construction of new laboratory building	1.1. Number of new facilities constructed	1	1. To provide services to the consumer in the field of testing and quality evaluation of engineering	1.1. Percentage Year on Year increase in terms of number of testing certificates issued during the current year over the previous year	2
		1.2. Number of facilities renovated	1			

FINANCIAL OUTLAY (Rs in Cr)	OUTPUTS 2021-22			OUTCOMES 2021-22			
	2021-22	Output	Indicators	Targets 2021-22	Outcome	Indicators	Targets 2021-22
	2.	Maintenance / Extension of existing testing facilities	2.1. Number of Tests conducted	6395	materials and products of all engineering branches except drugs, arms and ammunition		

10. 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 2021-22			OUTCOMES 2021-22			
	2021-22	Output	Indicators	Targets 2021-22	Outcome	Indicators	Targets 2021-22
55.00	1.	Release of Grant-in-aid for construction of Laboratory building	1.1. Number of laboratory buildings constructed or renovated	10	1. Provide services of calibration, verification and stamping of weights and measures	1.1. Percentage increase in number of calibration/ verification done	5
	2.	Procurement of Standard equipment for various testing	2.1. Number of new testing facilities established	10		1.2. Increase in number of models of weights and measure tested/approved	25

FINANCIAL OUTLAY (Rs in Cr)	OUTPUTS 2021-22			OUTCOMES 2021-22			
	2021-22	Output	Indicators	Targets 2021-22	Outcome	Indicators	Targets 2021-22
	3.	Procurement of Time Dissemination ensembles through NPL	3.1. Number of existing laboratories for which process of procurement and renovations of labs to be carried out	5	2. Technical Specifications will be finalized and Labs will be renovated	2.1. Percentage increase in number of fully functional labs	10