

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

Demand No. 14

1. Consumer Protection- CONFONET (CS)

FINANCIAL OUTLAY (Rs in Cr)	OUTPUTS 2022-23			OUTCOMES 2022-23		
2022-23	Output	Indicators	Targets 2022-23	Outcome	Indicators	Targets 2022-23
27	1. To ensure fast transfer of Information to consumers regarding case monitoring /judgment etc.	1.1.Number of Consumer Commissions computerized/digitized	13	1. Facilitate Reporting and Monitoring and Time efficient Record search	1.1. Percentage increase in aggregate data traffic of Consumer Commissions over the previous year	5%
		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			

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

FINANCIAL OUTLAY (Rs in Cr)	OUTPUTS 2022-23			OUTCOMES 2022-23		
2022-23	Output	Indicators	Targets 2022-23	Outcome	Indicators	Targets 2022-23
25	1. Participation in trade fairs/ exhibitions	1.1. Number of fairs in which the Department participated	4	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)	10%
	2. Consumer Awareness through social media	2.1. Number of Audio visual advertisements made for spreading awareness on Consumer Affairs through Television	2			
	3. Consumer Awareness through social media	3.1. Number of Audio advertisements made for spreading awareness on Consumer Affairs through Radio	4			
		3.2. Number of Audio visual advertisements made for spreading awareness on Consumer Affairs through Social Media platforms	20			
		3.3. Number of posts for Consumer Affairs run on Twitter and Facebook, Instagram	100			

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

FINANCIAL OUTLAY (Rs in Cr)	OUTPUTS 2022-23			OUTCOMES 2022-23		
2022-23	Output	Indicators	Targets 2022-23	Outcome	Indicators	Targets 2022-23
6.6	1. Grievances handling by National Consumer Helpline (NCH)	1.1. Number of complaints registered on National Consumer Helpline (in lakhs)	7.20	1. Resolution of Consumer complaints	1.1. Percentage increase in number of complaints handled over the previous year	10.6%

4. Consumer Protection - Consumer Protection Cell (CS) (To be merged with Strengthening of Consumer Commissions)

FINANCIAL OUTLAY (Rs in Cr)	OUTPUTS 2022-23			OUTCOMES 2022-23		
2022-23	Output	Indicators	Targets 2022-23	Outcome	Indicators	Targets 2022-23
0.4	1. To hold seminar/webinar/ programs and workshops for consumers across the country	1.1. Number of seminar/webinar/ programs and workshops held	4	1. Promotion of awareness among the consumers	1.1. Year on year increase in number of participants attending the webinars/ conferences and workshops	5%

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

FINANCIAL OUTLAY (Rs in Cr)	OUTPUTS 2022-23			OUTCOMES 2022-23			
	2022-23	Output	Indicators	Targets 2022-23	Outcome	Indicators	Targets 2022-23
1.5	1.	Addition of new price reporting centers	1.1. Number of new price reporting centers added along with engagement on DEOs	50	1. Strengthening of existing mechanism of Price Monitoring at Centre & State levels	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	01			
	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	05			

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

FINANCIAL OUTLAY (Rs in Cr)	OUTPUTS 2022-23			OUTCOMES 2022-23		
	2022-23	Output	Indicators	Targets 2022-23	Outcome	Indicators
6	1. Improvement in infrastructure of Consumer Commissions	1.1. Strengthening of Consumer Commissions in States/UTs in terms of infrastructures and IT resources	17	1. Disposal of consumer cases & Improvement in functioning of consumer commissions	1.1. Percentage year on year increase in disposal of Consumer Cases	1%
		1.2. Establishment of Mediation Cells in States / UTs	17			

7. Legal Metrology and Quality Assurance: Bureau of Indian Standards Scheme for Setting up of gold hallmarking/ assaying centers in India (CS)

FINANCIAL OUTLAY (Rs in Cr)	OUTPUTS 2022-23			OUTCOMES 2022-23		
	2022-23	Output	Indicators	Targets 2022-23	Outcome	Indicators
0.75	1. Setting up and recognition of Assaying/ Hallmarking Centres Organization of training Programmes for	1.1 Number of new hallmarking & Assaying centres set-up	10	1. Increased facilities for Hallmarking of precious metals	1.1. Year on year increase in number of facilities for hallmarking Gold Articles	10
		1.2 Number of trainings held for Artisans	10	2. Improvement in artisans making jewellery as per required	2.1. Year on year increase in number of facilities for hallmarking Gold Articles	10

FINANCIAL OUTLAY (Rs in Cr)	OUTPUTS 2022-23			OUTCOMES 2022-23			
	2022-23	Output	Indicators	Targets 2022-23	Outcome	Indicators	Targets 2022-23
	artisans, personnel of A&H centres Organization of one Training Programme on Auditing of A&H Centres for BIS officers				standards w.r.t. Assaying & Hallmarking	2.2. Year on year increase in number of Gold Articles hallmarked (in crores)	8
		1.3 Number of trainings held for personnel of A&H Centres	04	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			3.2. Increase in number of trained artisans available @20 per program	200
		1.5 Number of Articles hallmarked (in crore)	08			3.3. Increase in number of trained A&H personnel available @20 per program	80

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

FINANCIAL OUTLAY (Rs in Cr)	OUTPUTS 2022-23			OUTCOMES 2022-23		
	2022-23	Output	Indicators	Targets 2022-23	Outcome	Indicators
14.75	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	1.1. Percentage Year on Year increase in terms of number of testing certificates issued during	3%

FINANCIAL OUTLAY (Rs in Cr)	OUTPUTS 2022-23			OUTCOMES 2022-23		
	2022-23	Output	Indicators	Targets 2022-23	Outcome	Indicators
		1.2. Number of facilities renovated	3	and quality evaluation of engineering materials and products of all engineering branches except drugs, arms and ammunition	the current year over the previous year	
	2. Maintenance / Extension of existing testing facilities	2.1. Number of Tests conducted	27,000			

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 2022-23			OUTCOMES 2022-23		
	2022-23	Output	Indicators	Targets 2022-23	Outcome	Indicators
17	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	1.1. Percentage increase in number of calibration/ verification done	5

FINANCIAL OUTLAY (Rs in Cr)	OUTPUTS 2022-23			OUTCOMES 2022-23			
	2022-23	Output	Indicators	Targets 2022-23	Outcome	Indicators	Targets 2022-23
	2.	Procurement of Standard equipment for various testing	2.1. Number of new testing facilities established	10	weights and measures	1.2. Increase in number of models of weights and measure tested/approved	5
	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	5

Department of Consumer Affairs

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

FINANCIAL OUTLAY (Rs in Cr)	OUTPUTS 2022-23				OUTCOMES 2022-23			
	Output	Indicators	Targets 2022-23		Outcome	Indicators	Targets 2022-23	
1,500	1. Procurement of onion	1.1. Quantity of Onion Procured (in LMT)	4		1. Stabilize the degree of fluctuation in prices of pulses	1.1. Maintenance of coefficient of variation (CV) of retail prices of pulses (within the range mentioned)	Gram Dal	0.96-1.67
							Tur dal	2.75-4.61%
							Urad dal	1.85-3.80%
							Moong dal	2.09-2.59%
							Masur dal	1.39-2.94%
2. Procurement and transfer from PSS to PSF for Pulses	2.1. Quantity of pulses procured through PSS (in LMT)	Tur	7.38	2. Stabilize the degree of fluctuation in prices of Onion	2.1. Maintenance of coefficient of variation of retail prices of Onions (within the range mentioned)	11.33-36.65%		
		Urad	3.45					
		Chana	3.18					
		Masur	1.00					
3. Calibrated release of stock of commodities	3.1. Quantity of Pulses disposed through authorized channels including open market sales	Targets not amenable ¹						

¹ It depends upon price and availability scenario

FINANCIAL OUTLAY (Rs in Cr)	OUTPUTS 2022-23			OUTCOMES 2022-23		
	Output	Indicators	Targets 2022-23	Outcome	Indicators	Targets 2022-23
	at reasonable prices & their timely distribution'	3.2. Quantity of Onions disposed through authorized channels including open market sales	100%			
	4. Maintenance of buffer stock	4.1. Buffer stock as % of target for onion	100%			
		4.2. Buffer stock as % of target for Pulses	70%			