

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 2023-24			OUTCOME 2023-24		
	2023-24	Output	Indicators	Targets 2023-24	Outcome	Indicators
29.40	1. To ensure fast transfer of Information to consumers regarding case monitoring/judgment etc.	1.1 Modernization of Consumer Commissions	5	1. Facilitate Reporting and Monitoring and Time efficient Record search	1.1 Percentage increase in aggregate traffic on the Consumer Commissions website over the previous year	3
		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			
		1.4 No of cases filed through e-filing	2,000			
		1.5 No. of e-filed cases disposed	2,000			

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

FINANCIAL OUTLAY (Rs in Cr)	OUTPUTS 2023-24			OUTCOME 2023-24		
	2023-24	Output	Indicators	Targets 2023-24	Outcome	Indicators
17.99	1. Consumer Awareness through Various media	1.1 Number of people made aware through participation in fairs etc	3,00,000	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
		1.2 Number of Audio-visual advertisements made for spreading awareness on Consumer Affairs through Radio	3			
		1.3 Number of Audio-visual advertisements made for spreading awareness on Consumer Affairs through Social Media platforms	60			
		1.4 Number of posts for Consumer Affairs run on Twitter and Facebook, Instagram ¹	1,200			

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

¹ These campaigns will be carried out subject to receipt of necessary approvals.

FINANCIAL OUTLAY (Rs in Cr)	OUTPUTS 2023-24			OUTCOME 2023-24		
	2023-24	Output	Indicators	Targets 2023-24	Outcome	Indicators
6.45	1. Grievances handling by National Consumer Helpline (NCH)	1.1 Number of complaints registered on National Consumer Helpline (in lakhs)	8,00,000	1. Resolution of Consumer complaints	1.1 Percentage increase in number of complaints resolved over the previous year)	10%

4. Consumer Protection: Strengthening of Price Monitoring Cell(CS)

FINANCIAL OUTLAY (Rs in Cr)	OUTPUTS 2023-24			OUTCOME 2023-24		
	2023-24	Output	Indicators	Targets 2023-24	Outcome	Indicators
6	1. Addition of new price reporting centers	1.1 Number of new price reporting centers added along with engagement on DEO	20	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. Widening the network of price monitoring	2.1 Number of States/UTs visited to assess reasons for price variation	5			

5. Consumer Protection: Strengthening Consumer Forum, Consumer Counselling and Meditation (CS)

FINANCIAL OUTLAY (Rs in Cr)	OUTPUTS 2023-24			OUTCOME 2023-24		
	2023-24	Output	Indicators	Targets 2023-24	Outcome	Indicators
8.15 ²	1. Modernization of Consumer Commissions	1.1 Strengthening of Consumer Commissions in States/UTs in terms of infrastructures and IT resources	4	1. Disposal of consumer cases & Improvement in functioning of consumer commissions	1.1 Percentage year on year increase in disposal of Consumer Cases	5
		1.2 No. of Mediation Cell in States/UTs established	50			

6. Consumer Protection: Price Stabilization Fund (PSF) Scheme (CS)

FINANCIAL OUTLAY (Rs in Cr)	OUTPUTS 2023-24			OUTCOMES 2023-24		
	2023-24	Output	Indicators	Targets 2023-24	Outcome	Indicators
0.01	1. Stabilize prices of pulses by keeping all-India average prices in defined range (difference between lowest and highest monthly all-India average retail prices)	1.1 Maintain retail prices of Chana in defined range	3.34	1. Maintaining pulses & products inflation rate in the CPI within 4%	1.1 Annual pulses & products inflation rate	<4%
		1.2 Maintain retail prices of Tur in defined range	9.56			
		1.3 Maintain retail prices of Urad in defined range	10.35			
		1.4 Maintain retail prices of Moong in defined range	8.66			
		1.5 Maintain retail prices of Masur in defined range	6.49			

² Including budget of Consumer Protection Cell

FINANCIAL OUTLAY (Rs in Cr)	OUTPUTS 2023-24			OUTCOMES 2023-24			
	2023-24	Output	Indicators	Targets 2023-24	Outcome	Indicators	Targets 2023-24
	2.	Stabilize the prices of pulses with respect to inter-state dispersion by keeping state monthly average prices in the defined range (difference between state with lowest monthly retail price and state with highest monthly average retail price)	2.1 Keep inter-state variation of retail prices of Chana in defined range	39.64			
			2.2 Keep inter-state variation of retail prices of Tur in defined range	41.01			
			2.3 Keep inter-state variation of retail prices of Urad in defined range	56.05			
			2.4 Keep inter-state variation of retail prices of Moong in defined range	52.69			
			2.5 Keep inter-state variation of retail prices of Masur in defined range	41.20			
	3.	Stabilize the prices of pulses with respect to Pulses index. Keeping pulses price index (2014-15 as base year) in the defined average deviation	3.1 Keep the variation of Pulse index over last year within defined range of positive and negative deviation	15.49%			
			3.2 Keep the range of maximum and minimum national average in defined absolute range	17.09%			
	4.	Stabilize the prices of pulses with respect to Pulses index. Keeping pulses price index (2014-15 as base	4.1 Keep the monthly variation of Pulse within defined range of Normal distribution with 95% confidence	-5% to 7%			

FINANCIAL OUTLAY (Rs in Cr)	OUTPUTS 2023-24			OUTCOMES 2023-24			
	2023-24	Output	Indicators	Targets 2023-24	Outcome	Indicators	Targets 2023-24
		year) in the defined average deviation					
	5.	Stabilise prices of onion by keeping all-India average prices in defined range (difference between lowest and highest monthly all-India average retail prices)	5.1 Maintain retail prices of Onion in defined range	24.85			
	6.	Stabilize the prices of onion with respect to inter-state dispersion by keeping state monthly average prices in the defined range (difference between state with lowest monthly retail price and state with highest monthly average retail price)	6.1 Keep inter-state variation of retail prices of Onion in defined range	34.21			
	7.	Stabilize the prices of onion with respect to onion	7.1 Keep the variation of Onion index over last year within defined range of	40.66%			

FINANCIAL OUTLAY (Rs in Cr)	OUTPUTS 2023-24			OUTCOMES 2023-24			
	2023-24	Output	Indicators	Targets 2023-24	Outcome	Indicators	Targets 2023-24
		index. Keeping onion price index (2014-15 as base year) in the defined average deviation	positive and negative deviation				
			7.2 Keep the range of maximum and minimum national average in defined absolute range	42.14%			
		8. Stabilize the prices of onion with respect to onion index. Keeping onion price index (2014-15 as base year) in the defined average deviation	8.1 Keep the monthly variation of Onion within defined range of Normal distribution with 95% confidence.	-30% to 55%			

7. Legal Metrology and Quality Assurance: Bureau of Indian Standards: Scheme of Setting up of Gold Hallmarking/Assaying Centres in India (CS)

FINANCIAL OUTLAY (Rs in Cr)	OUTPUTS 2023-24			OUTCOME 2023-24			
	2023-24	Output	Indicators	Targets 2023-24	Outcome	Indicators	Targets 2023-24
0.50	1.	Setting up and recognition of Assaying/ Hallmarking	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 facilities for hallmarking Gold Articles	10

FINANCIAL OUTLAY (Rs in Cr)	OUTPUTS 2023-24			OUTCOME 2023-24							
	2023-24	Output	Indicators	Targets 2023-24	Outcome	Indicators	Targets 2023-24				
	Centres Organization of training Programmes for artisans, personnel of A&H centers Organization of one Training Programme on Auditing of A&H Centers for BIS officers	1.2	Number of trainings held for Artisans	10	2.	Improvement in artisans making jewellery as per required standards w.r.t. Assaying & Hallmarking and trained A&H personnel available for testing & hallmarking	2.1	% Increase in number of trained artisans available	06		
		1.3	Number of trainings held for personnel of A&H Centers	4			2.2	% Increase in number of trained A&H personnel available	06		
		1.4	Number of officers of BIS trained for Audit of A&H Centre	25	3.	Enhancement in capabilities of BIS officers for conducting audits for A&H Centres	3.1	% Increase in number of trained auditors available	10		
		1.5	Number of Articles hallmarked (in crore)	10			4.	Increase in availability of hallmarked articles	4.1	Year on year % increase in number of Gold Articles hallmarked	15

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

FINANCIAL OUTLAY (Rs in Cr)	OUTPUTS 2023-24			OUTCOME 2023-24		
	2023-24	Output	Indicators	Targets 2023-24	Outcome	Indicators
17	1. Modernization of laboratory/building	1.1 Number of facilities Modernized/renovated	03	1. 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 Year on Year increase in terms of number of testing certificates issued during the current year over the previous year	15%
		1.2 Number of Tests conducted	32,000			
	2. Maintenance / Extension of existing testing facilities	2.1 Number of Samples Tested (Samples in Nos.)	32,000			

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 2023-24			OUTCOME 2023-24		
	2023-24	Output	Indicators	Targets 2023-24	Outcome	Indicators
28	1. Modernisation of Laboratory / building	1.1 Number of Laboratory/buildings modernized	4	1. Provide services of calibration, verification and stamping of weights and measures	1.1 Percentage increase in number of calibration/verifications done	5
	2. Procurement of standard equipment for	2.1 No. of testing facilities established at States Legal	10		1.2 % Increase in number of models of weights and measure tested/approved	5

FINANCIAL OUTLAY (Rs in Cr)	OUTPUTS 2023-24			OUTCOME 2023-24			
	2023-24	Output	Indicators	Targets 2023-24	Outcome	Indicators	Targets 2023-24
		various testing including RRSL & IILM, Ranchi	Metrology Labs including RRSL & IILM, Ranchi				
	3.	Procurement of equipment including Time Dissemination ensembles through NPL/ other ways	3.1 No. of Laboratories for which process of procurement and renovations of labs to be carried out	5	2. Capacity building by IILM Ranchi	2.1 Increase in number of training organized	5

1. Consumer Protection: Price Stabilization Fund (PSF) Scheme (CS)

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	2023-24	Output	Indicators	Targets 2023-24	Outcome	Indicators	Targets 2023-24
	1.	Stabilize prices of pulses by keeping all-India average prices in defined range (difference between lowest and highest monthly all-India average retail prices)	1.1 Maintain retail prices of Chana in defined range	3.34	1. Maintaining pulses & products inflation rate in the CPI within 4%	1.1 Annual pulses & products inflation rate	<4%
			1.2 Maintain retail prices of Tur in defined range	9.56			
			1.3 Maintain retail prices of Urad in defined range	10.35			
			1.4 Maintain retail prices of Moong in defined range	8.66			
			1.5 Maintain retail prices of Masur in defined range	6.49			

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	2023-24	Output	Indicators	Targets 2023-24	Outcome	Indicators	Targets 2023-24
	2.	Stabilize the prices of pulses with respect to inter-state dispersion by keeping state monthly average prices in the defined range (difference between state with lowest monthly retail price and state with highest monthly average retail price)	2.1	Keep inter-state variation of retail prices of Chana in defined range	39.64		
			2.2	Keep inter-state variation of retail prices of Tur in defined range	41.01		
			2.3	Keep inter-state variation of retail prices of Urad in defined range	56.05		
			2.4	Keep inter-state variation of retail prices of Moong in defined range	52.69		
			2.5	Keep inter-state variation of retail prices of Masur in defined range	41.20		
	1.	Stabilize the prices of pulses with respect to Pulses index. Keeping pulses price index (2014-15 as base year) in the defined average deviation	3.1	Keep the variation of Pulse index over last year within defined range of positive and negative deviation	15.49%		
			3.2	Keep the range of maximum and minimum national average in defined absolute range	17.09%		
	2.	Stabilize the prices of pulses with respect to Pulses index.	4.1	Keep the monthly variation of Pulse within defined range of Normal	-5% to 7%		

FINANCIAL OUTLAY (Rs in Cr)	OUTPUTS 2023-24			OUTCOMES 2023-24			
	2023-24	Output	Indicators	Targets 2023-24	Outcome	Indicators	Targets 2023-24
		Keeping pulses price index (2014-15 as base year) in the defined average deviation	distribution with 95% confidence				
	3.	Stabilise prices of onion by keeping all-India average prices in defined range (difference between lowest and highest monthly all-India average retail prices)	5.1 Maintain retail prices of Onion in defined range	24.85			
	4.	Stabilize the prices of onion with respect to inter-state dispersion by keeping state monthly average prices in the defined range (difference between state with lowest monthly retail price and state with highest	6.1 Keep inter-state variation of retail prices of Onion in defined range	34.21			

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	2023-24	Output	Indicators	Targets 2023-24	Outcome	Indicators	Targets 2023-24
		monthly average retail price)					
	5.	Stabilize the prices of onion with respect to onion index. Keeping onion price index (2014- 15 as base year) in the defined average deviation	7.1 Keep the variation of Onion index over last year within defined range of positive and negative deviation	40.66%			
			7.2 Keep the range of maximum and minimum national average in defined absolute range	42.14%			
	6.	Stabilize the prices of onion with respect to onion index. Keeping onion price index (2014- 15 as base year) in the defined average deviation	8.1 Keep the monthly variation of Onion within defined range of Normal distribution with 95% confidence.	-30% to 55%			