

Ministry of Consumer Affairs, Food and Public Distribution

Demand No. 14

Department of Consumer Affairs

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

FINANCIAL OUTLAY (Rs in Cr)	OUTPUTS 2025-26			OUTCOMES 2025-26		
	Output	Indicators	Targets 2025-26	Outcome	Indicators	Targets 2025-26
17.99 ¹	1. Consumer Awareness through Various media	1.1 Number of people made aware through participation in fairs, etc.	20,00,000	1. Enhancement in Consumer awareness	1.1 % 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.	04			
		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	1,500			

¹ Regarding financial outlay, it is to be mentioned that Rs.17.99 Crore has been demanded in BE 2025-26 for consumer awareness Scheme.

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

FINANCIAL OUTLAY (Rs in Cr)	OUTPUTS 2025-26			OUTCOMES 2025-26		
	Output	Indicators	Targets 2025-26	Outcome	Indicators	Targets 2025-26
7.28	1. Grievance handling by National Consumer Helpline (NCH)	1.1. Number of complaints registered on National Consumer Helpline	12,00,000	1. Handling Consumer complaints	1.1 % annual Increase in the average no of complaints handled over the previous year	20

3. Consumer Protection - Strengthening Consumer Commissions (SCC) (CS)

FINANCIAL OUTLAY (Rs in Cr)	OUTPUTS 2025-26			OUTCOMES 2025-26		
	Output	Indicators	Targets 2025-26	Outcome	Indicators	Targets 2025-26
	1. Modernisation of Consumer Commissions	1.1. Number of consumer complaints received in State and District Commissions located in the country	1,70,000	1. Disposal of consumer cases & Improvement in functioning of Consumer Commissions	1.1 % annual increase in the disposal of consumer cases	2

4. Consumer Protection – CONFONET (CS)

FINANCIAL OUTLAY (Rs in Cr)	OUTPUTS 2025-26			OUTCOMES 2025-26		
	Output	Indicators	Targets 2025-26	Outcome	Indicators	Targets 2025-26
	1. To ensure fast transfer of Information to consumers regarding case monitoring/judgment etc.	1.1 Absolute number of cases filed.	1,40,000	1. Facilitate Reporting and Monitoring and Accessibility	1.1 % increase in online consumer cases on the Consumer Commissions website over the previous year	3
		1.2 Disposal rate (%)	5			

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

FINANCIAL OUTLAY (Rs in Cr)	OUTPUTS 2025-26			OUTCOMES 2025-26		
	Output	Indicators	Targets 2025-26	Outcome	Indicators	Targets 2025-26
1.00	1. Setting up and recognition of Assaying/ Hallmarking Centres Organization of training Programmes for artisans, personnel of A&H centres Organization of one Training	1.1 Number of Hallmarking & Assaying centres set-up	10	1. Increased facilities for Hallmarking of precious metals	1.1 % annual increase in the number of facilities of hallmarking gold articles.	10
		1.2 Number of trainings held for Artisans	10	2. Improvement in artisans making jewellery as per required	2.1 % increase in number of trained artisans available	06

FINANCIAL OUTLAY (Rs in Cr)	OUTPUTS 2025-26			OUTCOMES 2025-26		
	Output	Indicators	Targets 2025-26	Outcome	Indicators	Targets 2025-26
	Programme on Auditing of A&H Centres for BIS officers			standards w.r.t. Assaying & Hallmarking and trained A&H personnel available for testing & hallmarking	2.2 % increase in number of trained A&H personnel available	06
		1.3 Number of trainings held for personnel of A&H centers	04	3. Enhancement in capabilities of BIS officers for conducting audits for A&H Centres	3.1 % increase in number of trained auditors available	10
		1.4 Number of officers of BIS trained for Audit of A&H Centre	25	4. Increase in availability of hallmarked articles	4.1 % annual increase in the gold articles hallmarked.	15
		1.5 Number of Articles hallmarked (in crore)	10			

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

FINANCIAL OUTLAY (Rs in Cr)	OUTPUTS 2025-26			OUTCOMES 2025-26		
	Output	Indicators	Targets 2025-26	Outcome	Indicators	Targets 2025-26

FINANCIAL OUTLAY (Rs in Cr) 2025-26	OUTPUTS 2025-26			OUTCOMES 2025-26		
	Output	Indicators	Targets 2025-26	Outcome	Indicators	Targets 2025-26
	1. To accommodate quality testing for a diverse range of industrial and consumer products, catering to the needs of consumers nationwide.	1.1 Number of testing facilities added/upgraded	05	1. Deliver comprehensive services in the field of testing, calibration, and quality assessment of engineering materials and products across a wide spectrum of engineering disciplines. Consultancy services to industries, particularly in the areas of failure analysis, quality enhancement, and the development of test and calibration methods along	1.1 % annual increase in the number of testing certificates issued.	20
	2. Diversify revenue streams to enhance annual revenue generation by customer retention, business and geographic reach expansion, operational efficiency and cost control.	2.1 % increase in number of samples tested.	20		1.2 % annual increase in terms of revenue earned.	20
		2.2 Revenue enhanced compared to last financial year (%)	20			

FINANCIAL OUTLAY (Rs in Cr)	OUTPUTS 2025-26			OUTCOMES 2025-26		
2025-26	Output	Indicators	Targets 2025-26	Outcome	Indicators	Targets 2025-26
				with R&D work in Test Engineering.		

7. 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 2025-26			OUTCOMES 2025-26		
2025-26	Output	Indicators	Targets 2025-26	Outcome	Indicators	Targets 2025-26
54.30	1. Establishment of weight and measurement infrastructure	1.1 % of weights and Measurements infrastructure setup compared to the total required laboratory and buildings.	05	1. Provide services of calibration, verification and stamping of weights and measures	1.1 % increase in number of calibration/ verification done of established units	05
	2. Procurement of standard equipment for various testing including RRSI & IILM, Ranchi	2.1 Number of standard equipment established	20	2. Number of trainings organized and persons trained	2.1 % increase in number of industries/ persons trained/certified	05
	3. Inspections of weighing & measuring instrument	3.1 % of equipment found passed as per standard of the total tested	100	3. Number of equipment inspected/ tested	3.1 % of equipment inspected out of total requirements produced	05

