

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

FINANCIAL OUTLAY (Rs in Cr)	OUTPUTS 2026-27			OUTCOMES 2026-27		
	2026-27	Output	Indicators	Targets 2026- 27	Outcome	Indicators
18.00	1. Consumer Awareness through Various media	1.1 Number of people made aware through participation in fairs, etc.	10,00,000	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 Digital Campaigns	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			

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

OUTPUT 2026-27				OUTCOME 2026-27		
Financial Outlay (Rs. in Cr)	Output	Indicators	Proposed Annual Target	Outcome	Indicators	Proposed Annual Target
Rs.7.38	Grievances handling National Consumer Helpline	No. of complaints registered on National Consumer Helpline	14,00,000	Handling Consumer Complaints	Percentage variation in the average no. of complaints handled over the previous year	17%

**3. Scheme: Consumer Protection: Strengthening Consumer Commissions (SCC)**

Financial Outlay (₹ In crore)	Output 2026-27			Outcome 2026-27		
	Output	Indicator(s)	Proposed Annual Target	Outcome Indicator	Indicators	Proposed Annual Target
10.00	Modernisation of Consumer Commissions	No. of consumer complaints received in State and District Commissions located in the country	1,30,000	Disposal of consumer cases & Improvement in functioning of Consumer Commissions	Percentage year-on-year increase in disposal of consumer cases	2%

**4. Scheme: CONFONET**

Financial Outlay (₹ In crore)	Output 2026-27			Outcome 2026-27		
	Output	Indicator(s)	Targets 2025-26	Outcome Indicator	Indicators	Targets 2025-26
52.00	To ensure availability of information to consumers regarding case monitoring/judgement etc.	1.Number of cases filed	1,40,000	Facilitate Reporting and Monitoring and accessibility	Percentage increase in consumer cases over the previous year	3%
		2. Disposal Rate	5%			

**5. Legal Metrology and Quality Assurance: Bureau of Indian Standards Scheme for setting up of gold hallmarking/ assaying centres in India (CS)**

FINANCIAL OUTLAY (Rs in Cr)	OUTPUTS 2026-27			OUTCOMES 2026-27		
	2026-27	Output	Indicators	Targets 2026-27	Outcome	Indicators
1.00	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	13	1. Increased facilities for Hallmarking of precious metals	1.1. % increase in number of facilities for hallmarking Gold Articles	12
		1.2 Number of training 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	05
		1.3 Number of training held for personnel of A&H Centers	04		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	08
		1.5 Number of Articles hallmarked (in crore)	12	4. Increase in availability of hallmarked articles	4.1 % increase in number of Gold Articles hallmarked	12

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

FINANCIAL OUTLAY (Rs. in Cr.)	OUTPUTS 2026-27			OUTCOMES 2026-27		
	2026-27	Output	Indicators	Annual Target	Outcome	Indicators
67.00	To accommodate quality testing for a diverse range of industrial and consumer products, catering to the needs of consumers nationwide.	Number of new test facilities added or upgraded	4 in Nos.	Deliver comprehensive services in the field of testing, calibration, and quality assessment of engineering materials and products across a wide spectrum of engineering disciplines.	i) Percentage annual increase in terms of number of testing certificates issued	30%
	Diversify revenue streams to enhance annual revenue generation by customer retention, business and geographic reach expansion, operational efficiency and cost control.	i) Percentage increase in the number of Samples tested compared to last financial year ii) Revenue enhanced compared to last financial year	30%	Consultancy services to industries, particularly in the areas of failure analysis, quality enhancement, and the development of test and calibration methods along with R&D work in Test Engineering	ii) Percentage annual increase in terms of revenue earned	



2. Procurement of standard equipment for various testing including RRSL & IILM, Ranchi	2.1 Number of standard equipment established at RRSLs	10	2	3	3	2																				
3. Inspections of weighing & measuring instrument	3.1 % of equipment found passed as per standard of the total tested	100%																								