



## Year-End- Review of Department of Consumer Affairs 2022

**For Prelims:** Department of Consumer Affairs, Price Monitoring Mechanism, Price Stabilization Fund, Bureau Of Indian Standards, Consumer Protection Act, 2019

**For Mains:** Year-End- Review of Department of Consumer Affairs 2022

### Why in News?

Recently, the year-end-review of the **Department of Consumer Affairs** under the **Ministry of Consumer Affairs, Food and Public Distribution** for the year 2022 was released.

### What are the Key Achievements of the Department?

- **Scheme for strengthening of Price Monitoring Mechanism:**
  - **Price Monitor Cell** monitors **wholesale and retail prices** of twenty-two essential commodities including Rice, Wheat, Atta, Gram Dal etc. based on data collected from 179 market centres spread across the country representing North, West, East, South and North-eastern regions of the country.
  - During the year, **57 price reporting centers were added**. Number of price reporting centers increased from 122 on 1st January 2021 to **179 till December 2022**.
- **Price Stabilization Fund (PSF):**
  - PSF is a **central sector scheme** for providing working capital and other incidental expenses for **procurement and distribution** of agri-horticultural commodities.
  - During 2022, **12.83 Lakh Metric Tonnes (LMT)** of pulses has been Transferred from Price Support Scheme (PSS), Department of Agriculture Cooperation & Farmers Welfare (DACFW) to PSF, Department of Consumer Affairs (DoCA) /Procured/Import under PSF.
- **Pradhan Mantri Garib Kalyan Anna Yojana (PMGKAY):**
  - During 2022, Rs. 35.59 crore were released to States/Union Territories as reimbursement for expenditure on intra-State movement & handling, fair price shop dealer's margin and Additional Margin Distribution through Point of Sale (PoS) Device for distribution of pulses under **PMGKAY** and **Atma Nirbhar Bharat Scheme**.
- **Consumer Awareness:**
  - The new mascot of the DoCA **"Jagruti"** was launched to strengthen the campaign titled **"Jago Grahak Jago"** to reinforce top-of-mind awareness with all the consumers.
- **Bureau Of Indian Standards (BIS):**
  - **BIS Act 2016** came into force with effect from 12th October 2017, subsequently Governing Council was reconstituted.
    - The total number of standards in force, as on 25<sup>th</sup> November 2022 is 21,833.
  - BIS (India) is holding the chairship of the **South Asian Regional Standards Organization (SARSO)** Technical Management Board for a **three-year term from Oct 2020 to Oct 2023** and Board of Conformity Assessment (BCA).
  - **Management System Certification:**
    - BIS operates 20 Management Systems Certification Schemes, In 2021-22, two new more schemes i.e., **Occupational Health & Safety Management System** and

**Energy Management System** have been accredited by **National Accreditation Board for Certification Bodies (NABCB)**.

▪ **Consumer Protection:**

◦ **World Consumer Rights Day:**

- The [World Consumer Rights Day](#) was celebrated on 15th March 2022 at Vigyan Bhawan, New Delhi.
- The theme of the event was **“Fair Digital Finance”**.

◦ **Settlement of cases through National Lok Adalat:**

- [National Legal Service Authority \(NALSA\)](#) along with other Legal Service institutions conducts [Lok Adalats](#).
- DoCA wrote to all State/UT Govts. for referring pending consumer cases to be taken up through National Lok Adalat.
  - As a result, 5,930 cases were settled on a single day on 12th December, 2022 through Lok Adalat across the Country.

◦ **Consumer Protection Act, 2019:**

- [Guidelines for Prevention of Misleading Advertisements and Endorsements for Misleading Advertisements, 2022](#) were notified under the [Consumer Protection Act, 2019](#)

◦ **E-Filing:**

- A Consumer Commission online application portal named **“edaakhil.nic.in”** has been developed to facilitate the consumers/advocates to file the consumer complaint online through the e-Daakhil portal from home or anywhere at their own comfort.

◦ **Fake Reviews:**

- **BIS** launched the framework titled Indian Standard (IS) 19000:2022 **‘Online Consumer Reviews – Principles and Requirements for their Collection, Moderation and Publication**.
  - The standards will be applicable to every online platform which publishes consumer reviews.
  - The standard **provides for responsibilities of organization** including developing a code of practice, and necessary stipulations for terms and conditions like accessibility, criteria, and ensuring content does not contain financial information etc.

▪ **Legal Metrology:**

◦ **Amendment to Rules:**

- [The Legal Metrology \(Packaged Commodities\) Rules, 2011](#) were amended to allow the electronic products industries to **declare certain mandatory declarations in the digital form through the QR Code** for a period of one year, if not declared in the package itself.
  - This permission is to enable greater use of technology in this digital era to declare the mandatory declaration through the QR Code which can be scanned to view the declarations.

[Source: PIB](#)