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**RESULTS FRAMEWORK DOCUMENT**

**2014 - 15**

## **Department of Consumer Affairs**

(Ministry of Consumer Affairs, Food & Public Distribution)

**Krishi Bhawan, New Delhi-110001**

[**www.fcamin.nic.in**](http://www.fcamin.nic.in/)

[**www.consumeraffairs.nic.in**](http://www.consumeraffairs.nic.in/)

**Section 1**

VISION, MISSION, OBJECTIVES AND FUNCTIONS

**VISION**

To enable consumers to make informed choices; ensure fair, equitable and consistent outcomes for consumers; and facilitate timely and effective grievance redressal.

**MISSION**

To empower consumers through awareness and education; enhance consumer protection and safety through progressive legislations and prevention of unfair trade practices; enable quality assurance through standards and their conformance; and ensure access to affordable and effective grievance redressal mechanisms.

**OBJECTIVES**

To partner with relevant stakeholders to:-

1. Enhance awareness of consumers about their rights and responsibilities.

2. Provide effective, inexpensive and speedy redressal system for Consumer disputes.

3. Augment infrastructure for enforcement of the Legal Metrology legislations

4. Formulate standards & strengthen Conformity Assessment of Products and Services.

5. Make interventions to prevent unfair trade practices.

6. Enforce the Essential Commodities Act.

**FUNCTIONS**

**I** CONSUMER PROTECTION

i) Implementation of Consumer Protection Act, 1986

ii) National Consumer Disputes Redressal Commission   (NCDRC).

iii)        National Test House (NTH).

iv)        Regulation of Packaged Commodities and implementation of new Act namely, The Legal Metrology Act, 2009.

**II.**        CONSUMER AWARENESS

i)         Jago Grahak Jago Multimedia Campaign.

**III.**       SETTING STANDARDS

i)         Implementation of Bureau of Indian Standards Act, 1986.

**IV.**       REGULATION OF ESSENTIAL COMMODITIES ACT, 1955

i)          Implementation of Essential Commodities Act, 1955.

ii)         Implementation of Prevention of Black Marketing & Maintenance of supply of

 Essential Commodities Act, 1980

**V.**        CONSUMER COOPERATIVES

i)          National Consumer Cooperatives Federation (NCCF).

**VI.**     MONITORING OF PRICES OF ESSENTIAL COMMODITIES

i)          Monitoring of prices and availability of essential commodities.

ii)         Availability of Pulses / Direct market intervention

**VII.** CONSUMER RELATED PROGRAMMES BY INVOLVING STATES / UTs / NGOs

i) Setting up Consumer Helplines in States and UTs

ii) Comparative Testing of Consumer Products and Services.

**SECTION 2**

Inter se priorities among key objectives, success indicators and targets

**Table 1: Format of the Results-Framework Document (RFD)**

| **Column 1** | **Column 2** | **Column 3** | **Column 4** | **Column 5** | **Column 6** | **Column 7** |
| --- | --- | --- | --- | --- | --- | --- |
| Objective | Weight | Actions | Category of action | Success Indicator | Unit | Weight | Target / Criteria Value |
| Excellent | VeryGood | Good | Fair | Poor |
| 100% | 90% | 80% | 70%  | 60% |
| 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 11 | 12 |
| **Objective-I**Enhance awareness of consumers about their rights and responsibilities | **18** | **[1.1]**Publicity through print advertisement and Electronic Media | External output | [1.1.1] Release of- advertisements in Hindi, English & regional newspapers / audio video spots through DD, AIR, Pvt TV Channels & Pvt. FM Radio Stations and LS TV / RS TV-No of insertions | Number  | **8** | 180,500 | 162,450 | 144,400 | 126,350 | 108,300 |
| **[1.2]**Publicity through other mediums | External output | [1.2.1] Advertisements through banners, hoardings, Postal passbooks, Railway tickets, Trade Fairs, Tirupati Access cards, Stalls in Fairs/ Exhibitions | Number | 2 | 8000 | 7200 | 6600 | 5600 | 4800 |
| **[1.3]** Midterm evaluation for determining Consumer Awareness Index (CAI) | Outcome | [1.3.1] Determination of level of Consumer Awareness  | Date | 2 | 31.12.2014 | 15.1.2015 | 31.1.2015 | 15.2.2015 | 28.2.2015 |
| **[1.4]**Formulation of National Consumer Policy | Activity | [1.4.1] Finalization of National Consumer Policy | Date | 3 | 31.12.2014 | 15.1.2015 | 31.1.2015 | 15.02.2015 | 28.02.2015 |
|  |  | **[1.5]**Support to NGO for setting up Consumer Guidance Centres | Outcome | [1.5.1]Fully functional 6 Centres for dissemination of information and compliance in grievance redress | Number |  **3** |  6 | 4 | 3 | 2 | 1  |
| **Objective-II**Provide effective, inexpensive and speedy redressal system for consumer disputes | **19** | **[2.1]**To build infrastructure in Consumer Fora required for effective functioning | Activity | [2.1.1]Number of consumer fora benefited  | Number  | **4** | 65 | 60 | 55 | 50 | 45 |
| **[2.2]**Computerisation of Consumer Fora under the CONFONET scheme | Activity | [2.2.1] Completion of computerization programme in all the Consumer Fora in the country | Cumulative% | 8 | 100 | 90 | 80 | 70 | 60 |
| **[2.3]**To set up State Consumer Helpline in States/ UTs | Outcome | [2.3.1] Number of additional States Helpline operationalized | Cumulative% | 5 | 100 | 90 | 80 | 70 | 60 |
|  | **[2.4]**Disposal of cases by consumer fora at District / State level | Outcome | [2.4.1]Average time taken by consumer fora at Distt & State level | Number of days | **2** | 200 | 300 | 400 | 500 | 600 |
| **Objective-III**Augment infrastructure for enforcement of the Legal Metrology legislations | **22** | **[3.1]**Assistance in setting up of standardslaboratory in States/UTs | Outcome | [3.1.1]Operationalization of New Secondary Standards Laboratories  | Number of laborator ies | 8 | 30 | 27 | 24 | 21 | 18 |
| **[3.2]**Assessment of functioning of metrological Lab set up under Legal Metrology Act, 2009 | Activity  | [3.2.1]Grading (A, B, C) of all Secondary laboratories by expert evaluators | Number | 4 | 50 | 45 | 40 | 35 | 30 |
| **[3.3]**Assistance in strengthening of RRSL Laboratories | Outcome | [3.3.1]Getting ISO Certification for RRSL laboratories to meet international standards | Date | 2 | 1.01.2015 | 15.2.2015 | 28.2.2015 | 15.3.2015 | 31.3.2015 |
| **[3.4]**Delivery and commissioning of testing equipments. | Activity | [3.4.1]Supplying of standard tool kits to States/UTs laboratories  | Number | 8 | 100 | 90 | 80 | 70 | 60 |
| **Objective-IV**Formulate standards & strengthen conformity assessment of Products and Services. | **14** | **[4.1]**Procurement and commissioning of Machinery & Equipment | Activity | [4.1.1] Utilization of fund allocated under the Head M&E on procurement of Machinery and Equipment | Percentage | **5** | 100 | 90 | 80 | 70 | 60 |
| **[4.2]**Completion of an independent evaluation study of NTH Lab | Activity | [4.2.1]Completion of assigned evaluation job of remaining 1 NTH | Date | 4 | 1.10.2014 | 15.10.2014 | 1.11.2014 | 15.11.2014 | 30.11.2014 |
| **[4.3]**Improve the generation of revenue by NTH | Outcome | [4.3.1]Percent improvement in revenue generation over the base level of F.Y. 13-14 | Percentage | 3 | 15 | 10 | 8 | 5 | 3 |
| Outcome | [4.3.2]To make all regional labs self-sufficient | Number | **2** | 50 | 45 | 40 | 35 | 30 |
| **Objective-V**Make interventions to prevent unfair trade practices | 8 | **[5.1]**Promoting Comparative Testing | Activity | [5.1.1]Testing of products & services, and dissemination of comparative test reports data of products/services | Number | 8 | 50 | 45 | 40 | 35 | 30 |
| **Objective-VI**Enforce Essential Commodities Act | **4** | **[6.1]**Annual Administration Report on E.C. Act | External output | [6.1.1]Timely publication of Annual Administration Report | Date | **2** | 1.02.2015 | 15.02.2015 | 1.03.2015 | 15.03.2015 | 31.03.2015 |
| **[6.2]**Sector-wise analysis on systemic difficulties | External output | [6.2.1]Undertaking an analysis of 4 sectors for finding out systemic difficulties and their solutions | Date | **2** | 1.02.2015 | 15.02.2015 | 1.03.2015 | 15.03.2015 | 31.03.2015 |
|  | **85** |  |  |  | **85** |  |  |  |  |

**SECTION 3**

**Table 2:** Trend Value for Success Indicators

| Objective | Actions | Success Indicator | Unit | Actual Value for  FY 12/13 | Actual Value for FY 13/14 | **Target Value****for** **FY 14/15** | ProjectedValue for FY 15/16 | Projected Value for FY 16/17 |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 |
| **Objective-I**Enhance awareness of consumers about their rights and responsibilities | **[1.1]**Publicity through print advertisement and Electronic Media | [1.1.1] Release of- advertisements in Hindi, English & regional newspapers / audio video spots through DD, AIR, Pvt TV Channels & Pvt. FM Radio Stations and LS TV / RS TV | Number | 182,000 | 165,500 | 162,450 | 180,500 | 192,000 |
| **[1.2]**Publicity through other mediums | [1.2.1] Advertisements through banners, hoardings, Postal passbooks, Railway tickets, Trade Fairs, Tirupati Access cards, Stalls in Fairs/ Exhibitions.  | Number | 9,000 | 7,500 | 7,200 | 8,000 | 8,500 |
| **[1.3]** Midterm evaluation for determining Consumer Awareness Index (CAI) | [1.3.1] Determination of level of Consumer Awareness | Date | 1.08.2012 | -- | 15.1.2015 | 31.12.2015 | -- |
| **[1.4]**Formulation of National Consumer Policy | [1.4.1] Finalization of National Consumer Policy | Date | NA | -- | 15.1.2015 | -- | -- |
|  | **[1.5]**Support to NGO for setting up Consumer Guidance Centres | [1.5.1]Fully functional 6 Centres for dissemination of information and compliance in grievance redress | Number | -- | -- | 4 | 10 | 15 |
| **Objective-II**Provide effective, inexpensive and speedy redressal system for consumer disputes | **[2.1]**To build infrastructure in Consumer Fora required for effective functioning | [2.1.1]Number of consumer fora benefited  | Number  | 59 | 108 | 60 | 60 | 60 |
| **[2.2]**To complete the process of computerisation under the CONFONET scheme | [2.2.1] Completion of computerization programme in all the Consumer Fora in the country | Cumulative% | 90 | 325 | 90 | 80 | 80 |
| **[2.3]**To set up State Consumer Helpline in States/ UTs | [2.3.1] Number of additional States Helpline operationalized | Cumulative% | -- | -- | 90 | 95 | 98 |
| **Objective III**Augment infrastructure for enforcement of the Legal Metrology legislations | **[3.1]**Assistance in setting up of standards laboratory in States/UTs | [3.1.1] Operationalization of New Secondary Standards Laboratories | Number | 36 | 36 | 27 | 40 | 40 |
| **[3.2]**Assessment of functioning of metrological Lab set up under Legal Metrology Act, 2009 | [3.2.1]Grading (A, B, C) of all Secondary laboratories by expert evaluators | Number | 36 | 16 | 45 | 45 | 45 |
| **[3.3]**Assistance in strengthening of RRSL Laboratories | [3.3.1]Getting ISO Certification for RRSL laboratories to meet international standards | Date | -- | -- | 15.2.2015 | -- | -- |
| **[3.4]**Delivery and commissioning of testing equipments | [3.4.1]Supplying of standard tool kits to States/UTs laboratories  | Number | 900 | 150 | 90 | 100 | 120 |
| **Objective IV**Formulate standards & strengthen conformity assessment of Products and Services | **[4.1]**Procurement of Machinery & Equipment for augmentation and creation of added test facility | [4.1.1] Utilization of Plan fund allocated under the Head M&E on procurement of Machinery & Equipment | Percentage | 98 | 92 | 90 | 90 | 90 |
| **[4.2]**Completion of an independent evaluation study of NTH Lab | [4.2.1]Completion of assigned evaluation job of remaining 1 NTH | Date | -- | -- | 15.10.2014 | -- | -- |
| **[4.3]**Improve the generation of revenue by NTH | [4.3.1] Percent improvement in revenue generation over the base level of F.Y. 12-13 | Percentage | 4.30 | 5.20 | 10 | 10 | 10 |
| [4.3.2]To make all regional labs self-sufficient | Number | -- | -- | 45 | 45 | 50 |
|  |  |  |  |  |  |  |  |  |
| **Objective-V**Make interventions to prevent unfair trade practices | **[5.1]**Promoting Comparative Testing | [5.1.1]Testing of products & services, and dissemination of comparative test reports data of products/services | Number | 10 | 19 | 45 | 45 | -- |

**SECTION 4 - Description and definition of success indicators and proposed measurement methodology**

| Sl No. | Success indicator | Description | Definition | Measurement | General comments |  |
| --- | --- | --- | --- | --- | --- | --- |
| 1 | 2 | 3 | 4 | 5 | 6 |  |
|  |  |  |  |  |  |  |
|  | **OBJECTIVE - I** |  |  |  |  |  |
| 1 | [1.1.1] Release of- advertisements in Hindi, English & regional newspapers / audio video spots through DD, AIR, Pvt TV Channels & Pvt. FM Radio Stations and LS TV / RS TV | The success indicator indicates the number of insertions in print media and the electronic media (Audio Visual) | The targets will vary over the years depending upon number of ads released. | As per targets in the Annual Plan (2014-15) | Nil |  |
| 2 | [1.2.1] Advertisements through banners, hoardings, Postal passbooks, Railway tickets, Trade Fairs, Tirupati Access cards, Stalls in Fairs/ Exhibitions | The success indicator indicates the number of insertions in outdoor media (hoardings etc.) media | The targets will vary over the years depending upon number of ads released. | As per targets in the Annual Plan (2014-15) | Nil |  |
|  |  |  |  |  |  |  |
| 3 | [1.5.1]Fully functional 6 Centres for dissemination of information and compliance in grievance redress | Establishment of functional Consumer Guidance Centre during the year, through selected NGO | -- | Number of Guidance Centres established and made functional.  | New initiative utilising CWF funds |  |

| Sl No. | Success indicator | Description | Definition | Measurement | General comments |  |
| --- | --- | --- | --- | --- | --- | --- |
| 1 | 2 | 3 | 4 | 5 | 6 |  |
|  | **OBJECTIVE - II** |  |  |  |  |  |
| 4 | [2.1.1]Number of consumer fora benefited, in terms of infrastructure | The success indicator indicates the number of Consumer Fora where infrastructure has been completed | The targets will vary over the years depending upon Consumer Fora becoming fully functional | Around 100 numbers of District Fora are to be assisted as per targets in the Annual Plan (2014-15) for construction of building & other infrastructure support | Nil |  |
| 5 | [2.2.1]Completion of computerization programme in all the Consumer Fora in the country | The SI indicates percentage of Consumer Fora where the process of computerization and networking is completed by NIC under the CONFONET Scheme. | The process includes provision of hardware, software, Technical Support Personnel (TSP) and training to personnel resulting in functional Consumer Fora  | Altogether over 100 District Fora, 4 State Commissions & NCDRC will be assisted as per the Annual Plan (2014-15), by providing Hardware/ Software and TSP/ manpower during the 12th Plan | CONFONET : Computerisation & Computer Networking of Consumer Fora in the country.Main Components:Software Application development/Upgradat ion, New Hardware & Software, Workshop training, Operational staff |  |
| 6 | [2.3.1]Number of State Helpline operationalized | The department proposes to set up State Consumer Helplines in all States/UTs so that consumer can express and get their grievances re-addressed | Provision of effective, inexpensive and speedy redressal system to consumers. The helplines provide for a toll free number for the consumers to call and get guidance to solve their day to day problems | Funds provided to State/UTs to setup helpline in 28 State/UTs out of which, 18 State/UTs have functional helpline. The target will gradually decrease as more and more State helplines become functional | Objective of the department is to implement State Consumer Helpline in all State and UTs. |  |

| Sl No. | Success indicator | Description | Definition | Measurement | General comments |  |
| --- | --- | --- | --- | --- | --- | --- |
| 1 | 2 | 3 | 4 | 5 | 6 |  |
|  | **OBJECTIVE - III** |  |  |  |  |  |
| 7 | [3.1.1]Operationalization of New Secondary Standards Laboratories | The Grant-In-Aid is amount given for construction of Working /Secondary Standard Laboratory and includes cost of land.  | -- | Assistance to States/UTs in setting up of Secondary/ Working standards Laboratories | The Grant-In-Aid is amount given for construction of Working /Secondary Standard Laboratory and includes cost of land.  |  |
| 8 | [3.2.1]Grading (A, B, C) of all Secondary laboratories by expert evaluators | The assessment shall be for the parameter of when the laboratory has started functioning, whether adequate and trained staff is available etc.  | Number of laboratories Assessed  | Number of laboratoriesIt covers all 35 States & UTs. Secondary Standards laboratories are around 100 throughout the country. | -- |  |
| 9 | [3.4.1]Supplying of standard tool kits to States/UTs | The laboratory equipments are supplied to the Secondary / Working Standard laboratory through DGS&D and India Government Mint, Mumbai etc, to strengthen the legal metrology infrastructure of the State/UTs | Number of equipments supplied and commissioned | Number/ sets of equipment  | -- |  |

| Sl No. | Success indicator | Description | Definition | Measurement | General comments |
| --- | --- | --- | --- | --- | --- |
| 1 | 2 | 3 | 4 | 5 | 6 |

|  | **OBJECTIVE-IV** |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| 10 | [4.1.1] Utilization of Plan fund allocated under the Head M&E on procurement of Machinery and Equipment | Procurement of Machinery & Equipment for augmentation and creation of added test facility | Strengthening of National Test House (NTH) Laboratories | Percentage of utilization | Most of the allocated funds are utilized by the end of the financial year |  |
| 11 | [4.3.2]To make all regional labs self-sufficient | The regional Labs of NTH will be made self-sufficient in terms of Revenue earned against expenditure (Non-Plan) | Ratio of Revenue earned to the expenditure incurred for all Labs during the year. | -- | New SI |  |
|  | **OBJECTIVE - V** |  |  |  |  |  |
| 12 | [5.1.1]Testing of products & services, and dissemination of comparative test reports data of products/services | The department, with the help of Voluntary Consumer Organisations (VCOs) carries out comparative testing of various products/services. The products are tested based on international best standards and ranking awarded. The results are published for the benefit of consumers. The Success Indicator indicates number of such products tested during the year and its dissemination. | Undertake comparative testing of product in NABL accredited laboratories | The targets are fixed by the Executive Committee constituted by the department to monitor the project. | --- |  |
|  |  |  |  |  |  |  |

| Sl No. | Success indicator | Description | Definition | Measurement | General comments |
| --- | --- | --- | --- | --- | --- |
| 1 | 2 | 3 | 4 | 5 | 6 |

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | **OBJECTIVE - VI** |  |  |  |  |  |
| 13 | [6.1.1]Timely publication of Annual Administration Report | The SI indicator indicates study to be conducted, through external agency, on implementation of the EC Act 1955 and the Prevention of Black Marketing & Maintenance of Supply of Essential Commodities Act, 1980 | The study includes finalisation of TOR, selection of Agency (ies), MOU/ Agreement, budget provisions, acceptance, evaluation and finalisation of report and its publication | Some States will be selected for the study and the study will be completed by 1.02.2015 | The study would provide insight into the main impediments in implementation of both Acts for further improvements in the implementation. |  |

**SECTION 5 – Specific performance requirements from other departments that are critical for delivering agreed results.**

| Location type | State | Organisation type | Organisation Name | Relevant Success Indicator | What is your requirement from this organisation | Justification for this requirement | Quantify your requirement from this Organisation | What happens if your requirement is not met? |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 |
|  | **Objective I** |  |  |  |  |  |  |  |
| - Central Govt- State Govt. | N/A | - Responsibility Centre/ Attached Office- PSU- Departments- Ministry- Others- N/A | DAVP and NFDC | [1.1.1] Release of- advertisements in Hindi, English & regional newspapers / audio video spots through DD, AIR, Pvt TV Channels & Pvt. FM Radio Stations and LS TV / RS TV . | Receipt of media plan and release order to agencies. | All ad campaigns or ministries / departments are required to be released through DAVP/NFDC | DAVP/NFDC ‘s involvement will be there for all ad campaigns | All India |
| All India | N/A | Department | DAVP and NFDC | [1.2.1] Advertisements through banners, hoardings, Postal passbooks, Railway tickets, Trade Fairs, Tirupati Access cards, Stalls in Fairs/ Exhibitions | Receipt of media plan and release order to agencies. | All ad campaigns or ministries / departments are required to be released through DAVP/NFDC | DAVP/NFDC ‘s involvement will be there for all ad campaigns | All India |

| Location type | State | Organisation type | Organisation Name | Relevant Success Indicator | What is your requirement from this organisation | Justification for this requirement | Quantify your requirement from this Organisation | What happens if your requirement is not met? |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 |
|  | **Objective II** |  |  |  |  |  |  |
| All India | All participant States/UTs | N/A | N/A | [2.1.1] Number of consumer fora benefited, in terms of infrastructure | Disposal of consumer disputes / complaints | -- | Better percentage of disposal | -- |
|  | -do- | N/A | N/A | [2.2.1] Completion of computerization programme in all the Consumer Fora in the country | -do- | -- | -do- | -- |
| All India | States / UTs of India | Government | State Governments / UT Admn | [2.3.1]Operationalization of Helpline in additional State/ UTs | To run the State Consumer Helpline to redress Consumer Complaints | The helpline will provide a toll free number for the consumers to call and get guidance to solve their day-to-day problems | State Government will provide infrastructure facilities in terms of space, water and electricity free of cost. | Consumer redressal mechanism will be adversely affected |
| All India | States / UTs of India | Government | State Governments / UT Admn | [2.4.1]Average time taken by Consumer Fora at Distt & State level | The clearance of cases at hand will depend upon the manpower and infrastructure provided by the respective State/UT Governments | The administration of operations is in the hands of States /UT  | State Government will provide infrastructure facilities in terms of space, water, electricity etc, and filling up of vacant posts | Disposal of cases will be adversely affected |

| Location type | State | Organisation type | Organisation Name | Relevant Success Indicator | What is your requirement from this organisation | Justification for this requirement | Quantify your requirement from this Organisation | What happens if your requirement is not met? |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 |
|  | **Objective III** |  |  |  |  |  |  |
| State /UTs | All State /UTs | State/UTs Government | State/UTs Government | [3.1.1]Grant in Aid to States/UTs for Construction of Secondary/ Working standards Laboratories | The State/UT Govt may utilise the Grant-in-Aid given by the Central Govt. for construction of laboratory including procurement of land.  | Quick utilisation for Grant-in-Aid | Utilisation certificates from All State/UTs | Future Grant-In-Aid may not be given to that State |
| State /UTs | All State /UTs | State/UTs Government | State/UTs Government | [3.2.1]Grading (A, B, C) of all Secondary laboratories by expert evaluators | The State/UT Govt. may ensure that adequate and trained staff is deployed and the lab starts functioning at the earliest.  | The building constructed from the Grant-in-Aid is made functional immediately. | Certification from all State/UTs that the lab is functioning as per Legal Metrology Act, 2009. | Future Grant-In-Aid may not be given to that State |
| State /UTs | All State /UTs | Central Govt / Govt. Autonomous Body | 1. DGS&D, D/o Supply.2. India Government Mint, Mumbai | [3.4.1]Supply of standard toolkits to all States/UTs laboratories | The organisations may supply the equipments at the earliest to the State/UTs  | Quick utilisation for funds placed at disposal of these organisation | Installation certificates for all equipments supplied | Administrative action may be taken |

| Location type | State | Organisation type | Organisation Name | Relevant Success Indicator | What is your requirement from this organisation | Justification for this requirement | Quantify your requirement from this Organisation | What happens if your requirement is not met? |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 |
|  | **Objective IV** |  |  |  |  |  |  |
| Kolkata-West Bengal, - Ghaziabad, U.P.- Mumbai, Maharastra- Chennai, Tamilnadu-Jaipur, Rajasthan-Guwahati, Assam | States / UTs | Reputed International / National Agencies & Manufacturers engaged in supply and manufacturing of machineries.& equipments. | Can only be known after completion of the tender evaluation | [4.1.1]Percentage of Utilisation of the allocated fund | Supply, Installation & Commissioning of the machineries in time and providing of service support. | As all the procurements are carried out through open tender process. | Supply of the quoted model asked for; and Supply, Installation & Commissioning of the machineries in time and providing of service support. | Only persuasion & interactions can be made and there is no direct control on the outside agencies. |
|  | **Objective V** |  |  |  |  |  |  |
| All India | All States/UTs of India | Voluntary Consumer Organisation (VCOs) | VOICE Society /Concert | [5.1.1]Testing of products & services, and dissemination of comparative test reports data of products/services | Undertake comparative testing/ evaluation of product/services  | To create awareness among consumers about the products they use | Regular monitoring of quality of products and services through comparative testing & publication of result to disseminate information to consumers | Drawbacks and shortcomings will be taken care of for future course of remedial action. |

**SECTION 6**

OUTCOME / IMPACT OF ACTIVITIES OF THE DEPARTMENT

[ Syndicate 6 – Department of Consumer Affairs ]

| S. No | Outcome/Impact of Department/Ministry | Jointly with | Success Indicator(s) | Unit | 2012-13 | 2013-2014 | **2014-****2015** | 2015-16 | 2016-17 |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| 1) | Improved Awareness of Consumers Rights & Responsibilities | States / UTs, Govt undertakings | Consumer Awareness Index | % | -- | TBD | TBD | TBD | TBD |
| 2) | Effective Redressal of Consumer Grievances | Distt & State Consumer Fora | Number of months (average) taken for disposal of cases | Number | 18 | 18 | 15 | 14 | 12 |
| 3) | Improved Regulation of Essential Commodities at reasonable price | State /UT Governments | Availability of identified 6 essential commodities at reasonable prices | Average price Index(yearly) | \_\_\_\_\_ | \_\_\_\_\_ | TBD | TBD | TBD |

**[ \*** – Cannot be quantified **]**