

XIII-CIVIL SUPPLIES

This sector covers plan schemes of Directorate of Consumer Affairs & Food & Supplies Department. Schemes relating to establishment of Consumer Grievances Redressal a, Promotion & Propagation of consumer's Intrects, awareness and Education for their rights through Mass Media, assistance to voluntary agencies engaged in consumer movement and strengthening of Public distribution system are included.

The financial position under this sector for Ninth Five Year Plan 1997-2002 & outlays for Tenth Five Year Plan 2002-2007 are given in the following table :

S.No.	Agency/Department	9 th Five Year Plan App. Outlay 1997-02	Actual exp. 1997-98 to 2000-01	RE 2001-02	(Rs.In Lakhs) 9 th Five Year Plan Exp.	10 th Five Year Plan App. Outlay 2002-07	Annual Plan 2002-03 App. Outlay
1.	Food & Civil Supply Department.	900.00	1001.22	255.00	1105.60	1500.00	300.00
2.	Dte of Consumer Affairs	500.00	443.15	232.00	541.51	500.00	150.00
3.	D.S.C.S.C. Ltd.	1600.00	635.00	-----	635.00	----	-----
	Total	3000.00	2079.37	487.00	2282.11	2000.00	450.00

Department/Agency/Scheme wise details are given in ensuing paragraphs.

I. FOOD & SUPPLIES DEPARTMENT

1. Computerisation of Food & Supplies Department

(10th Five Year Plan : Rs. 500.00 Lacs)

(Annual Plan 2002-03 : Rs. 200.00 Lacs)

The objective of the Food & Supplies Department is to ensure equitable distribution of essential commodities by:-

- a) Enforcing especially in the event of market failure, the laws relating to essential commodities in Delhi by formulating and enforcing control orders as may be needed, with a view to maintain and increase supplies of essential commodities and their equitable distribution and availability at fair prices; and
- b) Efficiently managing the system of public distribution of essential commodities for which the demand is income inelastic.

Important sub-objectives as regards (b) above are:-

- i) Identification of beneficiaries of the public distribution system;
- ii) Specification of entitlement for various categories of beneficiaries;
- iii) Management of inventories at various levels upto the retail level, with a view to ensure that the specified articles of fair quality are made available to beneficiaries at fair prices within a reasonable distance from his residence; and
- iv) Prevention of diversion of subsidized commodities meant for public distribution system to other un-authorized uses.

An important corollary of (a) above is to monitor movement of essential commodities handled by the licensed trade in Delhi to ensure reasonable prices ;for bonafide consumers and to prevent hoarding and black marketing.

The public distribution system in Delhi encompass within its fold an estimated 140 lakh permanent residents or 37 lakh households, about 6000 retail outlets of PDS, approx. 100 wholesalers and 15 supply points. The Food & Supplies department of Govt. of NCT of Delhi is called upon to monitor activities of about 15000 traders outside the public distribution system but having direct impact on it (including 5000 licensed ones). The department is required to maintain not only high degree of co-ordination and control amongst its spatial organs consisting of a headquarter, 9 districts, 70 circle offices and other field units, but it also requires large data bases of various types for quick, reliable and decentralized decision-making to ensure that the public distribution system functions as an effective social

safety net to ensure food security for all reflecting self-sufficiency achieved in food production.

It is expected that after Computerisation, creation and continuous updating of data bases and quick retrieval of relevant information required for decision making is likely to improve efficiency of management of the public distribution system. It is also expected that manipulation of records involved in manual storing of information will be avoided to a large extent, minimizing public grievances.

Hon'ble CM launched module of Food & Supplies Department on the website of Govt. of NCT of Delhi in February 2001. Delhi citizens can access information about the department, including wholesale & retail prices of essential commodities, download various application forms relating to ration cards & other licenses issued by the department from this Module. NIC has completed feasibility study for computerization of the department in three phases. By the end of the second phase when computerization of Circle Offices is envisaged, citizens would be able to transact business with the department electronically through *Citizens Service Points (CSPs)*. Inquiry and facilitation centers already functioning at Headquarter & AC Offices will be suitably equipped to function as *Suvidha Points*, envisaged in the IT policy of Delhi Govt., during the 1st phase.

The first phase of the computerization has already been started. During this phase the activities of identification of BPL and Antyodaya Anna Yojna beneficiaries and renewal of ration cards (which has become due this year) have been merged with the process of computerisation of the department. In this programme activities of creation of data bases for PDS, procurement and installation of computer hardware and system software, networking of system and development of application software for management of PDS, preparation of ration cards for APL/BPL/Antyodaya and Welfare Institutions, facility management services, training to the staff about computerisation and all other functions of Food & Supplies Department will be taken up. It will cover computerisation of the functioning of the department at Headquarter and 9 districts offices level besides preparing computerized ration

card. For completion of the computerisation of the first phase, the department have made arrangements with CMC. The work will continue upto December 2002. **Therefore, the first phase will continue in the 10th Five Year Plan also. The cards prepared during this period will be renewed at the end of 10th Plan as these are valid upto 5 years.**

Under the second phase, the computerisation of the circle offices is envisaged in which the entire functioning of the 70 circle offices will be computerized and citizens would be able to transact business with the department electronically through Citizens Service Points(CSPs). For this purpose, activities like data base creation, hardware procurement and its installation networking, development of application software & system software and training are required to be taken up.

Besides, trained staff is also required to manage and supervise the whole process of computerisation of the department. Hence, following posts are required to maintain and supervise the computerisation of the department: _

S.No.	Name of Post	No. of Posts	Pay Scale in Rs.
1.	System Analyst	1	10000-15200
2.	Programmer	1	8000-13500
3.	Data Entry Operator	14	4000-6000
Total		16	

An outlay of Rs.500.00 lakh is approved under the 10th Five Year Plan (2002-2007) and Rs.200.00 lacs is approved for Annual Plan 2002-03 for this scheme.

2. Streamlining the Public Distribution System with focus upon the peoples below poverty line (10th Five Year Plan : Rs. 100.00 Lacs) (Annual Plan 2002-03 : Rs. 20.00 Lacs)

In the recent past a paradigm shift in public distribution system is taking place by targeting it towards the BPL segments of the population. The Govt. of India has estimated

4.09 lacs BPL families in Delhi as on March 2001 on the basis of estimates of Planning Commission. The central Govt. has initiated following major steps towards targeting the public distribution system:-

- i) Launching of Targeted public distribution system for BPL households;
 - ii) Launching of Antyodaya Anna Yojna for poorest of poor households;
 - iii) Restricting distribution of levy sugar to BPL only;
 - iv) Distribution of foodgrains to welfare institutions where destitute are living;
 - v) Annapurna Yojna for indigent old people above 65 years of age;
 - vi) New public distribution system control order 2001 for implementing the aforesaid schemes.
- (a) The new public distribution system control order provides:-
- i) that the state governments shall prepare the list of BPL and Antyodaya families, and review it every year for the purpose of deletion of ineligible families and inclusion of eligible families.
 - ii) While undertaking the exercise of identification or review of BPL and Antyodaya families, the Govt. shall prescribe suitable Performa to be filled up or on behalf of Head of family.
- (b) The Hon'ble Supreme Court of India vide its order dated 28.11.2001 has directed Govt. of Delhi to make these application forms available free of cost. It will be massive exercise every year which will involve sale, receipt and disposal of about 4.09 lacs application or more and preparation of ration cards of Antyodaya and BPL both.
- (c) While undertaking the exercise of identification or review of BPL and Antyodaya families wide publicity has to be done through press, electronic media, poster and pamphlets etc.

- (d) The man power involved in the implementation of the schemes will be trained through intensive training and workshops etc.
- (e) Besides usual monitoring as per the provisions of control orders, monitoring and evaluation of the scheme will be done through sample surveys and other modern techniques.

Therefore, for all above activities, an amount of Rs100.00 lacs is approved for 10th Five Year Plan and Rs.20.00 lacs approved for Annual Plan 2002-03.

3. RENOVATION, CONSTRUCTION AND PURCHASE OF BUILDINGS FOR OFFICES OF FOOD & SUPPLIES DEPARTMENT (Strengthening of Public Distribution System)

(10th Five Year Plan : Rs. 800.00 Lacs)(Annual Plan 2002-03 : Rs.50.00 Lacs)

The Headquarter of Food & Supplies Department, and nine district offices, and 49 circles out of 70 circles are located in the Govt. buildings. These government buildings require maintenance and renovation on regular basis. Some of these buildings are quite old so need better care taking.

Remaining 21 circle offices are functioning in the private buildings taken on rent by government. The landlords have been continuously pressing either for enhancing the rent or vacating the premises. In some areas the rent of the property are quite high. The rents are fixed by Rent Fixation Committee in the Public Works Department which takes its own time for fixing/enhancing rates of rent as a result the landlords are always aggrieved.

The circle offices are public dealing offices where hundreds of persons visit everyday for preparation of ration cards and addition/deletion therein, matters pertaining to licences of Fair Price Shop, Kerosene Oil Depot and retail licences of food grains. The meetings of the Circle Advisory Committees are also held in the circle offices. For all these activities the rented premises are inadequate.

At the time of renewal of cards a large number of people throng to these circle offices and the crowd damages the window panes, gates, and shutters etc. which increases the grievances of the landlords.

Besides, there are problems of parking, payment of electricity and water bills and regular maintenance of the rented premises.

Accordingly, An amount of Rs. 800.00 Lacs has been approved for renovation and maintenance of existing buildings and for construction and purchase of buildings for the circle offices which are running in rented premises in the 10th Five Year Plan and 50.00 lacs approved for the Annual Plan 2002-03.

4. Strengthening of Enforcement and Market intelligence.

(10th Five Year Plan : Rs. 100.00 Lacs) (Annual Plan 2002-03 : Rs.30.00 Lacs)

The department ensures accessibility and availability of food grain, sugar and SKO under PDS to its actual beneficiaries, and also keeps watch on the price movements, and availability of the essential commodities such as vegetable, pulses, food grain and oils etc. in open market in Delhi. The enforcement and Market intelligence activities needs to be strengthened in respect of the following areas:-

A. Recently the deptt. have been asked to shoulder additional responsibilities under various control orders issued by Govt. of India and the description of these control orders are as follows:

- (1) So far there was no Control Order restricting sale or storage or end-use of Naphtha, Solvents, Raffinates and Slops etc. hitherto. Taking advantage of this, the unscrupulous elements have been using these products for adulterating MS/HSD at retail outlets. Therefore, with a view to curbing unauthorised usage of these products

for adulteration of MS and HSD at retail outlets, Ministry of Petroleum and Natural Gas has notified:

- (a) The Naphtha(Acquisition, Sale, Storage and Prevention of use in automobiles)order, 2000: Impose restrictions on acquisition, sale, storage and prevention of use of Naphtha in automobiles.
 - (b) The Solvent, Raffinate and Slop(Acquisition, Sale, Storage and Prevention of Use in Automobiles) Order, 2000: Impose restrictions on acquisition, sale, storage and prevention of use of Solvent, Raffinate and Slop in automobiles.
- (2) The Motor Spirit and High Speed Diesel (Regulation of Supply and Distribution and Prevention of malpractices) Order, 1998: To prevent malpractices including adulteration, pilferage unauthorized exchange/purchase/sale/possession of Motor Spirit & HSD.
 - (3) The Liquefied Petroleum Gas (Regulation of Supply & Distribution) Order, 2000 which restricts unauthorised possession, supply and consumption of storage, transport and sale of LPG.
 - (4) Oil Packaging (Regulation) Order, 1998, and the Delhi Edible Oils(Procedure for Identification and Declaration of unadulterated stocks) order, 1998- Which prohibits sale of edible oil which does not confirm to standards of PFA and not packed in a container and lays down procedures for identification of unadulterated edible oil.
 - (5) The Cement Quality Control Order, 1995-which prohibits manufacture, sale and storage of cement which is not of prescribed standard.
- B.** Besides enforcing above said control orders effectively the department wants to be ready for any kind of crisis because people living in Delhi are particularly vulnerable to the

adverse consequences of a range of unpredictable, even unanticipated, economic shocks that affect the price and availability of any of the essential commodities and their ability to purchase and produce food for own consumptions. The effective and efficient machinery only can anticipate and handle the crisis like Dropsy and Onion price rise.

C. The Market Intelligence Cell of the Department is engaged in data collection and analysis of the market prices of some of the essential commodities, and price list of them are displayed on the website of the Govt. every week. But it is not equipped to provide a micro level understanding of supply and demand of essential commodities so that further developments are predicted. During 10th five year plan various techniques of pricing research will be introduced so that it is able to analyse critical market challenges to minimise vulnerability by anticipating the scarcity and timely effective planning.

The man power involved will be provided intensive training of latest price research techniques. The purpose is to provide highest quality research for marketing of prices based on innovative thinking and exceptional expertise so that enforcement activities are successful and consumers are properly informed.

D. The manpower of this department will be given state of art training of search and seizures, intelligence gathering, and analysis of it, sampling under various control orders of the govt. They will be provided with adequate resources for intelligence collection, sampling of products and search and seizures.

E. Currently there are about 37 lacs ration cards under PDS in Delhi and according to these cards, the population of Delhi should be about 185 lacs if we calculate 5 persons @ per ration card. As per latest census the population of Delhi is about 140 lacs. It is a substantial gap which needs to be abridged. The basic reasons of this gap is that a large number of population in Delhi is floating population which changes its address frequently. In the process they do not get their ration cards cancelled and get new cards so the ration cards are being added continuously. Likewise about 17.50 lac families are getting subsidised SKO which are

supposed to be non-LPG users. But keeping in view the availability of LPG connections in Delhi, there is substantial number of LPG users who might be getting subsidised SKO under PDS. The main reason of this anomaly is that LPG is administered by public sector oil companies and there is no linkage between ration card and the LPG distribution system.

During 2000-2001 the Department was able to delete about 5.00 lac non-genuine SKO card holders. The existing resources for enforcement are not adequate to deal with the problems. Large number of these problems will be sorted out by the computerisation of the Department. However one time exercise is required to be carried out every year to delete non genuine cards involving manpower on large scale which will be hired from other departments of the Govt. or the work will be given to reputed private survey organisations.

So to meet the all above responsibilities and to face any kind of crisis in managing the availability of essential commodities, the deptt. will be requiring additional resources like hiring of additional manpower and vehicles and funds as per the requirements of the scheme so that the enforcement machinery is strengthened adequately. An outlay of Rs. 100 lacs are approved under the 10th Five Year Plan and Rs.30.00 lacs approved for Annual Plan 2002-03 for this scheme.

II. DIRECTORATE OF CONSUMER AFFAIRS

(10th Five Year Plan : Rs. 500.00 Lacs) (Annual Plan 2002-03 : Rs.100.00 Lacs)

The Directorate of Consumer Affairs is functioning under the administrative control of Food & Supplies Department with the object to create awareness of the consumer rights to provide Redressal machinery and to develop strong consumer movement in Delhi. Efforts are being made to function the Directorate of Consumer Affairs as an independent entity.

The scheme wise details are as under:-

**1. Assistance to voluntary agencies engaged in Consumer movement & Publicity
(10th Five Year Plan : Rs. 10.00 Lacs) (Annual Plan 2002-03 : Rs. 2.00 Lacs)**

The main aim of the scheme is to provide financial assistance to the Non-Governmental organisations engaged in consumer movement and which undertake steps to propagate consumer rights and consumer education through mass media such as press, TV and production of Video cassettes. The voluntary consumer organisations are encouraged to organise consumer education programmes and undertake consumer protection projects on their own. For carrying out these activities the Dte. provides grant in aid to these consumer organisations who undertake such projects in Delhi.

An outlay of Rs.10 lacs has been approved for 10th Five Year Plan (2002-2007) and Rs.2.00 lacs has been approved for Annual Plan 2002-03.

2. Strengthening of Directorate of Consumer Affairs

(10th Five Year Plan : Rs. 50.00 Lacs) (Annual Plan 2002-03 : Rs. 10.00 Lacs)

The Dte. of Consumer Affairs is set up with the following aims and objectives:-

- a. To redress consumer grievances and protect their rights
- b. To create consumer awareness.
- c. To develop strong consumer protection movement in Delhi.

Accordingly, the Dte. of Consumer Affairs is taking following steps:-

- i) It has established State Consumer Protection Council for Delhi and arranging its sitting regularly. Follow up action on the suggestions of the council are also being taken.
- ii) It has established one State Commission and 9 Consumer Fora in Delhi and carrying out all administrative functions of these bodies.
- iii) It is assisting in filling up all type of vacancies in these bodies.
- iv) It is recognising laboratories as appropriate laboratories under Consumer Protection Act.

- v) The Directorate undertakes the reviewing of legislative and administrative measures concerning different aspects of consumer protection. It has been giving information to the consumer about the salient features of various encachments which seek to protect consumer interest. The Dte. also disseminate the above information through electronic media and press.
- vi) The consumer movement in Delhi has picked up very well. A number of activities concerning consumer education are organised in association with the voluntary organisations. These organisations need a lot of back up support from the Govt. and therefore the involvement of the Directorate of Consumer Affairs is inescapable. The Directorate has to co-ordinate with service rendering agencies in Delhi for ensuring protection of consumers interest.

The Dte. is over all administrative controlling authority of District Fora and State Commission. With the increase in number of District Fora the corresponding work of Dte. has also further increased. Besides its regular work, the Directorate will also organise following activities to strengthen the consumer movement in Delhi on regular basis:-

- i) It will organise educational training for staff responsible for consumer administration in the departments engaged in utilities of the Govt. of NCT of Delhi.
- ii) It will provide suggestion on consumer issues/problem and aggrieved members to redress their grievances and it will establish itself as a centre of consumer counselling.
- iii) It will give technical advice to other departments about consumer related issues.
- iv) It will propose various government departments about amendments in various legislations in the interest of consumers wherever required.
- v) It will encourage govt. departments, its agencies and local bodies and business to organise consumers mediation councils so as to reduce the load of cases in the District Fora.
- vi) It will implement all the plan schemes of the Directorate.

Thus, considering the surmounting importance of consumer activities it is felt that the Dte. should function as a independent entity and should be strengthened by creating additional posts to keep pace with the increased work load of the Directorate.

It is proposed that the Dte. may be headed by creating post of Director, in the scale of Rs.14300-18300. To assist the Director the following posts are proposed.

S.No	Name of Post	No. of Posts	Pay scale in Rs.
1.	Director (C.A.)	1	14300-18300
2.	Dy. Director (C.A.)	1	10000-15200
3.	Accounts Officer	1	7500-12000
4.	PS to Director	1	6500-10500
5.	Legal Assistant	1	5500-9000
6.	Assistant	2	5000-8000
7.	Steno	2	4000-6000
8.	LDC	3	3050-4590
9.	Peon	2	2550-3200
10.	SSC	2	2550-3200
	Total	16	

For the activities to be taken up and required manpower an outlay of Rs.50 lacs are approved under the 10th Five Year Plan and Rs.10.00 lacs are approved for Annual Plan 2002-03.

**3. Setting up of Computer Centre in the Directorate of Consumer Affairs
(10th Five Year Plan : Rs. 65.00 Lacs) (Annual Plan 2002-03 : Rs. 30.00 Lacs)**

The Govt. decided to computerise and modernise consumer disputes Redressal fora and State Commission running under the control of Dte. of Consumer Affairs in the 9th Five Year Plan, on the basis of getting financial assistance from Govt. of India. But it could not be

accomplished as no assistance was given by Govt. of India. At present, Delhi state has 9 Districts Fora and one State Commission. The proposal for three more district fora shall be taken up during 10th five year plan (2002-2007). The workload on all the fora and State Commission is increasing rapidly. Moreover the emerging market competition and shrinking profits due to globalisation of economy may result into more deceptive and fraudulent activities. Thus computerisation and modernisation of functioning of all the District Fora, State Commission and Directorate of Consumer Affairs in 10th Five Year Plan period is necessary so as to work effectively. It is aimed to computerise the entire functioning of these bodies. It is envisaged to receive on line complaints and to function it as a consumer information gateway. During this period it will be required to procure and install computer hardware, system software, networking, development of application software and training of the staff. Besides the maintenance and supervision of the computerisation will also be required. The computerisation and networking programme will benefit the management, the judges, and the litigants alike:-

- i. Monitoring of case flow will be easy
- ii. Litigants, advocates get case related information at one place
- iii. Litigants can get certified copies instantaneously
- iv. Accurate statistical information can be generated
- v. Cause list can be generated automatically
- vi. Preparation of order/judgement becomes simpler
- vii. Introduction of IT Tools will bring an innovative approach and a better work culture in the commission and District Fora.

An outlay of Rs.65.00 lacs has been approved for 10th Five Year Plan and Rs.30.00 lacs is approved for Annual Plan 2002-03.

4. Setting up of District Fora and Providing accommodation for Distt. fora
(10th Five Year Plan : Rs. 175.00 Lacs) (Annual Plan 2002-03 : Rs. 58.00 Lacs)

A. Revenue Head (Rs.75 Lacs)

The consumer Protection Act 1986 is milestone in the history of Socio-Economic legislation in the country. It is one of the most progressive and comprehensive pieces of

legislation enacted for the protection of consumers. Unlike existing laws which are punitive or preventive in nature, the provisions of this act are compensatory in nature. The act intends to provide simple, speedy, and inexpensive Redressal to the consumers grievances. For this purposes, the act envisages a three tier quasi-judicial machinery at the national, state and district levels and also establishment of consumer protection council at state level whose main objectives will be to promote and protect the rights of the consumers. Presently, in Delhi at state level one consumer Disputes Redressal Commission known as State Commission and at the District Level 9 consumer disputes Redressal fora known as District Fora are functioning under Consumer Protection Act 1986 for time bound Redressal of consumer grievances. These District Fora entertain complaints from any consumer, registered consumer organisation, central Govt., State Govt. or U.T., Administration arising out of defective goods or deficient services where the cost of such goods or services and compensation claim is upto Rs.5 lacs. On the other hand state commission entertains complaint where the cost of goods or services and the compensation claim is more than Rs.5 lacs but less than Rs.20 lacs. It also entertains appeals against the orders of the District Fora. With the increase in population of Delhi the institutions of cases have tremendously increased in the Consumer Fora. The number of cases upto 31.12.2000 instituted and decided since inception by these Redressal agencies is as under:-

S.No.		<u>District Fora</u>		<u>State Commission</u>	
		Upto1999	in 2000	upto1999	in 2000
a.	Complaints instituted	81485	17782	4012	326
b.	Complaints disposed off	61327	19744	2509	326
c.	Appeals instituted			7238	3770
d.	Appeals disposed off			4326	2930
e.	Pendency (Cases)	20158	-1962	1503	0
f.	Pendency (Appeals)	--		2912	840

Nine district fora have already been set up in Delhi. During 10th Five Year Plan period, three more will be established for speedy Redressal of the consumers grievances. Additional branch of State Commission will also be opened.

For this purpose an outlay of Rs.75.00 lacs is approved in the 10th five year Plan 2002-2007 under the revenue head and Rs.30.00 lacs has been approved for Annual Plan 2002-03.

B Renovation, maintenance & purchase of Accommodation for District Fora & State Commission (Capital Head)

(10th Five Year Plan : Rs. 100.00 Lacs) (Annual Plan 2002-03 : Rs. 28.00 Lacs)

The Directorate of Consumer Affairs, State Commission and 9 District Fora are functioning in the Govt. buildings and one district forum is functioning in a rented premises. In the next five year plan Govt. proposes to open three more district fora and one additional bench of State Commission. So the directorate will require to maintain and renovate existing buildings and to purchase space for additional bench of State Commission and district fora.

An outlay of Rs.100.00 lacs has been approved for 10th Five Year Plan and Rs.28.00 lacs is approved for Annual Plan 2002-03 under the Capital Head.

5. Consumer Alert and Awareness

(10th Five Year Plan : Rs. 200.00 Lacs) (Annual Plan 2002-03 : Rs.50.00 Lacs)

The Dte. will take all steps to make the consumers of Delhi alert and aware. Following programmes for continued action will be initiated during 10th Five Year Plan:

- i) **Consumer Alert**:- To make the consumer of Delhi alert against fraudulent, deception and illegal practices in their dealing in trade and services, a consumer alert cell will be created within Directorate. The cell will gather authentic information about fraudulent, deceptive and illegal practices in trade and services against consumers from concerned Govt. Deptts. in various fields such as Weights & Measure, Prevention of drug and food

adulteration, financial services, property dealing, utilities, travel and transportation, health care, trade marks, advertisement, product safety etc. The information will also be gathered from judgements of district fora, State Commission and National Commission and other courts.

The information will be made available to consumers through press and electronic media and website of the department so that consumer become alert in their dealing. The activities will be to help Delhites to be careful consumers.

- ii) **Education and Awareness**:- Consumers will be made aware and educated about their rights contained in the Consumer Protection Act through various media such as newspapers, installing hoardings, pamphlets, posters, workshops exhibitions and consumer melas & celebration of consumers day etc.
- iii) **Surveys, Research & Analysis** :- The Dte. will conduct surveys & research for consumer protection about prices, quality fraudant activities etc. and will disseminate information to consumers. For surveys and research purposes reputed private firms will also be engaged so as to ensure excellent quality of surveys and research work.
- iv) **Building Coalitions** :- The directorate will be in constant touch with the NGOs, business including CII, FICCI & PHDCC etc. and Govt. departments engaged in the utilities for promotion of protections of the interest of the consumers. All Govt. Departments and its agencies and local bodies engaged in utilities will be persuaded to open consumer rights protection cells in their offices.

For all these activities an outlay of Rs.200 lacs is approved under 10th five year plan and Rs.50.00 lacs is approved for Annual Plan 2002-03.