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(Results-Framework Document)

for

Department of Consumer Affairs

(2012-2013)

Section 1: Vision, Mission, Objectives and Functions

Vision

Our vision is to protect the rights and interests of consumers, to spread awareness about consumer rights, duties and responsibilities and to promote consumer welfare by strengthening consumer movement in the country.

Mission

We will fulfill our mission through progressive consumer related legislations and effective implementation of various consumer welfare schemes. Active participation of State Governments, academic and research institutions, schools and voluntary organizations will be sought to create a vibrant consumer movement in the country. Strict standards for consumer products are developed and enforced. Price stability is ensured through effective use of legislation and direct market intervention.

Objectives

- 1 Enhancement of awareness of consumers about their rights and responsibilities
- 2 Provision of effective, inexpensive and speedy redressal system to consumers
- 3 To augment infrastructure of enforcement machinery of Legal Metrology Department of States/UTs and implementation of the Legal Metrology Act, 2009
- 4 Strengthening of National Test House (NTH) laboratories
- 5 Completion of an independent evaluation of NTH Lab
- 6 Efficient Regulation of Commodity Futures Markets
- 7 Strengthening of Forward Markets and Forward Markets Commission
- 8 Formulate Standards and strengthen Conformity Assessment of Products and Services
- 9 To promote and protect the interests of consumers through various Schemes
- 10 Implementation and regulation of Essential Commodities Act
- 11 Monitoring of prices of Essential Commodities

Functions

- 1 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.
- 2 CONSUMER AWARENESS (i) Jago Grahak Jago multimedia campaign

Section 1: Vision, Mission, Objectives and Functions

- 3 SETTING STANDARDS (i) Implementation of Bureau of Indian Standards Act, 1986
- 4 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
- 5 CONSUMER COOPERATIVES (i) National Consumer Cooperatives Federation Ltd (NCCF)
- 6 COMMODITY EXCHANGES (i) Regulation of Commodities futures through the Forward Markets Commission, (ii) Implementation of Forward Contract (Regulation) Act, 1952
- 7 MONITORING OF PRICES OF ESSENTIAL COMMODITIES (i) Monitoring of prices and availability of essential commodities, (ii) Availability of Pulses.
- 8 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

Objective	Weight	Action	Success Indicator	Unit	Weight	Target / Criteria Value			
						Excellent 100%	Very Good 90%	Good 80%	Poor 60%
[1] Enhancement of awareness of consumers about their rights and responsibilities	10.00	[1.1] Publicity through print advertisement	[1.1.1] Release of advertisements in Hindi, English and regional newspapers. Number of insertions.	Number	2.00	10000	9000	8000	6000
		[1.2] Publicity through Electronic Media	[1.2.1] Release of audio video spots through DD, AIR, Pvt TV Channels & Pvt FM Radio Stations and LS TV / RS TV. Number of insertions.	Number	5.00	160000	144000	128000	96000
		[1.3] Publicity through other mediums	[1.3.1] Advertisements through banners, hoardings, Postal passbooks, Railway tickets, Trade Fairs, Tirupati Access cards, Stalls in Fairs/ Exhibitions	Number	1.00	7500	7000	6500	5500
		[1.4] Development of a composite Consumer Awareness Index (CAI)	[1.4.1] Preparing of an index to prepare a baseline data about level of consumer awareness.	Timeline	2.00	30/09/2012	15/11/2012	31/12/2012	31/03/2013
[2] Provision of effective, inexpensive and speedy redressal system to consumers	19.00	[2.1] To build up infrastructure in consumer fora required for effective functioning	[2.1.1] Number of consumer fora benefited	Number	5.00	60	50	40	20
		[2.2] Computerisation of consumer fora under CONFONET scheme	[2.2.1] Completion of computerization programme in all the Consumer Fora in the country	Number	8.00	100	90	80	60

Section 2: Inter se Priorities among Key Objectives, Success indicators and Targets

Objective	Weight	Action	Success Indicator	Unit	Weight	Target / Criteria Value				
						Excellent 100%	Very Good 90%	Good 80%	Fair 70%	Poor 60%
[3] To augment infrastructure of enforcement machinery of Legal Metrology Department of States/UTs and implementation of the Legal Metrology Act, 2009	16.00	[2.3] To set up State Consumer Helpline in States/UTs	[2.3.1] Number of additional States Helpline operationalized	Number	6.00	5	4	3	2	1
		[3.1] Assistance in setting up of standards laboratory in States/UTs	[3.1.1] Assistance to States/UTs in setting up of Secondary / Working Standards Laboratories	Number	5.00	40	36	32	28	24
		[3.2] Assessment of functioning of metrological Lab set up under Legal Metrology Act, 2009	[3.2.1] Assessment of functioning of meteorological Lab set up under Legal Metrology Act, 2009	Number	2.00	40	36	32	28	24
		[3.3] Delivery and commissioning of testing equipments	[3.3.1] Supplying of equipment to States/UTs	Number	9.00	1000	900	800	700	600
[4] Strengthening of National Test House (NTH) laboratories	7.00	[4.1] Procurement and commissioning of Machinery & Equipment	[4.1.1] Utilization of fund allocated under the Head M&E on procurement of Machinery and Equipment	Percentage	7.00	100	90	80	70	60
[5] Completion of an independent evaluation of NTH Lab	7.00	[5.1] Taking necessary steps to initiate evaluation process	[5.1.1] Completion of assigned evaluation job	Date	7.00	01/01/2013	15/02/2013	28/02/2013	15/03/2013	31/03/2013
[6] Efficient Regulation of Commodity Futures Markets	4.00	[6.1] Regulation of markets	[6.1.1] Submission of proposal to seek approval of the cabinet for official amendments to Forward Contracts (Regulation) Amendment Bill 2010	Date	2.00	01/01/2013	15/02/2013	28/02/2013	15/03/2013	31/03/2013

Section 2: Inter se Priorities among Key Objectives, Success indicators and Targets

Objective	Weight	Action	Success Indicator	Unit	Weight	Target / Criteria Value				
						Excellent 100%	Very Good 90%	Good 80%	Fair 70%	Poor 60%
[7] Strengthening of Forward Markets and Forward Markets Commission	12.00	[6.2] Monitoring of markets	[6.2.1] Audit of Commodity Exchanges and members of the Exchanges	Number	2.00	350	315	280	245	210
		[7.1] Development of Commodity Futures Market - capacity building programmes	[7.1.1] Organising capacity building programmes	Number	3.00	100	90	80	70	60
		[7.2] Development of Commodity Futures Market - awareness and developmental programmes	[7.2.1] Conducting awareness and developmental programmes	Number	3.00	500	450	400	350	300
		[7.3] Development of Commodity Futures Market - Meetings/interactions with stakeholders	[7.3.1] Holding meetings/interactions with stakeholders	Number	2.00	15	12	10	8	6
[8] Formulate Standards and strengthen Conformity Assessment of Products and Services	5.00	[7.4] Dissemination of prices through APMC Mandies etc	[7.4.1] Connectivity of Commodity Exchanges with APMC mandies	Number	4.00	1500	1200	900	600	300
[9] To promote and protect the interests of consumers through various Schemes	5.00	[8.1] Amendment of BIS Act, 1986	[8.1.1] Introduction of Bill in the Parliament	Date	5.00	31/07/2012	30/09/2012	30/11/2012	31/01/2013	31/03/2013
		[9.1] Involving VCOs for Comparative Testing	[9.1.1] Testing of products & services; giving reports and results	Number	5.00	25	24	23	22	21
* Efficient Functioning of the RFD System	3.00	Timely submission of Draft for Approval	On-time submission	Date	2.0	05/03/2012	06/03/2012	07/03/2012	08/03/2012	09/03/2012
* Administrative Reforms	6.00	Timely submission of Results	On- time submission	Date	1.0	01/05/2012	03/05/2012	04/05/2012	05/05/2012	06/05/2012
		Implement mitigating strategies for reducing potential risk of corruption	% of implementation	%	2.0	100	95	90	85	80

* Mandatory Objective(s)

Section 2: Inter se Priorities among Key Objectives, Success indicators and Targets

Objective	Weight	Action	Success Indicator	Unit	Weight	Target / Criteria Value				
						Excellent 100%	Very Good 90%	Good 80%	Fair 70%	Poor 60%
		Implement ISO 9001 as per the approved action plan	Area of operations covered	%	2.0	100	95	90	85	80
		Identify, design and implement major innovations	Implementation of identified innovations	Date	2.0	05/03/2013	06/03/2013	07/03/2013	08/03/2013	09/03/2013
* Improving Internal Efficiency / responsiveness / service delivery of Ministry / Department	4.00	Implementation of Sevottam	Independent Audit of Implementation of Citizen's Charter	%	2.0	100	95	90	85	80
			Independent Audit of implementation of public grievance redressal system	%	2.0	100	95	90	85	80
* Ensuring compliance to the Financial Accountability Framework	2.00	Timely submission of ATNs on Audit paras of C&AG	Percentage of ATNs submitted within due date (4 months) from date of presentation of Report to Parliament by CAG during the year.	%	0.5	100	90	80	70	60
		Timely submission of ATRs to the PAC Sectt. on PAC Reports.	Percentage of ATRs submitted within due date (6 months) from date of presentation of Report to Parliament by PAC during the year.	%	0.5	100	90	80	70	60
		Early disposal of pending ATNs on Audit Paras of C&AG Reports presented to Parliament before 31.3.2012.	Percentage of outstanding ATNs disposed off during the year.	%	0.5	100	90	80	70	60
		Early disposal of pending ATRs on PAC Reports presented to Parliament before 31.3.2012	Percentage of outstanding ATRs disposed off during the year.	%	0.5	100	90	80	70	60

* Mandatory Objective(s)

Section 3: Trend Values of the Success Indicators

Objective	Action	Success Indicator	Unit	Actual Value FY 10/11	Actual Value FY 11/12	Target Value FY 12/13	Projected Value for FY 13/14	Projected Value for FY 14/15
[1] Enhancement of awareness of consumers about their rights and responsibilities	[1.1] Publicity through print advertisement	[1.1.1] Release of advertisements in Hindi, English and regional newspapers. Number of insertions.	Number	16000	8000	9000	10500	00
	[1.2] Publicity through Electronic Media	[1.2.1] Release of audio video spots through DD, AIR, Pvt TV Channels & Pvt FM Radio Stations and LS TV / RS TV. Number of insertions.	Number	44000	150000	144000	170000	00
	[1.3] Publicity through other mediums	[1.3.1] Advertisements through banners, hoardings, Postal passbooks, Railway tickets, Trade Fairs, Tirupati Access cards, Stalls in Fairs/ Exhibitions	Number	6000	7000	7000	8000	00
	[1.4] Development of a composite Consumer Awareness Index (CAI)	[1.4.1] Preparing of an index to prepare a baseline data about level of consumer awareness.	Timeline	--	--	15/11/2012	--	--
[2] Provision of effective, inexpensive and speedy redressal system to consumers	[2.1] To build up infrastructure in consumer fora required for effective functioning	[2.1.1] Number of consumer fora benefited	Number	72	90	50	60	60
	[2.2] Computerisation of consumer fora under CONFONET scheme	[2.2.1] Completion of computerization programme in all the Consumer Fora in the country	Number	161	185	90	100	100
	[2.3] To set up State Consumer Helpline	[2.3.1] Number of additional States	Number	5	7	4	2	2

Section 3: Trend Values of the Success Indicators

Objective	Action	Success Indicator	Unit	Actual Value FY 10/11	Actual Value FY 11/12	Target Value FY 12/13	Projected Value for FY 13/14	Projected Value for FY 14/15
[3] To augment infrastructure of enforcement machinery of Legal Metrology Department of States/UTs and implementation of the Legal Metrology Act, 2009	in States/UTs	Helpline operationalized						
	[3.1] Assistance in setting up of standards laboratory in States/UTs	[3.1.1] Assistance to States/UTs in setting up of Secondary / Working Standards Laboratories	Number	46	51	36	00	00
	[3.2] Assessment of functioning of meteorological Lab set up under Legal Metrology Act, 2009	[3.2.1] Assessment of functioning of meteorological Lab set up under Legal Metrology Act, 2009	Number	--	--	36	--	--
	[3.3] Delivery and commissioning of testing equipments	[3.3.1] Supplying of equipment to States/UTs	Number	603	2974	900	00	00
[4] Strengthening of National Test House (NTH) laboratories	[4.1] Procurement and commissioning of Machinery & Equipment	[4.1.1] Utilization of fund allocated under the Head M&E on procurement of Machinery and Equipment	Percentage	--	--	90	90	90
[5] Completion of an independent evaluation of NTH Lab	[5.1] Taking necessary steps to initiate evaluation process	[5.1.1] Completion of assigned evaluation job	Date	--	--	15/02/2013	--	--
[6] Efficient Regulation of Commodity Futures Markets	[6.1] Regulation of markets	[6.1.1] Submission of proposal to seek approval of the cabinet for official amendments to Forward Contracts (Regulation) Amendment Bill 2010	Date	--	--	15/02/2013	--	--
	[6.2] Monitoring of markets	[6.2.1] Audit of Commodity Exchanges and members of the Exchanges	Number	320	321	315	425	450

Section 3: Trend Values of the Success Indicators

Objective	Action	Success Indicator	Unit	Actual Value FY 10/11	Actual Value FY 11/12	Target Value FY 12/13	Projected Value for FY 13/14	Projected Value for FY 14/15
[7] Strengthening of Forward Markets and Forward Markets Commission	[7.1] Development of Commodity Futures Market - capacity building programmes	[7.1.1] Organising capacity building programmes	Number	79	41	90	100	100
	[7.2] Development of Commodity Futures Market - awareness and developmental programmes	[7.2.1] Conducting awareness and developmental programmes	Number	829	346	450	600	700
	[7.3] Development of Commodity Futures Market - Meetings/interactions with stakeholders	[7.3.1] Holding meetings/interactions with stakeholders	Number	5	9	12	15	15
	[7.4] Dissemination of prices through APMC Mandies etc	[7.4.1] Connectivity of Commodity Exchanges with APMC mandies	Number	588	157	1200	1800	2000
[8] Formulate Standards and strengthen Conformity Assessment of Products and Services	[8.1] Amendment of BIS Act, 1986	[8.1.1] Introduction of Bill in the Parliament	Date	--	--	30/09/2012	--	--
[9] To promote and protect the interests of consumers through various Schemes	[9.1] Involving VCOs for Comparative Testing	[9.1.1] Testing of products & services; giving reports and results	Number	7	26	24	10	10
* Efficient Functioning of the RFD System	Timely submission of Draft for Approval	On-time submission	Date	05/03/2010	07/03/2011	06/03/2012	--	--
	Timely submission of Results	On- time submission	Date	02/05/2011	01/05/2012	03/05/2012	--	--
* Administrative Reforms	Implement mitigating strategies for reducing potential risk of corruption	% of implementation	%	--	--	95	--	--
	Implement ISO 9001 as per the approved action plan	Area of operations covered	%	--	--	95	--	--
* Mandatory Objective(s)								

Section 3: Trend Values of the Success Indicators

Objective	Action	Success Indicator	Unit	Actual Value FY 10/11	Actual Value FY 11/12	Target Value FY 12/13	Projected Value for FY 13/14	Projected Value for FY 14/15
	Identify, design and implement major innovations	Implementation of identified innovations	Date	--	--	06/03/2013	--	--
* Improving Internal Efficiency / responsiveness / service delivery of Ministry / Department	Implementation of Sevottam	Independent Audit of Implementation of Citizen's Charter	%	--	--	95	--	--
		Independent Audit of implementation of public grievance redressal system	%	--	--	95	--	--
* Ensuring compliance to the Financial Accountability Framework	Timely submission of ATNs on Audit paras of C&AG	Percentage of ATNs submitted within due date (4 months) from date of presentation of Report to Parliament by CAG during the year.	%	--	--	90	--	--
	Timely submission of ATRs to the PAC Sectt. on PAC Reports.	Percentage of ATRs submitted within due date (6 months) from date of presentation of Report to Parliament by PAC during the year.	%	--	--	90	--	--
	Early disposal of pending ATNs on Audit Paras of C&AG Reports presented to Parliament before 31.3.2012.	Percentage of outstanding ATNs disposed off during the year.	%	--	--	90	--	--
* Mandatory Objective(s)	Early disposal of pending ATRs on PAC Reports presented to Parliament before 31.3.2012	Percentage of outstanding ATRs disposed off during the year.	%	--	--	90	--	--

Section 4:

Description and Definition of Success Indicators and Proposed Measurement Methodology

OBJECTIVE-I

Action 1 to 3

The objective of the multi-media publicity campaign under the aegis of 'Jago Grahak Jago'; is to reach out to the consumers using all such mediums of communication that are accessed by the consumers. Hence a judicious mix of print campaign, electronic campaign (DD), All India Radio, private cable and satellite channels and private FM radio stations has been elaborated. In a vast and diverse country such as ours, other mediums of communication such as through Meghdoot post cards and posters in post offices, messages on railway tickets, reservation utility bills, banners, hoardings etc are equally important for reaching out to specific targets. The component of grant-in-aid to the States/UTs is vital for ensuring that the message to be taken to rural and interior areas of the country through the respective State Governments/UTs in the language of the people.

In respect of publicity through print medium and electronic medium, the number of insertions of print advertisements and the number of audio visual spots telecast/ broadcast have been taken as success indicator. Similarly, in respect of other media, the success indicator is measured in terms of number of outdoor hoardings, banners, stalls opened in Exhibitions etc.

Action 4

In respect of development of a Consumer Awareness Index, the department has already awarded the work through a transparent bidding system to IIM Lucknow. The findings will reveal the awareness level of consumers in different strata and in different regions over period of time.

OBJECTIVE-II

Action - 1

The Success Indicator indicates the number of Consumer Fora where infrastructure has been completed.

The targets will decrease over the years as more and more consumer fora become fully functional.

Action - 2

The Success Indicator indicates percentage of Consumer Fora where the process of computerisation and networking is completed by the National Informatics Centre (NIC) under the CONFONET scheme. The process includes provision of hardware, software and training to personnel.

The respective States/UT will have to ensure further maintenance and deployment of manpower for keeping the upgraded Consumer Fora functional.

Section 4:

Description and Definition of Success Indicators and Proposed Measurement Methodology

Action-3

The department proposes to set up State Consumer Helplines in all States/UTs so that consumer can express and get their grievances channeled in regional language. The number of such Helplines will be the success indicator. The target will gradually decrease as more and more state helplines become functional.

OBJECTIVE-III

Action-1

Setting up of Standards Laboratories in different State and UTs would determine the achievement of target.

Action-2

The Success Indicator indicates number of laboratories assessed for their functioning.

OBJECTIVE- IV

Action-1

The success indicator reflects the percentage utilization of allocated fund for procurement of Machinery and Equipments. There is no trend value as earlier the action was measured in terms of absolute amount.

OBJECTIVE- V

Action-1

NTH is to carry out evaluation of its overall working. Purpose of the evaluation will be to improve revenue generation and improvement in operational efficiency.

OBJECTIVE-VI and OBJECTIVE-VII

The Forward Markets commission is the regulator of the commodity derivatives market in India and its function under the Act is to effectively regulate the markets. It's success, however, can be gauged by the convergence of spot and future prices on maturity, lack of defaults on the Exchange platform and efficiency of the futures markets as a price discovery and risk management platform. The monitoring of the markets is done on a continuous basis and the interventions made as and when required. Efficient Regulation of Commodity Futures Market, inter alia, involves:

- day to day monitoring of the trade data of the Exchanges to ensure that the markets are not of sync with the fundamentals of the demand and supply of the underlying commodity and serve the intended purpose of efficient price discovery and risk management
- examination and approval of the Bye Laws and Rules of the Exchanges,

Section 4:

Description and Definition of Success Indicators and Proposed Measurement Methodology

- examination and approval of the contract designs of the commodity contracts proposed to be traded at the Exchanges
- Intervening in the markets (by way of changes in contract designs, limits on open position, price limits and margins) as and when required for effective regulation of the markets.

The proposal for amendment of the Forward Contracts (Regulation) Act 1952 was approved by the Government in the Cabinet meeting held on 16.9.2010. The forward Contracts (Regulation) Amendment Bill 2010 was introduced in the Lok Sabha on 6.12.2010. The Parliamentary Standing Committee of Ministry of Consumer Affairs, Food & Public Distribution after examination of the Bill has submitted its report to the House on 22.12.2011. The Report is under examination. During 2012-13 effort would be made to obtain the approval of the Cabinet for official amendments and introduce the same in the House.

The only activity that can be quantified under this head is audit of members and Exchanges for which quantifiable targets have been prescribed. Appropriate weightage has been assigned to this activity based on its importance in the total scheme of regulations.

Quantifiable targets for various Developmental Initiatives (like awareness programmes, capacity building programmes etc) and the Price Dissemination Project undertaken by the FMC which are the additional initiatives taken by FMC to subserve its core regulatory function have been quantified. The weights assigned to each one of the Developmental Initiatives are based on their likely impact and challenges involved in their implementation. The Price Dissemination Project has the potentiality to be a catalyst towards creating greater awareness and empowerment of the farmers and hence, the highest weight among all the developmental initiatives has been assigned to it.

OBJECTIVE-VIII

Action-1

Bureau of Indian Standards Act, 1986 is proposed to be amended mainly to facilitate hallmarking of precious metal articles and to introduce a Registration Scheme to facilitate self-declaration by manufacturers about conformity of their products to the relevant Indian Standard as an alternative mechanism to the certification regime presently being operated by BIS. Certain other changes are also proposed to be made in the Act. The Cabinet has approved the Bill on 4th January 2012 and will be introduced in the Parliament.

OBJECTIVE- IX

The Department, with the help of Voluntary Consumer Organisations (VCOs) carries out comparative testing of various products. Various brands of a product are tested against various parameters and ranking is given to various brands. The results are published for the benefit of consumers. The Success Indicator indicates number of such products tested during the year.

Section 5: Specific Performance Requirements from other Departments

SPECIFIC PERFORMANCE REQUIREMENTS FROM OTHER DEPARTMENTS THAT ARE CRITICAL FOR DELIVERING AGREED RESULTS

Objective I

The entire multi-media publicity campaign hinges to a large extent on performance of other Government Departments. DAVP and NFDC are the mediums for media planning and issue of advertisements for print as well as electronic (private cable and satellite channels and private FM radio stations). DD and All India Radio are the Government Departments that provide terrestrial telecast of our video spots and broadcast of Audio spots. The success of grant-in-aid released to State Governments/UTs largely depend on the respective State Government/UT.

Objective II

Action- 1&2

Success of CONFONET scheme is dependent upon the provision of sites by the States/UTs, speedy execution of work by NIC and proper HR support by the State Governments/UTs for manning the Application.

Action-3

Proposals from State/UT Government is a pre-requisite for starting a consumer helpline in any state.

Objective III

Action-1

Construction of Standards Laboratories in the State/UTs would depend on concerned State/UTs to offer land free of cost to build the laboratory.

Action-3

Commencement of supply of equipments would depend on the finalization of bids and placement of supply orders, delivery of equipments by DGS&D under the Department of Commerce.

Objective IV and Objective V

Procurement of Machinery & Equipment is done through a tender process. Success of tender depends on participation of suppliers in the tender process.

Section 5:

Specific Performance Requirements from other Departments

The independent evaluation of any of the NTH laboratory will depend on the response of accredited evaluation agencies to the bidding process, completion of the evaluation process and submission of the report.

Objective VI and VII

Connectivity of Commodity Exchanges with APMC Mandis, Co-operative Societies, Primary Agricultural Co-operative Society Ltd. (PACS), Co-Operative Marketing Federations, Rural Branches of Commercial Banks, Regional Rural Banks, Panchayat Offices, Kisan Vikas Kendras requires active support of these organisations and also NIC through which the connectivity is being established.

Objective VIII

Introduction of the Bill in the Parliament will depend on Ministry of Law & Justice and also on Ministry of Parliamentary Affairs.

Objective IX

NIL

Section 6: Outcome/Impact of Department/Ministry

Outcome/Impact of Department/Ministry	Jointly responsible for influencing this outcome / impact with the following department (s) / ministry(ies)	Success Indicator	Unit	FY 10/11	FY 11/12	FY 12/13	FY 13/14	FY 14/15
1 Improved Awareness of Consumers' Rights & Responsibilities	States / UTs, Govt undertakings	Degree of Awareness of Consumers	%		TBD	TBD	TBD	TBD
2 Effective Redressal of Consumer Grievances	DAR&PG	% of Grievances addressed timely	%	63.2	80.7	85	90	93
3 Improved Quality of Consumer Products & Services	Voluntary Consumer Organisations	Degree of Consumer satisfaction with Products & Services	%	--	--	TBD	TBD	TBD
4 Improved Regulation of Essential Commodities at reasonable price		Degree of Availability	%			TBD	TBD	TBD
5 Improved Regulation of Commodity Futures Markets	Forward Markets Commission, Mumbai	5.1 Value of transaction (In Lakh Crore Rupees)	Number	119.49	183.00	280.00	428.00	475.00
		5.1.1 Transaction of metals, minerals and ores	Number			TBD	TBD	TBD
		5.1.2 Other articles (including agri products, food grains etc)	Number			TBD	TBD	TBD

