

## I. Consumer Protection

### a) e-Jagriti – Transforming Consumer Justice in India:

The year marked a landmark in India's consumer justice system with the nationwide rollout of e-Jagriti, the unified, next-generation digital platform launched by the Department of Consumer Affairs on 1st January 2025. Built on cutting-edge micro-service architecture and infused with Artificial Intelligence and multilingual capabilities, e-Jagriti successfully integrated legacy systems such as CONFONET, e-Daakhil, OCMS and NCDRC-CMS into a single seamless interface, eliminating fragmentation and making consumer grievance redressal truly paperless, contactless and accessible from any corner of the globe, including for Non-Resident Indians.

e-Jagriti directly addressed these concerns by offering OTP-based registration, end-to-end encrypted digital document exchange, virtual hearings, voice-to-text functionality, multi-lingual, real-time case tracking and integrated payment gateways, thereby removing geographical and procedural barriers that previously delayed justice for millions of consumers.

The new platform has become functional across more than 670 District Commissions, 36 State/UT Commissions and the NCDRC. User adoption has been overwhelming. By mid-November 2025, over 2.81 lakh users had registered on e-Jagriti, of whom 1,400 were NRIs. A total of 466 complaints were filed by Non-Resident Indians from countries including the United States (146), United Kingdom (52), UAE (47), Canada (39), Australia (26) and Germany (18). The platform's citizen-centric features - multilingual interface, chatbot assistance, voice-to-text conversion and over 2 lakh SMS plus 12 lakh email notifications sent till date - ensured that consumers, especially the elderly, differently-abled and those living abroad, remained fully informed at every stage. Additionally, video-conferencing facilities, now operational across NCDRC benches and all State Commissions with dedicated equipment, became the default hearing mode, dramatically reducing travel and costs. As of mid-November 2025, over 1.35 lakh cases had been instituted on the portal while over 1.31 lakh stood disposed of, reflecting a steadily reducing national backlog and faster delivery of justice.

### b) Jansunwai:

To ensure smooth implementation, the Department conducted extensive capacity-building workshops, regular video conferences with State Commissions and introduced the weekly "Jansunwai" every Friday at 4 PM for real-time resolution of technical queries. Real-life impact is best illustrated by the case of an NRI based in Shanghai who, without stepping foot in India, successfully obtained relief through e-Jagriti against a leading bank for wrongful charges and deficiency in service, with the matter being resolved entirely through virtual hearing and digital submissions within four months. Numerous similar success stories, ranging from ₹3.05 lakh awarded in a

25-day online course scam in Assam to long-pending refrigerator defect cases in Tripura, underline how e-Jagriti has truly democratised consumer justice.

As 2025 draws to a close, e-Jagriti stands as a shining example of Digital India in action - faster, fairer, fully accessible and future-ready - delivering swifter redressal in 2025 than ever before and setting new benchmarks that far outpace the performance of 2024. From rural India to the Indian diaspora worldwide, e-Jagriti has delivered justice at the speed of trust, proving once again that when technology meets resolve, no consumer is ever too far from fair redressal.

**c) Rules/Regulations/Guidelines notified:**

The Consumer Protection Act, 2019, which came into force on 20 July 2020, continues to evolve through robust regulatory updates. Till date, 25 rules and 6 regulations have been issued under its framework. In 2025, the following key Rules/Regulations were notified:

- i. National Consumer Disputes Redressal Commission (Group 'A' posts) Recruitment (Amendment) Rules, 2025
- ii. National Consumer Disputes Redressal Commission (Group 'A' posts) Recruitment (Second Amendment) Rules, 2025

**d) Stakeholders' Consultations:**

In line with the Government of India's vision of delivering speedy, transparent and citizen-centric consumer justice in the rapidly evolving digital era, the Department of Consumer Affairs has been proactively organising multi-stakeholder consultations throughout 2025. These interactions are aimed at addressing emerging challenges such as rising case pendency, deceptive online practices (dark patterns), regional disparities in grievance redressal and the need for greater integration of technology and institutional reforms. By bringing together judicial members, State and District Commission officials, e-commerce giants, industry associations, Voluntary Consumer Organisations, law universities, and senior government functionaries, the Department seeks to foster collaborative dialogue, share best practices, gather actionable insights and build consensus on legislative, procedural, and digital interventions to modernise and strengthen the consumer grievance redressal ecosystem under the Consumer Protection Act, 2019. The Department of Consumer Affairs has put its efforts in further strengthening the consumer grievance redressal framework through a series of focused events in 2025:

- On 13 June 2025, a Regional Workshop in Chennai brought together judicial members, state officials, and consumer organizations from Southern States/UTs. It highlighted the region's high disposal rates (Karnataka and Kerala achieving over 100%), promoted digital tools like e-Jagriti and virtual hearings, and reinforced collaborative efforts for faster, technology-driven justice delivery.
- On 28 May 2025, a high-level stakeholder meeting in New Delhi, chaired by the Union Minister and attended by major e-commerce entities (Amazon, Flipkart,

Swiggy, Zomato, etc.), industry bodies, and law universities, directed companies to self-audit and eliminate dark patterns. It reinforced compliance with the 2023 Dark Patterns Guidelines and promoted consumer-empowering tools such as the Jagriti App and Jago Grahak Jago App.

- On 7 November 2025, the Chintan Shivir in New Delhi, graced by the NCDRC President, Secretary DoCA and senior officials, deliberated amendments to the Consumer Protection Act, 2019. With participation from state commissions, VCOs, law universities, and industry associations, it evolved an action plan for stricter timelines, enhanced digital transformation through e-Jagriti and AI/ML tools, infrastructure strengthening, and vacancy filling to ensure speedy and effective consumer justice.

These events collectively accelerated digital integration, reduced case pendency, curbed deceptive online practices, and fostered multi-stakeholder commitment, thereby modernizing and reinforcing India's consumer grievance redressal ecosystem.

**d) Strengthening of Consumer Commissions:**

To supplement the efforts of the State Governments, the Central Government has been providing financial assistance to the State Governments under the scheme, 'Strengthening Consumer Commission' for strengthening the infrastructure of Consumer Commissions so that minimum level of facilities are made available at each Consumer Commission. In this context, the status of funds released under the SCC scheme to various states during the current F.Y is ₹7.31 Crore.

## **II. CONSUMER AWARENESS**

- Recognizing the importance of promoting consumer awareness, the Department has been conducting country-wide multimedia awareness campaigns titled "Jago Grahak Jago". Through simple messages, consumers are made aware of fraudulent practices, common issues and the mechanism to seek redressal.
- The mascot "Jagriti" continues to reinforce the campaign's recall value. The Department uses the mascot along with the 'Jago Grahak Jago' tagline in all media campaigns to strengthen brand identity and improve retention among consumers.
- To reach citizens without smartphones or internet access, the Department carried out large-scale IVRS voice call campaigns across the country. These calls helped spread key consumer awareness messages—such as information

on NCH, MRP rules, ISI mark, hallmarking, and packaged commodities—ensuring that people in remote and low-connectivity areas were also covered.

- To reach feature-phone users and low-internet areas, the Department conducted large-scale SMS campaigns in eleven languages. These messages shared key consumer awareness information in Hindi, English, and multiple regional languages, ensuring wide coverage and easy understanding for people across the country.
- The Department also ensured extensive physical outreach by participating in major national public events such as Maha Kumbh Mela 2025, which attracted an audience of more than 66 crore people.
- To strengthen awareness among young and rural consumers, the Department distributed Amar Chitra Katha comic books containing consumer-rights stories through ERMS schools. Digital copies of these comics were also uploaded on the Rashtriya e-Pustakalaya to ensure free and easy access to students and households. This initiative encouraged consumer education both in classrooms and at home, helping build informed behaviour among younger audiences.
- At the grassroots level, the Department conducted weekly virtual sessions with Panchayats across various States and Union Territories. These sessions focused on educating elected representatives about consumer rights, strengthening grievance redressal capabilities at the village level and delivering key messages in regional and local languages. This direct engagement helped reinforce last-mile outreach and ensured that consumer awareness initiatives reached remote rural communities effectively.

### **III. National Consumer Helpline**

The Department has revamped, the National Consumer Helpline (NCH), which has emerged as a single point of access to consumers across the country for grievance redressal at the pre-litigation stage. The helpline is available in 17 languages, including Hindi, English, Kashmiri, Punjabi, Nepali, Gujarati, Marathi, Kannada, Telugu, Tamil, Malayalam, Maithili, Santhali, Bengali, Odia, Assamese, and Manipuri, allowing consumers from all regions to register their grievances via the toll-free number 1915. These grievances can be submitted via the Integrated Grievance Redressal Mechanism (INGRAM), an omni-channel, IT-enabled central portal, through various channels: WhatsApp (8800001915), SMS (8800001915), email (nch-ca@gov.in), the NCH app, the web portal (consumerhelpline.gov.in), and the Umang app, offering convenience and flexibility to consumers.

The helpline operates in a dedicated manner from 8 AM to 8 PM on all seven days of the week, except on national holidays. To enhance accessibility further, a call-back facility is available. An exclusive call center has been established to ensure prompt service.

The NCH serves as the first point of contact for consumers, resolving issues before they escalate to litigation. The redressal of grievances is provided within 45 days, helping to prevent the overburdening of Consumer Commissions. The number of convergence partners has steadily increased from 263 companies in 2017 to 1169 companies in 2025. This growth underscores the importance of these partnerships in enhancing the helpline's efficiency, enabling quick and effective grievance redressal, and promoting transparency and accountability. These partnerships ensure consumer complaints are addressed at the pre-litigation stage, fostering greater consumer trust. However, if a complaint remains unresolved, consumers are encouraged to approach the appropriate Consumer Commission under the Consumer Protection Act, 2019.

The technological transformation of the NCH has significantly boosted its call-handling capacity. The number of calls received by NCH has grown nearly tenfold, from 12,553 calls in December 2015 to 1,55,138 calls in December 2024. This exponential growth reflects the rising confidence of consumers in the helpline. Similarly, the average number of complaints registered per month has surged from 37,062 in 2017 to 1,11,951 in 2024. Additionally, grievance registration via WhatsApp has gained momentum, with the percentage of complaints filed through the platform increasing from 3% in March 2023 to 20% in March 2025, demonstrating a growing preference for digital communication channels.

In a significant move to further enhance grievance redressal, NCH has introduced AI-based Speech Recognition, a Translation System, and a Multilingual Chatbot as part of the NCH 2.0 initiative. These technological advancements aim to make the grievance filing process more seamless, efficient, and inclusive. The AI-powered Speech Recognition and Translation System enables consumers to file complaints through voice input in their local languages, reducing manual intervention. The Multilingual Chatbot provides real-time assistance, streamlining complaint-handling processes, and improving the overall user experience. These upgrades ensure that consumers from diverse linguistic backgrounds have equal access to the grievance redressal system.

The Department of Consumer Affairs has taken steps to align the National Consumer Helpline (NCH) with the Next-Gen GST Reforms 2025. Anticipating the assistance consumers would require following the implementation of these reforms, effective from 22nd September 2025, the Department introduced a dedicated GST grievance redressal category on the NCH to address consumer queries and complaints related to revised GST rates and exemptions.

An Interactive Voice Response System (IVRS) in 15 languages has been deployed on toll-free number 1915 of the helpline to inform consumers in queue about the other available modes for lodging grievances. Dashboard with AI intervention is being developed by IIT Kanpur to provide enhanced analytics for better decision-making and policy formulation.

Consumer outreach and grievance redressal achieved remarkable progress particularly across the North-Eastern states and rural regions. Engagement from the North-East grew by over 300% with the expansion of services to 17 regional languages significantly broadening reach. This led to a surge in rural participation and increased involvement from women.

The increase in the number of complaints registered at the NCH also indicates the growing outreach of the platform especially through digital modes as reflected in the comparative data between the last two financial years: FY 2023-24 and FY 2024-25

The National Consumer Helpline (NCH) has successfully facilitated refund of ₹27.61 crore to consumers between 25th April 2025 and 31st October 2025. This significant redressal was achieved across 30 sectors, effectively addressing 49,333 consumer grievances related to refund claims. This reflects the efficacy and responsiveness of the helpline driven by the expansion of convergence partners and strong stakeholder engagement. This highlights vital role of NCH in ensuring timely, hassle-free grievance redressal and reinforces its importance as a trusted pre-litigation platform promoting consumer welfare and marketplace transparency.

The Department remains committed to providing a hassle-free, speedy, and cost-effective grievance resolution process. The integration of Generative AI, speech recognition, translation, and chatbot technologies under the NCH 2.0 initiative is a significant step toward improving consumer protection at the pre-litigation stage. These advancements will continue to build consumer trust and ensure equitable access to grievance redressal services.

#### **IV. Price Monitoring and Price Stabilisation**

- i. The Department oversees the implementation of daily price monitoring of essential food commodities and price stabilization interventions. The Department collects daily retail and wholesale prices of 22 essential commodities and retail prices of 16 additional commodities from 575 price reporting centres through mobile app viz. Price Monitoring System (PMS). These daily prices constitute critical inputs to take decisions purport to mitigate price surge, market intervention, restricting import-export duties and calibrate the monetary policy. Under Price Stabilization Fund, government undertakes market interventions to control the volatility in prices of agri-horticultural commodities such as onion, potato, tomato and pulses to protect the interests of consumers. Market interventions primarily involve procurement of these commodities for buffer stock and undertaking strategic market disposals to contain price volatility. Buffer stocking also acts as deterrent for unscrupulous speculations. The procurement of agri-horticultural commodities ensures remunerative prices to the farmers for their produce.
- ii. **The Price Monitoring Division (PMD)** was set up in 1998. Presently, 38 commodities are being monitored by PMD include five item groups i.e., Cereals: Fats: (Groundnut Oil, Mustard Oil, Vanaspati Oil, Soya Oil, Sunflower Oil, Palm Oil, Desi Ghee, Butter), Vegetables: (Potato, Onion, Tomato, Brinjal), Animal Products:

(Milk, Egg), Spices: (Black Pepper, Coriander, Cumin Seed, Red Chilli, Turmeric), Fruits: (Banana), Others: (Sugar, Gur, Tea, Salt).

- iii. **Price Stabilization Fund:** The Price Stabilization Fund (PSF) was set up in 2014-15 to tackle inflationary trends of some agri-horticultural commodities viz. onion, potatoes and pulses to protect the interests of consumers.
- iv. The basic objective of PSF scheme is to protect the consumers from extreme volatility in prices of agri- horticultural commodities and to make essential food commodities available at reasonable prices. Under the PSF scheme, strategic buffer stock of pulses and onion are maintained by procuring from domestic as well as imported sources for calibrated release to discourage hoarding, unscrupulous speculation and for supplies to consumers at reasonable prices. PSF interventions have also been undertaken in perishable commodities like Onion, Tomato by procuring from source markets and for retail distribution in major consumption centres at discounted prices to nudge the market for bringing prices down. DoCA undertakes procurement of pulses at other than MSP.
- v. The PSF is consumer orientated scheme which works for the interest of consumer side. Calibrated release of pulses through PSF Buffer keep the prices of pulses almost stable for the benefit of consumer. DoCA keep a close watch on market through its Price Monitoring Division. PMD intimates any abnormal rise in prices of pulses to the higher Authority. Also, there are several meetings like IMC, GoM, CoS etc regarding “Review of Prices of Essential Commodities” where Government also keeps close watch on prices of pulses also.
- vi. The Price Stabilisation Fund Scheme has a component under which fund is provided from the PSF Corpus/Budget Allocation on a 50:50 sharing basis between Centre and State (75:25 ratio in respect of North Eastern States) for setting up State-level PSF. Till date, 7 States have availed of the fund for setting up State-level PSF for market intervention in various essential food commodities.
- vii. The Union Cabinet in its meeting held on 18.09.2024 has approved the continuation of PSF during 15th Finance Commission award period as a component of Pradhan Mantri Annadata Aay Sanrakshan Abhiyan (PM-AASHA). As per the convergence framework, procurement of pulses at MSP would be under PSS of DAFW and requirement towards building suitable PSF buffer would be transferred to PSF buffer stock on payment of the cost. Procurement of pulses at prices other than MSP (market price) for the buffer and procurement of other agri-horticultural commodities like onion for price stabilization interventions are done under PSF.
- viii. The annual budgetary allocations for PSF consider the quantum of balance funds available in the PSF Corpus to undertake necessary interventions. The total available fund comprising annual budgetary support and balance fund in the Corpus is being utilised for market interventions and for buffer building. As per DoE's directives, the PSF scheme is on-boarded in CNA Model-2 of fund flow and fund are disbursed to Implementing Agencies on Just-in-Time basis.

- ix. **Overall Performance of the PSF Scheme.**
2. **Buffer stock of pulses (Phase 1)** (2024-15 to 2017-18): A buffer stock of 20.50 lakh tonnes of pulses was built through both domestic procurement of 16.71 lakh tonnes by FCI, NAFED and SFAC, and imports of 3.79 lakh tonnes by MMTC and STC. Domestic procurement for the buffer was done from farmers and farmers association during Kharif Marketing Seasons (KMS) of 2015-16 and 2016-17 as well as Rabi Marketing Seasons (RMS) of 2016-17 and 2017-18. Last import was contracted in November 2016, i.e., up to period when domestic availability was low during 2015-16 and 2016-17.
  3. **Re-building buffer stock of pulses (Phase 2):** During Phase-2(2018-19) onwards, a total of 95.93 LMT of buffer has been created which includes, 83.98 LMT of pulses transferred from PSS of DAFW to PSF of DoCA, 4.85 LMT of pulses domestically procured by NAFED & NCCF and 7.09 LMT of imported pulses procured by NAFED & NCCF.
  4. **Utilization of buffer stock of pulses:** Government has taken a decision that all Ministries/Department having schemes with nutrition component or providing food/ catering/hospitality services would utilize pulses from the central buffer. Pulses from the buffer has been utilized for PDS distribution, in Mid-day Meal Scheme and ICDS Scheme. In addition, pulses from the buffer are being utilized to meet the requirement of Army and Central Para-Military Forces. The balance stock is disposed in market, based on considerations like shelf life, efficient buffer management, market prices etc. Pulses from the buffer were also utilized for distribution of free pulses under the.
  5. **Assistance provided towards creation of State level PSF:** Andhra Pradesh (₹50 crores), Telangana (₹9.15 crores), West Bengal (₹2.5 crores), Odisha (₹25 crores), Assam (₹75 crore) , Tamil Nadu (₹2.5 crore) and Nagaland (₹37.5 crore) for setting up State Level PSF.
- x. **PSF Onion Operations:** - The prices of horticultural crops are volatile due to seasonality in production and exposure to vagaries of adverse weather conditions. Disruptions in the supply chain due to logistics problem, extreme weather conditions could cause shortages and glut situations in the market.
- xi. This year, Onion retail prices have been stable due to higher production 307.71 LMT in 2024-25 an increase of ~ 27% compared to 242.67 LMT in FY 2023-24. This has also been supplemented with the Buffer stock operations of the Government of India. In order to stabilise prices, the government maintains buffer stock of onion by procuring onion from Rabi harvest during April – July and disposing during the lean months of September – December.
- xii. In current year (2025-26), a total of 2.28/3.00 LMT of onion from Rabi crop had been procured under Price Stabilisation Fund (PSF) through NCCF and NAFED. The targeted disposal of onion from the buffer is an integral part of centre government's efforts to control food inflation and maintain stable price regime. The disposal of onions from the buffer commenced with the launch of retail sale at Rs.24 per kg on 4th September, 2025 onwards. The retail sale of onion has been carried out through

- 305 mobile vans and 321 stationary outlets of NCCF, NAFED, Kendriya Bhandar and SAFAL across the country.
- xiii. With a view to make the disposal cost effective and efficient, for the first time in 2024, transportation of onions to major destinations was been carried out by rail. This year, till 27.11.2025, 1.84 LMT of onion has been dispatched, 82 rail rakes carrying 88731.32 MT of Onion has been disposed to 16 major consumption centers; including the North-eastern region.
- xiv. **PSF Tomato Operation and Tomato Grand Challenge:** The Department has directed National Cooperative Consumers Federation (NCCF) to procure tomato and dispose them simultaneously in major cities where retail prices have recorded the maximum increase. The Department of Consumer Affairs launched the Tomato Grand Challenge on 30<sup>th</sup> June, 2023, to invite ideas for comprehensive and focused area interventions in tomato value chain, from cropping and market insights for the farmers to improved packaging, transportation and storage. The Tomato Grand Challenge is open to students, research scholars, faculty members, industry individuals, Indian start-ups, professionals etc. The overall objective of the Grand Challenge is to ensure availability of tomato to consumers at affordable prices. A total of 1376 ideas have been received. After two rounds of evaluations of proposals and presentations made by the participants, 28 teams from various institutes and startups were shortlisted and these projects were funded for development of the solutions with a major focus on commercialization of the products. Top 3/4 winners will be selected for field implementation for ensuring its usability/scalability on a large scale and price of the product.
- xv. **Initiatives in North East States** Price Monitoring Division (PMD) monitors retail and wholesale prices of 38 essential food items for which data is also obtained 87 centres (included in 555 total centers) from North East, viz. Itanagar, Namsai, Pasighat, Tawang, Guwahati, Barpeta, Tinsukia, Dhubri, Goalpara, Golaghat, Mangaldai, Mushalpur, Udaguri, Bajali, Hojai, Jorhat, Bongaigaon, Morigaon, Sonari, Tamulpur, Sivasagar, Biswanath Chariali, Dibrugarh, Karimganj, Majuli, Sonitpur Tezpur, Haflong, As-Lakhimpur, Diphu, Nalbari, South Salmara, Mankachar, Kamrup, Imphal, Chandel, Jiribam, Kangpokpi, Senapati, Tamenglong, Thoubal, Ukhrul, Shillong, Tura, Jowai, Sohra, Mairang, Nongpoh, Khliehriat, Williamnagar, Nongstoin, Mawkyrwat, Aizawl, Lunglei, Kolasib, Mamit, Champhai, Serchhip, Siaha, Lawngtlai, Hnahthial, Khawzawl, Saitual, Kohima, Dimapur, Tuensang, Mokochung, Chumukedima, Mon, Peren, Phek, Tsemintu, Wokha, Zunheboto, Kiphire, Longleng, Niuland, Shamator, Noklak, Gangtok, Gyalshing, Namchi, Soreng, Mangan, Pakyong, Agartala, Dharmanagar, Belonia, TR-Udaipur. To strengthen the price monitoring mechanism in the North Eastern States, PMD through its Scheme for Strengthening of PMC provided financial assistance to State Government of Mizoram, Nagaland, Assam and Tripura during the year 2024-25.
- xvi. On 8th Nov, 2024, The Department of Consumer Affairs, Government of India organizes day long Round Table consultation on 'Food Price Management and Expanding Pulses & Horticultural Crop Production in North Eastern Region held at

Guwahati. The objective of the meeting was to focus on boosting the production of pulses and horticultural crops, recognizing the critical role of North-Eastern states in achieving self-sufficiency in pulses production by 2027.

- xvii. The State level Corpus is created with a sharing pattern between GOI and State in the ratio of 50: 50, which is 75:25 in case the North Eastern States.
- xviii. ₹75 crore was released as 1st instalment of Centre's share as a matching contribution to Govt. of Assam in December 2019 for creation of a revolving fund of ₹200 crore for State Level Price Stabilization Fund of Assam. The State Government has conveyed that the fund will be utilized for market intervention activities in case of onions and Masur Dal.
- xix. ₹37.50 crore was released as 1st instalment of Centre's share as a matching contribution to Govt. of Nagaland in April 2023 for creation of a revolving fund of ₹100 crore for State Level Price Stabilization Fund of Nagaland. The State Government has conveyed that the fund will be utilized for market intervention activities in case of Gram, Masur and Potato.

## **V. Ensuring availability through Essential Commodities Act**

The Essential Commodities Act (EC Act), 1955 and the Prevention of Blackmarketing and Maintenance of Supplies of Essential Commodities Act (PBMMSEC Act), 1980 provide the legislative and administrative foundations to the Government to regulate prices, production, supply, distribution etc. of essential commodities for maintaining or increasing their supplies and for securing their equitable distribution and availability at fair prices.

PBMMSEC Act, 1980 is complementary to the EC Act, 1955. It is implemented through the State Governments/UT Administrations for preventing the illegal and unethical trade practices, profiteering, hoarding and black-marketing of essential commodities, etc. by ordering preventive detentions for six months of persons involved in such activities.

The following actions were undertaken by the ECR&E Division during 2025:

1. Series of meetings were held with traders, millers, importers, and organized retail chains to disclose their stock holding of pulses on the stock disclosure portal <https://fcainfoweb.nic.in/psp/> on weekly basis.
2. Meetings were held with organised retail chains to review the gap between mandi prices and retail prices of pulses and retailers were urged to pass on the benefit of declining mandi prices to the consumers.
3. During the period of Operation Sindoor, series of meetings were held with State Governments and District Administrations of border districts to take proactive

measures to dispel misinformation on availability of essential commodities and prevent hoarding and black-marketing of essential food items.

4. The stock of pulses with various entities, viz., traders, importers, millers, organised retail chains etc. have been continuously monitored the online stock disclosure portal <https://fcainfoweb.nic.in/psp/> Similarly, the actions taken by State Governments and UT Administrations against hoarders and black-marketers are continuously monitored through online portal <https://fcainfoweb.nic.in/ecre>.

5. The 22nd Meeting of the Committee on cartelization/hoarding of food items was held on 13 November 2025 under the Chairpersonship of the Secretary (Consumer Affairs) to discuss the current scenario surrounding various essential commodities viz. pulses, onions, potatoes and tomatoes.

## **VI. Bureau of Indian Standards**

- **Standards Formulation**

1. **Standardization Cells and Annual Programmes for Standardization**

a. A series of joint meetings and webinars with Standardization Cells of Ministries and Industry Associations were conducted to review achievements under APS 2024–25 and to prepare inputs for APS 2025–26. Physical meetings were held on 17 Jan 2025 (Food, Chemical, Textile and allied depts) and 21 Jan 2025 (Electrical and Electrotechnical Engineering depts), followed by a webinar on 04 Feb 2025 for those who could not attend. Further meetings with Central Government Ministries were conducted at BIS HQ on 05 Mar (Mechanical, Civil, Metallurgical and allied depts), 06 Mar (Food, Chemical, Textile and allied depts), and 07 Mar (Electrical and Electrotechnical Engineering depts) 2025, and with Industry Associations on 10 & 11 Mar 2025. Invitations and press releases were issued to encourage participation. The final Annual Programme for Standardization (APS 2025–26) was printed and circulated to all Ministries and Departments. Additional capacity-building and coordination webinars were organized on 16 July 2025 (Industry Associations – 112+ participants, chaired by DG, BIS) and 24 July 2025 (Ministries – 136+ participants from 39 Standardization Cells). Participants were updated on BIS initiatives and a quarterly report proforma was shared. Discipline-wise workshops are also conducted internally on 03 March 2024 and 07 March 2024, covering inputs to APS 2025–26, participation as experts in ISO/IEC projects, Smart Standards, and training modules for State Government officials.

b. New Standardization Cells were created and operationalized in Ministry of Petroleum and Natural Gas & Department of Food and Public Distribution, Ministry of Consumer Affairs

- c. A webinar with large-scale industries and faculty of MoU partner institutes was conducted on 25 August 2025, chaired by DG, BIS, to encourage participation as experts in ISO/IEC projects. Participants were briefed on standardization processes and projects related to ETD, LITD and MHD departments. Letters were sent to 200 Industry Associations to participate and engage in BIS initiatives such as Manak Manthan, Manak Samvaad, Standards Watch etc.
- d. International and outreach activities were carried out, including a lecture to the ISO Education about Standards (EaS) community on the BIS Education Outreach Programme on 03 September 2025, and a presentation on the BIS Standards Formulation Process to a Tanzanian delegation on 11 September 2025. A bilateral meeting with DIN (Germany) was attended on 07 October 2025 in collaboration with IRD to discuss the strategy for adoption of the NAUTOS database by BIS. It was decided that a trial version of the NAUTOS app would be provided to BIS for hands-on experience.
- e. The project for Impact Assessment of Transformative Initiatives of BIS was allocated to IIM Kozhikode as per the decision of the competent authority. The contract is signed and multiple coordination interactions were held with IIM Kozhikode, including video conferences on 06, 12 and 13 June 2025, during which detailed briefings on BIS overview, standardization processes, reforms and management system certification activities were provided to guide the impact assessment study. A further VC was held on 13 August 2025, followed by an in-person meeting on 17 September 2025, to address and resolve queries raised by IIM Kozhikode in connection with the study of BIS's transformative journey, and latest meeting in 27 Nov 2025 for reviewing the progress.
- f. BIS organized monthly national-level quizzes for students of MoU partner institutes from June 2025, aligned with various occasions. Participation ranged from over 1,000 to nearly 3,400 students per quiz, with study materials including Standards Watch videos, Manak Samachar newsletters, BIS Acts and Regulations, Consumer Protection Act, ISO/UNDP PAS 53002:2024, IS/ISO 15392:2019, and other standardization resources. Few occasions wise quiz details include, World Consumer Rights Day (15 March 2025) – 3,394 students from 78 MoU colleges; top winners awarded cash prizes (Rs 25,000 for first prize, Rs 20,000 for second, Rs 15,000 for third, and Rs 5,000 consolation prizes). National Standardization and Conformity Assessment Ecosystem (17 May 2025) – over 1,000 students participated. Independence Day 2025 – 1,670 participants. World Rivers Day (28 September 2025) – 2,103 participants, United Nations Day (24 October 2025) – 1,663 participants, Constitution Day (26 November 2025) – 1,509 participants. All quizzes emphasized learning through standards, sustainability, consumer rights, and the national standardization ecosystem, and winners were declared on the BIS quiz portal.

## 2. Academia Collaboration and Educational Outreach

- a. **New MOUs:** BIS signed seven new MoUs with premier institutions (IIT Tirupati, IIM Nagpur, IIT Bhubaneswar, NIT Warangal, IIFT Delhi and Sher-e-Kashmir University of Agricultural Sciences and Technology, VNIT Nagpur) to strengthen academic and research collaboration taking total MOUs to 97.
- b. **Start-up Meets:** A series of BIS-Start-up/Innovators Meets were conducted at premier institutions to promote the role of standards in the start-up ecosystem. The meets were held at, IIT Madras on 19 March 2025, with 70 participants from various start-ups, IIT BHU on 17 April 2025, with around 80 participants including faculty, research scholars, innovators, and students, IIT Bombay on 16 May 2025, with more than 100 startups and entrepreneurs, IIT Kanpur on 26 June 2025, with over 50 startups and entrepreneurs, Sri Sairam Engineering College on 11 August 2025, with 100 start-ups, organized in collaboration with the Sri Sairam Techno Incubator Foundation. Participants actively engaged in discussions and interactive sessions on how standardization can enhance product quality, consumer trust, market access, and foster collaboration between start-ups, academia, and BIS.
- c. **Course Integration:** Integration of the Basic Module on Standardization in the engineering curriculum of more than 25 institutes done with collaboration of the MOU partner institutions.
- d. Annual conventions and capacity-building programmes were organized to strengthen the participation of academic leaders and faculty in standardization and sustainability initiatives. The Annual Convention of BIS Standardization Chairs/Nodal Faculty was held at Indore on 08–09 April 2025, with 63 participants from 58 institutions, encouraging their involvement in BIS Technical Committees, R&D projects, and international standards work.
- e. Discipline-wise conventions and workshops were conducted for Deans, HoDs, and Nodal Officers of MoU partner institutions in Environment Sciences, Management, Agriculture, and Biomedical disciplines. Key events included, Environment convention from 27–28 March 2025 in Goa where 45 delegates from 32 institutions attended, Management convention at Puducherry (24–25 April 2025) where 26 faculty from 22 institutions, and Biomedical convention (31 January 2025) with 36 faculty from 30 institutions attended. All conventions focused on promoting participation in technical committees, BIS R&D projects, and international standardization activities. An academia collaboration workshop on Sustainable Development was conducted at IIT Roorkee on 27 February 2025, which included, Felicitation of online quiz competition winners, Talks on sustainability in standards, Role of academia in sustainability, Strengthening BIS-Academia collaboration, Overview of IEC General Meeting scheduled for September 2025.
- f. Additional faculty capacity-building initiatives included a sensitization programme at IISc Bangalore (05 May 2025) and approval of collaboration with

BITS Pilani for an entrepreneurship event in Jaipur (April 2025). In collaboration with Andhra University, BIS organized a 3-day Faculty Development Program (19–21 August 2025) on Standardization, Conformity Assessment, and product testing at the industry level. The program included industry exposure visits across three key disciplines: Electrical, Chemical, and Metallurgy/Civil allied disciplines.

- g. BIS supported and sponsored national-level academic events, including conferences at Thapar Institute of Engineering & Technology (Patiala), NIT Trichy, IIT Indore, BITS Pilani, NIT Patna and Start-up TN, promoting research discussions on sustainability and standardization.
- h. Under the BIS–Academia Collaboration (2024–25), the Award of Excellence was conferred on the following five MoU partner institutes, Dr B R Ambedkar National Institute of Technology, Jalandhar, Sri Sai Ram Engineering College, Chennai, PSNA College of Engineering and Technology, Dindigul, Tamil Nadu, Indian Institute of Technology, Roorkee, and Sri Venkateswara College of Engineering, Chennai. During the World Standards Day 2025 celebration, awards were also presented for outstanding work in Sectional Committees, Best Course Integration in a MoU partner institutes, Best write-up for the competition conducted during IEC GM 2025, etc during the World Standards Day 2025.
- i. **Technical Sessions:** A structured schedule for Online Technical Sessions for MoU partner institutes was prepared, starting 27 October 2025, with three sessions per discipline (MCM, EEE, FCT) conducted thrice a week (Monday–Wednesday). The sessions were launched as planned, with 78 sessions scheduled in the first round to be completed by 20 January 2026, and 51 sessions have already been conducted till 03 Dec 2025.
- j. **Student Chapters:** BIS has established over 400 discipline-wise Student Chapters in MoU partner institutes, each receiving annual funding of ₹1 lakh to conduct activities aligned with BIS objectives. Students participate in exposure visits, internships, case studies, and pre-standardization studies, undertaking scientific analysis and submitting reports within three months. Currently, 432 Case Studies (Standards-in-Action) and 333 Pre-Standardization Studies (based on SNAP 2022–27 and APS inputs from central government ministries/departments) have been floated for Student Chapters. Mentors assign studies via the portal, with reference materials such as factory visit questionnaires, reference studies, and Terms of Reference provided to support students and mentors. Currently 121 Case Studies and 81 Pre-standardization Studies are underway.
- k. **Mentor Workshops:** BIS conducted a series of workshops for Mentors of Student Chapters of MoU partner institutes to guide them in managing student chapters, conducting case studies, and pre-standardization studies, and leveraging BIS support. In the first workshop conducted on 30 July 2025 at NITS, over 95 faculty members from 38 institutes participated. In the second

workshop on 28 August 2025, 34 mentors from 17 institutes attended with discussions focused on the action plan for student chapter activities and mentor roles. In the third workshop held on 08 October 2025, 46 mentors from 25 institutes attended, continuing discussions on the action plan and mentoring responsibilities. The workshops aimed at strengthening mentorship and ensuring effective functioning of Student Chapters across MoU partner institutes.

3. **R&D Projects** Significant progress was made in the R&D projects, with total of 283 projects floated and 172 awarded. Final project reports of 122 projects from Phase I to Phase IV are received and under review for standard formulation/revision, currently 38 projects already floated in Phase IV.
4. **Manak Manthan:** - More than 350 Manak Manthan programs conducted across the country at BOs for effective dissemination of information on latest Standards, Amendments, Draft Standards, etc. engaging all the stakeholders at the Branch level and comments received are shared with concerned technical departments for incorporating them in the Indian Standards.

### **Conformity Assessment**

- **Product Certification:** BIS operates a Product Certification Scheme under the Bureau of Indian Standards Act, 2016 and the Rules, Regulations framed thereunder. The product certification scheme is primarily voluntary in nature. However, as on date 736 products have been notified by various Line Ministries/Regulator through issuance of 156 Quality Control Orders.
- In addition to this, a horizontal QCO with title Safety of Household, Commercial and Similar Electrical Appliances (Quality Control) Order, 2024 has been notified by DPIIT under Scheme-I. This QCO is applicable to all electrical appliance intended for household, commercial or similar application with rated voltage not exceeding 250 V for single-phase appliances and 480 V for other appliances including direct current supplied appliances and battery-operated appliances and at present includes 90 electrical items as an illustrative list.
- Further, during the period 01 April 2025 to 20 November 2025, **6230** new licences were granted which include **77** products covered for the first time under Scheme-I.
- The total number of products covered under product certification scheme: **1431**.
- The total number of operative licences, held by **domestic manufacturers** as on date: **51144**.
- **Foreign Manufacturer's Certification Scheme (FMCS):** The total number of operative licenses are 2484 against 313 different standards from 61 countries. Total 523 licenses have been granted since 01 April 2025.
- **Compulsory Registration Scheme (CRS):** A total of 3229 licenses were granted and 5608 requests for inclusion were approved under CRS during the period 01 Apr 2025 to 20 Nov 2025. These applications comprised both Indian and foreign manufacturers.

## **Hallmarking**

- BIS has introduced Mandatory Hallmarking Unique Identification (HUID) for silver jewellery with effect from 1 September 2025, marking a major step towards strengthening consumer protection and curbing fake hallmarking practices. Importantly, while the **BIS Silver Hallmarking Scheme remains voluntary, the HUID marking has been made mandatory for hallmarked silver articles**. Since the rollout of the silver HUID portal, more than 16 lakh silver jewellery pieces have already been hallmarked with HUID. The 925 and 800 purity grades account for nearly 90% of all hallmarked items to date. Consumers can verify the HUIDs of both gold and silver jewelleries/ artifacts in BIS care App.
- Amendment to Quality control order for mandatory hallmarking of gold jewellery/artefacts has been issued on 31 July, 2025 by the Govt. of India which has increased the number of districts covered under mandatory hallmarking from 361 districts of the country to 373 districts where there is at least one Assaying and Hallmarking Centre
- Based on the demand from the market, one more purity grade of gold that is 9k/ 375 fineness has been add to the existing purity grades.
- On 01 November 2025, BIS launched a pilot project to capture photographs of gold articles, images of the article with the HUID mark, and the individual weights of each item. The pilot has commenced with 25 Assaying and Hallmarking Centres (AHCs) across the country to assess the capability of the system with the newly introduced provisions and to resolve in- process issues before making it Pan India across all AHCs. This new provision in the Gold Hallmarking Scheme will ensure that the jewellery actually hallmarked is the same jewellery that reaches the consumer, thereby enhancing consumer confidence in hallmarking. It will also play a significant role in curbing instances of fake hallmarking. The project has been running successfully since 1st November 2025, and to date, over 3 lakhs gold articles have been hallmarked under this initiative.
- During the current year, the number of BIS Registered jewellers have grown from 1,96,448 to 2,10,802 while the number of BIS recognized Assaying and Hallmarking centres have reduced from 1602 to 1590. 30 Off-Site Centres were also recognized during the period. During the same period, 12.43 crore articles of gold and silver jewellery/artefacts have been hallmarked.
- Hallmarking of gold Bullion in the fineness of 999 & 995 as per IS 1417:2016 was started in October 2015. Under this scheme, so far, 65 licences have been granted to refineries/ India Government Mint for Gold bullion and coin as on 25 November, 2025.
- Under the Plan Scheme for Hallmarking, during the current year, 09 AHCs were provided Central Assistance for setting up the centre in deficient location.
- **Management Systems Certification** - As on 25 October 2025, a total of 1501 operative licences exist under the Management systems and process certification schemes.

## **Laboratory**

- Testing remains a core pillar of BIS's conformity assessment framework, ensuring that consumer and industrial products conform to the requirements prescribed in

relevant Indian Standards. BIS operates ten laboratories across the country i.e. Central Laboratory; four Regional Laboratories at Chennai, Kolkata, Mohali and Mumbai; and five Branch Laboratories at Bengaluru, Guwahati, Patna, Jammu and Hyderabad which are supporting testing in chemical, electrical, mechanical, microbiological and textile domains. Gold Assaying & Hallmarking laboratories also function at Sahibabad, Kolkata, Mumbai, Bengaluru, Patna, Chennai, Jammu and Hyderabad.

- To ensure international equivalence, BIS laboratories continue to operate in alignment with ISO/IEC 17025. BIS also recognises **409** outside laboratories and has **318** specialized Government laboratories empanelled, of which **108** are active on LIMS. These external laboratories supplement BIS's capacity where it is not economically feasible to develop in-house test capability.
- **Test Facilities Developed:-** During 2025, BIS laboratories significantly expanded their testing capabilities across diverse product categories. As reported month-wise:
  - Over **40** complete test facilities were newly created across ERL, NRL, SRL, CL, BNBL and other labs. These include critical products such as HDPE/PP woven sacks, disposable diapers, PVC-U threaded column pipes, sodium bichromate, disinfectant fluids, polypropylene sheet products, cable-related tests, stainless-steel infant feeding bottles, cement-related plywood tests, laminated woven sacks, footwear, and more.
  - More than **20** partial facilities were upgraded to complete, including AAC blocks, sanitary napkins, footwear, HDPE/PP woven sacks for various commodities, leather protective footwear, and IS 302 Part 1 for electrical safety.
  - New domains highlighted in the GC presentation such as Digital Television Receiver (IS 18112), CCTV cybersecurity, Note Sorting Machine performance, and Cotton bale testing were also operationalised during the year.
  - These developments supported the implementation of several Quality Control Orders (QCOs) and strengthened BIS's ability to test emerging product lines.

### i. Modernisation of BIS Laboratories

A comprehensive modernisation drive continued during 2025, focusing on equipment procurement, infrastructure improvements, and automation.

- Major procurement initiatives (including advanced equipment such as DSC analysers, Spark-OES, ICP-MS, UV-Visible systems, micro-ohm meters, endurance testers and environmental chambers) were progressed across labs, amounting to investments exceeding **₹10 crore**.
- More than **40** laboratory equipment across all BIS labs were automated during Jan–Nov 2025, including tensile machines, turbidity meters, weatherometers, burettes, power analyzers, dispensers, and data loggers. This significantly improved test accuracy, reduced manual handling and enhanced throughput.
- Infrastructure improvements undertaken across labs included renovation of testing halls, refurbishment of sampling areas, installation of lifts, new electrical

systems, improved ventilation, workstations and storage units. CCTV systems in all BIS labs were brought under a centralised live monitoring platform.

- BIS laboratories also advanced automation in sample preparation and test operations, reducing errors and increasing efficiency.

## **ii. Integration of Testing Equipment with the Laboratory Information Management System (LIMS)**

- BIS has initiated the integration of laboratory testing equipment with the LIMS portal to automate real-time capture of test results, eliminate manual data entry, and reduce human error. The system also performs automated calculations based on formulas specified in Indian Standards, ensuring accuracy, consistency, and regulatory compliance.
- So far, **181** instruments have been integrated, enabling faster and more reliable test reporting. BIS now plans to extend this integration to equipment without digital output through customized IT tools and software upgrades, with the aim of achieving full transparency, data integrity, and enhanced operational efficiency across its testing ecosystem.

## **iii. Laboratory Recognition Scheme (LRS) Activities**

The Laboratory Recognition Scheme continued to expand its footprint during 2025.

- More than **50** private laboratories were newly recognized in Jan–Nov 2025, and **40+** Government laboratories were empanelled, including several IOCL laboratories, Textile testing facilities, and research institutions.
- Recognitions covered a broad spectrum mechanical, chemical, electrical, textile, polymer and metallurgical domains.
- The scheme strengthened recognition for critical areas such as CCTV cybersecurity (ERs) and digital television receiver testing, enabling rollout of national-level regulatory orders.

## **iv. Skill Development Activities**

In alignment with BIS's mandate of capacity enhancement:

- Laboratories conducted Capsule Courses, Certificate Courses, and specialised training sessions for industries across sectors such as packaging, footwear, textiles, cables, electrical appliances, metals, polymers, and more.
- More than **20** capsule courses and several certificate courses were organised during 2025.

- Laboratories continued to serve as learning centres by organising exposure visits and hands-on demonstrations for students, industry personnel, and stakeholders under various QCOs.

## **v. Training and Exposure of BIS Personnel**

To enhance in-house capability:

- BIS labs organised one-day technical conclaves on testing of cement, plywood, pavers, footwear, gold, steel, and other products, with participation from equipment manufacturers and industry experts.
- Numerous exposure visits were undertaken to prominent laboratories of large manufacturers, reputed national laboratories, and international facilities to identify advanced automation and testing technologies.
- BIS officers contributed technical insights to Standard Formulation Committees through Manak Manthan sessions with industry and laboratories.

## **vi. Events of National Importance**

BIS laboratories actively supported national outreach initiatives including:

- QCO sensitisation programmes for footwear, textiles, utensils, fasteners, medical devices, and electrical appliances.
- Region-wise awareness programmes in partnership with TIC Council and CII, highlighting testing needs, regulatory compliance, and technical requirements.
- Technical seminars, including the national event “Labs for a Greener Tomorrow: Innovating for Sustainability and Climate Action” held in Bengaluru.
- These initiatives strengthened industry preparedness and enhanced national quality infrastructure awareness.

## **vii. Support to Other Government Laboratories**

BIS continued its large-scale support programme for strengthening national testing capability:

- Projects worth **₹347.57 crore** were approved for enhancing testing infrastructure at NPL, NTH, FSSAI, Textile Committee and other organisations.
- Additional projects worth **₹78.06 crore** remained under consideration for high-end metrology, solar module testing, cable testing, and specialised analytical laboratories.

- Through these initiatives, BIS contributed significantly to creating long-term national capacity in critical testing domains.
- **Information Technology Services**
  - i. **OSD module of Standards Portal:** The Online Standards Development (OSD) module of Standards Portal was launched by Hon'ble Minister of State for MoCAF&PD on World Standards Day. It is the core innovation within the BIS Portal, designed to revolutionize how India formulates its standards. It transforms the drafting process from a manual, fragmented system into a collaborative, transparent, and efficient digital workflow. With features like real-time collaborative editing, structured templates, support for multimedia elements, and a robust comment-and-review mechanism, the OSD module ensures inclusivity by allowing diverse stakeholders ranging from technical experts to MSMEs and academia to actively contribute. Its track changes functionality and export options (Word, PDF, XML) further enhance transparency and ease of publishing. By enabling faster approvals, broader participation, and seamless documentation, the OSD module positions India at par with global leaders, while adding unique, scalable features suited for India's diverse ecosystem.
  - ii. **XML Conversion of Indian Standards:** BIS initiated XML Conversion of Indian Standards. XML conversion will transform Indian standards into a complete digital document that can lead to Smart and machine-readable standards. It also facilitates enhanced search mechanisms and content discovery for the stakeholders. All existing Indian Standards and future Indian Standards will be converted into XML and ePUB as part of this project. Further, all existing Indian Standards and the future Indian Standards will be made accessibility enabled as part of this project.
  - iii. **Web Portal for Conformity Assessment Schemes of BIS:** The Web Portal for Conformity Assessment Schemes of BIS enables domestic manufacturers to apply online for **Grant of Licence (GoL)** for use of the Standard Mark (ISI). It also facilitates application submission, processing and grant of licence, operation of licence including **Factory/Market Surveillance, licence renewals, and performance review**. The portal is also Integrated with **GeM**, ensuring that only genuine BIS-licensed manufacturers can list their certified products on the marketplace. (List out 3, 4 important features those have been added to the portal in 2025.)

**Key Enhancements introduced:**

- a. Applicants can submit the application for Scheme-X.
- b. Applicants can edit their profile requests online, which will be approved or rejected after review at the BIS end.
- c. Applicants can submit factory test reports, and licensees can submit consignee details in Excel format in addition to the one-by-one submission.
- d. Foreign licensees can submit the consignment details with the mapping of the MTC ID.

- ii. **Standards Promotion Portal:** Standards Promotion Portal is in operation for keeping reports and records of Standard Promotion Activities being carried out by BIS. The Following new modules were introduced in the portal in FY 2025-26
    - . A new module was developed for managing Student Chapters created in the education institutes having MoU with BIS. The module has provisions for record keeping of Student Chapters and allocation of Case Studies and Pre-Standardization Studies.
    - a. Graphical reports on Quality Connect campaign.
    - b. Stakeholder contact list for running Whatsapp campaigns.
  - iii. **Complaints and Enforcement Portal:** The Complaints and Enforcement portal is in operation for managing the Complaints handling and Enforcement related activities of BIS. The Complaints portal is also integrated with National Consumer Helpline (NCH) portal to receive complaints registered through NCH. In the year 2025-26 (till date) 1328 complaints were received through the Complaints portal. Further following new provisions were introduced in the complaint portal: -
    - c. Assigning priority to a complaint as High or Normal. High priority complaints are color coded.
    - d. Identify a licence number in the complaint details and show the licence details accordingly.
    - e. Provision to filter complaints based on priority.
- Enforcement Portal facilitates workflow of enforcement case generation and record keeping of outcome of the enforcement activity, including decisions of the CA/Courts, details of penalties imposed, etc. The portal is linked with Complaints portal to provide data on complaints which resulted into an enforcement raid. In the year 2025-26 (till date), 200 enforcement cases were entered in the portal.
- vi. **BIS CARE App:** BIS CARE app is available for consumers and other stakeholder on both Android and iOS platforms. This app provides consumers provisions to verify authenticity of BIS Standard marks by entering licence number/Registration number and also the veracity of hallmarked gold/silver articles using HUID. A new Query module was incorporated in the BIS Care app to enable users to raise their queries with BIS and get a resolution in a time bound manner. BIS Departments can view and address the queries using the Standards Promotion Portal. The BIS Care App has over 11M+ downloads across Android and iOS platforms.
  - vii. **International Relations (IR) Portal:** A portal has been launched to catering to the various International Relations activities carried out by BIS. The portal facilitates balloting on International Standards/Proposals/Projects, submission of new work items, receiving proposals for delegates for international meeting, hosting of international meetings in India, processing of applications pertaining

- to World Manufacturer Identifier (WMI), Registered Application Provider Identifier, Issuer Identification Number (IIN), etc.
- viii. **Hallmarking Portal:** The Hallmarking Portal supports end-to-end hallmarking activities for Jewellers and Assaying & Hallmarking Centres (AHCs). AHCs use the portal for recognition and renewal applications, while Jewellers submit article hallmarking requests that AHCs process through steps defined in Hallmarking Rules (purity verification, testing, marking). BIS officers monitor AHC operations and compliance through integrated dashboards and tools.

**Key Enhancements Introduced:**

- a. **Photograph capture of hallmarked articles (pilot project):** With this feature, the AHCs capture the photographs of the hallmarked articles and the consumers can verify and see the image of the hallmarked articles in BIS Care App.
- b. **Online surveillance module:** This module helps BIS officials for planning and monitoring AHC activities.
- c. **Auto-renewal module:** A feature through which the renewal applications submitted by AHCs are automatically renewed (provided there are no pending actions at AHC end).
- d. Provision for Silver HUID marking is also incorporated in the portal.

**CONSUMER AFFAIRS & PUBLIC RELATIONS**

- 249 Standard Promotion programmes were organized by Regional Offices / Branch offices throughout the country during 01 April 2025 to 24 November 2025 for Consumers.
- 340 Standard Promotion Activities with Industry activities, including for awareness programs for Jeweller/Artisans were conducted during April 2025 to 24 November 2025.
- BIS organized 5416 activities for students and faculty of colleges and technical institutes during 01 April 2025 to 24 November 2025.
- During 01 April 2025 to 24 November 2025, BIS conducted 136 Standard Promotion activities with Government as the primary stakeholder.
- State Level Committees on Standardisation (SLCS) have been established in all States and Union Territories, except Lakshadweep. Meetings of the SLCs have been conducted in all States and Union Territories with the exception of Arunachal Pradesh, Chhattisgarh, Madhya Pradesh, Manipur, Telangana, Tripura and Dadra & Nagar Haveli and Daman & Diu. These Committees have been constituted with the objective of promoting the adoption of Indian Standards as a means to strengthen the national quality ecosystem and safeguard consumer interests. These Committees play a vital role in ensuring active participation of the States and Union Territories in the formulation, implementation, and wider use of standards across sectors.

- Since the inception of the initiative to till date (as on 24 November 2025), a total of 10393 Standards Clubs has been established across the country and 15934 Standards Club activities have been conducted.

## **VII. National Test House**

**1. Overview:** National Test House (NTH), established in 1912, is India's premier scientific institution for Testing, Calibration, and Quality Evaluation under the Department of Consumer Affairs. Through its nationwide network of laboratories, NTH supports consumer protection, industrial quality, and regulatory compliance. During 2025, NTH focused on modernization, expansion into emerging technologies, digital transformation, and capacity building, in alignment with the national priorities of *Make in India*, *Atmanirbhar Bharat*, and *Viksit Bharat*.

### **2. Performance Highlights:**

**Financial and Operational Performance (FY 2024–25 to FY 2025–26 up to November 2025):**

- Samples tested: **29,922**.
- Revenue generated: **₹32.01 crore**, registering **11.88% growth**.
- Revenue credited directly to **BharatKosh** through commercial testing and calibration.
- Targeted revenue for FY 2025–26: **₹80 crore**.

The increase in revenue reflects higher-value testing, diversification of services, and improved operational efficiency.

### **3. Major Infrastructure and Technology Expansion:**

To address evolving industrial and regulatory needs, NTH initiated and progressed several strategic projects:

- **Electric Vehicle (EV) Battery Testing**  
Advanced EV battery and charging-station testing facilities are being developed at **Kolkata, Mumbai, and Bengaluru**. Key equipment has been procured, and laboratory construction at Bengaluru (RRSL premises) is underway.
- **Drone (UAS) Testing Facility – Ghaziabad:**  
A dedicated Unmanned Aircraft Systems testing facility is being established. Major equipment has been procured, partial testing has commenced, and full commissioning is targeted within the current financial year.

- **Integrated Power Transmission & Distribution Test Facility – Jaipur**  
A major integrated test facility is under development at RIICO Industrial Area, Manda, Jaipur, recently comprising an additional land area of 4,060 sq. mtr. over an existing 10,000 sq. mtr. Land to support transmission line and power equipment testing.
- **Aerospace Components Testing – Bengaluru**  
A proposed advanced facility to support India's growing aerospace sector by enabling international-standard testing, accreditation, and OEM compliance.
- **Short Circuit Test Facility – Chennai**  
A proposed Government short-circuit testing laboratory for transformers and power equipment, catering to Southern India and addressing a long-standing national gap.
- **Food and Organic Food Testing Facilities**
- Organic food testing facilities to be established in phases, beginning at **Ghaziabad, Jaipur, and Guwahati**, where partial testing has already commenced.
- A comprehensive food testing laboratory at **Kolkata** (estimated cost ₹13 crore) is under construction.
- **Renewable Energy and Electrical Testing**
- Solar PV Module Test Facility (Ghaziabad) for modules up to 1000W.
- Augmentation of HT Cable Testing facilities (Ghaziabad) to meet Quality Control Order requirements
- **Digital Transformation:** - Implementation of the **Laboratory Data Acquisition System (LDAS)** enables automated real-time data capture, MIS integration, e-signed tamper-proof test certificates, reduced turnaround time, and enhanced data integrity.

#### **4. Strengthening Regional Laboratory Capabilities**

During the year, regional laboratories significantly expanded their testing scope and infrastructure:

- Introduction of new chemical, mechanical, civil, electrical, microbiology, NDT, and RPPT testing parameters.
- BIS recognition for products such as HDPE pipes, paving blocks, cables, rubber hoses, lighting products, gypsum ceiling tiles, railway components, safety footwear, and construction materials.
- First-time testing support for defence and aviation equipment, including aircraft jacks and hydraulic systems.
- Development of testing facilities for sustainable and recycled construction materials.

These enhancements improved national testing capacity and reduced dependence on private or overseas laboratories.

## **5. Skill Development, Training, and Knowledge Sharing**

NTH continued to strengthen human resources and national capacity through:

- Training programs in calibration, testing methodologies, and laboratory quality systems.
- Apprenticeship and internship programs for engineering and science students.
- Capsule courses and workshops for BIS, utilities, CPWD, and industry professionals.
- Participation in national and international conferences, laboratory congresses, and technical summits.

These activities enhanced technical competence, promoted standardization, and fostered industry-academia collaboration.

## **6. Outreach, Consumer Awareness, and Public Engagement**

Key outreach initiatives included:

- Mobile water testing camps across multiple regions to promote safe drinking water.
- Participation in consumer awareness exhibitions, fairs, and educational outreach programs.
- Celebration of **World Consumer Rights Day**, **International Women's Day**, **International Day of Yoga**, and national cleanliness campaigns.
- Quality awareness initiatives during major national events, including **Mahakumbh 2025**.

## **7. Governance, Accreditation, and Recognition**

- Successful NABL assessments, surveillance audits, and accreditation activities across laboratories.
- Executive Committee meetings and regular reviews by the Department of Consumer Affairs.
- Recognition for effective implementation of **Rajbhasha Hindi**.
- Active engagement with BIS, ministries, academic institutions, and industry stakeholders.

In 2025, National Test House achieved strong revenue growth, expanded its testing and calibration capabilities, and advanced major infrastructure projects in emerging technology areas. Through digitalization, skill development, and nationwide outreach,

NTH reinforced its role as a cornerstone of India's quality infrastructure, contributing to consumer protection, industrial competitiveness, and national self-reliance.

## **VIII. Legal Metrology**

The Legal Metrology Act touches the daily life of every citizen. It ensures that every sale - whether it is a litre of petrol, a packet of rice, or a piece of equipment - is based on fairness and accuracy in weights and measures. For consumers, it guarantees they get what they pay for. For businesses, it provides clear rules and an organised framework for trade.

While protecting consumers is our prime duty, we also recognise that laws should not place unnecessary burdens on genuine businesses. Minor or technical lapses should not lead to fear of imprisonment. This is the approach behind the Jan Vishwas reforms. In 2023, seven provisions of the Legal Metrology Act were decriminalised. The Jan Vishwas (Amendment of Provisions) Bill, 2025 goes further, replacing imprisonment with monetary penalties and improvement notices in certain sections. The aim is simple to encourage compliance and correction for small mistakes, while keeping a strict watch on deliberate fraud.

Also, Legal Metrology plays a crucial role in fostering innovation, entrepreneurship, self-reliance, and economic participation in India. It does this by ensuring fair and accurate measurements, which builds trust in the marketplace and creates growth for businesses. This is aligned with the national visions of Startup India, Make in India, Aatmanirbhar Bharat, and Viksit Bharat.

### **Key Highlights of major reforms and achievements in Legal Metrology**

#### **New Rules for Weighing and Measuring Instruments:**

- Moisture meters (to ensure fairness in agriculture and grain trade)
- Radar speed measuring equipment (for accurate traffic enforcement)
- Gas meters (for domestic, commercial and industrial use)
- Breath Analyser

These new rules help improve safety, accuracy, transparency, and consumer confidence, while aligning with OIML standards.

#### **eMaap Portal: Digital Integration of Legal Metrology (Empowering Consumers and Streamlining Governance Digitally):**

eMaap portal is under implementation to integrate all the State legal metrology portals in one as National Legal Metrology Portal. The 'eMaap' will include all functions of Legal Metrology including enforcement to get a unified database.

- **For consumers:** It provides a transparent legal metrology system, allowing easy access to the verification certificates to ensure that the equipment are correct and will promote awareness among all consumers about their rights and responsibilities.

- For traders and industries: It will ease compliance burdens, reduce paperwork and ensure timely adherence to the provisions of the Legal Metrology Act, 2009 and Rules made thereunder, creating a transparent and conducive business environment.
- For Legal Metrology Officials: It will simplify procedures such as issuing, renewing and amending licenses, as well as handling verification & stamping of weighing & measuring instrument, registration certificates and appeals, etc.

#### **Decriminalisation of Legal Metrology Act, 2009 and EoDB:**

- Jan Vishwas amendment, focused on decriminalization of the Legal Metrology Act, 2009, by converting imprisonment terms into monetary fines for most first and second offenses
- The Department of Consumer Affairs in the Jan Viswas 1.0 decriminalized 7 sections of the Act where the imprisonment was replaced by monetary penalty.

#### **Ensuring Fair Market Practices and Consumer Protection:**

##### **Government Approved Test Centre (GATC)**

- The Department of Consumer Affairs has announced significant amendments to the Legal Metrology (Government Approved Test Centre) Rules, 2013, which substantially expand and clarify the scope and operations of Government Approved Test Centres (GATCs).

The objectives of these rules aimed:

- To strengthen verification infrastructure for weights and measures nationwide,
- Ensure proper regulatory oversight and quality standards, and
- Facilitate better coverage and accessibility of verification services.
- The GATC rules provide benefits to industries by introducing private sector verification services that operate parallel to state Legal Metrology Officers, which accessibility and operational efficiency.
- Major reforms in GATC Rules, 2013 have:
  - Expanded instruments covered for verification from 10 to 18 categories
  - Allowed participation of the private sector in verification
  - Increased accessibility, reduced waiting time and improved efficiency
  - Strengthened national verification infrastructure

#### **Enhancing Accuracy through Technology Adoption:**

- Regional Reference Standard Laboratories (RRSLs) are being equipped with software testing facilities to handle advanced, digital weighing instruments.
- Introduction of Software testing facility in RRSLs makes testing procedure of all the weighing and measuring instruments more effective.

### **Strengthening Ease of Doing Business through Legal Metrology Reform:**

- **Harmonization of the Legal Metrology (Packaged Commodities) Rules, 2011 with Medical Device Rules:** The labelling requirements under Legal Metrology have been harmonized with those specified in the Medical Devices Rules to ensure regulatory alignment and ease of compliance. The height of any numeral and letter to make declarations will be as per Medical Device Rule.

These measures balance consumer protection with reduced compliance burden for industry.

### **India Authorized to Issue OIML Certificates:**

India is now the 13th country globally authorized to issue OIML certificates, boosting international trust in Indian measurement systems and enhancing global trade opportunities.

### **Time Dissemination Project – “One Nation, One Time”:**

- The project aims to create technology and infrastructure to disseminate IST from five Legal Metrology laboratories across India.
- This precision is vital for sectors such as navigation, telecommunications, power grid synchronization, banking, digital governance, and scientific research, including deep space navigation and gravitational wave detection.
- It aims to deliver Indian Standard Time with millisecond level accuracy from five RRSLs, ensuring national time synchronization for critical sectors.
- These rules synchronize communication networks, technological infrastructure, and public services, enabling seamless interactions and enhancing economic efficiency.

### **Responsive Governance through Stakeholder Collaboration:**

- **Through Jan Sunvai** – the Legal Metrology Facilitation Helpdesk, we have established a digital grievance redressal and consulting platform, holding weekly sessions to resolve industry queries in real time with participation from State Legal Metrology Departments.
- 30 Sessions of Jan Sunvai – the Legal Metrology Facilitation Helpdesk were held from 20<sup>th</sup> May, 2025 onwards. Also, the Frequently Asked Question on Legal Metrology are available on Department’s website.

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