



# **CENTRAL CONSUMER PROTECTION AUTHORITY**

## **Annual Report 2022-2023**

Central Consumer Protection Authority (CCPA)  
Department of Consumer Affairs,  
Krishi Bhawan, New Delhi 110001  
<https://dca.gov.in/ccpa>

## **TABLE OF CONTENT**

<b>S.No.</b>	<b>Title</b>	<b>Page No.</b>
1.	Chief Commissioner's Statement	1-2
2.	Introduction	3-4
3.	Investigation and inquiries Ordered or undertaken by the Central Authority or the Director General or District Collector	5
4.	Orders passed by the Central Authority	6-14
5.	Power and Duties of the Central Authority under Section 18 i. Guidelines ii. Advisories iii. Inclusiveness of Stakeholder	15-16
6.	Execution of the Orders of the Central Authority and imposition of penalties	17
7.	Appeals	18
8.	Communication or References	19
9.	Administration and Establishment matters	20
10.	Consumer Awareness	21
11.	Budget and Accounts	22
12.	Right to Information Act, 2005 (RTI)	23
13.	Prevention of Sexual Harassment of Women at Workplace	24

## **CENTRAL CONSUMER PROTECTION AUTHORITY ANNUAL REPORT FOR THE YEAR 2022-2023**

### **Chief Commissioner's Statement:**

It is my privilege to present the Annual Report of Central Consumer Protection Authority for the year 2022-2023.

With a view to modernize the Consumer Protection Act, 1986 and to further strengthen the Act in an era of rising international trade, expanding global supply chains into India and the rapid development of e-commerce, the Consumer Protection Bill, 2019 was passed in the Parliament and after receiving the assent of the Hon'ble President, it was published in the official gazette on 09.08.2019.

This paved the way of enactment of the Consumer Protection Act, 2019 (ibid Act) which came into effect from 20.07.2020. It incorporates provisions to further strengthen consumer rights, such as establishment of a regulatory authority, namely, the Central Consumer Protection Authority (CCPA) also known as the Central Authority u/s 10 of the ibid Act to regulate matters relating to violation of consumer rights, unfair trade practice and false or misleading advertisement which are prejudicial to the interest of the consumers and to promote, protect and enforce the rights of consumers as a class.

The power of CCPA stipulated under the ibid Act include directions to recall, goods which are dangerous, hazardous or unsafe, reimburse the price of goods to the purchaser and discontinuation of practices prejudicial to consumer interest. With regard to false or misleading advertisement, CCPA is empowered to issue directions to discontinue or modify such advertisement and if necessary, impose penalty on the concerned entity.

Inter-alia, CCPA has undertaken measures for safeguarding consumer interests and protecting their rights under the ibid Act. This includes issuance of directions to e-commerce platforms and their sellers to recall total 5507 non-ISI mark domestic pressure cookers sold by them. Further, Guidelines have also been issued from time to time.

Additionally, the Guidelines for Prevention of Misleading Advertisements and Endorsements for Misleading Advertisements, 2022 were notified to ensure that consumers can make informed decisions based on factual information rather than false or exaggerated information.

Further, advisories with regard to sale of wireless jammers and sale & purchase of drugs under ayurvedic, siddha and unani category containing ingredients covered under Schedule-E of the Drug and Cosmetic Rules 1945 were also issued to safeguard consumers.

**Nidhi Khare**

## **INTRODUCTION:**

### **(i) Objective:**

To achieve the objective delineated in the Consumer Protection Act, 2019 (hereinafter referred as *ibid*), the Central Consumer Protection Authority was established on 24<sup>th</sup> July 2020.

The CCPA is entrusted to regulate the allocation of its business to protect, promote and enforce the rights of class of consumers in matters pertaining to violation of consumer rights, misleading advertisement and unfair trade practice.

The Central Authority is vested with the power to ensure that no person shall engage in any practice for the sale of goods and services in contravention of the provisions of the *ibid* Act or Rules and Regulations made thereunder.

Inter-alia, to exercise the powers vested with CCPA, various steps are being taken to foster the rights of consumers and accordingly safety notices, advisories and guidelines were issued from time to time.

### **(ii) Important Achievements:**

Several steps have been taken by the CCPA during the year 2022-2023, such as action against misleading advertisement, unfair trade practice and violation of consumer rights.

- a. CCPA issued directions to delist car seat belt alarm stopper clips from e-commerce platforms and issued communications to the Chief Secretaries and District Collector of the States and Union Territories to take appropriate steps in their jurisdiction to desist the manufacturing or selling of aforementioned products which puts the life and safety of consumers at risk.
- b. Further, compliance to discontinue the misleading advertisement of toothpaste and vision correction glasses was made on the Orders passed by CCPA in the previous financial year.

### **(iii) The Year in review:**

During the year 2022-2023, to exercise the powers vested with CCPA, proactive steps have been taken to safeguard the interest of consumers and foster their rights. These efforts resulted in the issuance of Notices, Orders, Guidelines, Advisories and Safety Notices.

### **(iv) Legislative Work:**

To protect and promote the rights of consumers as a class, CCPA has issued the Guidelines for Prevention of Misleading Advertisements and Endorsements for Misleading Advertisements, 2022.

**(v) Sector Wise Case instituted:**

To prevent and ensure that no person engages himself in the contravention of the provisions of the ibid Act, CCPA has issued 85 Notices to protect the rights and interest of consumers as a class. A broad sector wise classification is furnished hereunder:

S. No.	Nature	Sector	Category	No. of Notice Issued
1.	Misleading Advertisement	Electronics	Consumer Durables / Household Products	5
		E-Commerce and their sellers or Food/Health and Wellness	Food & Beverages	5
			Medical Product Consultation and Ayurvedic Products	10
			Cosmetic Products	14
		Coaching/Educational Institutes	UPSC Civil Services	9
			IIT JEE/NEET or Others	13
		Surrogate	Tobacco & Alcohol	5
2.	Unfair Trade Practice	Tour & Travels	Cab Aggregators or Travel Agency	3
		E-commerce	Sale of Hazardous Substance or sub-standardized products	3
		Departmental Store	Retail or Apps or website	3
3.	Violation of Consumer Rights	E-commerce	Sub-Standardized Products	3
			Automobile Products	5
		Company	Transport	3
4.	Misc.	Other		4
Total Notice issued during the year under review				85

**B. Investigation and inquiries Ordered or undertaken by the Central Authority or the Director General or District Collector:**

The Central Authority is empowered u/s 19(1) of the ibid Act to cause investigation by the Director General (Investigation) (DG) or the District Collector (DC) if there exists a prima facie case of violation of consumer rights, misleading advertisement and unfair trade practice. Hence, during the year in review, CCPA has caused investigation by DG in 18 matters, by District Collectors in 2 matters and by other sector regulators in 3 matters.

### C. Orders passed by the Central Authority:

The Central Authority u/s 20 and 21 of the ibid Act has passed total of 19 Orders in the matters where violation of consumer rights and interest in contravention of the provisions of Consumer Protection Act 2019 has been established. These orders directed the discontinuation or modification of misleading advertisements, reimbursement of the price paid, and recall of goods in instances of unfair trade practices. Additionally, orders were issued for delisting products in cases involving violations of consumer rights. Details and summary of these orders is tabulated below:

S.No.	Name of the Company / Manufacturer / Product	Case Summary – Issue & Held
1.	Clouddtail India Pvt. Ltd.	<p><b>Issue:</b> Proceedings were commenced against seller on the e-commerce entity for the sale of domestic pressure cookers that are not ISI certified and fail to meet the mandatory standards prescribed under the Domestic Pressure Cooker (Quality Control) Order, 2020.</p> <p><b>Held:</b> Direction was issued to recall 1033 units of domestic pressure cookers and reimburse the purchase price to the affected consumers. Furthermore, a penalty of ₹ 1,00,000/- was imposed.</p> <p>The Order was challenged in NCDRC CCPA Appeal no. 4 of 2022, which was dismissed by NCDRC vide its judgment dated 23.08.2023. The company has challenged the NCDRC decision before Delhi High Court in W.P. (C) 12521/2023, where it is pending. As per the High Court's interim order dated 22.09.2023, the company has submitted the penalty amount of ₹1,00,000 to CCPA.</p>
2.	Flipkart Internet Pvt. Ltd.	<p><b>Issue:</b> Action was initiated against the e-commerce entity involved in the sale of domestic pressure cookers on its platform, that lack the ISI certification and do not adhere to the mandatory standards outlined in the Domestic Pressure Cooker (Quality Control) Order, 2020.</p>



		<p><b>Held:</b> A direction was issued to recall 598 units of domestic pressure cookers and reimburse the purchase price to the affected consumers. Furthermore, a penalty of ₹ 1,00,000/- was imposed.</p> <p>The Order was challenged before the Hon'ble Delhi High Court vide W.P. (C) 13809/2022. The Court, in its interim Order directed company to notify consumers and deposit penalty before the Registrar General of the Court. Directions of recall and reimbursement have been kept in abeyance.</p>
3.	Amazon (Amazon Sellers Services Pvt. Ltd.)	<p><b>Issue:</b> Cognizance was taken against the e-commerce entity for the sale of domestic pressure cookers on its platform, that are not ISI marked and do not conform to the mandatory standards set forth under the Domestic Pressure Cooker (Quality Control) Order, 2020 on its platform.</p> <p><b>Held:</b> Direction was issued to recall 2265 units of domestic pressure cookers and reimburse the purchase price to the consumers. Additionally, a penalty of ₹ 1,00,000/- was imposed.</p> <p>Further, the Order was challenged before the Hon'ble Delhi High Court vide W.P. (C) 13269/2022. The Court, in its interim Order directed company to notify consumers and deposit penalty before the Registrar General of the Court. Directions of recall and reimbursement have been kept in abeyance.</p>
4.	Shopclues (Clues Network Pvt. Ltd.)	<p><b>Issue:</b> Cognizance was taken against the e-commerce entity for the sale of domestic pressure cookers on its platform, that are not marked with the ISI certification and do not comply with the mandatory standards prescribed under the Domestic Pressure Cooker (Quality Control) Order, 2020 on its platform.</p>

		<p><b>Held:</b> Direction was issued to recall 15 units of domestic pressure cookers and reimburse the purchase price to the consumers. Additionally, a penalty of ₹ 1,00,000/- was imposed.</p> <p>Inter-alia, the Order has been challenged before the Hon'ble Delhi High Court vide W.P. (C) 11679/2022. The Court, in its interim Order directed company to notify consumers and deposit penalty before the Registrar General of the Court. Directions of recall and reimbursement have been kept in abeyance.</p>
5.	Sohil Impex	<p><b>Issue:</b> Cognizance was taken for the sale of domestic pressure cookers on e-commerce platforms that were not marked with the ISI certification and do not comply with the mandatory standards stipulated under the Domestic Pressure Cooker (Quality Control) Order, 2020.</p> <p><b>Held:</b> A direction was issued to recall 638 units of domestic pressure cookers and reimburse the purchase price to the consumers. Additionally, a penalty of ₹ 1,00,000/- was imposed.</p>
6.	Hardtrac Computer Services Pvt. Ltd.	<p><b>Issue:</b> Cognizance was taken against the sale of domestic pressure cookers that did not have ISI mark and do not conform to the mandatory standards specified under the Domestic Pressure Cooker (Quality Control) Order, 2020, on e-commerce platforms.</p> <p><b>Held:</b> Direction was issued to recall 846 units of domestic pressure cookers and reimburse their price. Additionally, penalty of ₹ 1,00,000/- was imposed.</p>
7.	Preethi Kitchen Appliances Pvt. Ltd.	<p><b>Issue:</b> Cognizance was taken against the claim of <i>First and the Faster Mixer Grinder to Dice</i> for their product Preethi Zodiac Cosmo and for concealing important information in the advertisement.</p>

		<b>Held:</b> Direction was issued to modify the advertisement mentioning patent number as provided by the Government of India and it shall be clearly visible.
8.	Bhawar Rathore Design Studio	<p><b>Issue:</b> Action was initiated against misleading advertisement that falsely claimed BRDS Result in 2020 and further claimed that they have the highest selection record from BRDS as compared to any coaching institute in India.</p> <p><b>Held:</b> Direction was given to discontinue the above advertisement.</p>
9.	St. Wilfred Collage of Law	<p><b>Issue:</b> The institute falsely claimed that it was affiliated with Mumbai University and approved by Bar Council of India.</p> <p><b>Held:</b> Based on the intervention of CCPA, the institute corrected its advertisement and hence the matter was closed.</p>
10.	Ola (ANI Technologies Pvt. Ltd.)	<p><b>Issue:</b> CCPA took cognizance of significant number of complaints lodged by consumers across the country on multiple issues which affect their rides booked through Ola. From 01.04.2021 to 01.05.2022, 2,482 grievances were registered on NCH against Ola.</p> <p><b>Held:</b> Measures implemented by Ola to enhance consumer protection after CCPA's directions -</p> <ul style="list-style-type: none"> <li>• Details of Grievance officer and nodal officer prominently mentioned on the website.</li> <li>• Time within which cancellation of ride is permitted, as per cancellation policy, displayed at the time of booking the ride.</li> <li>• New acceptance screen added for drivers where detailed address of both pickup and drop location is shown to drivers.</li> </ul>

		<ul style="list-style-type: none"> <li>• In order to avoid inconvenience and confusion, more reasons added against which consumer wishes to cancel ride.</li> <li>• List of components that constitute the total fare added now publically available such as base fare, per km fare, pre-wait charges etc.</li> <li>• Communications issued to drivers to encourage taking digital payments and switch on AC</li> <li>• Revised payment cycles for drivers so that they get payment swiftly and not ask for extra cash during rides</li> <li>• The amount of cancellation fee amount is clearly mentioned on the ride booking page, so that the consumer is clearly aware of the amount which could be charged on cancelling the ride before she/he proceeds to cancel.</li> </ul>
11.	Uber (Uber India Systems Pvt. Ltd.)	<p><b>Issue:</b> CCPA took cognizance of significant number of complaints lodged by consumers across the country on multiple issues which affect their rides booked through Uber. From 01.04.2021 to 01.05.2022, 770 grievances have been registered on NCH against Uber.</p> <p><b>Held:</b> Measures implemented by Uber to enhance consumer protection after CCPA's directions -</p> <ul style="list-style-type: none"> <li>• Details of Grievance officer and nodal officer prominently mentioned on the website.</li> <li>• 'Upfront destination feature' added which displays trip destinations to drivers before they accept trips. The mode of payment (cash or online) is shown to drivers, so that each time</li> </ul>

		<p>when consumer books a ride, driver does not call her/him to ask for destination and mode of payment.</p> <ul style="list-style-type: none"> <li>• Important information is proactively communicated to riders regarding the payment methods for each trip, clearly informing them that there is no need to pay cash for the trip by which payment has been made by digital mode.</li> <li>• Introduction of a daily pay-out process for eligible drivers to further mitigate the relevance of payment mode. Trip earnings from Monday to Thursday credited to drivers the next day, while earnings from Friday to Sunday are credited on Monday.</li> <li>• Enabled refunds in digital payment methods for riders who are eligible for refunds based on issues reported on cash trips.</li> </ul>
12.	Amazon Sellers Service Pvt. Ltd.	<p><b>Issue:</b> A Notice has been issued for the <i>sale of car seat belt alarm stopper clips</i>, which undermine passenger safety by disabling the alarm beep even when the seat belt is not fastened. Such practices constitute a violation of the provisions of the Consumer Protection Act, 2019, the Consumer Protection (E-Commerce Rules), 2020, and other applicable laws mandating the use of seat belts to ensure public safety.</p> <p><b>Held:</b> The Central Authority has directed the e-commerce platform to withdraw all types of seat belt alarm stopper clips from sale, delist the aforesaid products and associated items that compromise passenger safety on roads, and inform to the Central Authority on the actions taken against errant sellers. Accordingly, the case was closed.</p>

13.	Flipkart Internet Services Pvt. Ltd.	<p><b>Issue:</b> A Notice has been issued regarding the sale of <i>car seat belt alarm stopper clips</i>, which compromise passenger safety by disabling the alarm beep when the seat belt is not engaged. Such practices violate the provisions of the Consumer Protection Act, 2019, the Consumer Protection (E-Commerce Rules), 2020, and other applicable laws mandating the use of seat belts to safeguard public safety.</p> <p><b>Held:</b> The Central Authority directed the e-commerce platform to withdraw all types of seat belt alarm stopper clips from sale, delist the said products and related items that compromise passenger safety, and inform to the Central Authority on actions taken against errant sellers. Upon compliance, the case was accordingly closed.</p>
14.	Snapdeal Ltd.	<p><b>Issue:</b> A Notice has been issued concerning the sale of <i>car seat belt alarm stopper clips</i> that jeopardize passenger safety by deactivating the alarm sound when the seat belt is not fastened. These actions contravene the provisions of the Consumer Protection Act, 2019, the Consumer Protection (E-Commerce Rules), 2020, and other relevant laws requiring the use of seat belts to ensure public safety.</p> <p><b>Held:</b> The Central Authority instructed the e-commerce platform to remove all seat belt alarm stopper clips from sale, delist these products and similar items that endanger passenger safety, and submit information detailing actions taken against errant sellers. Following compliance, the matter was subsequently closed.</p>
15.	Meesho (Fashnear Technologies Pvt. Ltd.)	<p><b>Issue:</b> A Notice has been issued addressing the sale of <i>car seat belt alarm stopper clips</i>, which endanger passenger safety by disabling the alarm signal when the seat belt is not worn. Such practices</p>

		<p>are in violation of the Consumer Protection Act, 2019, the Consumer Protection (E-Commerce Rules), 2020, and other applicable laws mandating the use of seat belts for public safety.</p> <p><b>Held:</b> The Central Authority directed the e-commerce platform to withdraw all seat belt alarm stopper clips from sale, remove these products and similar items that compromise passenger safety, and provide a inform on measures taken against errant sellers. Upon adherence to these directives, the case was closed.</p>
16.	Shopclues (Clues Network Pvt. Ltd.)	<p><b>Issue:</b> A Notice has been issued regarding the sale of <i>car seat belt alarm stopper clips</i> that compromise passenger safety by disabling the alarm sound when seat belts are not fastened. These actions violate provisions of the Consumer Protection Act, 2019, the Consumer Protection (E-Commerce Rules), 2020, and other legal provisions mandating the use of seat belts to ensure public safety.</p> <p><b>Held:</b> The Central Authority directed the e-commerce platform to withdraw all seat belt alarm stopper clips from sale, delist these products and related items that pose a risk to passenger safety, and provide details of actions taken against errant sellers. Upon compliance, the matter was closed.</p>
17.	United Biscuits Pvt. Ltd.	<p><b>Issue:</b> The Company was advertising its product McVitie's Biscuits as "whole wheat" biscuit on the pack. However, the product contained only 5.4% Wheat Flour and 55.6% Maida.</p> <p><b>Held:</b> The Central Authority issued notice to the Company. After intervention of the CCPA the Company withdrew the said advertisement in compliance of the orders. Accordingly, the case was closed.</p>
18.	Safal Hospitality & Maintenance Services	<p><b>Issue:</b> Safal's website stated "Get COVID coat treatment 90 days virus free; one spray protects for 90 days".</p>

		<p><b>Held:</b> The Central Authority issued notice to the Company. After intervention of the CCPA the Company withdrew the said advertisement in compliance of the orders. Accordingly, the case was closed.</p>
19.	Mango Holidays (India) Pvt. Ltd.	<p><b>Issue:</b> Cognizance was taken based on the complaint received by the Voluntary Consumer Organization regarding refunds pending owing to tickets booked during covid-19 lockdown. CCPA under Consumer Protection Act, 2019 issued notice to the Company.</p> <p><b>Held:</b> Between 2021 and 2023, a series of hearings were held regarding total of 48 complaints of 117 bookings against this travel agency were pending and amount of ₹.10,680,843/-.</p> <p>In accordance with the directions issued, the entire amount is to be reimbursed to the consumers, and the imposition of cancellation and postponement charges shall be discontinued. Pursuant to the instructions of the Central Consumer Protection Authority (CCPA), the total amount refunded to date stands at ₹4,13,640/-.</p> <p>However, Mango Holidays has challenged the final order of the Central Consumer Protection Authority (CCPA) dated 25.11.2022 before the Hon'ble High Court of Bombay, and the matter is currently pending before the Hon'ble Court.</p>



**D. Power and Duties of the Central Authority under Section 18:**

With the rapid advancement of trade and commerce, consumers face heightened vulnerability to deceptive practices, including unfair trade practices and misleading advertisements. To address these challenges, the CCPA, exercising its powers under Section 18 of the Consumer Protection Act, 2019, has issued guidelines, advisories, and safety notices to mitigate such malpractices. These initiatives include:

**(i) Guidelines:**

The Guidelines for Prevention of Misleading Advertisements and Endorsements for Misleading Advertisements, 2022 were notified on the 9<sup>th</sup> day of June 2022, so that, consumers are able to make informed decisions based on facts rather than false narratives and exaggerations.

These Guidelines distinctively stipulate:

- a. Conditions for non-misleading and valid advertisement,
- b. Prohibition of surrogate advertisement,
- c. Free Claims Advertisement,
- d. Child Targeted Advertisement
- e. Advertisements prohibited by law,
- f. Disclaimer in Advertisement,
- g. Duties of manufacturers, service provider, advertiser and advertising agency
- h. Due diligence required for endorsement of advertisement,
- i. Disclosure of material connection.

**(ii) Advisories:**

- a. The Advisory was issued on the 14<sup>th</sup> day of July 2022, to safeguard the consumers from the access to drugs under ayurvedic, siddha and unani category containing ingredients covered under Schedule-E of the Drug and Cosmetic Rules, 1945 that were being sold by online e-commerce platforms without any mechanism to verify whether the purchase is made by user under medical supervision or not. Advisory impressed that sale and purchase of aforementioned category of drugs shall only be made when a prescription by a registered medical practitioner is uploaded by the patient or user.
- b. An Advisory was issued on the 29<sup>th</sup> day of April 2022, in terms of Consumer Protection Act, 2019, against illegal sale and facilitation of wireless jammers on e-commerce platforms. Wireless jammers are capable disrupting authorized telecom/wireless network. The sale and use of wireless jammers is illegal unless exempted by law or require license for the sale of jammers. Therefore, e-commerce platforms were advised to refrain from selling or facilitating the sale of wireless jammers in violation to legal framework governing sale of such devices.

**(iii) Inclusiveness of Stakeholder:**

To promote consumer welfare, communications were issued to the Chief Secretaries and District Collectors of States and Union Territories through various official correspondences, urging them to protect and promote consumer rights within their respective jurisdictions. States were advised to take appropriate legal measures on issues brought to their attention by the CCPA.

Additionally, voluntary consumer organizations have been encouraged to disseminate information and create consumer awareness by widely promoting relevant documents provided to them from time to time.

#### **E. Execution of the Orders of the Central Authority and Imposition of Penalties:**

(i) During the year in review, a total of 19 Orders were passed including in the matters where Notices were issued in the previous financial years, out of these compliance has been made in 8 matters. In furtherance to it, amongst 19 Orders passed, monetary penalties were imposed on 8 Companies amounting to ₹8,00,000/- whereas penalties were recovered from 2 Companies amounting to ₹2,00,000/- Further, penalty from 2 Companies amounted to ₹ 20,00,000/- was also recovered which were imposed during the previous years.

## F. Appeals:

The Consumer Protection Act, 2019 u/s 24 provides that any person aggrieved by any order passed by the Central Authority u/s 20 and 21 may file an appeal to the National Commission within a period of thirty days from the date of receipt of such order.

(i) Pertinently during the year in review, following number of cases were appealed:

Appeal in NCDRC				Appeal in Hon'ble Court / High Court	
Number of Appeals Against the Order of CCPA	Number of Appeals Pending at the beginning of the Year	Appeals filed during the year	Number of Appeals allowed by the National Commission during the Year	Number of Appeals against CCPA during the stage of preliminary inquiry	Number of Appeals Against the Order of CCPA
1		1	1	3	7

#### **G. Communication or References:**

The work of CCPA requires detailed examination of the issues. Further, the consumer rights extends to various sector such as consumer durables, e-commerce, education, food and beverages, travel and tourism, health and hygiene, real estate etc. and therefore, work of CCPA extends to diverse fields for safeguarding the interest of consumers rights. Accordingly, on receipt of any communication or references a preliminary investigation is carried out in accordance with the provisions of the *ibid* Act and rules and regulations made thereunder.

## H. Administration and Establishment matters:

- i. The Central Government in exercise of its power u/s 10(2) and u/s 15(2) of the ibid Act, 2019 issued Notification on 29<sup>th</sup> day of July, 2020 to appoint the following officials in CCPA in additional charge as the Chief Commissioner, Commissioner, Director General (Investigation) and Additional Director General (Investigation) in the Central Authority to discharge the functions stated in the Act. The present composition during the year in review is mentioned below:

S.No.	Name and Designation of the Officer	Charge of Post in the Central Consumer Protection Authority
1.	Smt. Nidhi Khare, Additional Secretary Department of Consumer Affairs, Government of India.	Chief Commissioner
2.	Shri Anupam Mishra, Joint Secretary, Department of Consumer Affairs, Government of India.	Commissioner
3.	Shri Pramod Kumar Tiwari, Director General BIS	Director General (Investigation)
4.	Shri Vineet Mathur, Joint Secretary, Department of Consumer Affairs, Government of India	Additional Director General (Investigation)

- ii. In accordance with the powers conferred under Section 13(3) of the aforementioned Act, the Central Authority, in accordance with the procedure established by its regulations, may engage experts and professionals of integrity and competence who possess specialized knowledge and experience in fields such as consumer rights, law, economics, and administration to assist in fulfilling its functions. During the review period covered in this report, the CCPA has engaged three such experts and professionals.

## **I. Consumer Awareness:**

- (i.) CCPA has organized press conferences on issues of violation of consumer rights, misleading advertisement and unfair trade practice to disseminate actions taken by CCPA to safeguard the rights of the consumers. CCPA has also actively participated in awareness programmes organized by Department of Consumer Affairs.
- (ii.) On the other hand, capacity building of stakeholders from law chairs, industry associations, law firms, voluntary consumer associations were engaged to participate in the regulatory process by seeking inputs on the guidelines issued from time to time for promoting the rights of the consumers.

**J. Budget and Accounts of CCPA 2022-2023: (In thousands of Rupees)**

Central Consumer Protection Authority in broad Categories (Object Head)	Budget Expenditure	Revised Estimates	Expenditure
16.01.01 (Salaries)	1000	1000	000
16.01.02 (Wages)	100	000	000
16.01.11 (Domestic Travel Expenses)	100	000	000
16.01.12 (Foreign Travel	100	000	000
16.01.13 (Office Expenses)	1000	100	28
16.01.14 (Rent, Rates & Taxes for Land and Buildings)	6500	6000	4817
16.01.19 (Digital Equipment)	000	000	000
16.01.28 (Professional Services)	700	800	797.72
16.01.49 (Other Revenue Expenditure)	000	000	000
16.01.50 (Other Revenue Expenditure)	400	00	
	10100.00	7900.00	5643.57



**K. Right to Information Act, 2005 (RTI):**

Shri Anupam Mishra, Commissioner, CCPA was the first appellate authority and Shri Alok Kumar Verma, and Shri Sanjay Kumar Prasad Director on behalf CCPA, was the Central Public Information Officer (CPIO) of CCPA. The table below presents the receipt and disposal of RTIs:

i. From 1<sup>st</sup> day of April, 2022 to 31<sup>st</sup> day of March 2023:

No. of applications received by CPIO or Assistant CPIO seeking information under the RTI Act;	No. of applications for which information has been provided by CPIO	RTI application transferred to Another Public Authority	No. of applications pending with CPIO
53	49	4	NIL

ii. From 1<sup>st</sup> day of April, 2022 to 31<sup>st</sup> day of March 2023:

Number of appeals filed before First Appellate Authority against the order of CPIO	Number of appeals which have been disposed of by First Appellate Authority	Number of appeals pending with First Appellate Authority	Number of applications or appeals not disposed of in the stipulated time frame
12	12	NIL	NIL

**L. Prevention of Sexual Harassment of Women at Workplace:**

Department of Consumer Affairs has a Committee to prevent sexual harassment at workplace in order to provide safe, secure and healthy environment to every employee including women at workplace. Further, it may be stated that no complaints regarding sexual harassment at workplace was reported to the CCPA.