

GOVERNMENT OF INDIA
MINISTRY OF CONSUMER AFFAIRS, FOOD AND PUBLIC DISTRIBUTION
RAJYA SABHA
QUESTION NO 07.03.2011
ANSWERED ON
FALSE BILLING AND ANTI CONSUMER PRACTICES .

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Shri K.N. Balagopal

Will the Minister of CONSUMER AFFAIRS, FOOD AND PUBLIC DISTRIBUTION be pleased to state :

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- (a) whether the Ministry has noticed about the large scale false billing and other anti-consumer practices by company outlets and authorized maintenance centres;
- (b) if so, whether the remedial measures has been taken; and
- (c) if not, whether Government would take any step to protect the interest of automobile consumers?

ANSWER

THE MINISTER OF STATE (INDEPENDENT CHARGE) FOR CONSUMER AFFAIRS, FOOD AND PUBLIC DISTRIBUTION

(PROF. K. V. THOMAS)

(a):No, Sir.

(b) & (c):Under the Consumer Protection Act consumers including automobile consumers can approach the Consumer Fora for redressal of their complaints regarding a defective product or deficiency in services. Further, Government of India has been taking steps to protect the interest of consumers. Some of the important measures undertaken are as under:

(i) A sustained multi-media campaign has been undertaken to create mass consumer awareness on wide ranging issues.

(ii) A National Consumer Helpline has been set up in association with the University of Delhi, which provides a toll free number 1800-11-4000 to advise consumers across the country.

(iii)A web based Consumer Online Resource and Empowerment (CORE) centre has been set up, which is being operated by the Consumer Coordination Council, a coalition of Consumer Organisation, to provide web based advice to consumers and assist in resolution of consumer grievances.

(iv) A Consumer Grievances and Redressal Cell was established by the Government to facilitate the consumers for redressal of their grievances without following legal procedure. The consumer also have the option to go to the District Forums, State Commissions or the National Consumers Disputes Redressal Commission, as the case may be to get the redressal as per the law.