

**Government of India**  
**Ministry of Consumer Affairs, Food and Public Distribution**  
**Department of Consumer Affairs**

**RAJYA SABHA**  
**UNSTARRED QUESTION No.3275**  
**TO BE ANSWERED ON 23/03/2018**

**PROTECTING THE INTERESTS OF CONSUMERS**

3275. SHRI C. P. NARAYANAN:

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

- (a) the manner in which the Ministry is protecting the interests of consumers of food items/articles;
- (b) the number of individuals and families who have complained in this regard during the last three years;
- (c) the complaints that have been attended to;
- (d) the action that has been taken against offenders of law; and
- (e) the number of affected consumers who have been compensated so far?

**ANSWER**

**THE MINISTER OF**  
**CONSUMER AFFAIRS, FOOD AND PUBLIC DISTRIBUTION**  
**(SHRI RAM VILAS PASWAN)**

(a) to (e) : Under the provisions of the Consumer Protection Act, 1986, a consumer can make a complaint against any defective food item/product in a Consumer Forum of appropriate jurisdiction for redressal of his grievance. If a complaint is upheld, the Consumer Forum can order for removal of defect in the product, replacement of the goods with new goods, return of price to the complainant, compensation to the consumer for any injury suffered by the consumer due to the negligence of the opposite party, not to offer hazardous goods for sale, withdrawal of hazardous goods from being offered for sale.

From the information available in the CONFONET (Consumer Fora Networking) website, the number of complaints filed and disposed of during 2015-2017 relating to the sector food and beverages is as under:

Year	Complaints relating to food and beverages sector filed	Complaints disposed of
2015	396	213
2016	394	107
2017	318	82

In addition, it has been informed by the Food Safety and Standards Authority of India (FSSAI), established under Food Safety and Standards Act, 2006, that it is protecting the interests of consumers through several measures such as prescribing standards for food products to ensure quality and safety of food products, prescribing norms for packaging of food products, laying down labelling requirements to enable the consumers to make an informed choice etc., strengthening the food testing ecosystem in the country, regulating the import of food for checking their quality etc., introducing third party food safety audit of food establishments, etc. Further, regular surveillance, monitoring, inspection and random sampling of food products are being done by the Officials of Food Safety Departments of the respective States/ UTs to check compliance of the standards laid down under Food Safety and Standards Act, 2006, and the rules and regulations made thereunder. In cases where the food samples are found to be non-conforming, recourse is taken to penal provisions under FSS Act, 2006.

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