

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

**RAJYA SABHA**

**UNSTARRED QUESTION No.3276**

TO BE ANSWERED ON 23/03/2018

**DISPOSAL OF CONSUMERS' GRIEVANCES**

3276. SHRIMATI RENUKA CHOWDHURY:

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

- (a) whether Government proposes to constitute a Central Consumer Protection Authority;
- (b) if so, the details thereof along with its terms of reference; and
- (c) the fresh steps taken by Government to ensure that consumers' grievances are redressed in a time-bound manner at least possible cost?

**ANSWER**

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

(a) & (b) : Yes, Sir. The Department of Consumer Affairs introduced the Consumer Protection Bill, 2018 in the Lok Sabha on 5.1.2018. The Bill seeks to provide for establishment of an executive agency to be called the Central Consumer Protection Authority (CCPA) to regulate matters relating to violation of rights of consumers, unfair trade practices, false or misleading advertisements and also to promote, protect and enforce the rights of consumers as a class.

(c) : In addition to making the three-tier quasi-judicial system ( District Consumer Disputes Redressal Forum, State Consumer Disputes Redressal Commission and the National Consumer Disputes Redressal Commission) set up under the provisions of the Consumer Protection Act, 1986, more efficient, the National Consumer Helpline, established by the Department as an alternate grievance redressal mechanism, has been strengthened by way of launching an Integrated Grievance Redressal Mechanism ( INGRAM) portal, increasing of helpdesks from 14 to 60. Also, six Zonal Consumer Helplines have been set up with ten help desks each at Ahmedabad, Bengaluru, Guwahati, Jaipur, Kolkata and Patna to attend grievances in regional languages. To fast track resolution of consumer grievances around four hundred companies have been brought under the convergence programme of the National Consumer Helpline.

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