

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

RAJYA SABHA
UNSTARRED QUESTION No.1838
TO BE ANSWERED ON 28.12.2018

ONLINE FILING OF COMPLAINTS IN CONSUMER FORUMS

1838. SHRI NARAYAN LAL PANCHARIYA:

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

- (a) whether Government has taken any steps for computerisation and networking of all consumer forums;
- (b) if so, the details thereof and if not, the reasons therefor;
- (c) whether Government has taken any steps for online filing of e-complaints before consumer forums; and
- (d) if so, the details thereof and if not, the reasons therefor?

ANSWER

THE MINISTER OF STATE
CONSUMER AFFAIRS, FOOD AND PUBLIC DISTRIBUTION
(SHRI C.R.CHAUDHARY)

(a) & (b) : Department of Consumer Affairs operates a scheme for computerization and networking of the Consumer Fora in the country to enable online access of information. 637 Consumer Fora have been computerized and networked.

(c) & (d) : The Consumer Protection Bill, 2018, Introduced by the Government in the Lok Sabha on 5th January, 2018 and passed by Lok Sabha on 20.12.2018, has provisions for online filing of complaints in the consumer fora.
