

GOVERNMENT OF INDIA
MINISTRY OF CONSUMER AFFAIRS, FOOD AND PUBLIC DISTRIBUTION
DEPARTMENT OF CONSUMER AFFAIRS

RAJYA SABHA
UNSTARRED QUESTION No. 2315

TO BE ANSWERED ON 05.08.2022

OVERCHARGING ABOVE MRP BY RETAILERS

2315. SHRI R. GIRIRAJAN

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

- (a) the steps taken to increase consumer awareness;
- (b) the steps taken to simplify the processes of Consumer Courts; and
- (c) the measures enforced to prevent retailers from overcharging above Maximum Retail Price (MRP)?

ANSWER

THE MINISTER OF STATE, CONSUMER AFFAIRS, FOOD AND PUBLIC DISTRIBUTION

(SHRI ASHWINI KUMAR CHOUBEY)

(a) : Department of Consumer Affairs has generated consumer awareness under 'Jago Grahak Jago' Campaign among the consumers of the country through video spots and other material on MRP and related issues through departmental website, State/UT governments, TV, Radio, Common Service Centres. Messages on Maximum Retail Price (MRP) informing consumers not to pay more than MRP are also being posted on social media to harness its potential to create mass consumer awareness.

The Department of Consumer Affairs has recently launched "Jagriti", a mascot for empowering consumers and generating awareness of their rights. "Jagriti" is projected as an empowered young consumer.

(b) : The Consumer Protection Act, 2019 provides for, inter-alia, simplification of the adjudication process in the Consumer Commissions; filing of a complaint by a consumer in the consumer Commission having jurisdiction with respect to his place of work/residence irrespective of place of transaction and place of business or residence of the opposite parties, e-filing and e-payment, video conferencing for hearing, deemed admissibility of complaints if admissibility is not decided within 21 days of filing; court monitored mediation to facilitate early disposal of cases; provision of product liability.

The Consumer Protection (Consumer Disputes Redressal Commissions) Rules, 2020 notified under the ibid Act Provides that no fees is required for registering cases in the District Consumer Disputes Redressal Commissions involving value of goods or services paid as consideration upto Rs 5 lakhs.

(c) : The Legal Metrology (Packaged Commodities), Rules 2011, provides that no retail dealer or other person shall make any sale of any commodity in packed form at a price exceeding the retail sale price thereof. Enforcement of these provisions is done by the Legal Metrology Department of the State governments which impose penalties in case of violations.
