

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

RAJYA SABHA
UNSTARRED QUESTION No.1999 (OIH)
TO BE ANSWERED ON 23.12.2022

CREATION OF NEW FORMAT FOR ONLINE CONSUMER COMPLAINTS

1999. SHRI BRIJLAL
(OIH)

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

- (a) whether Government has created a new format for online consumer complaints through e-Daakhil;
- (b) if so, the details and salient features thereof;
- (c) the manner in which the common man would be benefited by that format; and
- (d) the other steps taken by Government for speedy redressal of consumer complaints?

ANSWER

THE MINISTER OF STATE CONSUMER AFFAIRS, FOOD AND PUBLIC DISTRIBUTION

(SHRI ASHWINI KUMAR CHOUBEY)

(a) to (c) : The Consumer Protection Act, 2019 provides for e-filing of the complaints. Further the Consumer Protection (Consumer Dispute Redressal Commissions) Rules, 2020 provide for manner of filing of complaints electronically in National Commissions, State Commission and District Commission. For electronic filing of complaints, edaakhil portal was launched. So far besides National Commission, e-filing facility has been operationalised in 34 States/UTs. The features of edaakhil inter-alia include facility for user registration, online fee payment, application status, rejoinders, SMS/mail alert and upload complaints document. It provides for speedy, effective and hassle-free resolution of cases.

(d) : The new Consumer Protection Act, 2019 provides for establishing Mediation Cells within the premises of Consumer Commissions to work as an Alternate Dispute Resolution (ADR) mechanism and cases may be referred to these Mediation Cells from Consumer Commissions if scope for early settlement exists and parties agree for it. Section 38 (7) of the ibid Act also prescribes that every complaint shall be disposed of as expeditiously as possible and endeavour shall be made to decide the complaint within a period of three months from the date of receipt of notice by opposite party where the complaint does not require analysis or testing of commodities and within five months if it requires analysis or testing of commodities. As per Section 36(3) of the Consumer Protection Act, 2019, a complaint shall be deemed to be admissible if no decision is taken by the District Consumer Disputes Redressal Commission within 21 days of filing of the complaint.