

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

**RAJYA SABHA**  
**UNSTARRED QUESTION No. 3436**

TO BE ANSWERED ON 31.03.2023

**WEBSITE FOR CONSUMERS TO GET DETAILS OF AFTER SALES SERVICES**

3436. SHRI NARANBHAI J. RATHWA  
SHRI RAJMANI PATEL

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

- (a) whether Government is considering to unveil a website where consumers will have access to get details of after sales service for their cars, handsets, appliances and other electronic goods in order to push quality product services;
- (b) if so, the details thereof with the time frame of launching the website; and
- (c) whether Government has any plans to expand the scope of this website to cases filed by homebuyers pending in consumer courts for several years and if not, the reasons therefor?

**ANSWER**

THE MINISTER OF STATE, CONSUMER AFFAIRS, FOOD AND PUBLIC DISTRIBUTION  
(SHRI ASHWINI KUMAR CHOUBEY)

(a) to (c): In line with the LiFE (Lifestyle for environment) movement launched by the Hon'ble Prime Minister, the Department of Consumer Affairs is developing a comprehensive "Right to Repair Portal India" (<https://righttorepairindia.gov.in/>), a Portal for empowering consumers and for on-boarding of companies / original equipment manufacturers to share repair videos, recognized third party repairers, spare parts, warranty/guarantee, country of origin of their product details with customers so that consumer can either repair them by self or by third parties, rather than only depending on original manufacturers.

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