

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

RAJYA SABHA
UNSTARRED QUESTION No. 2754
TO BE ANSWERED ON 25.03.2025

REPAIRABILITY INDEX FOR GOODS

2754. DR. ASHOK KUMAR MITTAL

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

- (a) the reasons for delay in implementing the Repairability Index for goods despite its clear benefits for consumers;
- (b) the manner in which the criteria for rating repairability will ensure fairness and transparency, and whether they will truly benefit the average consumer;
- (c) whether there are any penalties for manufacturers who fail to comply with these ratings, and if so, the details of outcome they entail;
- (d) the manner in which Government plans to monitor and enforce adherence to the Repairability Index among companies; and
- (e) the steps being taken to educate consumers about their rights regarding product repairs?

ANSWER

THE MINISTER OF STATE, CONSUMER AFFAIRS, FOOD AND PUBLIC DISTRIBUTION
(SHRI B.L. VERMA)

(a) to (e) : The Department has launched, the Right to Repair Portal India (<https://righttorepairindia.gov.in/>), to provide consumers with an easy access to information for repairing their products and enabling them to reuse it, thereby contributing to the circular economy as well as reduction of e-waste in a hassle-free manner.

The salient features of this portal are mentioned below:

- a. Access to Product Manuals and Repair Resources: The portal provides direct access to product manuals, repair videos, and links to company websites or YouTube channels, allowing consumers to diagnose and repair their products independently
- b. Transparent Pricing and Warranty Information: The portal addresses common concerns around the cost and warranty of spare parts, and includes clear details on guarantees, warranties, and extended warranties to help consumers understand their rights and make better repair decisions
- c. Service Centers and Authorized Repairers: It lists the contact details of company-owned service centers across India and recognizes third-party repairers, where applicable, providing consumers with multiple repair options
- d. Country of Origin Information: To enhance transparency, the portal requires companies to explicitly mention the country of origin of their products, helping consumers make more informed purchasing decisions.

The Department hosted a National Workshop on the Right to Repair Framework for the Mobile and Electronic Sectors. The primary goal of the workshop was to address the current challenges in the repair and reuse of mobile and electronic products. The objective was to ensure that the product is not designed to fail but designed to last long so that consumers are not compelled to purchase new products due to a lack of repair options or exorbitant repair costs. The workshop encouraged the stakeholders on key parameters for accessing and evaluating repairability, promoting longevity in product design, and democratizing repair information to enhance consumer experiences in reusing the mobile and electronics products they own.

With a view to modernize the framework governing the consumer protection in the new era of globalization, technologies, e-commerce markets, Consumer Protection Act, 1986 was repealed and Consumer Protection Act, 2019 was enacted.

Under the provisions of the Consumer Protection Act, 2019, the Central Consumer Protection Authority (CCPA), an executive agency, came into existence on 24.07.2020. It is designed to intervene, to prevent consumer detriment arising from unfair trade practices and to initiate class action(s), including the enforcement of recalls, refunds and return of products. Its core mandate is to prevent and regulate false or misleading advertisements which are prejudicial to the public interest.

The Department is implementing an exclusive scheme namely “Consumer Awareness” to generate consumer awareness and empower the consumers under the aegis of “Jago Grahak Jago” campaign through various media including electronic, outdoor and social media. The Department, in 2022-23, has launched “Jagruti”, a mascot for empowering consumers and generating awareness of their rights. The Department participates in prominent fairs/festivals/events where a large number of people may congregate. The Department also provides grant-in-aid to various States/UTs for generating awareness at local level.
