

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

LOK SABHA
UNSTARRED QUESTION NO. 3101
TO BE ANSWERED ON 21.03.2017

CONSUMER PRODUCTS

3101. SHRI M.K. RAGHAVAN:

Will the Minister of CONSUMER AFFAIRS, FOOD AND PUBLIC DISTRIBUTION
उपभोक्ता मामले, खाद्य और सार्वजनिक वितरण मंत्री be pleased to state:

- (a) whether it has been reported that consumer products are adulterated or contaminated during transit, if so, the details thereof;
- (b) whether large scale pilferage is also reported especially on products like cosmetics, healthcare, childcare, hygiene, etc., if so, the measures being taken for safety sealing of these products, in detail; and
- (c) the steps taken to expedite the submission of report on amending provisions of the Legal Metrology Act, 2009 and its immediate implementation?

ANSWER

उपभोक्ता मामले, खाद्य और सार्वजनिक वितरण राज्य मंत्री
(श्री सी. आर. चौधरी)

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

(a) & (b) : No such report has been received that consumer products are adulterated or contaminated during transit.

(e) : The Legal Metrology Act, 2009 was implemented with effect from 1st April, 2011. Earlier, the request of Industries for amendment of one or two provisions was examined but it is found that there seems to be no immediate requirement for its amendment.

STATEMENT REFERRED IN REPLY TO PARTS (a) & (b) OF LOK SABHA STARRED QUESTION NO.1969 FOR 14.03.2017 REGARDING PENDING CASES IN CONSUMER COURTS.

STATEMENT OF PENDING CASES IN NATIONAL COMMISSION, STATE COMMISSION & ALL DISTRICT FORA (CATEGORY WISE) DURING THE YEAR

(DATA FROM CONFONET WEBSITE)

CATEGORY	FILED (1)	DISPOSED (2)	PENDING (1-2)
Others	35248	12653	22595
Medical	4007	699	3308
Transport	633	146	487
Insurance	35685	8372	27313
Industries	264	42	222
Housing	23185	6319	16866
Electricity	13011	4372	8639
Railways	692	163	529
Banking	14940	3826	11114
Telecom	3787	1456	2331
Airlines	582	152	430
Finance	4869	1320	3549
Postal	1103	314	789
Consumer	5467	1215	4252
Education	1762	516	1246
Defective Goods	3445	1514	1931
Service Deficiency	2888	879	2009
Unfair Trade	509	128	381
Immigration	163	39	124
Trust	62	20	42
Private	1437	314	1123
Government	966	254	712
Agriculture	2040	362	1678
Electrical & Electronic Goods	5539	1670	3869
Water	262	72	190
Automobiles	3660	826	2834
Textiles	76	39	37
Industrial/Commercial Goods & Services	211	36	175
Domestic Fuels	140	60	80
Tourism	355	64	291
Contracts	237	56	181
Food & Beverages	388	53	335
House Hold Goods	819	292	527
Total	1,68,432	48,243	1,20,189
% of Insurance complaints	21.18% with reference to total complaints filed	17.35% with reference to complaints disposed of	22.72 With reference to complaints pending
