

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

LOK SABHA
UNSTARRED QUESTION NO. 3575
TO BE ANSWERED ON 8.08.2017
CONSUMER PROTECTION ACT

3575. SHRI BHAGWANTH KHUBA:

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

- (a) whether the Consumer protection Act is designed to ensure fair competition and free flow of information about the goods and services purchased by Consumers;
- (b) if so, the details thereof;
- (c) whether it is true that most of the products including medicines and bank passbooks are not made available in regional Indian Languages; and
- (d) if so, the steps taken by the Government to provide free and fair information to the consumers in all Indian languages, the details thereof ?

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) : The Consumer Protection Act, 1986 provides a consumer the right to be informed about the quality, quantity, potency, purity, standard and price of goods or services.

(c) & (d) : In so far as drugs are concerned, the manufacture, sell and distribution of drugs is regulated under the Drugs and Cosmetics Act, 1940 and Rules , 1945. The said Rules require various statutory details on the label of the drugs. However, labelling of drugs in regional Indian languages is not mandatory in the said Rules. As regards bank pass books, the Reserve Bank of India has issued a circular in July, 2011 to all the scheduled banks to the effect that in order to ensure that banking facilities percolate to the vast sections of the population, banks should make available all printed material used by retail customers including account opening forms, pay-in-slips, passbooks etc in trilingual form, i.e., English, Hindi and the concerned Regional language.
