

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

LOK SABHA
STARRED QUESTION NO. *281
TO BE ANSWERED ON 07.08.2018

RIGHTS OF CONSUMERS

*281. SHRI N.K. PREMACHANDRAN:

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 come to the notice of the Government that the rights of consumers as per the warranty given by the manufacturers and dealers are not protected/honoured in time;
- (b) if so, the action taken thereon;
- (c) whether it has also come to the notice of the Government that the distributors and sellers do not take the responsibility of rectifying/resolving the complaints on the products sold by them;
- (d) if so, the action taken by the Government to make the dealers and sellers liable for rectifying the complaints on goods purchased; and
- (e) whether it has further come to the notice of the Government that the toll free system maintained by companies for registering the complaints on the goods purchased does not give receipt and fails to attend to the complaints in time and if so, the action taken by the Government to address the issue?

ANSWER

उपभोक्ता मामले, खाद्य और सार्वजनिक वितरण मंत्री
(श्री राम विलास पासवान)

THE MINISTER OF
CONSUMER AFFAIRS, FOOD AND PUBLIC DISTRIBUTION
(SHRI RAM VILAS PASWAN)

(a) to (e) : A Statement is laid on the Table of the House.

STATEMENT REFERRED IN REPLY TO PARTS (a) TO (e) OF LOK SABHA STARRED QUESTION NO.*281 FOR 07.08.2018 REGARDING RIGHTS OF CONSUMERS.

(a) to (d): In some cases complaints are received in the National Consumer Helpline (NCH), set up by the Department of Consumer Affairs, regarding delay in providing services, non-providing of after sales services, etc by the manufacturers/ their authorized service centres during the warranty period. Such complaints are taken up with the concerned companies by the NCH for redressal.

Further, under the provisions of the Consumer Protection Act, 1986, a consumer can file a complaint relating to a defective product or deficiency in service or any unfair trade practice before a Consumer Forum of appropriate jurisdiction for redressal. If the complaint is upheld by the Consumer Forum, it can order the opposite party, inter alia, for removal of the defect/deficiency, replacing the goods with new goods, return of price to the complainant.

(e): As reported by the NCH, while lodging complaints with NCH consumers inform about the delay in getting response, and unsatisfactory redressal after they contacted customer care of the company at the first instance. To make the consumer grievance mechanism effective, the NCH has partnered with more than 450 companies under its convergence programme. Complaints relating to these companies are directly transferred to the Nodal Officer online and further pursued by NCH with the companies.
