

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

**LOK SABHA**  
**STARRED QUESTION NO. \*293**  
**TO BE ANSWERED ON 07.08.2018**

**VIOLATION OF CONSUMER RIGHTS**

\*293. SHRI BHARTRUHARI MAHTAB:

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

- (a) whether the Government has implemented any policy/strategy to educate/make the consumers aware of their rights across the country, particularly in rural areas;
- (b) if so, the details thereof and if not, the reasons therefor;
- (c) whether the Government has sought participation of the Panchayati Raj Institutions (PRIs) for effective implementation of the said policy/strategy in rural areas of the country and if so, the details thereof along with the response received by the Government from PRIs in this regard;
- (d) whether complaints regarding violation of consumer rights have increased in the country during each of the last three years and the current year and if so, the details thereof, State/UT-wise along with the action taken/being taken by the Government on such complaints; and
- (e) the steps taken/being taken by the Government to protect the rights of the consumers, particularly rural consumers?

**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.\*293 FOR 07.08.2018 REGARDING VIOLATION OF CONSUMER RIGHTS.**

---

(a) to (c) : The Government carries out a multi-media “Jago Grahak Jago” campaign on pan-India basis covering both rural and urban areas through print, electronic and outdoor media. Grants-in-aid are also released to States/UTs for creating consumer awareness in the respective States/UTs in their regional languages so as to further ensure that the campaign reaches the rural and backward areas of the country by way of focusing on hoardings, village mandis, agricultural regulated markets / vegetables markets at prominent places in rural areas. The recipient State Government/UT has freedom to utilize the funds through any agency including Panchayati Raj Institutions.

(d) to (e) : A statement showing the number of complaints received from the consumers, State/UT wise in the National Consumer Helpline being run by the Department of Consumer Affairs in the last three years and the current year is at Annexure.

The Consumer Protection Act, 1986 has been enacted to provide for better protection of the rights of the consumers, including the rural consumers. Under the provisions of the said Act, a three-tier quasi-judicial mechanism, called Consumer Fora, has been established at the District, State and National levels to provide simple, inexpensive and speedy redressal to consumer disputes. Besides, the Department of Consumer Affairs runs a National Consumer Helpline with a toll free number 1800-11-4000 and a short code 14404, to deal with consumer grievances. Also, six zonal consumer helplines at Bengaluru, Ahmedabad, Jaipur, Patna, Kolkata and Guwahati have been set up to attend to the consumer grievances in regional languages.

## ANNEXURE REFERRED IN REPLY TO PARTS (d) TO (e) OF LOK SABHA STARRED QUESTION NO.\*293 FOR 07.08.2018 REGARDING VIOLATION OF CONSUMER RIGHTS.

## COMPLAINTS RECEIVED AT NATIONAL CONSUMER HELPLINE FROM APRIL, 2016 TO JUNE, 2018.

| S.No. | State                     | April 2015-<br>March 2016 | April 2016-<br>March 2017 | April 2017-<br>March 2018 | April 2018-<br>June 2018 | Total No. of Complaints<br>Received. |
|-------|---------------------------|---------------------------|---------------------------|---------------------------|--------------------------|--------------------------------------|
| 1     | Delhi                     | 29563                     | 42217                     | 58047                     | 16293                    | 146120                               |
| 2     | Uttar Pradesh             | 25388                     | 42147                     | 62901                     | 18680                    | 149116                               |
| 3     | Maharashtra               | 21696                     | 39477                     | 63135                     | 18422                    | 142730                               |
| 4     | West Bengal               | 12096                     | 19751                     | 31315                     | 9277                     | 72439                                |
| 5     | Rajasthan                 | 9945                      | 19547                     | 30602                     | 7952                     | 68046                                |
| 6     | Haryana                   | 10623                     | 17641                     | 25238                     | 7122                     | 60624                                |
| 7     | Madhya Pradesh            | 7617                      | 18410                     | 25335                     | 6834                     | 58196                                |
| 8     | Gujarat                   | 8876                      | 16888                     | 25133                     | 8074                     | 58971                                |
| 9     | Karnataka                 | 8667                      | 15701                     | 27730                     | 8253                     | 60351                                |
| 10    | Bihar                     | 7913                      | 13142                     | 19639                     | 5441                     | 46135                                |
| 11    | Punjab                    | 4178                      | 7262                      | 11568                     | 3372                     | 26380                                |
| 12    | Tamil Nadu                | 4277                      | 7617                      | 11754                     | 3124                     | 26772                                |
| 13    | Telangana                 | 1582                      | 5805                      | 12356                     | 3892                     | 23635                                |
| 14    | Jharkhand                 | 2805                      | 4796                      | 6941                      | 1836                     | 16378                                |
| 15    | Andhra Pradesh            | 3400                      | 3819                      | 5640                      | 1736                     | 14595                                |
| 16    | Odisha                    | 2530                      | 4195                      | 6701                      | 1879                     | 15305                                |
| 17    | Chhattisgarh              | 2132                      | 4169                      | 5842                      | 1664                     | 13807                                |
| 18    | Uttarakhand               | 1933                      | 3463                      | 4839                      | 1441                     | 11676                                |
| 19    | Kerala                    | 1536                      | 2647                      | 4687                      | 1390                     | 10260                                |
| 20    | Assam                     | 1522                      | 2661                      | 4084                      | 1167                     | 9434                                 |
| 21    | Jammu & Kashmir           | 1361                      | 2136                      | 3279                      | 886                      | 7662                                 |
| 22    | Himachal Pradesh          | 1128                      | 1894                      | 3044                      | 680                      | 6746                                 |
| 23    | Chandigarh                | 563                       | 1084                      | 1781                      | 577                      | 4005                                 |
| 24    | Goa                       | 329                       | 592                       | 998                       | 296                      | 2215                                 |
| 25    | Tripura                   | 235                       | 450                       | 616                       | 150                      | 1451                                 |
| 26    | Meghalaya                 | 92                        | 174                       | 257                       | 73                       | 596                                  |
| 27    | Puducherry                | 83                        | 113                       | 243                       | 72                       | 511                                  |
| 28    | Arunachal Pradesh         | 55                        | 145                       | 170                       | 67                       | 437                                  |
| 29    | Dadra & Nagar<br>Haveli   | 86                        | 114                       | 184                       | 51                       | 435                                  |
| 30    | Sikkim                    | 71                        | 119                       | 211                       | 35                       | 436                                  |
| 31    | Manipur                   | 62                        | 125                       | 168                       | 42                       | 397                                  |
| 32    | Andaman Nicobar           | 25                        | 90                        | 190                       | 34                       | 339                                  |
| 33    | Daman & Diu               | 58                        | 82                        | 123                       | 39                       | 302                                  |
| 34    | Nagaland                  | 36                        | 69                        | 105                       | 22                       | 232                                  |
| 35    | Mizoram                   | 19                        | 23                        | 42                        | 7                        | 91                                   |
| 36    | Lakshdweep                | 1                         | 4                         | 6                         | 2                        | 13                                   |
| 37    | Not Identified/<br>Abroad | 75                        | 20                        | 0                         | 0                        | 95                                   |
|       | <b>Grand Total</b>        | <b>172558</b>             | <b>298589</b>             | <b>454904</b>             | <b>130882</b>            | <b>1056933</b>                       |

\*\*\*\*\*