

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

**LOK SABHA**  
**UNSTARRED QUESTION NO. 2212**  
**TO BE ANSWERED ON 31.07.2018**

INTER-GOVERNMENTAL GROUP OF EXPERT ON CONSUMER PROTECTION

2212. SHRI ANANDRAO ADSUL: DR. PRITAM GOPINATH MUNDE:  
SHRI ADHALRAO PATIL SHIVAJIRAO: SHRI VINAYAK BHAURAO RAUT:  
DR. SHRIKANT EKNATH SHINDE:

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

- (a) whether United Nations Conference on Trade and Development (UNCTAD) is the UN body looking after consumer issues;
- (b) if so, whether the inter-Governmental group of experts on consumer protection was set up by the Union Government under the revised UN Guidelines on Consumer Protection;
- (c) if so, the number of meetings of inter-Governmental group of experts on consumer protection held so far and the outcome of these meetings;
- (d) whether India has participated in the two-day session which was held in Geneva on consumer protection in financial services, capacity building and technical assistance on consumer protection law, dispute resolution and redress recently, if so, the details thereof and the issues discussed therein along with the outcome thereof; and
- (e) the manner in which this will be beneficial for the country?

**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) : UNCTAD (United Nations Conference on Trade and Development) is a permanent intergovernmental body established by the United Nations General Assembly. It helps countries among other things, to protect consumers from abuse.
- (b) : The Intergovernmental Group of Experts (IGE) on consumer Protection Law and Policy was set up under the revised United Nations Guidelines for Consumer Protection.

(c) : Three meetings of Inter-governmental Group of Experts on consumer protection have been held so far. The IGE monitors the implementation of UN Guidelines by Member States, provides technical assistance, undertakes voluntary peer reviews and periodically update the (UNGCP) United Nations Guidelines on Consumer Protection. The meetings attended by India helped the international community to take note of the steps taken by India for the welfare of vulnerable group of consumers, consumer protection in e commerce, financial literacy and capacity building of civil society organizations.

(d) & (e) : Yes, Madam. The meetings help in understanding the international best practices on various aspects of consumer protection such as, alternate dispute resolution of consumer complaints, cross border consumer issues, regional cooperation and consumer product safety.

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