

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

LOK SABHA

UNSTARRED QUESTION NO. 3239

TO BE ANSWERED ON 01.01.2019

COMPLAINTS UNDER CONSUMER PROTECTION FORUM

3239. SHRI PARVESH SAHIB SINGH:

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

- (a) the total number of complaints received in the Consumer Protection Forum in the last one year;
- (b) the number of complaints resolved in the last one year; and
- (c) whether any steps have been taken by the Government in the last one year for prevention of consumer frauds and malpractices and if so, 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) : During the period between 01.01.2018 and 30.11.2018, total 184910 cases have been filed before the Consumer Fora in the country and 161299 cases have been decided by the Consumer Fora during the aforesaid period.

(c) : The Government introduced the Consumer Protection Bill, 2018 in Parliament on 5th January, 2018 which has been passed by Lok Sabha on 20.12.2018. The Bill seeks to establish an executive agency to be called the Central Consumer Protection Authority (CCPA), to regulate matters relating to isolation of rights of consumers, unfair trade practices and false or misleading advertisements and to promote, protect & enforce the rights of consumers as a class.
