

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

LOK SABHA
UNSTARRED QUESTION NO. 4457
TO BE ANSWERED ON 08.01.2019

CONSUMER MOVEMENT

4457. SHRI SANKAR PRASAD DATTA:

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 movement is underway to protect the interests of the consumers;
- (b) if so, the details and the present status thereof along with the funds allocated for the purpose during each of the last three years, State/UT-wise; and
- (c) the details of funds sanctioned to the agencies/NGOs/VOs involved in the consumer movement and the activities undertaken by them during the said period, State/UT-wise?

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) : Yes, Madam. Enactment of Consumer Protection Act, 1986 has set in motion a veritable consumer movement in the country. Under the Consumer Protection Act, 1986, a three tier quasi-judiciary machinery has been set up at District, State and Central levels for better protection of the interests of consumers and to provide simple and speedy redressal of consumer disputes. The consumer fora are empowered to give relief of a specific nature and award, wherever appropriate, compensation to consumers.

A countrywide multimedia “Consumer Awareness” campaign titled ‘Jago Grahak Jago’ is being conducted on various issues related to consumer rights and responsibilities across diverse subjects. The States/UT have been actively associated in the programme especially in expanding the geographic reach of the campaign on consumer awareness.

The Department also operates the Consumer Welfare Fund to strengthen the Consumer Movement in the country by way of financial assistance to the State/UTs, VCOs/NGOs to raise awareness amongst consumers and as also to educational institutes for research on consumer issues and running of centres on consumer studies.

The details of the funds allocated during the last three years under ‘Strengthening Consumer Fora’, and ‘Consumer Awareness’ campaign are given State/UT wise at **Annexure A**.

(c) : The details of funds released under the Consumer Welfare Fund to the agencies/NGOs/VCOs involved in the consumer movement are given at **Annexure B**.

ANNEXURE REFERRED IN REPLY TO PARTS (a) & (b) OF LOK SABHA UNSTARRED QUESTION NO.4457 FOR 08.01.2019 REGARDING CONSUMER MOVEMENT.

Funds allocated state wise under the scheme 'Strengthening of Consumer Fora'

(Amount in lakhs)

Sl. No.	Name of the State	2015-16	2016-17	2017-18
1.	Andhra Pradesh		78.00	
2.	Delhi			115.00
3.	J&K			35.00
4.	Kerala		262.75	
5.	Madhya Pradesh	493.09		
6.	Mizoram	26.25		
7.	Puducherry			35.00
8.	Rajasthan	740.04		
9.	Sikkim	50.00		
10.	Tamil Nadu	324.70		
11.	Telangana			73.00
12.	West Bengal	697.00	625.00	
	Total	2331.08	965.75	258.00

Funds allocated state-wise under the scheme 'Consumer Awareness'

2015-16

(Amount in Rs.)

S No.	Name of States/ UTs	Amount Released
1.	Goa	2000000
2.	Kerala	2552516
3.	Maghalaya	2000000
4.	Mizoram	2000000
5.	Nagaland	2000000
6.	Rajasthan	5000000
7.	Telangana	2000000
8.	Tripura	2000000
9.	West Bengal	5000000
10.	Sikkim	2000000
11.	Gujarat	5000000
12.	Himachal Pradesh	2000000
13.	West Bengal (Additional Fund)	1500000
14.	Sikkim (Additional Fund)	2000000
15.	Himachal Pradesh (Additional Fund)	2000000
16.	Bihar	3000000
17.	Kerala (Additional Fund)	2947484
	Total	45000000

2016-17**(Amount in Rs.)**

S.No.	Name of States/ UTs	Amount Released
1.	West Bengal	5000000
2.	West Bengal (Additional)	2500000
3.	West Bengal (Additional)	5000000
4.	Goa	1948000
5.	Himachal Pradesh	2000000
6.	Madhya Pradesh	5000000
7.	Telangana	1785295
8.	Arunachal Pradesh	1995221
9.	Meghalaya	2000000
10.	Nagaland	2000000
11.	Andaman & Nicobar (UT)	1000000
12.	Lakshadweep (UT)	1000000
	Total	31228516

2017-18**(Amount in Rs.)**

S. No.	Name of States/UTs	Amount Released
1.	Arunachal Pradesh	2000000
2.	Madhya Pradesh	4417281
3.	Tamil Nadu	5000000
4.	Telangana	2000000
5.	West Bengal	5000000
6.	Andaman & Nicobar (UT)	1000000
7.	Lakshadweep (UT)	1000000
8.	West Bengal (Additional Fund)	5000000
9.	Sikkim	3000000
10.	Meghalaya	2000000
11.	Tripura	1982000
12.	Delhi	2104562
13.	Sikkim (Additional Fund)	96157
14.	West Bengal(Additional Fund)	5400000
	Total	40000000

ANNEXURE B**ANNEXURE REFERRED IN REPLY TO PART (c) OF LOK SABHA UNSTARRED QUESTION NO.4457 FOR 08.01.2019 REGARDING CONSUMER MOVEMENT.****GRANTS RELEASED FROM CONSUMER WELFARE FUND**

Sl.No.	Name of State	Name of Institution/Organization/VCO's	Grant Released (inRs.)	Activities undertaken
2015-2016				
1	Andhra Pradesh	Govt. of Andhra Pradesh	1,00,00,000	To establish State Consumer Welfare Fund, whose interest is to be used for consumer awareness programme and consumer activity etc.
2	Maharashtra	Mumbai Grahak Panchayat, Mumbai	60,000	Seminar on Consumer Protection (Amendment) Bill-2014
		Advertising Standards Council of India, (ASCI), Mumbai	5,00,000	For the project of resolving complaints on misleading and false advertisements.
3	Tamil Nadu	CONCERT, Chennai	5,00,000	For Conducting Survey to study the quality and Safety of eggs sold in market and served to the School Children in Tamil Nadu
		CONCERT, Chennai	24,04,000	For extension of its project on Comparative Testing of Products and Services.
4	New Delhi	Federation of Indian Electronic Commerce & Industry (FIECI)	2,80,000	National Consultative Conference on e-Consumer Protection Awareness
		SAVERA	26,10,000	For establishing and managing the GrahakSuvudha Kendra (GSK)
		Karshan Technologies (GSK)	26,10,000	Establishing and running the 'GrahakSuvudha Kendra' in Bangalore (South Zone)
		IIPA (CCS)	35,00,000	For the project of Centre for Consumer Studies
		IIPA (CCS)	1,21,12,000	Extension of the project of Centre for Consumer Studies (CCS), at IIPA, beyond June, 2015 for a period of 5 years
		IIPA, SCHKRMP	9,55,174	For availing leased line of 8 MBPS from MTNL for implementation of the State Consumer Helpline Knowledge Resource Management Portal (SCHKRMP)
5	Karnataka	Raghvendra Trust	4,50,000	Consumer Awareness Building Programme
		NLSIU, Bangalore	50,00,000	For setting up 'Online Consumer Mediation Centre'
		IIPA, Karnataka	10,00,000	For a pilot project of one year duration for imparting training to VCOs in Karnataka.
6	Uttar Pradesh	Consumer Coordination Council	15,00,000	Consumer Online Resource & Empowerment (CORE)
		Consumer Coordination Council	2,50,000	Consumer Online Resource & Empowerment (CORE)

7	Gujarat	CERC, Gujarat (GSK)	26,10,000	Establishing and running the 'GrahakSuvidha Kendra' in Ahmedabad (West Zone)
		CERC, Gujarat (insight magazine)	20,00,000	For bringing out National Consumer Magazine INSIGHT in Hindi for 5 years
		CERC, Gujarat	17,00,000	For comparative testing of products for food adulteration.
8	Manipur	Manipur Women Coordination Council, (MWCC), Imphal	5,00,000	Integrated Programme on Consumer Education and Awareness Campaign
Sl. No.	Name of State	Name of Institution/Organization/VCO's	Grant Released (inRs.)	Activities undertaken
9	Odisha	NariMangalMahilaSamity	5,00,000	For organizing Consumer Awareness Programmes
10	Rajasthan	CUTs, Jaipur, Rajasthan (GSK)	26,10,000	For establishing and running the 'GrahakSuvidha Kendra' in Jaipur (West Zone)
		CUTs, Jaipur	10,00,000	For conducting the study on consumer safety in India and to publish "State of Consumer Safety in India Report" for one year
11	West Bengal	Bhavishya (GSK)	26,10,000	For establishing and managing the GrahakSuvidha Kendra (GSK) in Kolkata (East Zone)
12	Telangana	NALSAR, Hyderabad	1,00,00,000	For establishing Consumer Law Chair and running courses on Consumer Issues with financial assistance from CWF
2016-2017				
1.	Andhra Pradesh	Sai Educational Rural & Urban Development Society, Andhra Pradesh	2,50,000	Empowering Rural Consumer Choke through Information
2.	Bihar	SAVERA, New Delhi	16,87,500	Publication and Circulation of the Hindi magazine in Bihar only, Project Title-“Vernacular Language Publications to Increase Awareness”
		GrahakSuvidha Kendra (GSK)	5,03,680	For establishing and managing the GSK in Patna
3.	Delhi	IIPA (CCS), New Delhi	40,00,000	For the project of Centre for Consumer Studies
		IIPA (NCH), New Delhi	50,00,000	For operationalizing the National Consumer Helpline
		IIPA (NCH), New Delhi	50,00,000	For operationalizing the National Consumer Helpline
		Consumer Coordination Council	2,71,908	Setting up and running the CORE project
		Consumer Coordination Council	5,29,748	Setting up and running the CORE project
		IIPA, (SCHKRMP), New Delhi	9,08,112	For availing leased line of 8 MBPS from MTNL for Implementation of the SCHKRMP
		IIPA, New Delhi	63,19,875	Expansion of NCH and integration CORE
		IIPA (CCS), New Delhi	81,12,000	For the project of Centre for Consumer Studies
		Consumer Online Foundation, New Delhi	15,00,000	Innovative Project for Empowering Consumers
		BINTY, Delhi	81,000	For reimbursement of legal expenses
		VOICE Society	15,00,000	Comparative Study on Consumer Items
		RajkiyaPratibhaVikasVidyalaya, NandNagari	25,000	Consumer Club

		IIPA, (SCHKRMP), New Delhi	5,00,000	For Implementing the SCHKRMP project
		IIPA (CCS), New Delhi	34,22,500	For the project of Centre for Consumer Studies
4.	Gujarat	CERC, Gujarat	25,00,000	To expend its consumer protection & service activities
		CERC, Gujarat	19,68,835	For bringing out National Consumer Magazine INSIGHT in Hindi (GrahakSathi)
		CERC, Gujarat	25,00,000	To expend its consumer protection & service activities.
Sl. No.	Name of State	Name of Institution/Organization/VCO's	Grant Released (inRs.)	Activities undertaken
5.	Jharkhand	DoF, PD&CA, G/o Jharkhand	4,00,00,000	To establish State Consumer Welfare Fund, whose interest is to be used for consumer awareness programme and consumer activity etc.
6.	Karnataka	NLSIU, Bangaluru	50,00,000	Online Consumer Mediation Centre
7.	Madhya Pradesh	NLIU, Bhopal	9,90,239	For Chair professorship in consumer protection and consumer welfare
		NLIU, Bhopal	52,15,000	For extension of Chair on Consumer Protection and Welfare.
8.	Nagaland	Charity Welfare Society (P. No. 1588)	3,50,000	Innovative project for spreading consumer literacy for awareness
		Govt. of Nagaland	2,39,00,000	To establish State Consumer Welfare Fund, whose interest is to be used for consumer awareness programme and consumer activity etc.
9.	Tamil Nadu	CONCERT, Chennai	64,03,000	Comparative Testing
		CONCERT, Chennai	16,82,250	For Empowering Rural Consumer Choice Through Information
		Govt. of Tamil Nadu	50,00,000	Consumer Club
10.	Odisha	NariMangalMahilaSamity	2,50,000	Training on Mediation
11.	Rajasthan	CUTS, Jaipur	7,50,000	State of Consumer Safety in India
12.	Manipur	The Centre for Sustainable Development	2,50,000	Study of Awareness in North-East States
13.	Maharashtra	HEALIS, Mumbai	56,25,000	Consumer Safety Children from Health Hazards of Tobacco Products
		The Advertising Standard Council of India (ASCI), Mumbai	5,00,000	Consumer Safety Children from Health Hazards of Tobacco Products
		The Advertising Standard Council of India (ASCI), Mumbai	8,00,000	Resolving Complaints on Misleading and False Advertisement
14.	Uttar Pradesh	SubhKamnaSamajikSewaSansthan	2,50,000	Combating Food Adulteration for Creating Consumer Awareness
15.	Uttarakhand	IIM, Kashipur& Shaping Tomorrow Consultants LLP	44,28,000	Conducting study current consumer protection in India

2017-2018				
Sl. No.	Name of State	Name of Institution/Organization/VCO's	Grant Released (inRs.)	Activities undertaken
1.	Delhi	IIPA, New Delhi	1,00,00,000	Centre for Consumer Studies (CCS)
		IIPA, New Delhi	1,34,22,500	Centre for Consumer Studies (CCS)
		IIPA, New Delhi	1,71,06,625	National Consumer Helpline (NCH)
		IIPA, New Delhi	9,79,616	SCHKRMP
		IIPA, New Delhi	15,60,200	SCHKRMP
		IIPA, New Delhi	99,05,875	National Consumer Helpline (NCH)
		IIPA, New Delhi	96,978	Engagement of two retirees officials of CBEC to look into GST related complaint
		VOICE Society	5,00,000	Comparative Study on Financial Services
		VOICE Society	15,00,000	Comparative study on consumer items
		Consumer Coordination Council	4,00,000	National Consumer Convention on 23-24 Dec. 2017 at Rajkot Gujarat
2.	Gujarat	CERC, Ahmedabad (Proposal No.1267)	22,25,000	Study on Misleading Advertisement
		CERC, Ahmedabad (Proposal No.1294)	18,00,000	Financial Protection of Consumers
		CERC, Ahmedabad	8,00,263	GrahakSuvudha Kendra
		CERC, Ahmedabad	19,87,990	Insight Magazine (GrahakSathi)
3.	Jharkhand	Govt. of Jharkhand (Jharkhand UpbhogtaKalyanNidhi)	1,50,00,000	To establish State Consumer Welfare Fund, whose interest is to be used for consumer awareness programme and consumer activity etc.
			1,63,47,000	
4.	Maharashtra	ASCI, Mumbai	8,00,000	Resolving Complaints...False Advertisement
5.	Manipur	Manipur Women Coordinating Council	28,28,000	Vernacular Language Publication to Increase Awareness
		The Centre for Sustainable Development	2,50,000	Study of Awareness in North-East States
6.	Nagaland	Govt. of Nagaland	60,00,000	To establish State Consumer Welfare Fund, whose interest is to be used for consumer awareness programme and consumer activity etc.
7.	Odisha	Consumer Protection Council, Rourkela	4,73,000	Reimbursement of Legal Charges
		SUDHA	2,50,000	Protection and Promotion of Consumer Rights
8.	Rajasthan	CUTs, Jaipur (Proposal No. 1054)	22,50,000	Financial Protection of Consumers
		CUTs, Jaipur	8,12,520	GSK
		CUTs, Jaipur	6,50,000	State of Consumer Safety in India
9.	Tamil Nadu	CONCERT, Chennai	5,00,000	Egg Testing
		Tamil Nadu Dr. Ambedkar Law University, Chennai	25,00,000	Establishing Chair of Excellence on Consumer Law and Jurisprudence.

Sl. No.	Name of State	Name of Institution/Organization/VCO's	Grant Released (inRs.)	Activities undertaken
10.	Uttar Pradesh	ManavVikasEvamSewaSansthan, Lucknow	30,66,164	Consumer Awareness Activities in Rural Areas
		ManavVikasEvamSewaSansthan, Lucknow	24,66,125	Consumer Awareness Activities in Rural Areas
		SubhkamnaSmajikSewaSansthan, Lucknow	2,50,000	Combating Food Adulteration for Creating Consumer Awareness
11.	Andhra Pradesh	Sai Educational Rural and Urban Development Society (SEROUS)	2,50,000	Empowering Rural Consumer Choice through Information
12.	Telangana	Govt. of Telangana	2,00,00,000	To establish State Consumer Welfare Fund, whose interest is to be used for consumer awareness programme and consumer activity etc.
			2,79,00,000	
13	Madhya Pradesh	Ranglok Cultural Welfare Society	4,79,200	Combating Spurious & counterfeit product
14	Uttrakhand	IIM, Kashipur& Shaping Tomorrow Consultants LLP	35,42,400	Conducting study current consumer protection in India
