

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

LOK SABHA
UNSTARRED QUESTION NO. 435
TO BE ANSWERED ON 25.06.2019

WORLD CONSUMER RIGHTS DAY

435. SHRI KULDEEP RAI SHARMA: DR. AMOL RAMSING KOLHE:
SHRIMATI SUPRIYA SULE: DR. SUBHASH RAMRAO BHAMRE:
DR. HEENA GAVIT:SHRI SUNIL DATTATRAY TATKARE:

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 celebrated World Consumer Rights Day recently;
- (b) if so, the details thereof along with the aims and objectives of celebrating the Day;
- (c) the details of main theme of this year's World Consumer Rights Day;
- (d) the details of the programmes/ events organized during the World Consumer Rights Day;
- (e) whether the Government has set up any mechanism to effectively protect the rights of the consumers and protect against the market abuses;
- (f) if so, the details thereof;
- (g) the number of consumer courts functioning in the country to protect the rights of the consumer and the number of cases disposed of during the last three years; and
- (h) the further steps taken/being taken by the Government to strengthen the consumers' rights?

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 (d) : Yes, Sir. The Government celebrated World Consumer Rights Day this year on 15th March, 2019 with the theme "Trusted Smart Products". The World Consumer Rights Day is an opportunity to promote and protect the basic rights of consumers. In the course of celebration, the issues and the challenges facing the consumers were discussed with the stake holders.

(e) & (f) : Under the Consumer Protection Act, 1986, there is a three tier quasi-judicial mechanism, namely National Consumer Disputes Redressal Commission, State Consumer Disputes Redressal Commission and District Consumer Disputes Redressal Fora for providing simple, inexpensive and speedy justice to the consumers. In addition, the Department runs a National Consumer Helpline with a toll free number 1800-11-4000 and a short code 14404 as an alternate consumer grievance redressal mechanism.

(g) & (h) : There are 684 Consumer Fora (National Commission, 35 State Commissions and 648 functional District Fora) functioning in the country at present. The details of the disposal of cases in Consumer Fora during the last three years are given below:

Year	National Commission	State Commissions	District Fora
2016-17	5532	34162	190211
2017-18	5983	28772	121081
2018-19	6095	39185	112352

To make people aware of the rights as consumers, the Government carries out a multi-media publicity campaign, besides, the National Consumer Helpline and Zonal Consumer Helplines have been set up as an Alternate Consumer Grievance Redressal Mechanism to facilitate redressal of consumer grievances.
