

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

LOK SABHA
UNSTARRED QUESTION NO. 4891
TO BE ANSWERED ON 23.07.2019

EDUCATIONAL APPS

4891. SHRI N.K. PREMACHANDRAN:

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

- (a) whether it has come to the notice of the Government that educational apps are marketing in India without any price control, if so, the details of the action taken thereon;
- (b) whether it has come to the notice of the Government that the companies are not providing service as per the advertisement, if so, the action taken by the Government to establish a system for fixing, monitoring and regulating the marketing and sale of educational apps;
- (c) whether it has come to the notice of the Government that the companies are influencing the parents and students through the school authorities, if so, the action taken by the Government to prohibit the school authorities from canvassing students for the app providing companies; and
- (d) whether the Government proposes to introduce licensing system for marketing agencies so as to protect the right of the students, if so, the action taken thereon?

ANSWER

उपभोक्ता मामले, खाद्य और सार्वजनिक वितरण राज्य मंत्री
(श्री दानवे रावसाहेब दादाराव)

THE MINISTER OF STATE
CONSUMER AFFAIRS, FOOD AND PUBLIC DISTRIBUTION
(SHRI DANVE RAOSAHEB DADARAO)

(a) to (d) : No such information has been received. The Legal Metrology (Packaged Commodities) Rules, 2011 require certain mandatory declarations like name and address of the manufacturer/packer/importer, name of the commodity, net quantity, month and year of manufacturing, retail sale price in the form of Maximum Retail Price (MRP) and consumer care details etc. to be made.

Under the Consumer Protection Act, 1986 a 3 tier quasi-Judicial mechanism at the District, State and National levels have been set up to provide speedy and simple redressal to consumer disputes. A consumer can file a complaint against a manufacturer or service provider relating to defective goods, or deficient services or other unfair trade practice. These quasi-judicial bodies are empowered to give relief of a specific nature and to award wherever appropriate compensation to consumers.
