

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

**LOK SABHA
UNSTARRED QUESTION NO. 2350 (OIH)
TO BE ANSWERED ON 21.12.2022**

SETTING UP OF PRICE MONITORING CENTRES

2350. SHRIMATI JASKAUR MEENA: SHRI ANIL FIROJIYA: DR. KALANIDHI VEERASWAMY:
(OIH) SHRI P. RAVINDHRANATH: SHRI KRIPANATH MALLAH:

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 is considering to set up price monitoring centres across the country, if so, the details thereof;
- (b) the details of the amount estimated for this and the number of States in the country where those centres are proposed to be set up, State and district-wise;
- (c) whether the Government proposes to set up these centres in Rajasthan and Assam also;
- (d) if so, the district-wise details thereof and the time by which these centres are likely to be set up; and
- (e) the steps being taken for redressal of problems related to consumer protection and if so, the details thereof?

ANSWER

**उपभोक्ता मामले, खाद्य और सार्वजनिक वितरण राज्य मंत्री
(श्री अश्विनी कुमार चौबे)**

**THE MINISTER OF STATE
CONSUMER AFFAIRS, FOOD AND PUBLIC DISTRIBUTION
(SHRI ASHWINI KUMAR CHOUBEY)**

(a) & (b): The Department of Consumer Affairs monitors the daily retail and wholesale prices of 22 commodities through 395 price reporting centres (PMC) set up with Central assistance by State Governments and UT Administrations across the country. The Department has requested all the States/UTs to set up price reporting centre in each District. The price reporting centres are provided financial assistance which include remuneration for Data Entry Operator (DEO) @ Rs.24,000 per month, smart phone @ Rs.10,000 in two year, and sim card/data card @Rs.6,000 per annum. In addition, States/UTs are provided Rs.1.00 Lakh per annum for training/capacity building workshop.

(c) & (d): The details of price monitoring centre State-wise and District-wise including Assam and Rajasthan are at **Annexure**.

(e): The Consumer Protection Act, 2019, provides that a consumer can file complaints against any defect in goods purchased or deficiencies in any services availed including any unfair/restrictive trade practices adopted, in specialized quasi-judicial agencies, commonly known as ‘Consumer Commissions’, that have been established at the District level (District Commission), State level (State Commission) and National level (National Commission). These Consumer Commissions have been mandated by law to render simple, inexpensive and speedy adjudication of consumer complaints.

The Consumer Protection Act, 2019, which has come into force with effect from the 20th July, 2020, provides for a number of measures for simplification of the adjudication process in the Consumer Commissions such as filing of complaints electronically (edaakhil.nic.in) and review of their own orders by the Consumer Commissions in the case of error apparent on the face of records, provision of video-conferencing for hearing, deemed admissibility of complaints if not admitted within the prescribed time limit of 21 days etc. To facilitate early disposal of consumer complaints, court mediation has also been provided in the Act.

In addition to the legislative measures, a National Consumer Helpline (NCH) has been set up, which serves as a pre-litigation alternate dispute resolution mechanism, with toll free number 1800-11- 4000 or 14404 or 1915 to handle the consumer grievances.

Further, Department of Consumer Affairs under the aegis of “Jago Grahak Jago” campaign has generated consumer awareness through departmental website, State/UT Governments, Voluntary Consumer Organizations, TV, Radio, Common Service Centres, IRCTC etc. Regular messages on these issues are also being posted on social media to harness its potential to create consumer awareness. State/UT Governments have also been involved to spread consumer awareness in rural and remote areas.

ANNEXURE REFERRED IN REPLY TO PARTS (C) & (D) OF LOK SABHA UNSTARRED QUESTION NO. 2350 FOR 21.12.2022 REGARDING SETTING UP OF PRICE MONITORING CENTRES

State	No. of Centres	Names of the Districts in which Price Reporting Centres are set up
Andaman And Nicobar Islands	3	Nicobars, North And Middle Andaman, South Andamans,
Andhra Pradesh	7	Krishna, Kurnool, Prakasam, Sri Sathya Sai, Tirupati, Visakhapatanam, Y.S.R. (Kadapa),
Arunachal Pradesh	4	East Siang, Namsai, Papum Pare, Tawang,
Assam	12	Bajali, Baksa, Barpeta, Darrang, Dhubri, Goalpara, Golaghat, Hojai, Jorhat, Kamrup Metro, Tinsukia, Udalguri,
Bihar	38	Araria, Arwal, Aurangabad, Banka, Begusarai, Bhagalpur, Bhojpur, Buxar, Darbhanga, Gaya, Gopalganj, Jamui, Jehanabad, Kaimur (Bhabua), Katihar, Khagaria, Kishanganj, Lakhisarai, Madhepura, Madhubani, Munger, Muzaffarpur, Nalanda, Nawada, Pashchim Champaran, Patna, Purbi Champaran, Purnia, Rohtas, Saharsa, Samastipur, Saran, Sheikhpura, Sheohar, Sitamarhi, Siwan, Supaul, Vaishali,
Chandigarh	1	Chandigarh
Chattisgarh	9	Bastar, Bilaspur, Dantewada, Dhamtari, Durg, Korea, Raipur, Rajnandgaon, Surguja,
Delhi	1	Central Delhi
Goa	2	North Goa, South Goa
Gujarat	12	Ahmadabad, Bharuch, Chhotaudepur, Dang, Dohad, Kachchh, Navsari, Rajkot, Sabar Kantha, Surat, Tapi, Valsad,
Haryana	4	Gurugram, Hisar, Karnal, Panchkula
Himachal Pradesh	12	Bilaspur, Chamba, Hamirpur, Kangra, Kinnaur, Kullu, Lahul And Spiti, Mandi, Shimla, Sirmaur, Solan, Una,
Jammu And Kashmir	4	Jammu, Kupwara, Poonch, Srinagar
Jharkhand	15	Bokaro, Deoghar, Dhanbad, East Singhbhum, Giridih, Gumla, Lohardaga, Pakur, Palamu, Ramgarh, Ranchi, Sahebganj, Saraikela Kharsawan, Simdega, West Singhbhum,
Karnataka	23	Bagalkote, Ballari, Belagavi, Bengaluru Urban (2 Centre), Bidar, Chamarajanagara, Chikkamagaluru, Dakshina Kannada, Davangere, Dharwad, Haveri, Kalaburagi, Kolar, Koppal, Mandya, Mysuru, Raichur, Ramanagara, Shivamogga, Tumakuru, Vijayapura, Yadgir,
Kerala	14	Alappuzha, Ernakulam, Idukki, Kannur, Kasaragod, Kollam, Kottayam, Kozhikode, Malappuram, Palakkad, Pathanamthitta, Thiruvananthapuram, Thrissur, Wayanad,
Madhya Pradesh	32	Agar Malwa, Anuppur, Bhind, Bhopal, Burhanpur, Chhatarpur, Dewas, Dhar, East Nimar, Gwalior, Harda, Hoshangabad, Indore, Jabalpur, Jhabua, Katni, Khargone, Mandla, Morena, Narsinghpur, Neemuch, Raisen, Rajgarh, Rewa, Sagar, Shahdol, Shajapur, Sheopur, Sidhi, Singrauli, Ujjain, Umariya,
Maharashtra	16	Ahmednagar, Amravati, Aurangabad, Chandrapur, Jalna, Latur, Mumbai, Nagpur, Nashik, Pune, Raigad, Sangli, Satara, Sindhudurg,

		Solapur, Yavatmal,
Manipur	1	Imphal East
Meghalaya	9	Eastern West Khasi Hills, East Garo Hills, East Jaintia Hills, East Khasi Hills (2 Centre), Ri Bhoi, West Garo Hills, West Jaintia Hills, West Khasi Hills,
Mizoram	8	Aizawl, Champhai, Kolasib, Lawngtlai, Lunglei, Mamit, Siaha, Serchhip,
Nagaland	15	Chümoukedima District, Dimapur District, Kiphire District, Kohima District, Longleng District, Mokokchung District, Mon District, Niuland District, Peren District, Phek District, Shamator District, Tseminyü District, Tuensang District, Wokha District, Zünheboto District,
Odisha	9	Balangir, Baleshwar, Cuttack, Ganjam, Khordha, Koraput, Mayurbhanj, Sambalpur, Sundargarh,
Puduchery	1	Ponidcherry
Punjab	8	Amritsar, Barnala, Bathinda, Faridkot, Hoshiarpur, Ludhiana, Mansa, Sri Muktsar Sahib,
Rajasthan	31	Ajmer, Alwar, Banswara, Baran, Barmer, Bharatpur, Bhilwara, Bikaner, Bundi, Chittorgarh, Churu, Dholpur, Dungarpur, Ganganagar, Hanumangarh, Jaipur, Jaisalmer, Jalore, Jhalawar, Jhunjhunu, Jodhpur, Karauli, Kota, Nagaur, Pali, Pratapgarh, Rajsamand, Sikar, Sirohi, Tonk, Udaipur,
Sikkim	4	Gangtok, Gyalshing, Namchi, Soreng
Tamil Nadu	9	Chennai, Coimbatore, Cuddalore, Dharmapuri, Dindigul, Ramanathapuram, Tiruchirappalli, Tirunelveli, Vellore,
Telangana	10	Adilabad, Hyderabad, Karimnagar, Khammam, Mahabubnagar, Medchal Malkajgiri, Nizamabad, Sangareddy, Suryapet, Warangal,
The Dadra And Nagar Haveli And Daman And Diu	3	Dadra And Nagar Haveli, Daman, Diu
Tripura	4	Gomati, North Tripura, South Tripura, West Tripura
Uttarakhand	4	Dehradun, Haridwar, Nainital, Udham Singh Nagar
Uttar Pradesh	63	Agra, Aligarh, Ambedkar Nagar, Amethi, Amroha, Ayodhya, Azamgarh, Baghpat, Bahraich, Banda, Barabanki, Bareilly, Basti, Bhadohi, Bijnor, Budaun, Bulandshahr, Chandauli, Chitrakoot, Deoria, Etah, Etawah, Farrukhabad, Fatehpur, Ghaziabad, Ghazipur, Gonda, Gorakhpur, Hamirpur, Hapur, Hardoi, Hathras, Jalaun, Jaunpur, Jhansi, Kanpur Dehat, Kanpur Nagar, Kaushambi, Kheri, Kushi Nagar, Lalitpur, Lucknow, Mahoba, Meerut, Mirzapur, Moradabad, Muzaffarnagar, Pilibhit, Pratapgarh, Prayagraj, Rae Bareilly, Rampur, Saharanpur, Sambhal, Sant Kabir Nagar, Shahjahanpur, Shravasti, Siddharth Nagar, Sitapur, Sonbhadra, Sultanpur, Unnao, Varanasi,
West Bengal	7	Birbhum, Darjeeling, Dinajpur Uttar, Kolkata, Maldah, Medinipur West, Purulia,
Total	395	
