

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

LOK SABHA
UNSTARRED QUESTION NO. 3549
TO BE ANSWERED ON 10.12.2019

RIGHTS OF CONSUMERS

3549. SHRIMATI KIRRON KHER:

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

- (a) whether any mechanism has been proposed to be established by the Government to protect the rights of the consumers and to protect them against unfair trade practices and if so, the details thereof;
- (b) the number of consumer courts operational in the country and the number of cases disposed of during the last three years; and
- (c) the steps taken / being taken by the Government to strengthen the rights of the consumers?

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) : Under the Consumer Protection Act, 1986, a three tier quasi-judiciary machinery has been set up at the District, State and Central levels to provide simple and speedy redressal of consumer disputes with a view to protect the rights of the consumers. The consumer fora are empowered to give relief of a specific nature and award, wherever appropriate, compensation to consumers.

(b) : At present, National Commission, 35 State Commissions and 650 District Consumer Fora are operational. As per the CONFONET portal, during 2016-2018, 4,14,430 cases have been disposed of by the consumer fora across the country.

(c) : To further strengthen the existing consumer protection legislation in view of the changes that have taken place in the market over the years, the Consumer Protection Act, 2019 has been notified on 9th August, 2019 to replace the Consumer Protection Act, 1986. The Consumer Protection Act, 2019 has provisions for establishment of an executive agency to be called the Central Consumer Protection Authority to regulate matters relating to violation of rights of consumers, unfair trade practices and false or misleading advertisements which are prejudicial to the interests of public and consumers and to promote, protect and enforce the rights of consumers as a class. In addition, provisions have been made in the new Act for mediation as an alternate dispute resolution mechanism, product liability, making of rules by the Central Government to regulate unfair trade practices in e-commerce and direct selling, penalty for adulteration of products and manufacture/sale of spurious goods.

The department also runs a countrywide multimedia “Consumer Awareness” campaign titled ‘Jago Grahak Jago’ on various issues related to consumer rights and responsibilities across diverse subjects.
