

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

LOK SABHA
UNSTARRED QUESTION NO. 1213
TO BE ANSWERED ON 27.07.2021

CONSUMER RIGHTS DAY

1213. SHRI SHRIRANG APPA BARNE: SHRI RAVI KISHAN: SHRI RAVINDRA KUSHWAHA:
SHRI BIDYUT BARAN MAHATO: SHRI SUBRAT PATHAK: SHRI SANJAY
SADASHIVRAO MANDLIK: SHRI CHANDRA SEKHAR SAHU: SHRI SUDHEER GUPTA:
SHRI PRATAPRAO JADHAV:

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 has 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 the 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 consumers and protect against market abuses, if so, the details thereof;
- (f) 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
- (g) the steps taken/being taken by the Government to strengthen Consumer Rights?

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) to (d) : The World Consumer Rights Day is celebrated every year on 15th March. This year's World Consumer Rights Day theme was "Tackle Plastic Pollution". Department of Consumer Affairs celebrated World Rights Consumer Day virtually in association with Centre for Consumer Studies, Indian Institute of Public Administration by organising an online Webniar on the theme "Tackling Plastic Pollution". The objective of the celebration was to generate awareness and engage consumers to adopt and promote more sustainable consumption practices and create awareness in tackling global plastic pollution crisis. Apart from events organised by Department, some industries bodies, Bureau of Indian Standards (BIS), National Law Universities also organised online events to celebrate World Consumer Rights Day.

(e) to (g) : Under the provisions of existing Consumer Protection Act, 2019, a three-tier quasi-judicial mechanism, called Consumer Commission, has been established at the District, State and National levels to provide simple, inexpensive and speedy redressal to consumer disputes. In addition to legislative measures, Department of Consumer Affairs runs a National Consumer Helpline along with Zonal Consumer Helplines in regional languages to deal with consumer grievances.

To further strengthen the consumer protection and rights, an executive agency called the Central Consumer Protection Authority has been established as per the provisions of CP Act, 2019 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 Consumer Protection Act, 2019 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.

As per the information received from National Consumer Disputes Redressal Commission, details of functional Consumer Commissions at States and District level is given at **Annexure**. As per the information available on CONFONET portal, during the last three years, 3,20,754 cases have been disposed by all Consumer Commissions across the Country.

ANNEXURE REFERRED IN REPLY TO PARTS (e) TO (g) OF LOK SABHA UNSTARRED QUESTION NO.1213 FOR 27.07.2021 REGARDING CONSUMER RIGHTS DAY.**STATE-WISE DETAILS OF OPERATIONAL CONSUMER COURTS ACROSS THE COUNTRY.**

Sl. No.	States	Whether Commission Functional	State Commissions Functional	District Commissions Functional
1	Andhra Pradesh	Yes		17
2	A & N Islands	Yes		1
3	Arunachal Pradesh	Yes		18
4	Assam	Yes		23
5	Bihar	Yes		33
6	Chandigarh	Yes		2
7	Chattisgarh	Yes		21
8	Daman & Diu	Yes		2
9	Dadar Nagar Haveli	Yes		1
10	Delhi	Yes		10
11	Goa	Yes		2
12	Gujrat	Yes		38
13	Haryana	Yes		22
14	Himachal Pradesh	Yes		11
15	Jammu & Kashmir	Yes		2
16	Jharkhand	Yes		24
17	Karnataka	Yes		33
18	Kerala	Yes		14
19	Lakshadweep	Yes		1
20	Madhya Pradesh	Yes		51
21	Maharashtra	Yes		40
22	Manipur	Yes		4
23	Meghalaya	Yes		7
24	Mizoram	Yes		8
25	Nagaland	Yes		11
26	Odisha	Yes		31
27	Puducherry	Yes		1
28	Punjab	Yes		11
29	Rajasthan	Yes		37
30	Sikkim	Yes		4
31	Tamil Nadu	Yes		32
32	Telangana	Yes		12
33	Tripura	Yes		4
34	Uttar Pradesh	Yes		79
35	Uttarakhand	Yes		6
36	West Bengal	Yes		25
	TOTAL			638