

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

**LOK SABHA**  
**UNSTARRED QUESTION NO. 46**  
**TO BE ANSWERED ON 02.02.2022**

**PROTECTING RIGHTS OF CONSUMERS**

46. SHRI JANARDAN SINGH SIGRIWAL:

**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 any mechanism to protect the rights of the consumers and if so, the details thereof;
- (b) the steps taken by the Government to protect consumers against unfair trade practices;
- (c) the number of consumer courts operational in the country and the number of cases disposed of during the last three years; and
- (d) the other steps being taken by the Government to strengthen the rights of the consumers?

**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 Consumer Protection Act, 2019 provides for establishment of three-tier quasi-judicial machinery, called Consumer Commissions, at the District, State and National levels to provide simple and speedy redressal to consumer disputes. Several provisions have been made in the rules and the Consumer Protection Act, 2019 for expeditious resolution of grievances. These include, inter-alia, simplification of the adjudication process in the Consumer Commissions; filing of complaint from the Consumer Commission having jurisdiction over the place of work/ residence of the consumer irrespective of the place of transaction. Further, provisions have been made for e-filing and e-payment, video conferencing for hearing, deemed admissibility of complaints if admissibility is not decided within 21 days of filing; court monitored mediation to facilitate early disposal of cases; provision of product liability; penal provisions for manufacture/sale of adulterated products/spurious goods; as also prevention of unfair trade practice in e-commerce and direct selling.

Under the provisions of the Consumer Protection Act, 2019, E-Commerce Rules, 2020 and Direct Selling Rules, 2021 have been notified by Central Government for prevention of unfair trade practice.

As per the latest data available, there are 632 Consumer Commissions operational in the country. 2,83,889 number of cases were disposed of during the last three years (2019-21) by the National Commission, State Commissions, Circuit Benches and District Commissions.

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