

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

LOK SABHA
UNSTARRED QUESTION NO. 474
TO BE ANSWERED ON 23.07.2025

UNFAIR TRADE PRACTICES

474. SHRI PRABHAKAR REDDY VEMIREDDY:

Will the Minister of **CONSUMER AFFAIRS, FOOD AND PUBLIC DISTRIBUTION** be pleased to state:

- (a) the manner in which the Government justifies retailers asking buyers to pay money for carry bags and does it not tantamount to unfair trade practice and deficiency in service by retailers;
- (b) whether it is a fact that the National Consumer Dispute Redressal Commission ruled that charging money for carry bags is tantamount to unfair trade practice;
- (c) if so, whether any directive issued by the Government to retailers for giving carry bags free of cost; and
- (d) if so, the details thereof?

ANSWER

THE MINISTER OF STATE
CONSUMER AFFAIRS, FOOD AND PUBLIC DISTRIBUTION
(SHRI B.L.VERMA)

(a) to (d) : Department of Consumer Affairs is continuously working for consumer protection and empowerment of consumers by enactment of progressive legislations. With a view to modernize the framework governing the consumer protection in the new era of globalization, technologies, e-commerce markets etc. Consumer Protection Act, 1986 was repealed and Consumer Protection Act, 2019 was enacted.

Salient features of the new Consumer Protection Act, 2019 are establishment of a Central Consumer Protection Authority(CCPA); simplification of the adjudication process in the Consumer Commissions such as enhancing pecuniary jurisdiction of the Consumer Commissions, online filing of complaint from the Consumer Commission having jurisdiction over the place of work/residence of the consumer irrespective of the place of transaction, videoconferencing for hearing, deemed admissibility of complaints if admissibility is not decided within 21 days of filing; provision of product liability; penal provisions for manufacture/sale of adulterated products/spurious goods; provision for making rules for prevention of unfair trade practice in e-commerce and direct selling.

Section 2 (47) of the Consumer Protection Act defines "unfair trade practice" as a trade practice which, for the purpose of promoting the sale, use or supply of any goods or for the provision of any service, adopts any unfair method or unfair or deceptive practice.

Under the provisions of the Consumer Protection Act, 2019, the Central Consumer Protection Authority (CCPA) which is an executive agency, came into existence on 24.07.2020. It is designed to intervene, to prevent consumer detriment arising from unfair trade practices and to initiate class action(s), including the enforcement of recalls, refunds and return of products. Its core mandate is to prevent and regulate false or misleading advertisements which are prejudicial to the public interest.

National Consumer Disputes Redressal Commission vide its order dated 27.11.2024 in Revision Petition No.1715 of 2019 and 774 of 2020 ruled that charging money for carry bags is tantamount to unfair trade practice under the Consumer Protection Act, 2019.
