

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

LOK SABHA
UNSTARRED QUESTION NO. 3146
TO BE ANSWERED ON 11.03.2026

CENTRAL CONSUMER PROTECTION AUTHORITY (CCPA)

3146. SHRI ANTO ANTONY:

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

- (a) the number of cases received by the Central Consumer Protection Authority (CCPA) relating to violation of consumer rights since its inception, year-wise;
- (b) the number of actions initiated against unfair trade practices during the last five years, year-wise;
- (c) the number of false or misleading advertisements examined by the CCPA and the action taken thereon including the penalties imposed on manufacturers, advertisers, endorsers or publishers for misleading advertisements, year-wise; and
- (d) the details of funds allocated to and utilised by the CCPA since its establishment?

ANSWER

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

(a) to (d) : The Central Consumer Protection Authority (CCPA) has been established under Section-10 of the Consumer Protection Act, 2019 to regulate the matters related to violation of rights of consumers, unfair trade practices and false or misleading advertisements and protect and enforce the rights of the consumers as a class.

To safeguard consumers from unfair trade practices in e-commerce, the Department of Consumer Affairs has also notified the Consumer Protection (E-commerce) Rules, 2020 under the provisions of the Consumer Protection Act, 2019. These rules, inter-alia, outline the responsibilities of e-commerce entities and specify the liabilities of marketplace and inventory for e-commerce entities, including provisions for consumer grievance redressal.

Since inception 152 final orders pertaining to violation of rights of consumers, unfair trade practices and false or misleading advertisements have been passed till date and a total amount of Rs.3,00,40,500/- (approx.) has been imposed by CCPA till now as penalties.

The Budget for CCPA is allocated from the budget allocated to Department of Consumer Affairs by Department of Expenditure under Grant No.14 Major Head 3456 Minor Head 16.01 every year as token amount as per the statement:

(Rs. in crores)

Financial Year	Revised Estimates	Actual Expenditure
2020-21	1.17	0.71
2021-22	0.60	0.56
2022-23	0.79	0.56
2023-24	0.49	0.46
2024-25	0.83	0.29
2025-26	0.46	0.12 (upto 06.03.2026)
