

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

**LOK SABHA**  
**UNSTARRED QUESTION NO. 3848**  
**TO BE ANSWERED ON 22.12.2015**

**CONSUMER MOVEMENT**

3848. SHRI GODSE HEMANT TUKARAM:

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

- (a) whether consumer movement is growing in the country to protect the interests of consumers;
- (b) if so, the details and the status thereof, State-wise;
- (c) the funds allocated and utilised by the States for the purpose during the last three years, State and year-wise; and
- (d) the details of funds sanctioned to the agencies/NGOs/VOs to boost the consumer movement in the States of Maharashtra, Uttar Pradesh and NCT of Delhi during the said period?

**ANSWER**

**मिन्टर कनसुमर अफेयर्स, फूड अण्ड पब्लिक डिस्ट्रिबुशन**  
**के अण्ड पब्लिक डिस्ट्रिबुशन**

**THE MINISTER OF**  
**CONSUMER AFFAIRS, FOOD AND PUBLIC DISTRIBUTION**  
**(SHRI RAM VILAS PASWAN)**

(a) & (b) : Yes, Madam. Enactment of Consumer Protection Act, 1986 has set in motion a veritable consumer movement in the country. Under the Consumer Protection Act, 1986, a three tier quasi-judiciary machinery has been set up at District, State and Central levels for better protection of the interests of consumers and to provide simple and speedy redressal of consumer disputes. These quasi-judicial bodies are empowered to give relief of a specific nature and award, wherever appropriate, compensation to consumers.

A countrywide multimedia awareness campaign titled 'Jago Grahak Jago' is being conducted on various issues related to consumer rights and responsibilities across diverse subjects. Joint campaigns have been launched in partnership with other sector specific regulators such as FSSAI, NPPA and Reserve Bank of India to raise awareness on the rights of consumers. The States/UT have been actively associated in the programme especially in expanding the geographic reach of the campaign on consumer awareness.

The Department also operates the Consumer Welfare Fund to strengthen the Consumer Movement in the country by way of financial assistance to the State/UTs for setting up consumer clubs in schools/colleges, to VCOs/NGOs to raise awareness amongst consumers and as also to educational institutes for research on consumer issues and running of centres on consumer studies.

A National Consumer Helpline at the Centre and State Consumer Helplines in the states have also been set up for guiding the consumers for redressal of their grievances.

The details of the funds allocated during the last three years under awareness campaign, Strengthening Consumer Fora and State Consumer Helpline are given in the **Annexure-A** State/UT wise.

(c) : The funds allocated for consumer movement during the last three years is given in **Annexure-B**.

(d) : The details of funds sanctioned to the agencies/NGOs/VOs to boost the consumer movement in the States of Maharashtra, Uttar Pradesh and NCT of Delhi during last three years is given in **Annexure-C**.

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**STATEMENT REFERRED IN REPLY TO PARTS (a) & (b) OF LOK SABHA UNSTARRED QUESTION NO.3848 FOR 22.12.2015 REGARDING CONSUMER MOVEMENT.****Grant-in-aid released to State Govts. under awareness campaign during the last three years**

Sl. No.	Name of the State	2012-13	2013-14	2014-15
1	Chhattisgarh	3000000.00	3000000.00	-
2	Goa	400000.00	-	500000.00
3	Gujarat	5200000.00	5000000.00	5000000.00
4	Himachal Pradesh	1582000.00	2000000.00	-
5	Madhya Pradesh	4041292.00	5000000.00	-
6	Punjab	4000000.00	3000000.00	-
7	West Bengal	3800000.00	4759254.00	4759254.00
8	Arunachal Pradesh	3200000.00	2000000.00	-
9	Nagaland	2200000.00	2000000.00	2000000.00
10	Tripura	1000000.00	2000000.00	2000000.00
11	Puducherry	800000.00	875000.00	-
12	Haryana	-	2884528.00	3000000.00
13.	Maharashtra	-	2882000.00	5000000.00
14.	Uttar Pradesh	-	9125000.00	8500000.00
15.	Assam	-	2993182.00	2993182.00
16.	Rajasthan	-	-	4646559.00
17.	Telangana	-	-	2000000.00
18.	Mizoram	-	-	2000000.00
19.	Sikkim	-	-	2000000.00
20.	Delhi	-	-	2170031.00

**FUNDS ALLOCATED STATE WISE UNDER THE SCHEME 'STRENGTHENING OF CONSUMER FORA – PHASE II'**

Sl. No.	Name of the State	Assistance released in SCF Scheme (Rupees in lakh)		
		2012-13	2013-14	2014-15
1	Arunachal Pradesh	-	335.00	-
2	Bihar	-	502.78	-
3	Chhattisgarh	-	200.00	-
4	Haryana	-	53.20	-
5	Himachal Pradesh	-	52.57	-
6	Kerala	-	112.94	-
7	Meghalaya	-	82.81	-
8	Mizoram	15.75	20.00	-
9	Nagaland	-	200.00	-
10	Tamilnadu	197.41	300.00	-
11	Punjab	4.33	-	-
12	Sikkim	-	-	-
13	Tripura	163.80	-	-
14	Uttar Pradesh	188.75	-	-
15	W.Bengal	166.79	45.00	507.65
	<b>Total</b>	<b>736.83</b>	<b>1904.30</b>	<b>507.65</b>

**Allocation of funds under the Consumer Helpline scheme, State wise during the last three years**

(Amount in Rs.)

Sl. No.	State/UT	2012-13	2013-14	2014-15	Total Grant Released
1	Andhra Pradesh				2725000
2	Arunachal Pradesh				2396616
3	Assam				2410000
4	Bihar	1136616	2713514		6610130
5	Chhattisgarh			2724116	5920732
6	Goa				0
7	Gujarat				3274148
8	Haryana	2760000	1362058	2724116	6846174
9	Himachal Pradesh		761921	1829800	2591721
10	Jammu & Kashmir				0
11	Jharkhand				2680000
12	Karnataka				3896616
13	Kerala			1860854	5057470
14	Madhya Pradesh				2725000
15	Maharashtra	2053536	2350601	2973371	10137508
16	Manipur				2195000
17	Meghalaya	2195000			2195000
18	Mizoram	1141616	1349116		6398964
19	Nagaland				2195000
20	Odisha		2724116	414000	6771536
21	Punjab				2760000
22	Rajasthan		1438116		4198116
23	Sikkim	1141616		1349116	6397348
24	Tamil Nadu	2271616		2724116	11163964
25	Telangana			2300478	2300478
26	Tripura		2300478		2300478
27	Uttar Pradesh				2760000
28	Uttarakhand				2410000
29	West Bengal				1625000
30	A & N Islands.	2195000			2195000
31	Chandigarh Admin.				0
32	Dadra Nagar Haveli				2195000
33	Daman & Diu			2299558	2299558
34	Lakshadweep				2195000
35	Delhi				0
36	Puducherry				2195920
<b>Total</b>		<b>14895000</b>	<b>14999920</b>	<b>21199525</b>	<b>124022477</b>

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**ANNEXURE-B****STATEMENT REFERRED TO IN REPLY TO PART (c) OF LOK SABHA UNSTARRED QUESTION NO. 3848 FOR 22.12.2015 REGARDING CONSUMER MOVEMENT.****Grant-in-aid released to State Govts. during the financial year 2012-13**

S. No.	Name of State	Year	Amount Released
1	Chhattisgarh	2012-13	3000000.00
2	Goa	2012-13	400000.00
3	Gujarat	2012-13	5200000.00
4	Himachal Pradesh	2012-13	1582000.00
5	Madhya Pradesh	2012-13	4041292.00
6	Punjab	2012-13	4000000.00
7	West Bengal	2012-13	3800000.00
8	Arunachal Pradesh	2012-13	3200000.00
9	Nagaland	2012-13	2200000.00
10	Tripura	2012-13	1000000.00
11	Puducherry	2012-13	800000.00
		<b>Total</b>	<b>29223292.00</b>

**Grant-in-aid released to State Govts. during the financial year 2013-14**

S. No.	Name of State	Year	Amount Released
1	Chhattisgarh	2013-14	3000000.00
2	Gujarat	2013-14	5000000.00
3	Haryana	2013-14	2884528.00
4	Himachal Pradesh	2013-14	2000000.00
5	Madhya Pradesh	2013-14	5000000.00
6	Maharashtra	2013-14	2882000.00
7	Punjab	2013-14	3000000.00
8	Uttar Pradesh	2013-14	9125000.00
10	West Bengal	2013-14	4759254.00
11	Arunachal Pradesh	2013-14	2000000.00
12	Assam	2013-14	2993182.00
13	Nagaland	2013-14	2000000.00
14	Tripura	2013-14	2000000.00
15	Puducherry	2013-14	875000.00
		<b>Total</b>	<b>47518964.00</b>

**Grant-in-aid released to State Govts. during the financial year 2014-15**

S. No.	Name of State	Year	Amount Released
1	Goa	2014-15	500000.00
2	Gujarat	2014-15	5000000.00
3	Haryana	2014-15	3000000.00
4	Maharashtra	2014-15	5000000.00
5	Rajasthan	2014-15	4646559.00
6	Telangana	2014-15	2000000.00
7	Uttar Pradesh	2014-15	8500000.00
8	West Bengal	2014-15	4759254.00
9	Assam	2014-15	2993182.00
10	Mizoram	2014-15	2000000.00
11	Nagaland	2014-15	2000000.00
12	Tripura	2014-15	2000000.00
13	Sikkim	2014-15	2000000.00
14	Delhi	2014-15	2170031.00
		<b>Total</b>	<b>46569026.00</b>

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**Grant-in-aid released to State Govts. during the financial year 2015-16**

1	Goa	2015-16	2000000.00
2	Kerala	2015-16	2552516.00
3	Meghalaya	2015-16	2000000.00
4	Mizoram	2015-16	2000000.00
5	Nagaland	2015-16	2000000.00
6	Rajasthan	2015-16	5000000.00
7	Sikkim	2015-16	2000000.00
8	Telangana	2015-16	2000000.00
9	Tripura	2015-16	2000000.00
10	West Bengal	2015-16	5000000.00
		<b>Total</b>	<b>26552516.00</b>

**ANNEXURE-C**

**STATEMENT REFERRED TO IN REPLY TO PART (d) OF LOK SABHA UNSTARRED QUESTION NO. 3848 FOR 22.12.2015 REGARDING CONSUMER MOVEMENT.**

**Details of funds sanctioned to the Agencies/NGOs/VCOs/Organization to boost the consumer movement in the State of NCT of Delhi**

**During F.Y. 2012-13**

(Amount in Rs.)

<b>Sl. No.</b>	<b>Name of NGO</b>	<b>Amount Sanctioned</b>
1.	National Consumer Helpline (NCH), Delhi University	1,51,58,201
2.	M/s. Binty	1,00,000
3.	Miranda House, Delhi University	2,00,000
4.	Centre for Consumer Studies, Indian Institute of Public Administration	1,82,97,000
5.	Consultancy Project, Indian Institute of Public Administration	1,01,64,000
6.	SCHKRMP, Indian Institute of Public Administration	22,68,600
7.	Bharatiya Parivaradhan Sanstha	10,00,000
8.	Federation of Indian Chambers of Commerce and Industry	14,57,500
9.	VOICE Society	90,00,000

**During F.Y. 2013-14**

1.	SCHKRMP, Indian Institute of Public Administration	11,00,000
2.	Centre for Consumer Studies, Indian Institute of Public Administration	2,01,27,000
2.	Federation of Indian chambers of Commerce and Industry	5,00,000
3.	Voluntary Organisation in Interest of Consumer Education (VOICE) Society	1,00,000
4.	Net Creative Mind Solution Pvt. Ltd.	2,00,000
5.	Mewat Radio, Delhi	10,00,000
6.	Indian Institute of Public Administration, New Delhi	18,00,000
7.	Society for advancement of villagers employment and rehabilitation of all (SAVERA)	25,00,000
8.	Federation of Indian chambers of Commerce and Industry	15,00,000

**During F.Y. 2014-2015**

<b>Sl. No.</b>	<b>Name of NGO</b>	<b>Amount Sanctioned</b>
1.	National Consumer Helpline , Indian Institute of Public Administration	2,00,00,000
2.	Consultancy Project, Indian Institute of Public Administration	66,25,000
3.	MAC, Federation of Indian chambers of Commerce and Industry	15,00,000
4.	VOICE Society	40,00,000
5.	Consumer Online Foundation	6,00,000
6.	SAVERA	25,00,000
7.	SCHKRMP, Indian Institute of Public Administration	50,00,000

**Details of funds sanctioned to the Agencies/NGOs/VCOs/Organization to boost the consumer movement in the State of Uttar Pradesh**

**During F.Y. 2012-13**

(Amount in Rs.)

<b>Sl. No.</b>	<b>Name of NGO</b>	<b>Amount Sanctioned</b>
1.	Jyoti Gramodyog Sewa Sansthan, Mirzapur	2,50,000
2.	Manav Vikas Evam Sewa Sansthan, Lucknow	34,00,000
3.	Geeta Gramodyog Sewa Sansthan, Azamgarh	5,00,000

**During F.Y. 2013-14**

<b>Sl. No.</b>	<b>Name of NGO</b>	<b>Amount Sanctioned</b>
1.	CORE, Consumer Coordination Council (CCC), Noida	25,00,000
2.	Bundela Gramodyog Seva Sansthan	5,00,000

**During F.Y. 2014-15**

<b>Sl. No.</b>	<b>Name of NGO</b>	<b>Amount Sanctioned</b>
1.	CORE, Consumer Coordination Council (CCC)	25,00,000
2.	National Consumer Convention, Consumer Coordination Council	3,50,000

**Details of funds sanctioned to the Agencies/NGOs/VCOs/Organization to boost the consumer movement in the State of Maharashtra**

**During F.Y. 2012-13**

(Amount in Rs.)

<b>Sl. No.</b>	<b>Name of NGO</b>	<b>Amount Sanctioned</b>
1.	Raje Sambhagi Sevabhavi Sanstha	2,00,000
2.	Bhartiya Dalit Vikas Parishad	5,00,000
3.	Council for Fair Business Practices	12,00,000

**During F.Y. 2013-14**

<b>Sl. No.</b>	<b>Name of NGO</b>	<b>Amount Sanctioned</b>
1.	Bahujan Hitaya Bahujan Sukhaya Bahuuddeshiya Prasarak Mandal Ruddha	5,00,000
2.	Laxmibai Sevabhavi Gram Vikas Mandal	2,00,000

**During F.Y. 2014-15**

<b>Sl. No.</b>	<b>Name of NGO</b>	<b>Amount Sanctioned</b>
1.	Council for Fair Business Practices	6,00,000
2.	Healis Sekhsaria Institute for Public Health	75,00,000

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