

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

LOK SABHA
UNSTARRED QUESTION NO. 2922
TO BE ANSWERED ON 15.03.2016

CONSUMER MOVEMENT

2922. SHRI DEVAJIBHAI G. FATEPARA:
SHRI SANJAY DHOTRE:

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

- (a) whether Government has launched consumer movement to protect the interests of the consumers and ensure speedy redressal of their grievances in the country;
- (b) if so, the details thereof along with the number of consumers benefitted from this movement across the country during each of the last three years and the current year, State/UT-wise;
- (c) whether the Government has set up Consumer Welfare Fund to strengthen the consumer movement in the country, if so, the details thereof along with achievements made from the said fund so far;
- (d) the details of the funds provided to States/UTs for strengthening the consumer movement along with its utilisation during each of the last three years and the current year, State/UT-wise; and
- (e) the other steps taken by the Government to protect the interests of the consumers?

ANSWER

Yes, Madam. The enactment of the Consumer Protection Act, 1986 had set in motion a veritable consumer movement in the country. Consumers have been able to redress their grievances/ complaints against any defect in goods purchased or deficiencies in any services availed including any unfair/restrictive trade practices adopted, through specialized quasi-judicial agencies, commonly known as 'consumer Fora', that have been established at the District level (District Forum), State level (State Commission) and National level (National Commission). These consumer fora have been mandated by the law to render simple, inexpensive and speedy adjudication of consumer complaints. The cases filed and disposed of by the Consumer For a in the last three years 2013, 2014 and 2015 are at Annexure-I.

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

(a) & (b) : Yes, Madam. The enactment of the Consumer Protection Act, 1986 had set in motion a veritable consumer movement in the country. Consumers have been able to redress their grievances/ complaints against any defect in goods purchased or deficiencies in any services availed including any unfair/restrictive trade practices adopted, through specialized quasi-judicial agencies, commonly known as 'consumer Fora', that have been established at the District level (District Forum), State level (State Commission) and National level (National Commission). These consumer fora have been mandated by the law to render simple, inexpensive and speedy adjudication of consumer complaints. The cases filed and disposed of by the Consumer For a in the last three years 2013, 2014 and 2015 are at **Annexure-I**.

(c) & (d) : The Consumer Welfare Fund was created in 1992 with the objective of providing financial assistance to promote and protect the welfare of the consumers, create consumer awareness and strengthen consumer movement in the country. Financial assistance is provided to Voluntary Consumer Organisations/Institutions for undertaking consumer advocacy/awareness, State Govt. /UTs for setting up State Consumer Welfare Fund. The details of funds provided to States/UTs for strengthening the consumer movement during each of the last three years and the current year, State/UT-wise is at **Annexure-II**.

(e) : To protect the interests of the consumers, the Govt. has launched the “Jago Grahak Jago” campaign through electronic and print media for consumer awareness and joint awareness campaigns on consumer rights and responsibilities in key sectors – Health, Food, Financial Services and other Departments for greater consumer awareness., set up a National Consumer Helpline and provided financial support to the State Governments to set up State Consumer Helplines in regional languages. Five Grahak Suvidha Kendras has been set up on pilot basis, which will provide a host of consumer support services.

ANNEXURE-I

STATEMENT REFERRED IN REPLY TO PARTS (a) & (b) OF LOK SABHA STARRED QUESTION NO. 2922 FOR 15.03.2016 REGARDING CONSUMER MOVEMENT.

YEAR-WISE FILING & DISPOSAL IN NATIONL COMMISSION & STATE COMMISSIONS.

	2013		2014		2015	
	Filed	Disposed	Filed	Disposed	Filed	Disposed
National Commission	7223	6602	6806	6668	5943	7259
Andhra Pradesh	1586	1467	1095	827	578	118
A & N Islands	2	2	2	0	3	1
Arunachal Pradesh	4	5	NA	0	0	0
Assam	63	419	0	0	0	0
Bihar	597	325	0	0	0	0
Chandigarh	825	874	961	980	1047	894
Chattisgarh	695	491	842	909	726	887
D & N Haveli/Daman &Diu	0	0	0	0	0	0
Delhi	2173	1292	1295	1335	558	503
Goa	146	176	142	138	127	155
Gujrat	3365	6375	0	0	0	0
Haryana	1073	905	1389	841	1370	1177
Himachal Pradesh	1584	1673	1945	1700	1089	1132
Jammu & Kashmir	388	423	304	329	1359	712
Jharkhand	170	173	219	175	188	218
Karnataka	2054	3008	2087	1523	1910	648
Kerala	1198	731	0	0	0	0
Lakshadweep	1	0	0	0	0	0
Madhya Pradesh	2759	1793	2653	1069	1762	1473
Maharashtra	2756	2033	3412	1725	4485	853
Manipur	0	0	6	0	4	37
Meghalaya	0	0	0	0	0	0
Mizoram	8	5	9	3	4	1
Nagaland	4	3	15	0	10	44
Orissa	477	369	0	0	0	0
Pondicherry	7	7	23	14	0	0
Punjab	1636	3528	1923	2716	1673	2760
Rajasthan	2601	2312	2951	2024	3509	1779
Sikkim	7	5	6	7	0	0
Tamilnadu	988	593	734	765	1121	721
Telangana	223	98	305	4	229	3
Tripura	132	37	71	130	0	0
Uttar Pradesh	3572	4201	3137	4149	3453	3989
Uttarakhand	379	234	339	226	305	280
West Bengal	2520	1572	2827	1829	3213	2642
TOTAL	33993	35129	28692	23418	28723	21027

YEAR-WISE FILING & DISPOSAL IN DISTRICT FORUMS

States	2013		2014		2015	
	Filed	Disposed	Filed	Disposed	Filed	Disposed
Andhra Pradesh	3739	1149	1959	1062	1772	526
A & N Islands	30	31	30	50	14	17
Arunachal Pradesh	0	0	0	0	0	0
Assam	0	0	0	0	0	0
Bihar	3730	2239	0	0	0	0
Chandigarh	2157	2165	2078	2048	2178	2019
Chattisgarh	1801	1785	2270	1954	2447	1460
D & N Haveli/Daman &Diu	0	0	0	0	0	0
Delhi	7420	8226	8205	7739	3369	2690
Goa	208	294	214	276	199	182
Gujrat	8909	10003	0	0	0	0
Haryana	7714	10740	6881	8696	7822	7803
Himachal Pradesh	2024	2313	1860	1981	1613	1718
Jammu & Kashmir	0	0	0	0	0	0
Jharkhand	1527	953	1296	1154	1260	1041
Karnataka	7703	6427	11113	6167	7848	6859
Kerala	6142	4770	0	0	0	0
Lakshadweep	2	0	0	0	0	0
Madhya Pradesh	10430	11323	10330	8613	10774	8550
Maharashtra	9525	6914	13287	8486	14566	33724
Manipur	22	5	45	30	25	22
Meghalaya	0	0	0	0	0	0
Mizoram	60	8	56	53	33	21
Nagaland	0	0	0	0	0	0
Orissa	3240	2607	0	0	0	0
Pondicherry	56	18	92	99	0	0
Punjab	8417	10198	7589	8135	7885	7104
Rajasthan	22140	20879	21792	20606	22990	20497
Sikkim	16	14	22	23	0	0
Tamilnadu	3316	2498	2992	1858	2633	2180
Telangana	2058	1550	1979	1077	2133	288
Tripura	0	0	0	0	0	0
Uttar Pradesh	26073	26060	23156	24579	24026	24639
Uttarakhand	1430	1316	1421	1112	1376	1414
West Bengal	5896	5116	6396	5892	6192	5522
TOTAL	145785	139601	125063	111690	121155	128276

STATEMENT REFERRED IN REPLY TO PARTS (c) & (b) OF LOK SABHA STARRED QUESTION NO. 2922 FOR 15.03.2016 REGARDING CONSUMER MOVEMENT.

GRANTS RELEASED TO STATE GOVERNMENTS UNDER CONSUMER WELFARE FUND

Financial Year 2012-13

S.No.	State/UT	Amount Released
1.	West Bengal	Rs.6,48,00,000
2.	Bihar	Rs.2,63,00,000
3.	Odisha	Rs.2,63,00,000
4.	Nagaland	Rs.2,63,00,000
5.	Karnataka	Rs.2,63,00,000
6.	Tamil Nadu	Rs.1,00,00,000
	Total	Rs.18,00,00,000

Financial Year 2013-14

S.No.	State/UT	Amount Released
1	Gujrat	Rs.7,50,00,000
2.	Tamilnadu	Rs.6,50,00,000
3.	Bihar	Rs.4,87,00,000
4.	Odisha	Rs.4,87,00,000
5.	Karnataka	Rs.4,87,00,000
6.	Andhra Pradesh	Rs.4,38,00,000
	Total	Rs.32,99,00,000

Financial Year 2014-15

S.No.	State/UT	Amount Released
1.	Andhra Pradesh	Rs.2,12,00,000
2.	Nagaland	Rs.2,38,00,000
3.	Haryana	Rs.2,39,00,000
	Total	Rs.6,89,00,000

Current Financial Year 2015-16

S.No.	State/UT	Amount Released
01.	Haryana	Rs.3.00 Crore
02.	Andhra Pradesh	Rs.1.00 Crore
03.	Nagaland	Rs.1.00 Crore
	Total	Rs.5.00 Crore
