

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

**LOK SABHA
UNSTARRED QUESTION NO. 1476
TO BE ANSWERED ON 03.05.2016**

GUARANTEE CARD

1476. SHRI A.T. NANA PATIL:
(OIH)

Will the Minister of CONSUMER AFFAIRS, FOOD AND PUBLIC DISTRIBUTION ~~मिनिस्टर अफ कन्सुमर अफेयर्स, फूड अण्ड पब्लिक डिस्ट्रिब्युशन~~ [क] वरुण इ लोड फुड फोर ज.क एच be pleased to state:

- whether the consumers are required to retain the guarantee card to avail services in guarantee period and the companies concerned refuse to honour their guarantee commitments in case that card is lost;
- if so, the details thereof; and
- the steps taken by the Government to ensure that the companies honour their commitment within the guarantee period without the mandatory requirement of guarantee card?

ANSWER

~~मिनिस्टर अफ कन्सुमर अफेयर्स, फूड अण्ड पब्लिक डिस्ट्रिब्युशन~~ [क] वरुण इ लोड फुड फोर ज.क एच; एच
वह जे फोयल इ क ओक

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

(a) to (c): Availing services in guarantee period depends on the policy of the companies. The consumer Protection Act, 1986 has been enacted to better protect the interests of the consumers. Under the provisions of the Consumer Protection Act, 1986 a three tier quasi-judicial mechanism, called the Consumer Fora (Consumer Courts) has been set up at the District, State and National levels to provide simple and speedy resolution of consumer complaints. Consumers can file complaints about defective goods, deficient services and unfair trade practices in Consumer Fora. If a complaint is upheld, a Consumer Court can order, inter alia, for removing the defect in the goods or deficiency in service, replacing the goods with new goods, returning to the complainant the price, or, as the case may be, the charges paid by the complainant.
