

**Consumer Protection and Redressal Agencies**

2061. SHRIMATI D. K. BHANDARI:

SHRI RAJNATH SONKAR SHASTRI:

Will the PRIME MINISTER be pleased to state:

(a) the details of the State level and National level consumer protection/redressal agencies established so far;

(b) whether these are functioning satisfactorily; and

(c) if so, the details of the cases taken up by the State level and national level consumer redressal councils, suo-moto, so far?

THE MINISTER OF STATE IN THE MINISTRY OF CIVIL SUPPLIES AND PUBLIC DISTRIBUTION (SHRI KAMALUDDIN AHMED): (a) and (b) As per information received from the State Governments/Union Territory Administrations, 27 Consumer Disputes Redressal Commissions (State Commissions) and 325 Consumer Disputes Redressal Forum (District Forums) have started functioning in the various States/UTs except in the State of Jammu & Kashmir where the Act does not extend. State of Jammu and Kashmir has adopted its own legislation in this field. Similarly, National Consumer Disputes Redressal Commission has started functioning from December, 1988. These redressal agencies are functioning satisfactorily.

(c) The Consumer Protection Act, 1986 does not empower the state level and national level Consumer Redressal Agencies to take up cases suo-moto.

The details of the complaints filed with the State Commission/National

Commission as on 31-3-91 are as under:—

	Complaints filed (including appeals etc.)	Disposed of
1. National Commission	525	322
2. State Commissions (information received from 17 State Commissions)	4431	2671

**Action plan for safe alternatives to pesticides**

2062. SHRIMATI D. K. BHANDARI: Will the PRIME MINISTER be pleased to state:

(a) whether the Department of Biotechnology has started an Action Plan to introduce safe alternatives to pesticides;

(b) if so, the details thereof;

(c) whether the technologies thus developed will be introduced in the field through Non-Governmental Organisations; and

(d) if so, the details thereof?

THE MINISTER OF STATE IN THE MINISTRY OF PERSONNEL, PUBLIC GRIEVANCES AND PENSIONS (SMT. MARGARET ALVA): (a) Yes Madam.

(b) The Department of Biotechnology, since March 1989 has launched 10 R&D projects on biological control of pests and diseases under an integrated programme involving seven institutions located in different parts of the country. Demonstrations in farmer's field have also been conducted. Pilot scale production techniques have been developed in case of Biological control agents such as Nuclear Polyhedrosis Virus (NPV) of cotton bollworm (*Heliothis armigera*), NPV of tobacco caterpillar (*Spodoptera litura*), Granulosis Virus (GV) of sugarcane shoot borer (*Chilo infuscatellus*), *Chrysopa* (for control of aphids, white flies and bollworms), *Tri-*