

**GOVERNMENT OF INDIA  
CONSUMER AFFAIRS, FOOD AND PUBLIC DISTRIBUTION  
LOK SABHA**

STARRED QUESTION NO:491  
ANSWERED ON:22.12.2000  
CONSUMER MOVEMENT  
SHRINWAS DADASAHEB PATIL

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

- (a) whether the Government are aware that Consumer Movement is quite weak in India, as compared to other countries in the world;
- (b) if so, the reasons therefor; (
- (c) the experience gained from the implementation of the Consumer Protection Act; and
- (d) the steps being taken by the Government to safe-guard the interest of consumer by abolishing the middlemen and other agencies involved therein?

**Answer**

MINISTER OF CONSUMER AFFAIRS, FOOD AND PUBLIC DISTRIBUTION (SHRI SHANTA KUMAR)

(a) to (d): A statement is laid on the Table of the House.

THE STATEMENT REFERRED TO IN REPLY TO LOK SABHA STARRED QUESTION NO.491 FOR 22.12.2000

- (a) & (b): The consumer movement has been gaining ground in India and compares well with the movement in other similarly placed countries.
- (c) : The Consumer Protection Act, 1986 has provided a three tier machinery at district, state and national level for relatively quick and inexpensive redressal of consumer disputes. At present there are 569 District Forums, 32 State Commissions and one National Commission. These forums have been effectively utilised by consumers for redressal of their complaints. Total 16,02,706 cases have been filed in these forums since their inception against which 78.8% of cases have been disposed of.
- (d) : Government have taken measures to safeguard the interests of the consumers by supplying essential commodities at reasonable prices through the Public Distribution System, Cooperative Stores and through Schemes like `Sarvpriya` of National Consumer Cooperative Federation. Besides, Government keeps a close watch on the prices of essential commodities and intervenes as and when required to protect the interests of the consumers.