

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

UNSTARRED QUESTION NO:5406
ANSWERED ON:22.12.2000
COMPLAINTS IN CONSUMER COURTS
RAMJI MANJHI

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

- (a) whether the Government are aware that big companies are producing defective and inferior quality products like batteries, refrigerators, TVs etc. against warranty/ guarantee of one year and their products develop defects either immediately or immediately after the expiry of the warranty/guarantee period;
- (b) if so, the details thereof;
- (c) whether a large number of complaints are pending in the consumer courts on such matters and those are taking years to be disposed-off; and
- (d) if so, the action being taken or propose to be taken against such companies to protect the interest of the consumers?

Answer

MINISTER OF STATE IN THE MINISTRY OF CONSUMER AFFAIRS, FOOD AND PUBLIC DISTRIBUTION (SHRI V. SREE PRASAD)

(a) to (d): Under the provisions of the Consumer Protection Act, 1986, consumers who have been sold defective goods can approach the consumer disputes redressal agencies set up under the Act for redressal of their grievances. The consumer disputes redressal agencies are making all efforts to adjudicate the consumer disputes as early as possible. So far, 78.8% of the complaints filed with these agencies, since inception, have been disposed of.