

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

STARRED QUESTION NO:272
ANSWERED ON:16.12.1999
UNETHICAL TRADE PRACTICES .
ADHIR RANJAN CHOWDHURY;SHYAMA SINGH

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

- (a) whether attention of the Government has been drawn to the news-item captioned `Goods once sold will not be Taken back` as reported in the Times of India dated November 12, 1999;
- (b) if so, whether a large number of consumer goods manufacturing firms/shopkeepers are thus indulging in unethical trade practices by ignoring the rights of the consumers;
- (c) if so, whether the Government propose to take any action in such cases; and
- (d) if so, the details thereof?

Answer

MINISTER OF CONSUMER AFFAIRS & PUBLIC DISTRIBUTION

(SHRI SHANTA KUMAR)

(a) to (d): A Statement is laid on the table of the House.

STATEMENT REFERRED TO IN REPLY TO LOK SABHA STARRED QUESTION NO.272 FOR 16.12.1999

(a) to (d) : According to the provisions of the Consumer Protection Act, 1986, the seller of the goods are liable to repair / replace the defective goods or return the money etc. to the consumer. Therefore, `Goods once sold will not be taken back` etc. are not enforceable under the law. The provisions of the Consumer Protection Act, 1986 are quite adequate and effective to protect the interest of consumers in case of defective goods purchased by / delivered to the consumers for due consideration. Aggrieved consumers have the right to seek redressal against unfair trade practices in the consumer courts for getting appropriate relief