

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

UNSTARRED QUESTION NO:7822  
ANSWERED ON:17.05.2002  
CONSUMER COURTS  
MOHAN RAWALE;SHRINWAS DADASAHEB PATIL

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

- (a) whether the Government propose to create awareness among the masses regarding redressal of their grievances in Consumer Courts;
- (b) if so, the details thereof;
- (c) the number of consumer awareness campaigns conducted in this regard during the last year; and
- (d) the steps taken by the Government for the early disposal of cases in Consumer Courts?

**Answer**

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

(a) to (c): Continuous efforts are being made by the Government to make people aware of their rights as consumers and the forums available for redressal of their complaints against defective goods and deficient services. Awareness programmes through audio, video and print media have been undertaken by the Government throughout the country for this purpose. Consumer awareness programmes are also undertaken by Voluntary Consumer Organizations (VCOs) for which financial assistance is available from the Consumer Welfare Fund (CWF). 23 VCOs were provided assistance in the last year for undertaking consumer awareness programmes. Assistance was also sanctioned from the CWF in the last year for conducting awareness camps under the Jagriti Shivar Yozana in 41 districts of the country.

(d) : A Bill to amend the Consumer Protection Act, 1986 mainly aimed at facilitating quicker disposal of consumer complaints, enhancing the capability of redressal agencies, strengthening them with more powers, streamlining the procedures and widening the scope of the Act to make it more functional and effective, was introduced in the Rajya Sabha on 26th April, 2001. The Bill has been passed by the Rajya Sabha on 11.3.2002.