

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

STARRED QUESTION NO:71  
ANSWERED ON:02.03.2010  
NATIONAL CONSUMER POLICY  
Balram Shri P.

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

- (a) whether the Government proposes to bring a National Consumer Policy to ensure uniform standards of quality and protection of consumer's rights;
- (b) if so, the details thereof including the legislative measures proposed for improvement of the redressal system; and
- (c) the benefits likely to accrue to the consumers in making a real and informed choice for consumer products?

**Answer**

MINISTER OF AGRICULTURE AND MINISTER OF CONSUMER AFFAIRS, FOOD AND PUBLIC DISTRIBUTION (SHRI SHARAD PAWAR)

(a): Yes Madam.

(b): The Draft National Consumer Policy (NCP) proposes to lay down a National Policy that will ensure that goods, services and technology are available to consumers at reasonable prices and at acceptable standards of quality. To achieve the objective, the implementation strategies that would be followed are:-

- (i) Internal dispute resolution mechanism for all manufacturers and service providers,
- (ii) Use legislation, such as Consumer Protection Act and Competition Act for enforcement of rights of consumers.
- (iii) Use Essential commodities Act for non-market intervention,
- (iv) Ensure better harmonization of standard for better choices,
- (v) Harmonization of Packaging Rules in different sectors.

(c) Benefits that are likely to accrue would be empowering consumers, enhancing consumer welfare by provision of goods and services at realistic price, more choices, availability of goods that are safe and effective protection of consumer rights through consumer protection regulation.