

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

UNSTARRED QUESTION NO:1965
ANSWERED ON:08.03.2011
NEW CONSUMER POLICY
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Will the Minister of CONSUMER AFFAIRS, FOOD AND PUBLIC DISTRIBUTION be pleased to state:

- (a) whether the Government proposes to formulate a new National Consumer Policy focusing on empowering and educating the consumers;
- (b) if so, the complete details worked out so far along with the objectives thereof;
- (c) the views of the general public and the industries in this regard;
- (d) whether the Government proposes to set up help desks and automatic call centres in rural areas to bring transparency; and
- (e) if so, the details and current status thereof?

Answer

MINISTER OF THE STATE (INDEPENDENT CHARGE) IN THE MINISTRY OF CONSUMER AFFAIRS, FOOD AND PUBLIC DISTRIBUTION (PROF. K. V. THOMAS)

(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): The Draft National Consumer Policy was uploaded on the website of the Department and comments invited from all stakeholders. Comments received from various stakeholders have been suitably incorporated in the draft policy. The general public have supported the proposed policy.

(d): No, Madam.

(e): In view of the above, the question does not arise.