

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

UNSTARRED QUESTION NO:313  
ANSWERED ON:02.08.2011  
QUALITY OF CONSUMER COMMODITIES  
Danve Shri Raosaheb Patil

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

- (a) whether the Government has received any complaint regarding poor quality of some consumer commodities;
- (b) if so, the details thereof; and
- (c) the steps taken to maintain the standards of these commodities and to check their price rise?

**Answer**

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

(a): Yes Madam. Complaints regarding poor quality of certain consumer commodities are being received by Bureau of Indian Standards, and also by National consumer Helpline (NCH) and Consumer Online Resource & Empowerment Centre (CORE) New Delhi.

(b): The details are given in Annexure.

(c): To maintain quality of ISI marked products, the licensee manufacturers are required to follow Scheme of testing & inspection of the relevant product before sending to market. Samples are also drawn to check the quality of the product as per relevant Indian Standard. As per Section 14 of the Bureau of Indian Standards act, 1986, if the Central Government, after consulting the Bureau, is of the opinion that it is necessary or expedient so to do, in the public interest, it may, by order published in the Official Gazette –

- a. notify any article or process of any scheduled industry which shall conform to the Indian Standard; and
- b. direct the use of the Standard Mark under a licence as compulsory on such article or process.

Commodity prices are determined by market forces.