

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

UNSTARRED QUESTION NO:4175
ANSWERED ON:20.12.2011
NEW NATIONAL CONSUMER POLICY
Choudhry Smt. Shruti

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

- (a) whether the Government is framing a new National Consumer Policy;
- (b) if so, the details thereof and the objectives of such policy; and
- (c) the present status of the said policy?

Answer

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

(a) Yes Madam.

(b) The draft National Consumer Policy proposes to lay down a National Policy that will ensure that goods, sendees 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 of legislation, such as Consumer Protection Act and Competition Act for enforcement of rights of consumers.
 - (iii) Use of Essential Commodities Act for non-market intervention.
 - (iv) Ensure better hormanisation of standard for better choices.
 - (v) Harmonisation of packaging Rules in different sectors.
- (c) The draft National Consumer Policy submitted cabinet for approval. Cabinet has requested Note for Committee of Secretaries which was also submitted.