

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

UNSTARRED QUESTION NO:1331  
ANSWERED ON:29.11.2011  
CONSUMER PROTECTION COUNCILS  
Dhotre Shri Sanjay Shamrao;Mandal Shri Mangani Lal

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

- (a) the functions of the Consumer Protection Councils (CPCs) in the country;
- (b) whether several States have not set up the CPC as mandated under Section 8A of the Consumer Protection Act, 1986;
- (c) if so, whether the Union Government has issued any directions to such States for setting up of CPCs;
- (d) if so, the details thereof; and
- (e) the details of cases filed and disposed of by the CPCs during each of the last three years and the current year; State-wise?

**Answer**

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

(a): As per the Consumer Protection Act, 1986, the objects of the Consumer Councils is to promote and protect the rights of consumers such as :-

- (i) the right to be protected against the marketing of goods and services which are hazardous to life and property;
- (ii) the right to be informed about the quality, quantity, potency, purity, standard and price of goods or sendees, as the case may be so as to protect the consumer against unfair trade practices;
- (iii) the right to be assured, wherever possible, access to a variety of goods and services at competitive prices;
- (iv) the right to be heard and to be assured that consumer's interests will receive due consideration at appropriate fora;
- (v) the right to seek Redressal against unfair trade practices [or restrictive trade practices] or unscrupulous exploitation of consumers; and
- (vi) the right to consumer education.

(b): Yes, some States/UTs have not set up the District Consumer Protection Councils (DCPCs) as mandated under Section 8A of the Consumer Protection Act, 1986.

(c)&(d): The Central Government have been issuing directions to the States/UTs from time to time for setting up of SCPCs/DCPCs. The last letter was sent from Secretary, Department of Consumer affairs on 26th August, 2011.

(e): The main objective of the Consumer Protection Councils is to promote and protect the interests of consumers. These Council guide and advise the establishment in framing Rules and Amendments to the Consumer Protection Act 1986 from time to time. These Councils are not mandated to dispose of cases under the Consumer Protection Act, 1986.