

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

UNSTARRED QUESTION NO:4400
ANSWERED ON:04.08.2009
PROTECTION OF CONSUMER RIGHTS
Ganpatrao Shri Jadhav Prataprao

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

- (a) whether the Government proposes to amend the Consumer Protection Act, 1986 to make it more stringent and effective;
- (b) if so, the details thereof;
- (c) whether the Government has received suggestions/recommendations from various consumer organisations to set up a National Consumer Safety Authority for protection of consumer rights;
- (d) if so, the details thereof and the response of the Government thereto;
- (e) whether some manufacturers of consumer products are not providing essential information like the name of the company and its address on the pack;
- (f) if so, the number of such cases reported during each of the last three years and the current year, State-wise; and
- (g) the corrective steps taken by the Government in this regard?

Answer

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

- (a) & (b): There is a proposal to amend the provisions of the Consumer Protection Act, 1986 to widen the scope of the Act; to clarify and make the provisions more effective; facilitate quicker disposal of consumer complaints and to streamline the procedures.
- (c): Yes Madam.
- (d): Proposals were received from a few voluntary organisations for setting up a National Consumer Safety Authority to protect consumers against the risks of injury to life and property from unsafe goods or services. These were considered and the Department of Consumer Affairs has decided not to set up an Authority for this purpose.
- (e) to (g): Information is being collected and would be laid on the Table of the House.