

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

STARRED QUESTION NO:343
ANSWERED ON:18.12.2012
REVIEW OF CONSUMER ACT
Meghwal Shri Arjun Ram

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

- (a) whether the Consumer Protection Act, 1986 has been effective in safeguarding the interests of the consumers in the country;
- (b) if so, the details thereof and if not, the reasons therefor;
- (c) whether the Government proposes to amend this Act to strengthen the consumer protection system and make it more responsive to the needs of the consumers in the present scenario; and
- (d) if so, the details and the present status thereof along with the salient features of the proposed amendment?

Answer

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

(a) to (d): A Statement is laid on the Table of the House.

STATEMENT REFERRED TO REPLY TO PARTS (a) TO (d) OF LOK SABHA STARRED QUESTION NO. 343 FOR 18.12,2012 REGARDING REVIEW OF CONSUMER ACT.

(a) & (b); Yes, Madam.

(c) & (d): Yes, Madam, the Government proposes to amend the Consumer Protection Act, 1986 to strengthen consumer protection system and to make it more responsive to needs of consumers in present scenario.

The salient features of the proposed amendment are:

- (1) Introduction of digital adjudication through CONFONET Scheme.
- (2) Deemed admission of complaint after 28 days.
- (3) Provision for clubbing neighboring district forum.
- (4) Provision for circuit benches at district level.
- (5) Increase in deposit amount for filing appeal.

The Consumer Protection (Amendment) Bill, 2011 has been referred to the Parliamentary Standing Committee on Food, Consumer Affairs and Public Distribution.