

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

UNSTARRED QUESTION NO:3504
ANSWERED ON:19.03.2013
CONSUMER PROTECTION COUNCILS
Singh Shri Bhupendra

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

- (a) the aims and objectives for setting up of the District Consumer Protection Councils (DCPC) and the Consumer Clubs;
- (b) whether the States have been entrusted with the responsibility of setting up the DCPC and the clubs;
- (c) if so, the details thereof and the reaction of the States thereto indicating the names of the States where the DCPC and the clubs have not been set up so far; and
- (d) the time by which they are likely to be set up along with the manner in which its objectives are presently being achieved in these States?

Answer

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

(a) : The objective of every District Consumer Protection Council (DCPC) is to promote and protect within the district the rights of the 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 services, 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 forums;
- (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.

The aims and objectives for setting up Consumer Clubs are to educate children about the rights of the consumers as provided in the Consumer Protection Act, 1986; to mobilize youngsters by instilling in them the spirit of protection of consumer rights; to impart knowledge about the role of the consumers in protection of their rights and to strengthen the consumer movement in the country.

(b) : Yes, Madam.

(c) : So far, 19 States/UTs have set up DCPCs in their States/UTs. 16 States (Andman & Nicobar Islands, Assam, Bihar, Chandigarh, Delhi, Haryana, J&K, Jharkhand, Madhya Pradesh, Maharashtra, Manipur, Punjab, Rajasthan, Tamil Nadu, Uttarakhand and Uttar Pradesh) have not set up DCPCs so far.

So far, 23 States/UTs have set up consumer clubs in their States/UTs. 12 States (Assam, Bihar, Delhi, Goa, Jharkhand, Madhya Pradesh, Manipur, Meghalaya, Uttar Pradesh, Andman & Nicobar Islands, Dadra & Nagar Haveli and Daman & Diu) have not set up consumer clubs so far.

(d) : There is no time frame specified for the remaining States to setup DCPCs and consumer clubs in their States/UTs.