

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

UNSTARRED QUESTION NO:5689
ANSWERED ON:30.04.2013
AVAILABILITY OF SPARE PARTS
Meghe Shri Datta Raghobaji

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

- (a) whether there are reports/complaints of harassment/exploitation of consumers on account of non-availability of spare parts of products sold by the Multi National Companies (MNCs) at their service centres in various parts of the country;
- (b) if so, the details thereof indicating the number of such complaints received during the last three years and the current year; and
- (c) the remedial steps taken in this regard?

Answer

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

- (a) to (c) : No such specific complaint has come to the notice of Government in the Department of Consumer Affairs.