

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

UNSTARRED QUESTION NO:6648  
ANSWERED ON:07.05.2013  
CONSUMER AWARENESS  
Nirupam Shri Sanjay Brijkishorilal

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

- (a) whether a small percentage of consumers in the country resort to Consumer Courts for redressal of their grievances and the number of consumer cases have also shown a decline due to the lack of awareness about consumer rights and the Consumer Act/Consumer Courts amongst the masses;
- (b) if so, the details thereof and the remedial steps taken in this regard;
- (c) whether the Government proposes to come out with an aggressive campaign to create more awareness of consumer rights among consumers; and
- (d) if so, the details thereof?

**Answer**

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

(a) & (b); Empirical data shows that the number of Consumer cases have gone up in the various Consumer Fora including National Commission in the past three years as per Annexure. Vigorous and sustained campaigns for Consumer awareness have contributed significantly towards progressive assertion of Consumer rights among masses.

(c)&(d): The Government is already having a plan scheme for spreading awareness on consumer rights under the theme `Jago Grahak Jago`. Total outlay under III Plan was Rs. 409.00 crore and under 12th plan the proposed outlay is Rs. 409.29 crore.