

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

UNSTARRED QUESTION NO:5635  
ANSWERED ON:28.04.2015  
CONSUMER RIGHTS  
Khadse Smt. Raksha Nikhil

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

(a) whether the Government proposes to amend the consumer protection law to include compensation to the consumers for inconvenience caused to them apart from paying, replacing or recalling the products, if so, the details thereof; and

(b) whether the Government proposes to bring stringent framework of standards at manufacturing stages particularly for food industries with provision for monitoring the quality of goods and punishment for violations to help country turn into a manufacturing hub and if so, the details thereof?

**Answer**

THE MINISTER OF CONSUMER AFFAIRS, FOOD AND PUBLIC DISTRIBUTION (SHRI RAM VILAS PASWAN)

(a): The existing Consumer Protection Act, 1986 already provides that the Consumer Courts can order to pay such amount as may be awarded by it as compensation to the consumer for any loss or injury suffered by the consumer due to the negligence of the opposite party. The Consumer Protection Act, 1986 is being amended in which a provision for product liability is proposed to be included, to make manufacturers of unsafe products liable for penalty.

(b): Under the Bureau of Indian Standards Act, 1986, licensed manufacturers are required to follow the scheme of testing and inspection (STI), which stipulates the appropriate controls to be exercised at the manufacturing stages. In case of any deficiency, necessary action is taken such as stopping ISI marking, non-renewal and cancellation of license. The Government proposes to amend the BIS Act, 1986 providing, inter alia, for introduction of penal provisions for non-compliance of quality norms.

Further, under the Food Safety and Standards (Licensing and Registration of Food Business) Regulation, 2011 prescribes the general hygienic and sanitary practices to be followed by the Food Business Operators. The Food Safety and Standards Act, 2006 provides for penal provisions for unhygienic or unsanitary processing or manufacturing of food. This Act is also under review to ensure greater consumer protection.