

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

UNSTARRED QUESTION NO:4558

ANSWERED ON:21.04.2015

MEDICAL SERVICES UNDER CONSUMER ACT

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

- (a) whether presently the consumers/ patients are unable to approach the consumer courts in case of any deficiency in the services provided by paramedical professionals;
- (b) if so, the details thereof;
- (c) whether any mechanism is presently available to check exploitation of such consumers and if so, the details thereof and the steps taken to create awareness about it; and
- (d) the steps taken to bring Medical/ Paramedical Services under the Consumer Act?

Answer

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

(a) & (b) : No, Madam. Medical services are covered under the definition of Service as defined under the Consumer Protection Act, 1986. Service includes rendering of consultation, diagnoses and treatment both medical and surgical. The consumers/patients can approach consumer courts for any deficiency in service by any service provider including Paramedical professionals.

(c) : There is a three tier quasi-judicial mechanism in place-District, State Commission and National Commission, where aggrieved Consumer can file a case for any deficiency in service. The Department of Consumer Affairs regularly carries out awareness campaigns on various consumer related issues including deficiency in service by service providers under the Jago Grahak Jago program through various media like newspapers, magazines, Doordarshan, All India Radio, Lok Sabha Television, Pvt. FM Radio Stations, C&S channels, Digital Cinema, community Radio & Hoardings etc. The campaigns are done on All India basis.

(d) : The medical/paramedical services are already covered.