

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

STARRED QUESTION NO:308
ANSWERED ON:11.08.2015
Consumer Protection
Kaushik Shri Ramesh Chander

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

- (a) the existing mechanism in place for consumer welfare and protection of their rights;
- (b) whether despite enactment of various laws to protect the interests of consumers, no significant success has been achieved in the field and if so, the details thereof and the reasons therefor;
- (c) whether the Government proposes to formulate a comprehensive National Consumer Policy in conformity with the UN guidelines on consumer protection and if so, the details thereof along with the follow-up action taken by the Government thereon; and
- (d) whether the Government proposes to formulate a National Policy for Quality Infrastructure covering standardization, testing and legal metrology, if so, the details thereof and the steps taken by the Government in this regard?

Answer

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

(a) to (d) : A Statement is laid on the Table of the House.

STATEMENT REFERRED IN REPLY TO PARTS (a) TO (d) OF LOK SABHA STARRED QUESTION NO.*308 FOR 11.08.2015 REGARDING CONSUMER PROTECTION.

(a) & (b): The Consumer Protection Act, 1986 has been enacted for protection of the rights and interests of consumers and for the purpose, a three tier quasi-judicial machinery has been set up at the District, State and the Central levels to provide simple and speedy redressal of the consumer disputes.

The three tier quasi-judicial mechanism has strengthened protection of consumer rights and resolution of consumer disputes in considerable measure. Since inception, 44, 84,237 cases have been filed in the Consumer Fora and 40, 93,862 cases have been disposed of, with a disposal rate of 91.29%.

(c) : The Consumer Protection Bill, 2015 provides the policy framework for protection of the interests of the consumers and to promote and protect the rights of consumers such as the right to be protected against marketing of goods hazardous to life and property, right to be informed about the quality, quantity, potency, purity, standard and price of goods to protect the consumer against unfair trade practices, the right to be assured access to variety of goods at competitive prices, the right to be heard and to be assured that consumers interests will receive due consideration at appropriate forums and the right to seek redressal against unfair trade practices or exploitation of consumers. The proposed provisions are in consonance with the UN guidelines on Consumer Protection.

(d) : The Bureau of Indian Standards Bill, 2015 provides the policy and legislative framework covering quality, standardization and testing. Similarly, the Legal Metrology Act, 2011 provides the policy and legislative framework on all matters relating to legal metrology.
