

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

UNSTARRED QUESTION NO:6384
ANSWERED ON:05.05.2015
CONSUMER RIGHTS
Chavda Shri Vinod;Girri Shri Maheish

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

- (a) whether the number of cases relating to cheating of consumers by manufacturing/ selling companies have been increasing;
- (b) if so, the details thereof indicating the number of consumer complaints received and the action taken against such companies during each of the last three years and the current year;
- (c) whether the Government is working with various trade bodies to make the companies more responsible and check cheating of consumers, if so, the details thereof,
- (d) whether the Government proposes to bring a more stringent law for protection of consumer rights and if so, the details thereof;
- (e) whether the Government proposes to set up a study group to suggest measures to strengthen the Consumer Act and if, so the details thereof, and
- (f) the other steps taken to protect the rights of the consumers in a better and more transparent way?

Answer

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

- (a) & (b): No specific statistics on this matter is available with the Government.
- (c) : No, Madam
- (d) : Yes, Madam
- (e) No, Madam
- (f) : The 'Jago Grahak Jago' campaign has been intensified to make consumers aware of their rights All the States/UTs have been requested to fill up the vacant posts in the Consumer Fora for faster adjudication of consumer cases