

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

UNSTARRED QUESTION NO:283  
ANSWERED ON:25.11.2014  
CONSUMER REDRESSAL MECHANISM  
Charitra Shri Ram

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

- (a) whether the Government proposes to reorganise consumer redressal mechanism as an authority to cut the undue delay faced by consumers in consumer courts;
- (b) if so, the details thereof;
- (c) whether the Government proposes to bring amendments in the Consumer Protection Act;and
- (d) if so, the details thereof?

**Answer**

THE MINISTER OF STATE FOR CONSUMER AFFAIRS, FOOD AND PUBLIC DISTRIBUTION (SHRI RAOSAHEB PATIL DANVE)

- (a) & (b): No, Madam. There is no proposal to reorganise the existing three tier quasi judicial consumer redressal mechanism into an authority.
- (c) & (d): Yes, Madam. The Government proposes to amend the Consumer Protection Act, 1986 comprehensively for effective, speedy and simple redressal of consumer grievances.