

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

STARRED QUESTION NO:428
ANSWERED ON:23.12.2014
LABORATORIES FOR STANDARD PURITY OF GOODS AND PRODUCTS
Kashyap Shri Dinesh

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

- (a) the rights of the consumer enumerated under the Consumer Protection Act, 1986 and the redressal mechanism provided therein;
- (b) the number of laboratories functioning in the country for proper testing of standard purity of goods and products under the Act, State-wise;
- (c) whether the Government proposes to set up more such laboratories in all the States including Chhattisgarh and if so, the details thereof; and
- (d) the plan outlay and the expenditure incurred by the Government on consumer awareness programmes during each of the last three years and the current year along with the achievements made as a result thereof?

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.428 FOR 23.12.2014 REGARDING LABORATORIES FOR STANDARD PURITY OF GOODS AND PRODUCTS.

(a): The Consumer Protection Act, 1986, enumerates the following six rights of the Consumer:-

- (i) the right to be protected against marketing of goods which are hazardous to life and property;
- (ii) the right to be informed about the quality, quantity, potency, purity, standard and price of goods to protect the consumer against unfair trade practise;
- (iii) the right to be assured, wherever possible, access to an authority of goods at competitive prices;
- (iv) the right to be heard and to be assured that consumers interests will receive due consideration at appropriate forums;
- (v) the right to seek redressal against unfair trade practices or unscrupulous exploitation of consumers; and
- (vi) right to consumer education.

The Consumer Protection Act, 1986, provides for a three tier consumer grievance redressal mechanism. These are District Forums in each District, State Commissions in each State capital and a National Consumer Disputes Redressal Commission at the Centre.

(b): There are no laboratories recognised by Union Government under Consumer Protection Act, 1986. However, the Bureau of Indian Standards has following eight (8) laboratories:

A) Central Laboratory at Sahibabad (Uttar Pradesh).

B) Four Regional Laboratories namely:

- i) Northern Regional Laboratory at Mohali (Punjab)
- ii) Southern Regional Laboratory at Chennai (Tamil Nadu)
- iii) Eastern Regional Laboratory at Kolkata (West Bengal)
- iv) Western Regional Laboratory at Mumbai (Maharashtra)

C) Three Branch Laboratories namely:

i) Bengaluru Branch Office Laboratory at Bengaluru (Karnataka)

ii) Patna Branch Office Laboratory at Patna (Bihar)

iii) Guwahati Branch Office Laboratory at Guwahati (Assam)

In addition BIS has recognised 61 laboratories in Govt. sector and 82 laboratories in private sector which are authorized to test purity of products against BIS standards.

(c): Additional laboratories are set up depending on the workload and demand from industry. BIS has no immediate plans to establish more laboratories of its own. However, additional private laboratories could be recognized by Bureau of Indian Standards or State Government depending on demand from applicants.

(d): The plan outlay and expenditure incurred on consumer awareness under JagoGrahakJago multi media campaign during each of the last three years and the current years is given below:

(Rs. In crores)

S. Year Amount Expenditure
No. Allocated incurred

1.	2011-12	87.23	(R.E)	85.65
2.	2012-13	69.08	(R.E)	66.46
3.	2013-14	71.00	(R.E)	70.75
4.	2014-15	75.00	(B.E)	63.15

(Till date)

The latest study report by M/s Datamation Consultant Private Limited revealed that though the campaign is yet to result in 100 percent awareness, about 90.9% of the sample respondents were aware about the JagoGrahakJago campaign.