

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

UNSTARRED QUESTION NO:3813

ANSWERED ON:16.12.2014

CONSUMER PROTECTION

Hegde Shri Anant Kumar Dattatreya;Meghwal Shri Arjun Ram

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

- (a) whether any mechanism has been put in place to effectively protect the rights of the consumers, if so, the details thereof and the success achieved therein;
- (b) whether the Government has taken steps to create awareness about the consumer rights and the Consumer Protection Act among the masses especially in the rural areas;
- (c) if so, the details and the outcome thereof along with the funds allocated for the purpose during each of the last three years and the current year;
- (d) whether the Government proposes to amend the Consumer Protection Act to make it more effective; and
- (e) if so, the details thereof and the benefits likely to accrue therefrom indicating the changes proposed to be made therein?

**Answer**

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

(a): Yes Madam, a three tier quasi-judicial mechanism i.e. District Consumer Forum, State Consumer Disputes Redressal Commission and National Consumer Disputes Redressal Commission has been established to effectively protect the rights of the consumers. Average disposal rate of consumer cases by these bodies is 91.23% as on 01.12.2014.

(b) & (c): The Department of Consumer Affairs carries out publicity campaign under Jago Grahak Jago through various medium like Newspapers, Magazines, Doordarshan, All India Radio, Lok Sabha Television, Pvt. FM Radio Stations, C&S Channels, Digital Cinema, Community Radio & Hoardings etc. on all India basis to create awareness amongst the masses about consumer rights and other related issues. The expenditure incurred during the last three years and the current year (as on 11.12.2014) is given below:

(Rs. in crores)

Sl. Year Funds incurred

No.

1. 2011-12 85.65
2. 2012-13 66.46
3. 2013-14 70.75
4. 2014-15 63.14

(d) & (e): The Government is consulting all stakeholders regarding amendment to Consumer Protection Act, 1986. No final decision has been taken.