

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

UNSTARRED QUESTION NO:4959
ANSWERED ON:23.12.2014
USER MANUAL IN REGIONAL LANGUAGE
Rathod Shri Dipsinh Shankarsinh

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

- (a) whether the Government proposes to make it mandatory for the service provider companies to provide the manuals/documents related to the goods and services to the consumer in their regional languages so as to save them from cheating malpractices;
- (b) if so, the details thereof; and
- (c) if not, the reasons therefor and the alternative system devised to protect the interest of the consumers?

Answer

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

(a) to (c): No Madam. As per existing Legal Metrology (Packaged Commodities) Rules, 2011 the particulars of the declaration are required to be made in Hindi in Devanagari scrip or in English. There is no proposal to make it mandatory to provide the information in regional languages. However, there is no bar on manu- facturers to provide declaration in regional languages.