

**Government of India**  
**Ministry of Consumer Affairs, Food and Public Distribution**  
**Department of Consumer Affairs**

**LOK SABHA**

**UNSTARRED QUESTION NO. 470**  
**TO BE ANSWERED ON 19.12.2017**

**INTERNATIONAL CONFERENCE ON CONSUMER PROTECTION**

470. SHRI DHANANJAY MAHADIK: SHRI ASADUDDIN OWAISI: SHRIMATI SUPRIYA SULE: DR. HEENA VIJAYKUMAR GAVIT: DR. J. JAYAVARDHAN: SHRI P.R. SUNDARAM: SHRI MOHITE PATIL VIJAYSINH SHANKARRAO:

**Will the Minister of CONSUMER AFFAIRS, FOOD AND PUBLIC DISTRIBUTION**  
**उपभोक्ता मामले, खाद्य और सार्वजनिक वित्तरण मंत्री be pleased to state:**

- (a) whether the Government has organised the First International Conference on Consumer Protection recently and if so, the details thereof along with the theme of the Conference;
- (b) the number of Indian and International delegates who had attended the conference;
- (c) the main issues discussed in the conference along with the outcome thereof;
- (d) whether the Government will bring in a new law to crack down on misleading advertisements and set up a Central authority to fast track redressal of consumer grievances and if so, the details thereof;
- (e) whether the existing Consumer Protection Act is not sufficient to deal with such misleading advertisements, if so, the reasons therefor and the further steps taken or being taken by the Government in this regard; and
- (f) the other steps taken by the Government to safeguard the interest of consumers?

**ANSWER**

**उपभोक्ता मामले, खाद्य और सार्वजनिक वितरण राज्य मंत्री**  
**(श्री सी. आर. चौधरी)**

**THE MINISTER OF STATE**  
**CONSUMER AFFAIRS, FOOD AND PUBLIC DISTRIBUTION**  
**(SHRI C. R. CHAUDHARY)**

(a) to (c) : Yes, Madam. An international conference on consumer protection was held on 26-27 October, 2017 in New Delhi in association with UNCTAD having participation from countries in the East, South and South-East Asia with the theme "Empowering Consumers in New Markets". Around 1800 delegates including around 60 foreign delegates participated in the conference. The main issues discussed were United Nations Guidelines for Consumer Protection and their Implementation; Stakeholder Participation in Consumer Protection; Protection of Online Consumers; Fostering Consumer Inclusion in Financial Services; Consumer Education and Empowerment; and Special Challenges in Protecting Vulnerable and Economically Disadvantaged Consumers. The Conference inter-alia drew conclusions such as - comprehensive implementation of the United Nations Guidelines for Consumer Protection as a priority for Governments and stakeholders in ensuring more effective and better-coordinated protection efforts in all countries and across all areas of commerce; Protection of consumers' rights in the digital context as a key for a sustainable and inclusive development of e-commerce, which also needs to address cross-border cooperation and enforcement etc.

(d) to (f) : Under the provisions of the existing Consumer Protection Act, 1986, a Consumer Forum will take action only after a complaint is filed by a consumer. The Government has already introduced the Consumer Protection Bill, 2015 in Parliament which seeks to establish an executive agency to be known as the Central Consumer Protection Authority which would look into matters relating to violation of rights of consumers, unfair trade practices and false or misleading advertisements which are prejudicial to the interests of public and consumers and to promote, protect and enforce the rights of consumers as a class.

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