

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

LOK SABHA
UNSTARRED QUESTION NO. 5907
TO BE ANSWERED ON 03.04.2018

WORLD CONSUMER RIGHTS DAY

5907. SHRI BIDYUT BARAN MAHATO:
SHRI S.R. VIJAYAKUMAR:
SHRI GAJANAN KIRTIKAR:
SHRI NARANBHAI KACHHADIYA:
KUNWAR HARIBANSH SINGH:
SHRI SUDHEER GUPTA:
DR. SUNIL BALIRAM GAIKWAD:
SHRI A. ANWHAR RAAJHAA:
SHRI T. RADHAKRISHNAN:

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

- (a) whether the Government celebrated World Consumer Rights Day on 15th March, 2018;
- (b) if so, the details thereof along with the aims and objectives of celebrating the Day;
- (c) the details of the programmes/ events organized during the World Consumer Rights Day;
- (d) whether the Government has set up any mechanism to effectively protect the rights of the consumers and protest against the market abuses and if so, the details thereof;
- (e) the main theme of this year's World Consumer Rights Day; and
- (f) the further steps taken/being taken by the Government for the benefit 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) & (b) : Yes, Madam. The Government celebrated World Consumer Rights Day on 15th March, 2018 with the theme "Making Digital Marketplaces Fairer". The World Consumer Rights Day is an opportunity to promote and protect the basic rights of consumers. The event was attended by the representatives from State Governments, Central Department, VCOs, State Consumer Disputes Redressal Commissions and National Consumer Disputes Redressal Commission, among others.

(c) : The issues and challenges facing the consumers were deliberated upon, which include initiatives of the Department for consumer protection and promotion of grievance redressal.

(d) : Under the Consumer Protection Act, 1986, there is a three tier quasi-judicial mechanism, namely National Consumer Disputes Redressal Commission, State Consumer Disputes Redressal Commission and District Consumer Disputes Redressal Fora to provide simple, inexpensive and speedy justice to the consumer disputes. In addition, the Department runs the National Consumer Helpline with a toll free number 1800-11-4000 and a short code 14404 as an alternate Consumer Grievance Redressal mechanism.

(e) : The theme of this year's World Consumer Rights Day was "Making Digital Marketplaces Fairer".

(f) : The Government introduced Consumer Protection Bill 2018 in the Lok Sabha on 5th January, 2018 which seeks to provide several measures to better protect the rights of the consumers.
