

[Translation]

**Consumer Forum**

6514. SHRI RAJVEER SINGH: Will the Minister of FOOD AND CIVIL SUPPLIES be pleased to state:

(a) the amount earmarked during 1989 and 1990 for constituting Consumer Forum in the country;

(b) whether there is any arrangement to impart training to the consumer for their rights; if so, the details thereof; and

(c) if not, the reasons therefor?

THE MINISTER OF FOOD AND CIVIL SUPPLIES (SHRI NATHU RAM MIRDHA):

(a) Under the Consumer protection Act, 1986, the responsibility of setting up of the National Consumer Disputes Redressal Commission lies with the Central Government and that of the State Consumer Disputes Redressal Commission and District Consumer Disputes Redressal Forum lies with the State Governments and Union Territory Administrations. Central Government had earmarked an amount of Rs. 20.00 lakhs in 1989-90 for the National Commission. For the year 1990-91, the amount earmarked for the National Commission is Rs. 20.00 lakhs. Central Government has not earmarked any amount for the State Commission or for the District Forums.

(b) to (c). Government favours growth of consumer movement on voluntary basis. However, various measures to promote consumer awareness through seminars, audiovisual programmes, publication of literature etc. are undertaken by the Central and State Governments.

[English]

**Exemption of Telephone Services from Consumer Protection Act.**

6515. SHRI SANAT KUMAR MANDAL: Will the Minister of FOOD AND CIVIL SUPPLIES be pleased to refer to the reply given on 14 March, 1990 to Unstarred Question No. 334 regarding the jurisdiction of the National Consumer Disputes Redressal Commission over the Telephone services of the Mahanagar Telephone Nigam Ltd. and state:

(a) whether it is a fact that the Department of Tele-communication (DDT) has approached the Union Law Ministry seeking exemption from the ambit of the Consumer protection Act (COPRA), 1986;

(b) if so, the grounds advanced seeking such exemption; and

(c) the reaction of Government thereto?

THE MINISTER OF FOOD AND CIVIL SUPPLIES (SHRI NATHU RAM MIRDHA):

(a) Yes Sir.

(b) The exemption is sought on the ground that the Indian Telegraph Act contains provisions for redressal of consumer disputes and that a separate consumer grievance redressal system is functioning in the Department of Telecommunications.

(c) Department of Civil Supplies is not in favour of granting any exemptions.

**Insufficient Rooms in Nursing Home of Dr. RML Hospital**

6516. SHRI CHIRANJI LAL SHARMA: Will the Minister of HEALTH AND FAMILY WELFARE be pleased to state:

(a) whether the number of rooms in