

Government will definitely consider the problems of the exporters.

[English]

**Composition of National Consumer
Dispute Redressal Commission**

*744. SHRIC. JANGA REDDY: Will the Minister of FOOD AND CIVIL SUPPLIES be pleased to state:

(a) the composition of the National Consumer Disputes Redressal Commission

and the dates of appointment of the Members thereon;

(b) the average time taken by the Commission in disposing of the complaints; and

(c) the steps taken for speedy disposal of cases?

THE MINISTER OF STATE OF THE MINISTRY OF FOOD AND CIVIL SUPPLIES (SHRI SUKH RAM): (a) The National Consumer Disputes Redressal Commission consists of the following Members:

1.	Hon'ble Justice Shri V.B. Eradi Supreme Court Judge (Retd.)	President
2.	Smt. A.S. Vijayakar	Member
3.	Shri Y. Krishan	Member
4.	Dr. A.K. Ghosh	Member
5.	Dr. Rais Ahmed	Member

The President and Members have been appointed through a notification dated August 17, 1988.

(b) and (c). It has heard 3 matters and reserved them for orders. The Commission expects that all matters, so far received, can be disposed of within the next two months.

[Translation]

SHRIC. JANGA REDDY: Mr. Speaker, Sir, in reply to the question it has been stated that the commission was constituted on 17 August 1988. I would like to know from the hon. Minister as to when were the Chairman and other Members appointed?

SHRISAIFUDDIN CHOWDHARY: Who has appointed the Chairman?

MR. SPEAKER: And why has he been appointed?

SHRI SUKH RAM: Mr. Speaker, the

reply is very clear. The notification regarding the appointment of the Chairman and the Members was made on the 17 August 1988. However, so far as the Chairman and his appointment is concerned the matter was to be approved by the A.C.C. This was initiated quite early. Approval of Chairman was obtained for issuing of the notification and he had already assumed the charges. But so far as the other Members are concerned they assumed the charge only after 17 August.

SHRI C. JANGA REDDY: The Chairman was appointed earlier and the Members, thereafter but, the notification for both was made at one time. Is there any staff available for the disposal of the complaints addressed to the Chairman. May I know whether the State Governments have also appointed such a commission at the district level and, if not, what are the reasons behind it? Is the Central Government giving any assistance to them?

SHRI SUKH RAM: Mr. Speaker, Sir, the

Chairman was appointed earlier to enable the consumers here and in the states as well, where State Governments have constituted a commission at state level, to file their complaints. The notification was issued at a later date because he can not hear any case or appeal either, unless the entire commission is constituted. After, there was some housing problem also, the entire commission was constituted and assumed the charge, it started hearing the appeals and complaints.

So far as the states are concerned, we have asked all the states to take action in this regard. In seven states, commissions have been constituted at the district and state level. Approval has been given in some other states also and we are in constant touch with all the states and asking them that they constitute the commission, which is a quasi-judicial forum, at the district and state level at the various earliest. I think that the work is in good progress in various States.

[*English*]

SHRI ANANDA GAJAPATHIRAJU: Mr. Speaker, Sir, the National Consumer Disputes Redressal Commission has got only 3 cases referred to it till now. India is such a big market that more or less 200 million people are in the consumer market and consumerism has not grown in India at all. There is no redressal system; there is no system at all, by which the complaints are processed in a systematic manner. So what are the steps the Minister is going to take to see that consumerism becomes a part of our society?

SHRI SUKH RAM: Sir, if the hon. Member has gone through the reply to Part (b) and (c), it is clear that the Commission has heard 3 cases and on assuming charge by the Chairman, 8 complaints and 6 appeals were filed in 1988 and 16 complaints and 2 appeals have been filed (upto 10.4.89) in 1989. Out of them, 3 have been heard and we have been given to understand that the decision will be taken very early and other matters also will be taken up by the Commission as soon as possible.

SHRI C. JANGA REDDY: This is a very slow work.

SHRI SUKH RAM: The work has just started.

[*Translation*]

RAO BIRENDRA SINGH: There are some common grievances of the consumers. The Government should give serious consideration to those problems and then formulate rules and regulations accordingly. For example, the companies manufacturing motor cars and scooters do not manufacture fuel efficient vehicles. There are certain companies which collect huge sums as deposits for bookings and later on do not return the deposit for many years even if the consumer wants to withdraw it. Is the Ministry considering to formulate any rule to prosecute such companies so that this common complaint may be removed? The companies keep the money received from the deposits with them and earn interest on it and never return it even on repeated requests.

SHRI SUKH RAM: Mr. Speaker, Sir, the issues raised by the hon. Member are covered under Consumer Protection Act and the consumers may file their complaints either in the commission set up at the district level or at national level. I would like to submit for the information of the hon. Member that the issues raised in all the three complaints which I have just referred to are of great significance.

[*English*]

defective filling in the DESU and inconvenience due to the cancellation of Indian Airlines flights, collection of educational cess by Nadia Municipal Corporation

[*Translation*]

There is a complaint against the bank strike, compensation has been demanded.

Mr. Speaker, as I have already submitted, this is a social movement and everyone has to participate in it at the national level.

We can not succeed in it by constituting an official agency, we need the cooperation of our voluntary organisations and so on which may motivate the people about their rights. I feel that a more progressive law than this has not yet been enacted in this country during the post-independence era.

[English]

Environmental Clearance to Irrigation Projects for Andhra Pradesh

*747. SHRI V. TULSIRAM: Will the Minister of ENVIRONMENT AND FORESTS be pleased to state:

(a) the details of large and small irrigation projects sent by Government of Andhra Pradesh for environmental clearance upto 31 March, 1989 and out of them which are pending clearance;

(b) the reasons for delay in giving clearance; and

(c) the time by which all the projects are expected to be cleared?

THE MINISTER OF ENVIRONMENT AND FORESTS (SHRI Z.R. ANSARI): (a) to (c). Only major irrigation projects require environmental clearance. A list of irrigation projects received from the Government of Andhra Pradesh upto 31st March, 1989 is given in the statement below. No project is pending clearance at present.

STATEMENT

-
- I. **Approved Projects**
 1. Singur Irrigation Project.
 2. Telegu Ganga Project.
 - II. **Rejected Projects**
 1. Vamas Dhara Stage-II.
 2. Srisailam Right Branch Canal.

3. **Sriram Sagar Revised (Stage-I) Project.**

4. **Yeleru Irrigation Project.**

5. **Polavaram Irrigation Project.**

6. **Jurala Irrigation Project.**

7. **Inchampalli Irrigation Project.**

III. **Projects Pending**

Nil

[Translation]

SHRI V. TULSIRAM: Mr. Speaker, Sir, the hon. Minister has given a very beautiful reply... (*Interruptions*)... The hon. Minister has stated that the seven projects i.e., Vamas Dhara State II, Srisailam Right Branch Canal, Ariran Sagar Revised (stage) Project, Yeleru Irrigation Project, Polavaram Irrigation Project, Jurala Irrigation Project and Inchampalli Irrigation Project have been rejected by him. Now he says that nothing is pending approval at present. What kind of a miracle is this and I do not know how he did it? Is there any politics behind this, I do not understand. You as well as your Government do not like that the farmers and the poor there should prosper. Mr. Speaker, Sir, when Shri Anjiah was the Chief Minister there, he had laid foundation stone of Polavaram Irrigation Project. Does it have no significance now, and if Shri Anjiah expired should this project also meet the same fate? I am unable to understand this. Similarly Yeleru Irrigation Project is a project to supply water for the Vishakhapatnam Steel Plant. That alone provides water, and if water is not supplied how would the steel plant function? If you bring politics into it, how will the farmers survive and how will our country develop? Please have patience and a satisfactory reply to this in the House.

SHRI Z.R. ANSARI: Mr. Speaker, Sir, the reply given by me is complete in itself. Seven of the irrigation projects are such which have been rejected by the Government. Out of these six projects are such in