

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

**LOK SABHA**  
**UNSTARRED QUESTION NO. 3624**  
**TO BE ANSWERED ON 10.12.2019**

**CONSUMER RIGHTS**

3624. DR. AMAR SINGH:

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

- (a) whether the consumers of our country are educated about the rights that they have;
- (b) the steps taken by the Government to make people aware of these rights; and
- (c) whether the Government has taken note of the slow procedures of the consumer court cases across the country, if so, the steps taken/being taken to ensure a time-frame for the resolution of these cases?

**ANSWER**

उपभोक्ता मामले, खाद्य और सार्वजनिक वितरण राज्य मंत्री  
(श्री दानवे रावसाहेब दादाराव)

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

(a) & (b) : The Department of Consumer Affairs has been conducting a countrywide multimedia awareness campaign “Jago Grahak Jago” since 2005 through print, electronic, and outdoor media on various issues related to consumer rights and responsibilities across diverse subjects. The Department also participates in various fairs/festivals/events where large number of people congregate across the country, especially in rural and backward areas. Social media platforms are also being utilized to generate consumer awareness. Grants-in-aid are also released to States/UTs so that consumer awareness is done at the local level in regional languages.

(c) : For speedy disposal of cases in the Consumer Fora, the Central Government has been writing to the State Governments for taking advance action for filling up of the vacancies of President and Member so that no Consumer Forum remains non-functional due to vacancy of President and Members. In addition, various steps are being taken by the National Commission and the State Commissions such as holding of Circuit Bench sittings, conducting the sittings by the National Commission in summer vacation, constituting Single Member Benches and bunching of matters of similar nature by the National Commission for speedy disposal of cases.

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