

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

LOK SABHA
UNSTARRED QUESTION NO.185
TO BE ANSWERED ON 02.02.2021

CONSUMER AWARENESS POLICY

185. SHRI SHRIRANG APPA BARNE: SHRI SUDHEER GUPTA: SHRI SANJAY SADASHIVRAO MANDLIK: SHRI CHANDRA SEKHAR SAHU: SHRI MANOJ TIWARI: SHRI BIDYUT BARAN MAHATO:

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 has implemented any policy/strategy to educate/make consumers aware about their rights across the country particularly in rural areas and if so, the details thereof;
- (b) whether the Government has sought participation of Panchayati Raj Institutions (PRIs) for effective implementation of the said policy/strategy in rural areas of the country;
- (c) if so, the details thereof along with the response received from PRIs in this regard;
- (d) whether the complaints of violation of consumer rights increased in the country during each of the last three years and the current year; and
- (e) if so, the details thereof along with the reasons for the same along with the action taken/being taken on such complaints, State/UT-wise?

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) : Yes, Sir. The Government carries out a multi-media “Jago Grahak Jago” campaign on pan-India basis covering both rural and urban areas through print, electronic, outdoor and social media. Consumer Awareness information has been disseminated through post offices and Krishi Vigyan Kendras. Grants-in-aid are released to States/UTs for creating consumer awareness in the respective States/UTs in their regional languages so as to further ensure that the campaign reaches the rural and backward areas of the country. Consumer awareness and education is also promoted through fairs and melas in rural and urban areas.

(b) & (c) : The Government has involved of PRIs in rural areas through Ministry of Panchayati Raj for effective implementation to educate and make consumers aware about their rights across the country. As outreach efforts, the Ministry of Panchayati Raj disseminated consumer awareness information to Gram Panchayats and on the National Consumer Day on 24.12.2020, there was an interaction with the selected Panchayats of Jharkhand.

(d) & (e) : Details of consumer cases Filed, Disposed and Cumulative Pendency in all Consumer Commissions across the Country (State/UT-wise) during the year 2018-21 is given at **Annexure**.

ANNEXURE**ANNEXURE REFERRED IN REPLY TO PARTS (d) & (e) OF LOK SABHA UNSTARRED QUESTION NO. 185 FOR 02.02.2021 REGARDING CONSUMER AWARENESS POLICY****STATUS OF CASES IN DISTRICT COMMISSION FOR THE YEAR 2018**

Year	Commission(s)	Filed	Restored	Disposed	Cumulative Pending
1.	Andhra Pradesh	1935	16	1791	160
2.	Arunachal Pradesh	26	0	10	16
3.	Assam	406	3	382	27
4.	Bihar	3023	1	1405	1619
5.	Chhattisgarh	4531	31	3509	1053
6.	Goa	169	10	180	0
7.	Gujarat	8222	133	6286	2069
8.	Haryana	7507	42	7392	157
9.	Himachal Pradesh	1411	24	1523	0
10.	Jammu & Kashmir	413	0	314	99
11.	Jharkhand	1224	4	630	598
12.	Karnataka	8911	119	8546	484
13.	Kerala	4729	92	4597	224
14.	Madhya Pradesh	8466	30	4022	4474
15.	Maharashtra	14963	152	12283	2832
16.	Manipur	18	0	18	0
17.	Meghalaya	48	1	26	23
18.	Mizoram	67	0	35	32
19.	Nagaland	12	0	0	12
20.	Orissa	2934	5	2170	769
21.	Punjab	8524	32	6100	2457
22.	Rajasthan	10682	75	11304	0
23.	Sikkim	25	0	19	6
24.	Tamil Nadu	2826	36	3041	0
25.	Telangana	2176	10	1888	298
26.	Tripura	109	5	134	0
27.	Uttar Pradesh	16856	173	10509	6520
28.	Uttrakhand	1172	11	1253	0
29.	West Bengal	5088	133	4523	698
30.	Andaman & Nicobar (UT)	24	1	40	0
31.	Chandigarh (UT)	1424	23	1573	0
32.	Dadra and Nagar Haveli (UT)	8	0	1	7
33.	Delhi (UT)	4362	63	4727	0
34.	Lakshadweep (UT)	0	0	2	0
35.	Puducherry (UT)	41	0	54	0

STATUS OF CASES IN DISTRICT COMMISSION FOR THE YEAR 2019

Year	Commission(s)	Filed	Restored	Disposed	Cumulative Pending
1.	Andhra Pradesh	1987	114	1289	812
2.	Arunachal Pradesh	27	0	4	23
3.	Assam	354	1	192	163
4.	Bihar	3242	1	1777	1466
5.	Chhattisgarh	4248	162	4130	280
6.	Goa	182	13	189	6
7.	Gujarat	11545	77	6783	4839
8.	Haryana	11387	62	7951	3498
9.	Himachal Pradesh	1494	33	1697	0
10.	Jammu & Kashmir	189	0	127	62
11.	Jharkhand	948	0	296	652
12.	Karnataka	8888	139	8125	902
13.	Kerala	4937	103	2904	2136
14.	Madhya Pradesh	12315	94	10067	2342
15.	Maharashtra	16689	268	13759	3198
16.	Manipur	25	0	12	13
17.	Meghalaya	39	0	33	6
18.	Mizoram	49	0	22	27
19.	Nagaland	11	0	0	11
20.	Orissa	3372	24	1397	1999
21.	Punjab	9667	30	7376	2321
22.	Rajasthan	9817	65	11532	0
23.	Sikkim	27	0	21	6
24.	Tamil Nadu	3107	56	2598	565
25.	Telangana	2262	20	2240	42
26.	Tripura	149	10	121	38
27.	Uttar Pradesh	18037	139	7758	10418
28.	Uttrakhand	1358	18	1891	0
29.	West Bengal	5517	205	4380	1342
30.	Andaman & Nicobar (UT)	34	0	27	7
31.	Chandigarh (UT)	2346	26	1972	400
32.	Dadra and Nagar Haveli (UT)	3	0	2	1
33.	Delhi (UT)	4255	76	4104	227
34.	Puducherry (UT)	54	0	0	54

STATUS OF CASES IN DISTRICT COMMISSION FOR THE YEAR 2020

Year	Commission(s)	Filed	Restored	Disposed	Cumulative Pending
1.	Andhra Pradesh	1082	50	300	832
2.	Arunachal Pradesh	5	0	0	5
3.	Assam	220	9	105	124
4.	Bihar	1635	4	460	1179
5.	Chhattisgarh	3267	162	1957	1472
6.	Goa	131	1	80	52
7.	Gujarat	8461	110	4178	4393
8.	Haryana	8485	2	2356	6131
9.	Himachal Pradesh	478	9	372	115
10.	Jharkhand	352	1	37	316
11.	Karnataka	5594	666	4468	1792
12.	Kerala	4174	58	2031	2201
13.	Madhya Pradesh	10400	94	3830	6664
14.	Maharashtra	11698	40	5162	6576
15.	Manipur	12	0	11	1
16.	Meghalaya	20	0	6	14
17.	Mizoram	34	0	52	0
18.	Orissa	2834	4	929	1909
19.	Punjab	7540	14	4129	3425
20.	Rajasthan	9355	42	3751	5646
21.	Sikkim	6	0	9	0
22.	Tamil Nadu	1729	22	501	1250
23.	Telangana	1524	4	1717	0
24.	Tripura	118	1	53	66
25.	Uttar Pradesh	13013	75	3147	9941
26.	Uttrakhand	1523	2	1307	218
27.	West Bengal	3409	50	1239	2220
28.	Andaman & Nicobar (UT)	29	0	16	13
29.	Chandigarh (UT)	1346	6	714	638
30.	Delhi (UT)	2485	23	955	1553
31.	Puducherry (UT)	28	0	0	28

STATUS OF CASES IN DISTRICT COMMISSION FOR THE YEAR 2021

Year	Commission(s)	Filed	Restored	Disposed	Cumulative Pending
1.	Andhra Pradesh	77	2	11	68
2.	Assam	10	0	14	0
3.	Bihar	132	0	13	119
4.	Chhattisgarh	343	0	107	236
5.	Goa	16	0	14	2
6.	Gujarat	718	4	397	325
7.	Haryana	717	0	117	600
8.	Himachal Pradesh	41	0	18	23
9.	Jharkhand	20	0	1	19
10.	Karnataka	370	6	405	0
11.	Kerala	218	7	149	76
12.	Madhya Pradesh	1081	1	375	707
13.	Maharashtra	956	1	326	631
14.	Manipur	0	0	3	0
15.	Meghalaya	1	0	0	0
16.	Orissa	169	1	28	142
17.	Punjab	534	1	374	161
18.	Rajasthan	1035	1	507	529
19.	Tamil Nadu	71	0	9	62
20.	Telangana	85	1	115	0
21.	Tripura	8	0	3	5
22.	Uttar Pradesh	800	3	397	406
23.	Uttrakhand	40	1	22	19
24.	West Bengal	301	3	157	147
25.	Andaman & Nicobar (UT)	0	0	1	0
26.	Chandigarh (UT)	94	0	35	59
27.	Delhi (UT)	215	0	22	193
28.	Puducherry (UT)	1	0	0	0

STATUS OF CASES IN STATE COMMISSION FOR THE YEAR 2018

Year	Commission(s)	Filed	Restored	Disposed	Cumulative Pending
1.	Andhra Pradesh	739	9	362	386
2.	Arunachal Pradesh	11	0	0	11
3.	Assam	127	0	36	91
4.	Bihar	168	0	37	131
5.	Chhattisgarh	1190	10	1163	37
6.	Goa	194	0	139	55
7.	Gujarat	1297	35	1220	112
8.	Haryana	2236	1	1191	1046
9.	Himachal Pradesh	459	4	339	124
10.	Jammu & Kashmir	715	0	10	735
11.	Jharkhand	332	0	43	289
12.	Karnataka	1692	0	1	1691
13.	Kerala	990	7	588	409
14.	Madhya Pradesh	829	13	1142	0
15.	Maharashtra	4433	45	2327	2151
16.	Manipur	14	0	6	8
17.	Meghalaya	3	0	1	2
18.	Mizoram	11	0	6	5
19.	Nagaland	10	0	2	8
20.	Orissa	700	0	123	577
21.	Punjab	1817	31	2024	0
22.	Rajasthan	2042	33	3434	58
23.	Sikkim	5	0	3	2
24.	Tamil Nadu	862	1	412	451
25.	Telangana	1029	1	663	367
26.	Tripura	47	1	54	0
27.	Uttar Pradesh	2904	44	2558	390
28.	Uttarakhand	331	4	289	46
29.	West Bengal	2293	54	2713	132
30.	Andaman & Nicobar (UT)	2	0	5	0
31.	Chandigarh (UT)	887	37	997	0
32.	Delhi (UT)	2357	21	1745	633
33.	Lakshadweep (UT)	1	0	0	1
34.	Puducherry (UT)	17	0	26	0

STATUS OF CASES IN STATE COMMISSION FOR THE YEAR 2019

Year	Commission(s)	Filed	Restored	Disposed	Cumulative Pending
1.	Andhra Pradesh	540	7	647	0
2.	Arunachal Pradesh	3	0	4	1
3.	Assam	72	0	39	33
4.	Bihar	87	0	2	85
5.	Chhattisgarh	1090	5	1044	51
6.	Goa	129	1	188	0
7.	Gujarat	1143	6	1290	0
8.	Haryana	1624	2	719	907
9.	Himachal Pradesh	536	6	419	123
10.	Jammu & Kashmir	172	0	19	153
11.	Jharkhand	139	0	42	97
12.	Karnataka	1930	0	20	1910
13.	Kerala	616	7	587	36
14.	Madhya Pradesh	2831	8	2146	693
15.	Maharashtra	5869	23	2469	3423
16.	Manipur	10	0	5	5
17.	Mizoram	3	0	1	2
18.	Nagaland	6	0	6	0
19.	Orissa	542	0	149	393
20.	Punjab	1874	34	1689	219
21.	Rajasthan	2102	26	1742	433
22.	Sikkim	7	0	8	0
23.	Tamil Nadu	808	2	598	230
24.	Telangana	1100	12	561	551
25.	Tripura	52	0	51	1
26.	Uttar Pradesh	1984	30	1892	122
27.	Uttarakhand	508	3	155	356
28.	West Bengal	2321	67	2271	117
29.	Andaman & Nicobar (UT)	8	0	1	7
30.	Chandigarh (UT)	646	18	591	73
31.	Delhi (UT)	1864	8	1858	14
32.	Puducherry (UT)	7	0	1	6

STATUS OF CASES IN STATE COMMISSION FOR THE YEAR 2020

Year	Commission(s)	Filed	Restored	Disposed	Cumulative Pending
1.	Andhra Pradesh	99	4	416	0
2.	Assam	12	0	13	0
3.	Bihar	39	0	1	38
4.	Chhattisgarh	386	3	497	0
5.	Goa	44	1	34	11
6.	Gujarat	826	3	596	233
7.	Haryana	659	0	221	438
8.	Himachal Pradesh	195	1	167	29
9.	Jharkhand	37	0	12	25
10.	Karnataka	1298	1	119	1180
11.	Kerala	341	0	230	111
12.	Madhya Pradesh	842	19	899	62
13.	Maharashtra	2140	7	592	1555
14.	Manipur	5	0	0	5
15.	Mizoram	2	2	0	4
16.	Nagaland	1	0	0	1
17.	Orissa	285	0	392	0
18.	Punjab	608	19	1019	0
19.	Rajasthan	799	24	1242	9
20.	Sikkim	0	0	4	0
21.	Tamil Nadu	208	1	604	24
22.	Telangana	1091	3	309	785
23.	Tripura	16	0	26	0
24.	Uttar Pradesh	660	16	653	23
25.	Uttrakhand	188	3	10	181
26.	West Bengal	703	16	564	163
27.	Andaman & Nicobar (UT)	2	0	1	1
28.	Chandigarh (UT)	303	5	203	105
29.	Delhi (UT)	471	4	654	0
30.	Puducherry (UT)	66	0	2	4

STATUS OF CASES IN STATE COMMISSION FOR THE YEAR 2021

Year	Commission(s)	Filed	Restored	Disposed	Cumulative Pending
1.	Andhra Pradesh	2	0	26	0
2.	Chhattisgarh	19	0	18	1
3.	Goa	6	0	3	3
4.	Gujarat	113	0	69	44
5.	Haryana	13	0	4	9
6.	Himachal Pradesh	7	4	3	8
7.	Karnataka	90	1	90	1
8.	Kerala	21	0	9	12
9.	Madhya Pradesh	20	3	116	0
10.	Maharashtra	127	0	71	56
11.	Orissa	43	0	7	36
12.	Punjab	15	1	46	0
13.	Rajasthan	78	0	95	0
14.	Tamil Nadu	0	0	1	0
15.	Telangana	38	0	15	23
16.	Tripura	2	0	2	0
17.	Uttar Pradesh	59	1	68	0
18.	Uttrakhand	19	0	5	14
19.	West Bengal	30	0	8	22
20.	Chandigarh (UT)	3	0	27	0
21.	Delhi (UT)	12	1	23	0

STATUS OF CASES IN NATIONAL COMMISSION FOR THE YEAR 2018 - 2021

Year	Commission(s)	FILED	RESTORED	DISPOSED	CUMULATIVE PENDING
2018	NATIONAL COMMISSION	8992	86	6379	2699
2019		7800	155	6555	4099
2020		3111	81	3043	4248
2021		181	4	108	4325
