

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

**LOK SABHA
UNSTARRED QUESTION NO. 3755
TO BE ANSWERED ON 17.03.2020**

ACTION AGAINST FRAUDSTERS

3755. SHRIMATI RANJANBEN DHANANJAY BHATT:
(OIH)

**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 is contemplating to take concrete action against the fraudsters who commit frauds against the consumers;
- (b) if so, whether the Government has taken any steps so far in this regard;
- (c) if so, the details thereof; and
- (d) if not, the reasons therefor?

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) to (d) : Under the existing Consumer Protection Act, 1986, a consumer can file a complaint against manufacturers/sellers/service providers relating to defective products or deficient services in a Consumer Forum of appropriate jurisdiction. If the complaint is upheld, the Consumer Forum can order for removal of defect, replacement of goods, return of price and award compensation to the consumer for any loss or injury suffered. The Consumer Forum can also grant punitive damages in such circumstances as it deems fit. The Act also provides for imprisonment or fine or both in the case of non-compliance of its order by a trader or a person against whom a complaint is made.

The Consumer Protection Act, 2019, published in the official gazette on 09th August, 2019, provides for punishment for manufacturing for sale or storing, selling or distributing or importing adulterated products/spurious goods.