

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

LOK SABHA
UNSTARRED QUESTION NO. 3871
TO BE ANSWERED ON 17.03.2020

ENSURING RIGHTS OF CONSUMERS

3871. SHRI N.K. PREMACHANDRAN:

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 proposes to ensure the rights of consumers in the country and if so, the details thereof;
- (b) whether the Government established mechanism for initiating action against the adulteration by checking its quality during the specific interval of time and if so, the details thereof;
- (c) whether it has come to the notice of the Government that the short weighting and measuring is a major issue faced by the consumers and if so, the action taken thereon along with the initiative of the Government to strengthen the functioning of legal metrology department;
- (d) whether the Government established efficient mechanism for ensuring the safety and quality control of appliances and equipment and if so, the details thereof; and
- (e) the initiatives of action taken by the Government to prevent the unfair warranties and guaranties?

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) : The existing Consumer Protection Act, 1986 provide for protection of the rights of the consumers. Under the provisions of the said Act, a three tier quasi-judicial mechanism, called Consumer Fora, has been established at the District, State and National levels to provide simple, inexpensive and speedy redressal to consumer disputes. Besides, the Department of Consumer Affairs runs a National Consumer Helpline to deal with consumer grievances. Also, six zonal consumer helplines at Bengaluru, Ahmedabad, Jaipur, Patna, Kolkata and Guwahati have been set up to attend to the consumer grievances in regional languages.

(b) : The implementation and enforcement of Food Safety and Standards (FSS) Act, 2006 primarily rests with State/UT Governments. Regular surveillance, monitoring, inspection and random sampling of food items are being carried out by the State Food Safety Officers who pick up and send the samples to the laboratories for analysis and testing. In cases of non-compliance to the provisions of the Act and the Rules and Regulations made thereunder, action is initiated against the defaulting food business operators under the penal provisions contained in Chapter IX of FSS Act, 2006 relating to offences and penalties.

(c) : No, specific complaint of short weighting and measuring is received. However, action is taken by the Legal Metrology Officers of the State Governments, when they receive a complaint or during inspections, if any short weighting and measuring is observed, as the enforcement of weights and measures laws is done by the State Governments. To strengthen the functioning of Legal Metrology Department, grants-in-aid are released to State Governments for the construction of laboratory buildings. Further standard equipments are provided for verification and stamping of weights & measures used in transaction and protection.

(d) : The Central Government through issuance of various Quality Control Orders has brought 209 products under compulsory BIS Certification and 50 Electronics, IT and Solar products under Compulsory Registration Scheme of BIS. According to these Quality Control Orders, the product specified therein shall conform to relevant Indian Standards and bear Standard Mark under a licence from BIS. It thus ensures the quality of such product.

(e) : Unfair warranties and guaranties come under the broad definition of unfair trade practices. Under the existing Consumer Protection Act, 1986, a consumer can file a complaint in a Consumer Forum of appropriate jurisdiction against unfair trade practices.
