

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

LOK SABHA
UNSTARRED QUESTION NO. 4532
TO BE ANSWERED ON 23.03.2021

PROTECTING THE INTEREST OF CONSUMERS

4532. SHRI PRADYUT BORDOLOI:

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 taken steps to protect the interest of the consumers for speedy redressal of their grievances;
- (b) if so, the details of the number of grievances filed by the consumers over last three years and the details of number of complaints addressed and that are still pending, State-wise;
- (c) if so, the details of the funds allocated and utilised for strengthening the consumer movement in the country, State-wise; and
- (d) the details of other measures taken by the Government to protect the interests of the consumers?

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 protect the rights of consumers, the Consumer Protection Act, 2019 has been enacted, which provides for establishment of three-tier quasi-judicial machinery, called Consumer Commissions, at the District, State and National levels to provide simple and speedy redressal to consumer disputes; establishment of a Central Consumer Protection Authority(CCPA) to regulate misleading advertisements and unfair trade practices affecting consumers as a class; simplification of the adjudication process in the Consumer Commissions such as enhancing pecuniary jurisdiction of the Consumer Commissions, filing of complaint from the Consumer Commission having jurisdiction over the place of work/residence of the consumer irrespective of the place of transaction, e-filing and e-payment, videoconferencing for hearing, deemed admissibility of complaints if admissibility is not decided within 21 days of filing; court monitored mediation to facilitate early disposal of cases; provision of product liability; penal provisions for manufacture/sale of adulterated products/spurious goods; provision for making rules for prevention of unfair trade practice in e-commerce and direct selling.

(b) : Details of consumer complaints filed in the consumer commissions across the country during the last three years 2018, 2019 and 2020 are given at **Annexure-A**.

(c) : Through implementation of various schemes/activities, the Department of Consumer Affairs strengthens the Consumer Movement in the country. The Central Government provides financial assistance for the construction of buildings of Consumer Commissions and also for acquiring non-building assets. Grant-in-aid is released to States/UTs for generating consumer awareness in regional languages. Funds are also provided to states/UTs from the Consumer Welfare Fund to foster research and training on consumer related issues, for spreading consumer literacy and awareness .

Details of funds allocated under Consumer awareness campaign, Strengthening Consumer Commissions and Consumer Welfare Fund to the State Govts./agencies/NGOs/VCOs etc. for strengthening consumer movement are given state-wise at **Annexure-B**.

(d) : To protect the interests of the consumers, the Govt. has launched the “Jago Grahak Jago” campaign through electronic and print media for consumer awareness and joint awareness campaigns on consumer rights and responsibilities. The Government has set up National Consumer Helpline (NCH) and six Zonal Consumer Helplines to attend to consumer grievances in Hindi, English and regional languages and serves as a pre-litigation alternate dispute resolution mechanism to handle the consumer grievances.

ANNEXURE - A**ANNEXURE REFERRED IN REPLY TO PART (b) OF LOK SABHA UNSTARRED QUESTION NO.4532 FOR 23.03.2021 REGARDING PROTECTING THE INTEREST OF CONSUMERS.****STATUS OF CASES FILED IN CONSUMER COMMISSIONS FOR THE YEARS 2018, 2019 and 2020**

S. No.	Commission(s)	Filed	Disposed	Cumulative Pending	Filed	Disposed	Cumulative Pending	Filed	Disposed	Cumulative Pending
		2018			2019			2020		
1.	Andaman & Nicobar (UT)	27	45	0	42	28	14	31	17	14
2.	Andhra Pradesh	2699	2153	546	2648	1936	812	1235	716	832
3.	Arunachal Pradesh	37	10	27	30	8	24	5	0	5
4.	Assam	536	418	118	427	231	196	241	118	124
5.	Bihar	3192	1442	1750	3330	1779	1551	1678	461	1217
6.	Chandigarh (UT)	2371	2570	0	3036	2563	473	3737	2160	1577
7.	Chhattisgarh	5762	4672	1090	5505	5174	331	1741	1211	638
8.	Dadra & Nagar Haveli & Daman & Diu (UT)	8	1	7	3	2	1	0	0	0
9.	Delhi (UT)	6803	6472	633	6203	5962	241	2983	1609	1553
10.	Goa	373	319	55	325	377	6	177	114	63
11.	Gujarat	9687	7506	2181	12771	8073	4839	9400	4774	4626
12.	Haryana	9786	8583	1203	13075	8670	4405	9146	2577	6569
13.	Himachal Pradesh	1898	1862	124	2069	2116	123	683	539	144
14.	Jammu & Kashmir(UT)	1128	324	834	361	146	215	0	0	0
15.	Jharkhand	1560	673	887	1087	338	749	390	49	341
16.	Karnataka	10722	8547	2175	10957	8145	2812	7559	4587	2972
17.	Kerala	5818	5185	633	5663	3491	2172	4573	2261	2312
18.	Ladakh (UT)	0	0	0	0	0	0	0	0	0
19.	Lakshadweep (UT)	1	2	1	0	0	0	0	0	0
20.	Madhya Pradesh	9338	5164	4474	15248	12213	3035	11355	4729	6726
21.	Maharashtra	19593	14610	4983	22849	16228	6621	13885	5754	8131
22.	Manipur	32	24	8	35	17	18	17	11	6
23.	Meghalaya	52	27	25	39	33	6	20	6	14
24.	Mizoram	78	41	37	52	23	29	38	52	4
25.	Nagaland	22	2	20	17	6	11	1	0	1
26.	Odisha	3639	2293	1346	3938	1546	2392	3123	1321	1909
27.	Puducherry (UT)	58	80	0	61	1	60	7620	4131	3429
28.	Punjab	10404	8124	2457	11605	9065	2540	627	1019	0
29.	Rajasthan	12832	14738	58	12010	13274	433	10220	4993	5655
30.	Sikkim	30	22	8	34	29	6	6	13	0
31.	Tamil Nadu	3725	3453	451	3973	3196	795	1960	1105	1274
32.	Telangana	3216	2551	665	3394	2801	593	2622	2026	785
33.	Tripura	162	188	0	211	172	39	135	79	66
34.	Uttar Pradesh	19977	13067	6910	20190	9650	10540	13764	3800	9964
35.	Uttarakhand	1518	1542	46	1887	2046	356	1716	1317	399
36.	West Bengal	7568	7236	830	8110	6651	1459	4178	1803	2383
	Total	154652	123946	34582	171185	125990	47897	114866	53352	63733

ANNEXURE - B**ANNEXURE REFERRED IN REPLY TO PART (c) OF LOK SABHA UNSTARRED QUESTION NO.4532 FOR 23.03.2021 REGARDING PROTECTING THE INTEREST OF CONSUMERS.**

Status of Grants Released for Strengthening Consumer Movement in the Country				
(Rs. in Lakh.)				
S.No.	State/UT	2017-18	2018-19	2019-20
	A & N Islands (UT)	10.00	0	0
	Andhra Pradesh	2.50	161.92	124.55
	Arunachal Pradesh	20.00	40.00	0
	Assam	0	3.30	3.50
	Bihar	0	0	0
	Chandigarh (UT)	0	0	0
	Chhattisgarh	0	2.50	0.69
	Dadra Nagar Haveli & Daman & Diu (UT)	0	0	36.00
	Delhi (UT)	690.76	784.10	349.30
	Goa	0	0	0
	Gujarat	68.13	1.50	33.56
	Haryana	0	6.65	185.66
	Himachal Pradesh	0	0	20.00
	Jammu & Kashmir (UT)	35.00	12.50	0
	Jharkhand	313.47	36.53	0
	Karnataka	0	26.09	73.00
	Kerala	0	0	56.00
	Ladakh (UT)	0	0	0
	Lakshadweep (UT)	10.00	0	0
	Madhya Pradesh	48.96	6.65	80.84
	Maharashtra	8.00	0	9.29
	Manipur	30.78	0	0
	Meghalaya	20.00	0	40.00
	Mizoram	0	0	224.90
	Nagaland	60.00	221.50	40.00
	Odisha	7.23	10.65	6.46
	Puducherry (UT)	35.00	0	0
	Punjab	0	8.40	45.77
	Rajasthan	37.13	779.17	58.00
	Sikkim	30.96	40.00	490.00
	Tamil Nadu	80.00	6.65	53.34
	Telangana	572.00	0.08	20.00
	Tripura	19.82	5.00	44.90
	Uttar Pradesh	57.82	269.82	96.11
	Uttarakhand	35.42	0	28.09
	West Bengal	154.00	110.00	850.00
Total		2346.99	2533.00	2969.95
