

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

**LOK SABHA**  
**UNSTARRED QUESTION NO. 1543**  
TO BE ANSWERED ON 31.07.2024

**LEGISLATION FOR BANNING OF FRAUDULENT PRACTICES**

1543. 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 bring a legislation for banning the fraudulent practices to cheat the consumers and if so, the details of action taken thereon;
- (b) whether the Government proposes to establish a system for educating the consumers regarding their rights and responsibilities and if so, the details of action taken thereon;
- (c) whether the Government proposes to promote a system for formulating consumer organization to organize together to develop the strength and influence to promote and protect the interest of consumers and if so, the details of action taken thereon;
- (d) whether the Government proposes to adopt procedure for redressing grievances of the consumer in easy and quick way and if so, the details thereof;
- (e) whether the Government proposes to make legislation to ensure that the minimum qualification of Members of the Consumer Commission is Law Graduation; and
- (f) if so, the details of action taken thereon?

**ANSWER**

उपभोक्ता मामले, खाद्य और सार्वजनिक वितरण राज्य मंत्री  
(श्री बी.एल. वर्मा )

**THE MINISTER OF STATE**  
**CONSUMER AFFAIRS, FOOD AND PUBLIC DISTRIBUTION**  
**(SHRI B.L.VERMA)**

(a) : Department of Consumer Affairs is continuously working for consumer protection and empowerment of consumers by enactment of progressive legislations. With a view to modernize the framework governing the consumer protection in the new era of globalization, technologies, e-commerce markets etc Consumer Protection Act, 1986 was repealed and Consumer Protection Act, 2019 was enacted.

The Consumer Protection Act, 2019 provides for redressal of the grievances of consumer through specialized three-tier quasi-judicial agencies, now commonly known as 'National Consumer Disputes Redressal Commission (NCDRC)' at National level, 'State Consumer Disputes Redressal Commission (SCDRC)' at State level, and 'District Consumer Disputes Redressal Commission(DCDRC)' at District level.

The Act also provides for, inter-alia, simplification of the adjudication process in the Consumer Commissions; filing of a complaint by a consumer in the Consumer Commission having jurisdiction over the complainant's place of residence/work or where the cause of action arises, or the place of business or residence of the opposite parties, virtual hearing, deemed admissibility of complaints if admissibility is not decided within 21 days of filing; provision of product liability etc.

(b) : The Department is implementing an exclusive scheme namely "Consumer Awareness" to generate consumer awareness and empower the consumers under the aegis of "Jago Grahak Jago" campaign through various media including electronic, outdoor and social media. The Department in 2022-23 has launched "Jagruti", a mascot for empowering consumers and generating awareness of their rights. The Department participates in prominent fairs/festivals/events where a large number of people may congregate. The Department also provides grant-in-aid to various States/UTs for generating awareness at local level.

(c) : Financial assistance from Consumer Welfare Fund is provided to Central/State Governments/Government Bodies, National Law Universities to promote, protect and advocate the welfare and interests of the consumers in India to create consumer awareness and strengthen consumer movement in the country.

(d) : The Department of Consumer Affairs has revamped the National Consumer Helpline (NCH) which has emerged as a single point of access to consumers across the country for grievance redressal at pre-litigation stage. It is available to all consumers of the country wherein consumers can register their grievances from all over the country in 17 languages (i.e. Hindi, English, Kashmiri, Punjabi, Nepali, Gujarati, Marathi, Kannada, Telugu, Tamil, Malayalam, Maithali, Santhali, Bengali, Odia, Assamese, Manipuri) through a toll-free number 1915. These grievances can be registered on Integrated Grievance Redressal Mechanism (INGRAM), an omni-channel IT enabled central portal, viz. WhatsApp, SMS, mail, NCH app, web portal, Umang app as per their convenience.

Transformative changes and technological upgradation of the NCH has led to increase in the call handling capacity of National Consumer Helpline. Number of calls received at NCH has increased during the last few years. These initiatives taken by the Department have also encouraged consumers to register their grievances on the NCH manifested with an increase in the number of grievances registered at NCH.

(e) & (f) : The eligibility criteria for the appointment of Presidents and Members to the National Consumer Disputes Redressal Commission are regulated by the Tribunal (Conditions of Service) Rules, 2021. The criteria for appointing Presidents and Members to the State and District Consumer Disputes Redressal Commissions are regulated by the Consumer Protection (Qualification for Appointment, Method of Recruitment, Procedure of Appointment, Term of Office, Resignation, and Removal of the President and Members of the State Commission and District Commission) Rules, 2020.

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