

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

**LOK SABHA**

**STARRED QUESTION NO. \*191**

TO BE ANSWERED ON 12.03.2025

**VIOLATION OF CONSUMER RIGHTS BY AUTOMOBILE COMPANIES**

\*191. SHRI CHAVDA VINOD LAKHAMSHI:  
SHRI VISHNU DATT SHARMA:

Will the Minister of **CONSUMER AFFAIRS, FOOD AND PUBLIC DISTRIBUTION** be pleased to state:

- (a) whether the Government is cognizant of the fact that automobile companies, by exploiting consumer demand, deliberately exclude automatic transmission options from base models resulting in higher costs for consumers and unjust enrichment of companies who prioritise profits over consumer needs and preferences;
- (b) if so, whether any efforts are being made or any study team has been set up by the Government to address this issue of lack of transparency, discriminatory pricing, unfair trade practice and violation of consumer rights by automobile companies; and
- (c) if so, the details thereof and if not, the reasons therefor?

**ANSWER**

**THE MINISTER OF**  
**CONSUMER AFFAIRS, FOOD AND PUBLIC DISTRIBUTION**  
**(SHRI PRALHAD JOSHI)**

(a) to (c) : A Statement is laid on the Table of the House.

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**STATEMENT REFERRED IN REPLY TO PARTS (a) TO (c) OF LOK SABHA  
STARRED QUESTION NO.\*191 FOR 12.03.2025 REGARDING VIOLATION OF  
CONSUMER RIGHTS BY AUTOMOBILE COMPANIES.**

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No such complaint has been received in the National Consumer Helpline (NCH) of the Department of Consumer Affairs.

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