

THE MINISTER OF STATE IN THE MINISTRY OF CONSUMER AFFAIRS, FOOD AND PUBLIC DISTRIBUTION (DR. AKHILESH PRASAD SINGH): (a) to (d) Yes, Sir. There have been instances of foodgrains loaded on to trucks in FCI godowns by State Agencies being diverted to the open market. With a view to checking this menace, it has been decided that the following information should be displayed prominently on the wind shield as well as the rear end of the truck/vehicle carrying PDS articles from centralized godowns to the Fair Price Shop with immediate effect:

On PDS Ration Duty .....

Government of .....

Destination: .....

Commodity: .....

Agent's Name: .....

The above noted information may be displayed on a Board/Banner of about 3' x 2' size written/printed in black ink. This information should, as far as possible, be displayed in the local language. The trucks/vehicles which do not possess stickers/banners containing the above information will be returned without load by the FCI/CWC w.e.f. 1.12.2006.

### National Consumer Helpline

1075. SHRI V. HANUMANTHA RAO: Will the Minister of CONSUMER AFFAIRS, FOOD AND PUBLIC DISTRIBUTION be pleased to state:

(a) whether Government have launched the "National Consumer Helpline" (NCH) in September, 2006;

(b) the details of manner in which it functions;

(c) whether foreign airlines operating in India are outside the purview of the NCH;

(d) if so, the reasons therefor; and

(e) the steps proposed to bring all foreign companies selling goods in the country under the NCH?

**THE MINISTER OF STATE IN THE MINISTRY OF CONSUMER AFFAIRS, FOOD AND PUBLIC DISTRIBUTION (SHRI TASLIMUDDIN):** (a) The National Consumer Helpline was launched on 15th March, 2005.

(b) The functions of NCH are to provide telephonic advice, information, guidance on consumer related problems to the consumers, who call NCH on Toll Free Tel. No. 1800-11-4000 from MTNL & BSNL lines from Monday to Saturday (9.30 a.m to 5.30 p.m.)

(c) and (d) Foreign airlines operating in India are not outside the purview of NCH. However the scope of NCH is limited to providing telephonic advice, information and guidance.

(e) It is not the function of NCH to bring all foreign companies selling goods in the country under the NCH. The functions are confined to providing advice, guidance and information by telephone to aggrieved consumers on their individual consumer grievances relating to any products and services with a view to protect their consumer rights.

#### **Violation of the Emblems and Names Act by institutions**

**1076. SHRI M.V. MYSURA REDDY:** Will the Minister of CONSUMER AFFAIRS, FOOD AND PUBLIC DISTRIBUTION be pleased to state:

(a) whether it is a fact that private institutions, educational or otherwise, using the prefix India, Indian Institute or National are patronized by the Centre or State or any local Government body;

(b) if so, the details of such institutions;

(c) whether it is also a fact that those institutions are violating the Emblems and Names (Prevention of Improper Use) Act, 1950; and

(d) if so, the action taken against such institutions?

**THE MINISTER OF CONSUMER AFFAIRS, FOOD AND PUBLIC DISTRIBUTION (SHRI SHARAD PAWAR):** (a) The private institutions, educational or otherwise, using the prefix India, Indian, Indian Institute or National are not necessarily patronized by the Centre, State or any other local Government Body. The use of the word India, Indian, or National as a prefix is not expressly prohibited under the Emblems and Names (Prevention of Improper Use) Act, 1950. However in order to prevent improper