

- wherein they have the flexibility to decide and rollout procurement operation in time and engage different agencies to undertake such procurements.
- (ii) The liability of the Central Government will arise only if prices fall below MSP, and such obligation is limited to a maximum of 40 to 50 per cent of MSP, as the case may be.
 - (iii) The State/UT Governments will have the latitude to dispose of the procured commodities in the manner they find it most suitable.
 - (iv) The State/UT Governments are likely to integrate these procurements into their PDS, Mid Day Meal scheme, ICDS feeding programme, ration distribution scheme for Police and such other forces.
 - (v) The State/UT Governments can also sell in the open market or/and export (subject to export and trade regime of Government of India).
 - (vi) The farmer-producers will stand to benefit on account of timely and speedy market intervention.
 - (vii) Market price stabilization will happen with greater probability due to timely intervention.
7. The responsibility of mobilizing the capital needed for procurement, gunny bags, transportation, storage, handling and all other forms of logistics and management shall be that of the State/UT Governments. Government of India's liability shall be limited to a maximum 40-50 per cent of MSP, as compensation against loss incurred, if any, between the cost incurred on procurement and handling operations and price realized on disposal.

Consumer complaints

†868. SHRI SANJAY RAUT: Will the Minister of CONSUMER AFFAIRS, FOOD AND PUBLIC DISTRIBUTION be pleased to state:

- (a) whether Government is receiving a large number of complaints from the consumers against various manufacturers/ companies and E-commerce companies towards harassment and unfair trade practices in the country;
- (b) if so, the details thereof and Government's response thereto;
- (c) whether Government is seriously considering to replace the existing 31-year old Consumer Protection Act to provide relief to consumers against unfair trade practices and misleading advertisements in the country; and
- (d) if so, the details thereof and by when the new Consumer Protection Law will be functional?

† Original notice of the question was received in Hindi.

THE MINISTER OF STATE IN THE MINISTRY OF CONSUMER AFFAIRS, FOOD AND PUBLIC DISTRIBUTION (SHRI C. R. CHAUDHARY): (a) and (b) A number of complaints are being received through the National Consumer Helpline (NCH) run by the Department of Consumer Affairs from consumers relating to e-commerce transactions. The complaints relate to Delay in /Not providing Services, no replacement/repair of defective products, Charging for Repair Under Warranty Period, Selling Duplicate/Spurious Product, non-delivery of products, delivery of defective products, paid amount not refunded, delivery of wrong product, etc. For resolution of the consumer grievances, the NCH has partnered with about 60 e-commerce companies under its programme called "Convergence Platform". The complaints received against the companies are transferred directly to the companies concerned through the system for resolution. In cases where the consumer is not satisfied with the resolution provided, the consumers are advised to approach the Consumer Forum of appropriate jurisdiction, set up under the provisions of Consumer Protection Act, 1986.

(c) and (d) The Government has already introduced the Consumer Protection Bill, 2018 in Parliament to replace the existing 31 years old Consumer Protection Act, 1986. The Bill provides for establishment of an executive agency, to be called the Central Consumer Protection Authority (CCPA), which will, *inter alia*, deal with matters relating to unfair trade practices and misleading advertisements.

Bonus on procurement of paddy

869. SHRI PRASANNA ACHARYA: Will the Minister of CONSUMER AFFAIRS, FOOD AND PUBLIC DISTRIBUTION be pleased to state:

(a) whether Central Government has issued direction to the State Governments not to give bonus to the farmers on procurement of paddy over and above the Minimum Support Price (MSP), if so, the reasons therefor;

(b) whether the said directive stipulates that if any State Government allows bonus to the farmers, the Food Corporation of India will not procure additional quantum of rice from that State;

(c) whether it is a fact that some State Governments, including Chhattisgarh, are allowing subsidy to farmers over and above the MSP; and

(d) if so, whether that relaxation will be allowed to other States also?

THE MINISTER OF STATE IN THE MINISTRY OF CONSUMER AFFAIRS, FOOD AND PUBLIC DISTRIBUTION (SHRI C. R. CHAUDHARY): (a) and (b) The Government of India has stipulated that in case a surplus De-