

present, National Commission, 35 State Commissions and 650 District Consumer Forums are operational. As per the CONFONET portal, during last five years (2014-2018), 8,33,823 cases have been filed in these Consumer Fora for violation of consumer's interests out of which 546017 cases have been adjudicated as per the norms/Act.

(d) Vacant posts of President and Members in Consumer Commissions, shortage of support staff etc. are some of the reasons for low rate of disposal of consumer cases.

Mandatory hallmarking of gold

2960. DR. AMEE YAJNIK:

SHRI VIJAY PAL SINGH TOMAR:

SHRI RAJMANI PATEL:

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

(a) whether Government is taking any action to make hallmarking of gold mandatory in the country, if so, the process which is to be followed for the seamless implementation of BIS hallmarking of gold mandatory; and

(b) the details of the action taken in this regard?

THE MINISTER OF STATE IN THE MINISTRY OF CONSUMER AFFAIRS, FOOD AND PUBLIC DISTRIBUTION (SHRI DANVE RAOSAHEB DADARAO): (a) and (b) Yes, Sir. Government is taking all necessary action for making of Hallmarking of Gold mandatory including stakeholders consultation, notifying Draft Quality Control Order on World Trade Organization (WTO) Website on 10th October, 2019; scheduling notification in respect of Hallmarking of Gold Jewellery and Artefacts on 15th January, 2020 making Hallmarking of Gold Jewellery and Artefacts mandatory in the country w.e.f. 15th January, 2021; ensuring adequate Assaying and Hallmarking (A&H) capacity. As on 31st October, 2019, 877 A&H Centres throughout India have been recognized by Bureau of Indian Standards (BIS).

Quality of tap water being supplied in metro cities

2961. DR. AMEE YAJNIK:

SHRI RAJMANI PATEL:

SHRI HARNATH SINGH YADAV:

SHRI VIJAY PAL SINGH TOMAR:

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

(a) whether any action has been taken by Government to set up any process or any procedure to check the quality of tap water which is being supplied in the national capital as well as in other major metro cities of the country; and

(b) if so, the action taken and procedures followed in this regard?

THE MINISTER OF STATE IN THE MINISTRY OF CONSUMER AFFAIRS, FOOD AND PUBLIC DISTRIBUTION (SHRI DANVE RAOSAHEB DADARAO): (a) and (b) Yes, Sir. BIS has formulated standard for the quality of tap water as per IS: 10500: 2012 (Specification for Drinking Water). Further, the Department of Consumer Affairs has advised all State Governments for setting up a mechanism for testing the tap water and ensuring that it meets the Standards of BIS as per IS: 10500: 2012. This Department has also written to Department of Drinking Water and Sanitation for making the IS: 10500:2012 mandatory for the tap water.

Sale of counterfeit products through e-commerce websites

2962. SHRJ VIJAY PAL SINGH TOMAR:

LT. GEN. (DR.) D. P. VATS (RETD.):

SHRI P. BHATTACHARYA:

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

(a) whether any action has been taken by Government to check the counterfeit/duplicate copies of the branded products which are being sold on the e-commerce websites like Amazon, Flipkart, etc.; and

(b) if so, the proactive mechanisms and powerful tools which are followed by Government to identify, block and remove counterfeits from being sold on different online shopping portals in the country?

THE MINISTER OF STATE IN THE MINISTRY OF CONSUMER AFFAIRS, FOOD AND PUBLIC DISTRIBUTION (SHRI DANVE RAOSAHEB DADARAO): (a) and (b) In case a counterfeit or sub-standard product is received by a consumer, provision exist in the Consumer Protection Act to file a complaint in the consumer forum established under the Act, which are empowered to give relief of specific nature and to award, wherever appropriate, compensation to consumers. Also, as per the Consumer Protection Act, 2019, Central Government has been empowered to frame rules to prevent unfair trade practices in e-commerce.