

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

RAJYA SABHA
UNSTARRED QUESTION No.2312
TO BE ANSWERED ON 17.12.2021

AWARENESS ABOUT CONSUMER COURTS

2312 DR. AMEE YAJNIK:

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

- (a) the initiatives taken by Government to create awareness among consumers who are reluctant to go to consumer courts for their grievances;
- (b) whether Government has any other options apart from consumer court for people where they can go for redressal of their grievances; and
- (c) if so, the details thereof?

ANSWER

THE MINISTER OF STATE
CONSUMER AFFAIRS, FOOD AND PUBLIC DISTRIBUTION
(SHRI ASHWINI KUMAR CHOUBEY)

(a) : Department of Consumer Affairs generates consumer awareness through audio and video spots, banners, hoardings etc., on several issues such as salient features of the Consumer Protection Act, 2019, Packaged Commodities Rules, verification of weights and measures, importance of Hallmark on gold jewellery, consumer grievances redressal mechanism, etc. Advocacy and awareness are also done through departmental website, State/UT Governments, Voluntary Consumer Organisations (VCOs), Common Service Centres (CSCs) etc. Regular messages on important issues are posted on social media as well. State/ UT Governments are also involved in spreading consumer awareness, particularly in rural and remote areas.

(b) & (c) : The three-tier quasi-judicial Consumer Commissions - District Consumer Disputes Redressal Commissions (DCDRCs), State Consumer Disputes Redressal Commissions (SCDRCs) and National Consumer Disputes Redressal Commission (NCDRC) established under the provision of the Consumer Protection Act, 2019 offer an opportunity for grievance redressal. Through the National Consumer Helpline (NCH) consumers are facilitated in the resolution of their grievances through Alternate Dispute Resolution at the pre-litigation level. NCH partners with companies under the Convergence initiative for seamless integration with the Company's grievance redressal mechanism. NCH can be accessed through toll free numbers 14404 & 1800114000, online portal www.consumerhelpline.gov.in, letters, e-mails, SMSs etc. and NCH as well as UMANG Apps.
