

GOVERNMENT OF INDIA
MINISTRY OF CONSUMER AFFAIRS, FOOD AND PUBLIC DISTRIBUTION
DEPARTMENT OF CONSUMER AFFAIRS

RAJYA SABHA
UNSTARRED QUESTION No. 1995

TO BE ANSWERED ON 17.03.2023

COMPLAINTS UNDER CONSUMER PROTECTION ACT

1995. SMT. MAUSAM NOOR
SHRI RAGHAV CHADHA

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

- (a) the number of complaints registered under Consumer Protection Act for adulteration of food in the past three years, the details thereof, Consumer Court-wise;
- (b) the average time taken by Consumer Courts to dispose off a matter dealing with adulteration;
- (c) the total amount of compensation disbursed by States from State Consumer Welfare Fund in the past three years, the details thereof, State-wise; and
- (d) whether the Ministry has placed any mechanism to keep a check on such issues, if so, details thereof?

ANSWER

THE MINISTER OF STATE, CONSUMER AFFAIRS, FOOD AND PUBLIC DISTRIBUTION

(SHRI ASHWINI KUMAR CHOUBEY)

(a) : The details of the complaints (including adulteration) of consumers received by Food Safety and Standards Authority of India through Integrated Grievance Redressal Mechanism (INGRAM) under Ministry of Consumer Affairs, Food & Public Distribution and Centralized Public Grievance Redress and Monitoring System (CPGRAM) under Ministry of Personnel, Public Grievances & Pensions)) for the last three years has been placed below:

Period		INGRAM	CPGRAMS
From	To	No. of Grievances received	
01.04.2020	31.03.2021	2893	656
01.04.2021	31.03.2022	4598	693
01.04.2022	28.02.2023	5885	937
Total		13,376	2,286

(b) : Section 38(7) of the Consumer Protection Act, 2019 prescribes that every complaint shall be disposed of as expeditiously as possible and endeavour shall be made to decide the complaint within a period of three months from the date of receipt of notice by opposite party where the complaint does not require analysis or testing of commodities and within five months if it requires analysis or testing of commodities.

(c) : Grants from Consumer Welfare Fund is also given to States/UTs for creating a State/UT level Consumer Welfare (Corpus) Fund upto a seed money upto Rs. 20.00 Crore. The contribution of Centre and State/UT is in the ratio of 75:25 (90:10 in the case of Special Category States/UTs), in the corpus. The money is to be deposited in a dedicated interest bearing bank account in any Nationalised Bank to be opened and operated by the concerned State/UT. The interest generated out of the Corpus Fund is to be used by the State/UT for consumer welfare activities as per the extant CWF Guidelines and directions of the Central Government.

(d) : Section 90 and 91 of the Consumer Protection Act, 2019 provide for punishment for manufacturing for sale or for storing or selling or for distributing or importing any product containing an adulterant or spurious goods, which includes imprisonment or fine depending on the extent of injury to the consumer.

To strengthen the rights of consumers and for simplification of complaint filing, dispute adjudication, the Consumer Protection Act, 2019 has been enacted, which provides for establishment of three-tier quasi-judicial machinery, called Consumer Commissions, at the District, State and National levels to provide simple and speedy redressal to consumer disputes.
