

**Consumers's Rights**

680. SHRI MANORANJAN  
BHAJTA:  
PROF. UMMAREDDY VE-  
NKATESWARLU:

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

(a) the steps taken by the Government to increase awareness in rural areas on the rights of consumers;

(b) whether the Government propose to launch any concrete plan to take the consumer movement to the grassroots level for the benefit of the common man;

(c) if so, the details thereof; and

(d) the measures taken by the Government for speedy disposal of consumer complaints?

THE MINISTER OF CIVIL SUPPLIES, CONSUMER AFFAIRS AND PUBLIC DISTRIBUTION (SHRI A.K. ANTONY): (a) to (c) Government accords a high priority to the consumer protection programme. The measures taken by the Government in the field of consumer protection apply equally to the urban and rural areas. Some of the measures taken by the Government to create consumer awareness amongst the masses about their rights are amendments of seven major legislations namely the Prevention of Food Adulteration Act, 1954 the Essential Commodities Act, 1955, the Drugs and Cosmetic Act, 1940, the Standards of Weights and Measures Act, 1976 etc; to empower consumer and registered consumer organisations to file complaints in the courts; encouraging formation of consumer organisations; organising seminars, exhibitions, meetings, training programmes etc; printing of literature and its free distribution;

publishing of a quarterly journal "Upphokta Jagaran" and its free distribution to consumer organisations, libraries, etc; observance of Consumer Day; preparation of audio visual material; broadcast of weekly programme "Apne Adhikar" on AIR; use of mass media; institution of national awards for consumer organisations, for youths and for women etc. It is proposed to hold a National level convention on consumer organisations to chalk out an action plan for strengthening the consumer movement in the country, particularly, in the rural areas.

(d): The Government has enacted and enforced the Consumer Protection Act, 1986 which provides for three tier redressal machinery at the national, state and district levels so as to provide for speedy redressal of consumer grievances in the field of defective goods, deficient services, unfair trade practices etc. The redressal agencies have started functioning in almost all the States/UTs and are providing speedy redressal to consumer complaints.

[*Translaion*]

**Allotment of Accommodation in Samastipur Division**

5941. SHRI LALIT ORAON: Will the Minister of RAILWAYS be pleased to state:

(a) whether the Government have received complaints from Members of Parliament regarding irregularities being made in allotment of railway quarters and unauthorised occupation of several railway quarters in Samastipur Division (North Eastern Railway); and

(b) if so, the details of the complaints and the action taken thereon so far?

THE MINISTER OF STATE IN THE MINISTRY OF RAILWAYS (SHRI K.C. LENKA): (a) and (b). Complaints were received from