

**GOVERNMENT OF INDIA  
CONSUMER AFFAIRS, FOOD AND PUBLIC DISTRIBUTION  
LOK SABHA**

UNSTARRED QUESTION NO:3584  
ANSWERED ON:10.09.2007  
PANEL ON DISPOSAL OF CONSUMER CASES  
Tripathy Shri Braja Kishore

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

- (a) whether the expert panel set up for recommending measures for ensuring speedy redressal and disposal of consumer's cases has since submitted its report;
- (b) if so, the details of the recommendations made by the said panel;
- (c) the details of action so far taken by the Union Government thereon;
- (d) the details of the suggestions received from the States alongwith the names of such States; and
- (e) the time by which all the recommendations are likely to be implemented?

**Answer**

THE MINISTER OF STATE IN THE MINISTRY OF AGRICULTURE AND THE MINISTER OF STATE IN THE MINISTRY OF CONSUMER AFFAIRS, FOOD AND PUBLIC DISTRIBUTION (SHRI TASLIMUDDIN)

(a) & (b): The Department of Consumer Affairs had constituted a Working Group to suggest further amendments to the Consumer Protection Act, 1986. The Working Group submitted its report to the Government in February, 2006. The recommendations were categorised by the Working Group under the following headings:

- (i) Definitions of terms in the Act.
- (ii) Provisions to deal with challenges posed by Online Purchasing/Telemarketing Etc.
- (iii) Improving the working of Central, State and District Consumer Protection Councils.
- (iv) Composition of District Forum, State Commission and National Commission.
- (v) Charging of Fee for filing complaints.
- (vi) Improving procedural efficiency of District Forum, State Commission and National Commission.
- (vii) Provision for Adequate Costs to Parties.
- (viii) Improving the Enforcement of Orders of District Forum, State Commission and National Commission.
- (ix) Promotion of Alternate Dispute Redressal.
- (x) General Recommendations.

(c) & (d): Based on the recommendations made by the Working Group, the Department of Consumer Affairs had prepared a comprehensive note containing the draft proposals to further amend the provisions of the Consumer Protection Act, 1986. The note was circulated to inter- alia all States/Union Territories for their comments. While most of the States/UTs which responded were supportive of the proposals, a few of the States/UTs suggested some changes/modifications to the proposals. Those were taken into consideration while finalising the note containing the draft proposals for amendment of the Act. These proposals have not yet been concurred in by the Ministry of Law and Justice.

(e) : No time frame can be indicated at this stage in view of answer to parts (c) and (d).