



World Consumer Protection Map

Contribution by
India

Page 2: Contact of respondent

Q1 **India**
Name of responding member State

Q2
Name of responding authority/agency:
Department of Consumer Affairs

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Q7 **No**
Does your country's Constitution contain a provision on consumer protection?

Q8 **Respondent skipped this question**
If you do, please provide de following details:

Q9 **Yes**
Does your country have have specific law(s) on consumer protection ?

Q10 **Date** **24/12/1986**
If you do, when was the main specific law first enacted?

Q11 **Date** **09/08/2020**
If your main specific law on consumer protection has been revised, when was the date of its latest revision?

Q12

Please provide the following details of the current specific law(s):

1- Name of law	The Consumer Protection Act 2019
1- URL link	www.consumeraffairs.nic.in

Q13

Please check all the fields that your consumer protections law(s) cover.

Consumer rights/legitimate needs,
Access by consumers to essential goods and services,
Protection of vulnerable and disadvantaged consumers,
Physical safety,
Product quality,
Promotional marketing and sales practices (including misleading advertisement)
 ,
Electronic commerce,
Dispute resolution,
Redress,
Consumer education,
Consumer information

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Q14

From your previous answer, your specific consumer protection law(s) do(es) not cover the following field(s). Please name the relevant law(s) covering this/these field(s):

Restrictive business practices (competition/antitrust)	The Competition Act 2002
Food distribution	The National Food Security Act 2013
Water	The Water(prevention and control of pollution) Act 1974

Q15

Respondent skipped this question

Please indicate the URL Link of the relevant law(s) to each field:

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Q16

Name of Ministry responsible for consumer protection:

Ministry of Consumer Affairs, Food and Public Distribution

Q17

URL link of responsible Ministry for consumer protection:

www.consumeraffairs.nic.in

Q18

Year when consumer protection was assumed by the current responsible ministry:

1997

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Q19

Yes

Do you have a main consumer protection authority/agency?

Q20

Name of main consumer protection authority/agency:

Central Consumer Protection Authority

Q21

Respondent skipped this question

URL of main consumer protection authority/agency:

Q22

Year of creation:

2020

Q23

Annual budget: (in USD)

152423

Q24

Total number of staff:

60

Q25

Total number of staff directly affected to consumer protection:

54

Q26

Yes

Do you have a law/decreed that governs the main consumer protection authority/agency?

Q27

If you do, please provide the following details:

Reference of the law/decreed

The Consumer Protection Act, 2019

URL to law/decreed

www.consumeraffairs.nic.in

Q28

Promotional marketing and sales practices (including misleading advertisement)

Does your main consumer protection authority/agency have POLICY MAKING powers over any of the following fields?

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Q29

From your previous answer, your main authority/agency does not have POLICY MAKING powers over the following fields. Please name the relevant authorities/agencies with powers over these fields:

Consumer rights/legitimate needs

Department of Consumer Affairs

Protection of vulnerable and disadvantaged consumers

Department of Consumer Affairs

Product quality

Department of Consumer Affairs

Electronic commerce

Department of Consumer Affairs

Dispute resolution

Department of Consumer Affairs

Redress

Department of Consumer Affairs

Consumer education

Department of Consumer Affairs

Consumer information

Department of Consumer Affairs

Q30

Respondent skipped this question

URL Link of the relevant authority/agency to each field:

Q31

Does your main consumer protection authority/agency have ENFORCEMENT powers over any of the following fields?

Consumer rights/legitimate needs,
Protection of vulnerable and disadvantaged consumers,
Physical safety,
Promotional marketing and sales practices (including misleading advertisement)
,
Electronic commerce

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Q32

From your previous answer, your main consumer protection authority/agency does not have ENFORCEMENT powers over the following fields. Please name the relevant authorities/agencies with powers over these fields:

Product quality	Bureau of Indian Standards
Restrictive business practices (competition/antitrust)	Competition Commission of India
Food distribution	Department of Food
Water	Ministry of Water Resources
Pharmaceuticals	Department of Pharmaceuticals
Tourism	Ministry of tourism
Dispute resolution	National Consumer Disputes Redressal Commission
Redress	Consumer Commissions

Q33

Respondent skipped this question

URL Link of the relevant authority/agency to each field:

Q34

Regarding enforcement, how many infringement cases does your authority/agency handle on average per year?

Only recently set up

Q35

No

Has your authority/agency imposed sanctions and/or other measures for breaches of consumer protection law(s)?

Q36

Maximum amount for sanction/measure allowed by consumer protection law(s): (in USD)

0

Q37

Record highest amount for any sanction/measure imposed: (in USD)

0

Q38

Please detail if necessary, what kind of sanctions and/or other measures are available in your jurisdiction

Recalling of goods, withdrawal of services, reimbursement of the prices of goods or services recalled to purchasers of such goods or services, discontinuation of practices which are unfair and prejudicial to consumers' interest, impose a monetary penalty, prohibit endorsement of a false or misleading advertisement from making endorsement of any product or service, file cases in court.

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Q39

Yes

Are there any non-governmental consumer organizations/associations in your country?

Q40

Respondent skipped this question

Do you have a law/decreed that governs consumer organizations/associations?

Q41

Respondent skipped this question

In case you have a law/decreed that governs consumer organizations, please provide the following details:

Q42

Do consumer organizations/associations fulfil any of the following functions?

Consultation in policy making,
Legal advice to consumers,
Consumer education,
Consumer information,
Consumer publications,
Legal representation of consumers' individual interests before courts
,
Legal representation for consumer collective actions

Q43

Do consumer groups/associations receive public funding?

Yes

Q44

Name the three largest non-governmental consumer organizations/associations in your jurisdiction:

Respondent skipped this question

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Q45

Can consumers obtain redress through judicial channels?

Yes

Q46

Is there a specialized judicial mechanism for consumer complaints?

Yes

Q47

If there is, please provide the following details

Name	National Consumer Disputes Redressal Commission
URL Link	www.ncdrc.nic.in

Q48

Do you have collective redress/class actions for consumer complaints?

Yes

Q49 Who can represent consumer interests in court?
Consumers individually,
Lawyers,
Consumer protection enforcement authority/agency,
Consumer associations

Q50 What is the highest damages award following a collective redress/class action?
Respondent skipped this question

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Q51 Regarding out-of-court/alternative consumer dispute resolution, are there any of the following?
Mediation/ Conciliation,
Comments:
In the newly enacted Consumer Protection Act 2019, the provision of court annexed mediation has been made.

Q52 If there are any of the above, please provide the following details:
Respondent skipped this question

Q53 Are there any CROSS-BORDER out-of-court/alternative consumer dispute resolution initiatives?
Respondent skipped this question

Q54 If there are, please provide the following details:
Respondent skipped this question

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Q55 Are there any self-regulation initiatives from businesses?
Respondent skipped this question

Q56 Please provide (up to) 4 examples of the self-regulation initiatives from businesses:
Respondent skipped this question

Q57 Respondent skipped this question

Are there any co-regulation initiatives between businesses and public entities?

Q58 Respondent skipped this question

Please provide (up to) 4 examples of the co-regulation initiatives between businesses and public entities:

Q59 Respondent skipped this question

Do self-regulation and/or co-regulation initiatives cover any of the following issues? (Please relate to UNGCP Guideline 11)

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Q60 Respondent skipped this question

What kind and how many international cooperation agreement(s) on consumer protection does your authority/agency participate in?

Q61 Respondent skipped this question

Please provide name and URL link of formal bilateral agreements (treaties):

Q62 Respondent skipped this question

Please provide name and URL link of informal bilateral agreements (memoranda of understanding):

Q63 Respondent skipped this question

Please provide name and URL link of formal multilateral/regionals agreements (treaties) that address consumer protection:

Q64 Respondent skipped this question

Please provide name and URL link of informal multilateral/regionals agreements (memoranda of understanding) that address consumer protection:

Q65

Respondent skipped this question

Do cooperation agreements on consumer protection (be those formal/informal/bilateral/regional) cover any of the following fields?

Q66

Respondent skipped this question

Does your consumer protection enforcement authority/agency have any of the following powers regarding cross-border fraudulent and deceptive commercial practices affecting consumers?

Q67

No

Do you have any experience in cross-border cooperation on enforcement?

Q68

Respondent skipped this question

If you do, please provide a short description

Q69

Respondent skipped this question

Do you engage in technical cooperation or capacity building activities on consumer protection?

Q70

Respondent skipped this question

If you have engaged in technical cooperation or capacity building activities on consumer protection as a recipient/as donor and/or through an international organization/network, please provide the following details for each initiative

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Q71

Respondent skipped this question

Does your authority/agency carry out information and education initiatives?

Q72

Respondent skipped this question

Do information and education initiatives carried out by your authority/agency cover any of the following fields?

Q73 Respondent skipped this question

Does your authority/agency provide specific education and information initiatives for vulnerable and disadvantaged consumers?

Q74 Respondent skipped this question

If your authority/agency does, please provide the following details:

Q75 Yes

Do consumer organizations/associations provide education and information initiatives?

Q76 Respondent skipped this question

If consumer organizations/associations do, please provide the following details:

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Q77 Respondent skipped this question

Does your authority/agency conduct research and analysis on consumer protection issues?

Q78 Respondent skipped this question

If your authority/agency does, please provide the following details:

Q79 Respondent skipped this question

Do other organizations/associations conduct research and analysis on consumer protection?

Q80 Respondent skipped this question

If other organizations/associations do, please provide the following details:
