

Summary of Recommendations

- *The Ministry may effectively pursue with the Planning Commission for approval to the release of the funds projected in the Action Plan so that the consumer protection measures can be more effectively undertaken at all levels.*
- *The Ministry should in close coordination with the State governments increasingly involve NGOs/VCOs in promoting awareness of the consumer protection measures among consumers by introducing specific schemes of financial and other support. At the same time, the accountability of the NGOs/VCOs has to be ensured.*
- *The Ministry may critically review the status of creation and operationalising the Consumer Forums at an appropriate level so that a practical method could be devised to encourage and enable the States to extend the required support for making them effective institutions to provide speedy and inexpensive redressal of consumer grievances.*
- *The Ministry should lay down the accounting procedure for the collections made by the Consumer Forums to ensure that the amounts realized as fee and deposits from the consumers and delinquent service providers are promptly deposited in the authorised destination accounts. This would prevent any risk of defalcation or abuse of the process of consumer grievance redressal.*
- *The Ministry in association with the National Commission may fix a threshold level of performance in terms of disposal of complaints and thereafter review the performance of the State Commissions and the District Forums.*
- *The Ministry may critically review the status of the infrastructure and staff strength in the State Commissions and the District Forums with a view to improving their position through State governments.*
- *The Ministry should examine the necessity for reorganization of the Central Council by reducing its size to enhance its effectiveness and carefully monitor the outcomes of its meetings by instituting a mechanism so that its recommendations are acted upon in a time bound manner.*
- *The Ministry may, in close coordination with the State Governments encourage the State and District Councils to regularly conduct the meetings and monitor implementation of significant recommendations.*
- *The Ministry may persuade the State Governments to ensure that the decisions of the Commissions and District Forums are implemented promptly by discussing the requirements in appropriate high level meetings to impart a sense of urgency and importance to this vital requirement. Rationalization of the procedures and adequate empowerment of the consumer forums to ensure enforcement of their orders may be considered on priority.*