

Government of India
Ministry of Consumer Affairs, Food and Public Distribution
Department of Consumer Affairs

LOK SABHA
UNSTARRED QUESTION NO. 1413
TO BE ANSWERED ON 12.02.2019

ONLINE CONSUMER MEDIATION CENTRE (OCMC)

1413. SHRIMATI MEENAKASHI LEKHI:

Will the Minister of CONSUMER AFFAIRS, FOOD AND PUBLIC DISTRIBUTION उपभोक्ता मामले, खाद्य और सार्वजनिक वितरण मंत्री be pleased to state:

- (a) the status of the Online Consumer Mediation Centre (OCMC);
- (b) whether it is available and active across the country;
- (c) the details of the number of cases registered under the program and the number of cases resolved so far; and
- (d) whether the Government has planned to set up an independent mediation cell for online consumer dispute resolution?

ANSWER

उपभोक्ता मामले, खाद्य और सार्वजनिक वितरण राज्य मंत्री
(श्री सी. आर. चौधरी)

THE MINISTER OF STATE
CONSUMER AFFAIRS, FOOD AND PUBLIC DISTRIBUTION
(SHRI C. R. CHAUDHARY)

(a) & (b) : Department of Consumer Affairs sanctioned the Online Consumer Mediation Centre (OCMC) project in the year 2015 and is run by the National Law School of India University (NLSIU), Bangalore.

(c) : Total 89 cases were registered out of which 15 cases have been resolved upto 31.08.2018.

(d) : There is no such proposal to set up an independent mediation cell for online consumer dispute resolution.
