

J.32(19)/7794

March 28, 2014

Shri Keshav Desiraju,  
Secretary,  
Department of Consumer Affairs,  
Ministry of Consumer Affairs, Food and Public Distribution,  
Government of India,  
Room No. 49, Krishi Bhawan, New Delhi – 110 001

**Sub:** Notification of the 'Consumer Protection (Procedure for regulation of allowing appearance of Agents or representatives or Non-Advocates or Voluntary Organizations before the Consumer Forum), Regulations, 2014', against the objections raised and decision taken by the Central Consumer Protection Council (CCPC).

Dear Sir,

Greetings from CUTS International!

As you may be aware that this was an agenda item no 4 as 'Regulation for Appearance of Non-Advocates in the Consumer Courts Representing Consumers- Implementation of Directions by Supreme Court' for discussion in the meeting of the Central Consumer Protection Council (CCPC) held on February 3, 2014. In the meeting all members opposed this move, since it is against the spirit of the Consumer Protection Act and anti-consumer.

The minutes of the meeting of the CCPC dated Feb. 26, 2014 says that... *The council was of the view that the draft scheme proposed was restrictive and might constitute a barrier to the appearance of genuine consumer activists. The Members voiced their apprehensions about the stringent norms such as appearing for an examination, securing 50% marks and in particular, the requirement of police verification of the antecedents of the applicant that have been prescribed in the draft scheme.....*

*...It was agreed that the scheme for accreditation would be simplified to ensure that grievance redressal can be made more effective and consumer activists/consumer welfare organizations enabled to appear before the appropriate fora. The Department would accordingly revise the draft scheme to meet this objective.*

But despite the CCPC decision the said regulation was notified on March 17, 2014 by the National Consumer Disputes Redressal Commission without addressing the concerns of members expressed in the CCPC meeting. This is totally against the objectives of the Act and restrictive for consumer activists intending to help aggrieved consumers.

On behalf of all consumer organisations, we strongly oppose this regulation and call upon you to intervene immediately in larger interests of Indian consumers.

Look forward to your action to protect consumer rights.

With regards,

Yours Sincerely,



George Cheriyan  
Director

CC: Shri G. Gurucharan, Additional Secretary, DoCA, GoI, New Delhi