



# World Consumer Rights Day 2023

## Why in News?

The **Department of Consumer Affairs** is celebrating [World Consumer Rights Day](#) on **March 15, 2023**. The theme for this year's celebration is **“Empowering consumers through [clean energy transitions](#)”**.

- It is a step towards creating a more sustainable and consumer-friendly ecosystem. India celebrates **24<sup>th</sup> December** as [National Consumer Day](#) every year.

## What are the Recent Initiatives Related to Consumer Rights?

- **Reducing Dependence on Traditional Sources:**
    - The primary focus is to **deploy technology to reduce dependence on traditional energy sources** like fossil fuels and enable a rapid transition to clean energy solutions that promote **sustainability, security, affordability, and access to consumers** in the long term.
  - **National Consumer Helpline:**
    - [E-commerce](#) has become one of the most preferred mediums of shopping for consumers. However, there has been a rise in the number of e-commerce grievances registered by consumers on the **National Consumer Helpline (NCH)**.
    - Therefore, **NCH is being strengthened technologically to receive more complaints and redress common consumer grievances** of refund, replacement, and deficiency in service speedily.
    - NCH works as an **alternate dispute redressal mechanism at the pre-litigation level**. NCH is accessible in over **17 languages**, including recently added **Maithili, Kashmiri, and Santhali languages**.
  - **E-Daakhil Portal:**
    - The [E-Daakhil Portal](#) has been set up to **facilitate online filing of consumer complaints**.
    - It provides a **hassle-free, speedy, and inexpensive facility** to conveniently approach the relevant consumer forum, dispensing the need to travel and be physically present to file their grievance.
    - The objective is to digitise and make it **easy for consumers to access justice** with the help of technology.
  - **Right to Repair Portal:**
    - In line with the **LiFE (Lifestyle for environment) movement**, the Department has initiated the creation of a **“Right to Repair portal”** to protect consumers against planned obsolescence, resulting in increasing e-waste.
    - The portal is expected to address concerns regarding the **price, originality, and warranty of spare parts**.
  - **Reducing E-Waste:**
    - The Department is planning to organise a **hackathon for designing charging solutions** that work with wearable devices, with an emphasis on **reducing [electronic and electrical waste \(e-waste\)](#)** and promoting a more sustainable consumer ecosystem.
    - **Wireless charging methods** are also being explored, which will help significantly in **e-waste proliferation**.
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## UPSC Civil Services Examination Previous Year Question (PYQ)

**Q.1 With reference to 'consumers' rights/privileges under the provisions of law in India, which of the following statements is/are correct ? (2012)**

1. Consumers are empowered to take samples for food testing.
2. When a consumer files a complaint in any consumer forum, no fee is required to be paid.
3. In case of death of consumer, his/her legal heir can file a complaint in the consumer forum on his/her behalf.

**Select the correct answer using the codes given below:**

- (a) 1 only
- (b) 2 and 3 only
- (c) 1 and 3 only
- (d) 1, 2 and 3

**Ans: (c)**

[Source: PIB](#)

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