



# Consumer Welfare Fund

## Why in News

During the ongoing session the Union Minister of State for Consumer Affairs, Food and Public Distribution has informed the parliament about **Consumer Welfare Fund (CWF)**.

## Key Points

### ▪ About:

- It was set up under the **Central Goods and Services Tax (CGST) Act, 2017**. The consumer welfare fund rules of 1992 have been subsumed under the CGST rules, 2017.
- The Fund has been set up by the **Department of Revenue (Ministry of Finance)** and is being operated by the **Department of Consumer Affairs (Ministry of Consumer Affairs, Food & Public Distribution)**.

### ▪ Objective: To promote and protect the welfare of the consumers. Few Examples:

- Creation of **Consumer Law Chairs/ Centres of Excellence in Institutions/Universities** of repute to foster research and training on consumer related issues.
- Projects for **spreading consumer literacy and awareness**.

### ▪ Other Related Initiatives:

- A pan-India consumer awareness campaign 'JagoGrahakJago' through print, electronic, outdoor and social media platforms.
- Celebration of **World Consumer Rights Day/National Consumer Day**.
- The **Consumer Protection Act, 2019** has been implemented.
  - The new Act covers e-commerce transactions, it allows electronic filing of complaints, hearing and/or examining parties through video-conferencing for procedural ease and reduces inconvenience.
- Government has set up a National Consumer Helpline (NCH) to handle the consumer grievances.
- Consumer awareness programmes are being organized through the network of **Bureau of Indian Standards (BIS)** across the country for promoting the concept of standardization, certification and quality consciousness among consumers as well as manufactures.

**Source: PIB**