

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

LOK SABHA
UNSTARRED QUESTION NO. 2867
TO BE ANSWERED ON 05.08.2026

CENTRAL CONSUMER PROTECTION AUTHORITY

2867. SHRI ANTO ANTONY:

Will the Minister of **CONSUMER AFFAIRS, FOOD AND PUBLIC DISTRIBUTION** be pleased to state:

- (a) the total number of companies against which the Central Consumer Protection Authority (CCPA) has initiated action during the last five years, year-wise;
- (b) the details and the number of cases of consumer rights violations, unfair trade practices and misleading advertisements have been disposed of by the CCPA during the last five years, category-wise;
- (c) the details of the total amount of penalties imposed by the CCPA on companies for consumer rights violations during the last five years, year-wise and out of the total penalties imposed by the CCPA, how much amount has actually been recovered by the Government during the last five years;
- (d) the details of the penalty amount remains unpaid or is under litigation as on date; and
- (e) the number of appeals that have been filed against CCPA orders during the last five years and in how many of cases have the penalties been upheld, modified or set aside?

ANSWER

THE MINISTER OF STATE
CONSUMER AFFAIRS, FOOD AND PUBLIC DISTRIBUTION
(SHRI B.L.VERMA)

(a) to (e) : The Department of Consumer Affairs has strengthened the consumer protection framework through the enactment of the Consumer Protection Act, 2019, to effectively address emerging challenges arising from globalization, technological advancements and e-commerce.

The Central Authority i.e. Central Consumer Protection Authority (CCPA) has been established under Section 10 (1) of Consumer Protection Act, 2019 to regulate matters relating to violation of rights of consumers, unfair trade practices and false or misleading advertisements which are prejudicial to the interests of public and consumers and to promote, protect and enforce the rights of consumers as a class.

To safeguard consumers from unfair trade practices in e-commerce, the Department of Consumer Affairs has also notified the Consumer Protection (E-commerce) Rules, 2020 under the provisions of the Consumer Protection Act, 2019. These rules, inter-alia, outline the responsibilities of e-commerce entities and specify the liabilities of marketplace and inventory e-commerce entities, including provisions for consumer grievance redressal.

"Unfair trade practice" [Section 2(47) of the Consumer Protection Act, 2019] encompasses deceptive methods such as misrepresenting product standards, falsely advertising old goods as new, claiming unverified sponsorship or benefits, offering misleading warranties, misrepresenting prices, or disparaging competitors goods or services. These provisions ensure accountability, transparency and fairness, safeguarding consumer interests in a dynamic marketplace.

The total number of companies against which the Central Consumer Protection Authority (CCPA) has initiated action during the last five years, year-wise is as below :

Financial Year	No. of Companies
2022-23	85
2023-24	99
2024-25	79
2025-26	145
2026 (Till 30th July)	37

The details and the number of cases of consumer rights violations, unfair trade practices and misleading advertisements initiated by the CCPA during the last five years, category-wise is as below:

Financial Year	No. Of Cases		
	Violation of Consumer Rights	Unfair Trade Practices	Misleading Advertisement
2022-23	11	9	61
2023-24	10	37	52
2024-25	2	49	28
2025-26	3	98	36
2026 (Till 30th July)	1	20	14

The details of the total amount of penalties that has been realized by the CCPA on companies for consumer rights violations during the last five years amounts to Rs.1,75,60,500/- and details year-wise is as below:

Year	Penalty realized on Company
2023	760000
2024	5500000
2025	8100500
2026 till July,2026	3200000

Under Section 88 of Consumer Protection Act, 2019, the Authority is conferred with the power with regard to penalty, whoever, fails to comply with any direction of the Central Authority under sections 20 and 21, shall be punished with imprisonment for a term which may extend to six months or with fine which may extend to twenty lakh rupees, or with both.

Since its inception, the Central Consumer Protection Authority (CCPA) has issued 169 orders against various companies. Out of these 169 orders, 42 appeals have been filed against the orders passed by the CCPA, including 31 appeals against orders imposing penalties.
