



# राष्ट्रिय मानव अधिकार आयोग

National Human Rights Commission

केन्द्रिय कार्यालय, Central Office

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## Press Release

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### Protect the Rights of Consumers

At the backdrop of impetus given to the enjoyment of quality supply of the food stuffs and services with the arrangement of the acts and regulations though, a number of facts about the difficulties faced by the consumers have been brought to light through the study and monitoring launched by the state authorities including the Commission.

In this regard, the issues related to the consumer rights have been incorporated within the boundary of human rights enshrined in the national and international instruments including the UN Guidelines on the Consumer Protection 1999 as well as Monitoring Guidelines for the Protection and Promotion of Consumer Rights 2068 adopted by the Commission.

The consumers across the country have been facing injustice due the number of problems such as the transportation enduring the syndicate system, irregularities in the electricity supply, illegitimate pricing of the materials and services, unavailability of most essential commodities and services through easy process including the unusual price hike of the daily commodities.

In this concern, the Commission had drawn the attention of the Government towards the issues of public interest in the past and called upon the government to be serious in this concern. The Commission urges the legal authorities working for justice of the consumers, the organizations and agencies working in the field of consumer rights including consumers themselves to be equally active and watchful in this regard.

The Commission also urges the government to make the government monitoring agencies further effective to be vigilant over the effective quality service and qualitative food supplies and also to enquire into the people involved in malpractices against the welfare of the consumers and bring them to justice.

Subarna Karmacharya

Officiating Secretary