

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

LOK SABHA
UNSTARRED QUESTION NO. 1389
TO BE ANSWERED ON 04.12.2024

PENDING MATTERS BEFORE CONSUMER FORUMS

1389. SHRI KRISHNA PRASAD TENNETI:

Will the Minister of **CONSUMER AFFAIRS, FOOD AND PUBLIC DISTRIBUTION**
उपभोक्ता मामले, खाद्य और सार्वजनिक वितरण मंत्री be pleased to state :

- (a) the details regarding the total number of matters pending before consumer forums (District, State and National) across the country during the last five years, State-wise especially in Andhra Pradesh;
- (b) the details regarding the average duration of pendency of matters before consumers forums, State-wise especially in Andhra Pradesh;
- (c) the details regarding the total number of vacancies at consumer forums (District, State and National) across the country, State-wise especially in Andhra Pradesh;
- (d) the details regarding the total funds allocated and utilised for the purposes of consumer forums across country especially in Andhra Pradesh; and
- (e) the details regarding the steps undertaken by the Government to reduce the pendency of matters before consumer forums at various levels especially in Andhra Pradesh?

ANSWER

उपभोक्ता मामले, खाद्य और सार्वजनिक वितरण राज्य मंत्री
(श्री बी.एल. वर्मा)

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

(a) : The details of number of cases pending before National Consumer Disputes Redressal Commission, State Consumer Disputes Redressal Commission and District Consumer Disputes Redressal Commission across the country during the last five years is placed at **Annexure-I**.

(b) & (e) : The Consumer Protection Act, 2019 provides for a three tier quasi-judicial machinery at District, State and Central levels commonly known as “Consumer Commissions” for protection of the rights of consumers and to provide simple and speedy redressal of consumer disputes.

Further, in terms of Section 38 (7) of the Consumer Protection Act, 2019, every complaint shall be disposed of as expeditiously as possible and endeavour shall be made to decide the complaint within a period of three months from the date of receipt of notice by opposite party where the complaint does not require analysis or testing of commodities and within five months if it requires analysis or testing of commodities.

To serve the interest of speedy justice to the end consumers, Consumer Protection Act states that no adjournment shall ordinarily be granted by the consumer commissions unless sufficient cause is shown and the reasons for grant of adjournment have been recorded in writing by the Commission.

In order to reduce pendency, both State Consumer Disputes Redressal Commissions and District Consumer Disputes Redressal Commissions participated in the Grahak Madhyasthata Samadhan and National Lok Adalats to resolve consumer disputes through mediation for providing speedy and amicable resolutions to consumer grievances.

In addition, e-dakhil portal has also been launched for online filing of consumer complaints. Besides physical hearing, video conferencing facility has also been provided at National and State level Consumer Commissions for speedy disposal of the cases.

(c) : The state-wise details of the number of vacancies in National Consumer Disputes Redressal Commission, State Consumer Disputes Redressal Commission and District Consumer Disputes Redressal Commission across the country is at **Annexure-II**.

(d) : Under the “Strengthening of Consumer Commissions (SCC)” scheme, the Central Government provides assistance to states/U.Ts for the strengthening of infrastructure of Consumer Commissions located in respective States/U.Ts.

Since 1995, a total of ₹272.52 Crore (as on 29.11.2024) has been released to various states/U.Ts across the country for the strengthening of infrastructure of Consumer Commission situated in respective states/U.Ts, out of which the Government has received Utilization Certificates (U.Cs) of ₹242.81 Crore.

An amount of ₹10.69 Crore has been released to the Govt. of Andhra Pradesh for the strengthening of Consumer Commissions out of which U.Cs amounting to ₹9.75 Crore have been received.

ANNEXURE REFERRED IN REPLY TO PART (A) OF THE LOK SABHA UNSTARRED QUESTION NO. 1389 FOR 04.12.2024 REGARDING PENDENCY OF CONSUMER CASES.**-----
PENDENCY OF CONSUMER CASES**

Sr No	Commission	Previous pending as on 31.12.2019	Number of cases filed during last five years (including restored cases) (01.01.2020-31.10.2024)	Number of cases disposed during last five years (01.01.2020-31.10.2024)	Pendency as on 31.10.2024
1	NCDRC	21343	18954	22081	18216

Sr No	Commission (SCDRC+DCDRC)	Previous pending as on 31.12.2019	Number of cases filed during last five years (including restored cases) (01.01.2020-31.10.2024)	Number of cases disposed during last five years (01.01.2020-31.10.2024)	Pendency as on 31.10.2024
1	Andaman Nicobar	47	94	82	59
2	Andhra Pradesh	4253	11819	10930	5142
3	Arunachal Pradesh	10	124	87	47
4	Assam	1902	2207	2021	2088
5	Bihar	17436	17885	12301	23020
6	Chandigarh	1954	9241	8141	3054
7	Chhattisgarh	7866	16066	15891	8041
8	Dadra and Nagar Haveli and Daman and Diu	10	65	2	73
9	Delhi	23350	23726	23441	23635
10	Goa	324	1097	1072	349
11	Gujarat	27203	73398	60313	40288
12	Haryana	14790	56275	36968	34097
13	Himachal Pradesh	2940	8767	7320	4387
14	Jammu and Kashmir	2743	44	116	2671
15	Jharkhand	5239	5908	5533	5614
16	Karnataka	20515	44728	47555	17688
17	Kerala	16279	34212	25994	24497
18	Lakshadweep	27	6	2	31
19	Madhya Pradesh	34387	69020	67790	35617
20	Maharashtra	49136	89331	55759	82708
21	Manipur	77	243	188	132
22	Meghalaya	187	245	320	112
23	Mizoram	169	311	412	68
24	Nagaland	35	58	33	60

25	Odisha	15434	21411	20699	16146
26	Puducherry	305	348	362	291
27	Punjab	12461	39158	34616	17003
28	Rajasthan	36903	64858	50330	51431
29	Sikkim	35	111	91	55
30	Tamil Nadu	12078	25092	28018	9152
31	Telangana	8218	18102	18216	8104
32	Tripura	142	1374	1284	232
33	Uttar Pradesh	94067	85312	88273	91106
34	Uttarakhand	3901	7304	6280	4925
35	West Bengal	12906	25643	21676	16873

ANNEXURE REFERRED IN REPLY TO PART (c) OF THE LOK SABHA UNSTARRED QUESTION NO. 1389 FOR 04.12.2024 REGARDING VACANT POSTS IN CONSUMER COURTS.

VACANCY POSITION IN CONSUMER COMMISSIONS

S. No.	Commission	President Vacancy	Member Vacancy
1	NCDRC	0	1

S. No	State/UT Commission	State/UT Commission Vacancy		District Commission Vacancy	
		President	Member	President	Member
1	A&N Island (UT)	1	0	0	2
2	Andhra Pradesh	1	1	1	1
3	Arunachal Pradesh	1	2	0	41
4	Assam	0	1	3	3
5	Bihar	0	0	17	38
6	Chandigarh (UT)	0	1	0	1
7	Chhattisgarh	0	3	7	17
8	D&N Haveli and D&D (UT)	1	2	1	1
9	Delhi (UT)	0	1	1	4
10	Goa	1	2	0	0
11	Gujarat	0	3	22	46
12	J&K (UT)	1	1	6	10
13	Kerala	0	2	0	4
14	Ladakh (UT)	1	2	2	3
15	Lakshadweep (UT)	0	0	0	0
16	Haryana	0	0	2	7
17	Himachal Pradesh	0	2	0	15
18	Jharkhand	1	3	6	13
19	Karnataka	1	6	10	12
20	Madhya Pradesh	1	2	4	32
21	Maharashtra	0	2	9	20
22	Manipur	1	1	0	0
23	Meghalaya	0	3	0	1
24	Mizoram	1	1	0	4
25	Nagaland	0	1	0	10
26	Odisha	1	0	16	44
27	Puducherry (UT)	1	2	0	0
28	Punjab	0	1	4	13
29	Rajasthan	0	2	11	25
30	Sikkim	1	2	0	3
31	Tamilnadu	0	4	2	15
32	Telangana	1	0	3	3
33	Tripura	0	0	0	2
34	Uttarakhand	1	0	9	1
35	Uttar Pradesh	0	1	18	25
36	West Bengal	0	5	17	16
State/UT Total		17	59	171	432
