

**GOVERNMENT OF INDIA
CONSUMER AFFAIRS, FOOD AND PUBLIC DISTRIBUTION
LOK SABHA**

UNSTARRED QUESTION NO:6499
ANSWERED ON:09.05.2005
PENDING CONSUMER CASES
Singh Shri Suraj

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

- (a) whether the work of Consumer Courts is getting affected due to lack of resources;
- (b) if so, the steps taken by the Government of ensure adequate resources to the Consumer Courts;
- (c) the current status of pendency of cases in Consumer Courts in the North Eastern States alongwith the steps being taken for early disposal of such cases; and
- (d) the details of the measures taken by the Government for modernisation and improvement in the functioning of the Consumer Courts?

Answer

THE MINISTER OF STATE IN THE MINISTRY OF AGRICULTURE AND THE MINISTER OF STATE IN THE MINISTRY OF CONSUMER AFFAIRS, FOOD AND PUBLIC DISTRIBUTION (SHRI TASLIMUDDIN)

(a) & (b): It is the responsibility of the State Governments to establish consumer forums at the State and district level and to provide all the required infrastructure for their effective functioning from their own funds. However, in order to supplement the efforts of the State Governments, Central Govt. has provided financial assistance of Rs. 10.20 crores during the year 2004-2005 covering certain States for the present for strengthening the infrastructure of new consumer forums. Earlier, Rs. 61.80 crores were given to all the States/UTs during the period 1995-99 for the same purpose.

(c) : The current status of pendency of cases in Consumer Forums in the North Eastern States as per the information available with the National Consumer Disputes Redressal Commission(NCDRC) is given in the Annexure.

The State Commissions and District Forums of the said States are being requested to dispose of the cases as early as possible. The Consumer Protection Act, 1986 has also been amended recently in the year 2002 with a view to facilitate quicker disposal of complaints, enhancing the capability of redressal agencies, strengthening them with more powers, streamlining the procedures and widening the scope of the Act so as to make it more functional.

(d) : In addition to the financial assistance provided by the Government for strengthening the infrastructure of Consumer Forums, the Government has also launched a scheme for "Computerization and Computer Networking of Consumer forums in the Country" for the modernization and improvement in the functioning of consumer forums. This scheme amounting to Rs. 48.64 crores is being implemented through National Informatics Centre (NIC) as a turn key project in three phases in three years from 2004-05 and aims to provide I.T. solutions in order to achieve e-governance, transparency and efficiency.

ANNEXURE

STATEMENT REFERRED TO IN PART (c) OF REPLY TO LOK SABHA UNSTARRED QUESTION NO. 6499 FOR ANSWER ON 9/05/2005 REGARDING PENDING CONSUMER CASES.

The total number of cases pending in consumer forums in the North Eastern States:

Sl.No.	States Commission	State	District Forums		
	Cases Pending	As on	Cases Pending	As on	
1	Arunachal Pradesh	9	31.12.2004	40	31.12.2004
2	Assam	856	31.12.2004	884	30.9.2004
3	Manipur	27	30.6.2003	35	31.12.2003
4	Meghalaya	39	30.6.2003	14	30.9.2003
5	Mizoram	42	30.6.2004	240	30.6.2004

6	Nagaland	7	31.12.2004	49	30.6.2004
7	Sikkim	2	30.6.2004	2	30.6.2004
8	Tripura	220	31.3.2005	175	31.1.2004