

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

STARRED QUESTION NO:70
ANSWERED ON:28.11.2005
PENDING CONSUMER CASES
Patle Shri Shishupal Natthu;Rawat Shri Ashok Kumar

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

- (a) whether the Union Government has recently reviewed the cases pending with the Consumer Courts;
- (b) if so, the details regarding the total number of complaints pending with the National Consumer Forum and the various State Consumer Fora;
- (c) whether any action plan has been formulated for speedy disposal of these complaints;
- (d) if so, the details thereof;
- (e) if not, the reasons therefor;
- (f) whether financial assistance has been provided or is proposed to be provided to the States for setting up of new Consumer Fora and strengthening of the existing ones;
- (g) if so, the details of the amount allocated, State-wise;
- (h) whether the Consumer Fora have since been set up by such States; and
- (i) if not, the reasons therefor?

Answer

MINISTER OF AGRICULTURE AND MINISTER OF CONSUMER AFFAIRS, FOOD AND PUBLIC DISTRIBUTION (SHRI SHARAD PAWAR)

(a) to (i): A statement is laid on the Table of the House.

STATEMENT REFERRED TO IN REPLY TO PARTS (a) TO
(i) OF LOK SABHA STARRED QUESTION NO. 70 FOR 28/11/2005 REGARDING PENDING CONSUMER CASES

(a) to (e): Union Government in coordination with National Consumer Disputes Redressal Commission (NCDRC) and Secretaries in-charge of Consumer Affairs in States/Union Territories reviews the functioning of the consumer fora on a periodical basis.

A Statement detailing the number of cases filed/disposed off/pending in NCDRC and State Consumer Disputes Redressal Commissions (SCDRC), as reported by NCDRC, is at Annexure-I.

The following measures have been taken by the Union Government for speedy disposal of cases:

(i) In order to promote e-governance, transparency, efficiency and systematizing of working of consumer fora and also to provide time bound delivery of justice to consumers, a project for computerization and computer networking of consumer fora throughout the country has been launched in March, 2005.

(ii) The Consumer Protection Act, 1986 has been amended to facilitate quicker disposal of cases.

(iii) The State Governments have been requested from time to time not to allow the consumer fora to remain non-functional as also to provide adequate facilities and ensure that amended provisions of the Consumer Protection Act are put to proper use for the benefit of consumers.

(f) to (i): As per the provisions of the Consumer Protection Act, 1986, the State Governments are responsible for establishment of District Fora and State Commissions. However, in order to supplement the efforts of the State Governments/UT Administrations, the Union Government released one time grants in 1995-1999 and 2004-2005 amounting to Rs. 61.80 crores and Rs. 10.20 crores respectively. The financial assistance was meant to be utilised for consumer fora already established by the State/UT Governments.

A statement giving details of the grants to the States, for strengthening of infrastructure of consumer fora, released during 1995-99 and 2004-05 is at Annexure-II.

ANNEXURE- I

Statement of cases filed/disposed of/pending in the National Commission and State Commissions

Sl. No.	Name of State	Cases filed since inception	Cases disposed since inception	Cases Pending	% of Disposal	As On
	National Commission	40110	32236	7874	80.37	31.10.2005
1	Andhra Pradesh	17264	14905	2359	86.34	30.9.2005
2	A & N Islands	57	55	2	96.49	30.6.2004
3	Arunachal Pradesh	33	22	11	66.67	30.6.2005
4	Assam	1846	990	856	53.63	31.12.2004
5	Bihar	10688	6700	3988	62.69	30.6.2005
6	Chandigarh	5090	4998	92	98.19	31.10.2005
7	Chhattisgarh	2547	2041	506	80.13	30.6.2005
8	D & N Haveli/Daman	11	11	0	100.00	31.12.2004
9	Delhi	23860	20282	3578	85.00	31.10.2005
10	Goa	1661	1497	164	90.13	31.10.2005
11	Gujarat	21821	18266	3555	83.71	30.6.2005
12	Haryana	27832	15846	11986	56.93	31.10.2005
13	Himachal Pradesh	4426	3768	658	85.13	30.9.2005
14	Jammu & Kashmir	4512	3981	531	88.23	31.12.2003
15	Jharkhand	2067	1752	315	84.76	30.6.2005
16	Karnataka	17251	15426	1825	89.42	31.8.2005
17	Kerala	19606	15574	4032	79.43	31.8.2005
18	Lakshadweep	12	12	0	100.00	31.10.2005
19	Madhya Pradesh	20280	18077	2203	89.14	30.6.2005
20	Maharashtra	31378	17876	13502	56.97	31.7.2005
21	Manipur	47	20	27	42.55	30.6.2003
22	Meghalaya	145	125	20	86.21	30.6.2005
23	Mizoram	92	31	61	33.70	30.9.2005
24	Nagaland	71	59	12	83.10	30.6.2005
25	Orissa	14030	7304	6726	52.06	30.9.2005
26	Pondicherry	109	80	29	73.39	31.10.2005
27	Punjab	15759	11341	4418	71.97	30.9.2005
28	Rajasthan	31371	21030	10341	67.04	30.9.2005
29	Sikkim	27	26	1	96.30	30.6.2005
30	Tamilnadu	17620	15927	1693	90.39	31.10.2005
31	Tripura	866	772	94	89.15	30.9.2005
32	Uttar Pradesh	43670	12433	31237	28.47	31.8.2005
33	Uttaranchal	2464	2097	367	85.11	30.6.2005
34	West Bengal	9126	7897	1229	86.53	30.9.2005
	TOTAL	387749	273457	11429	702.52	

ANNEXURE-II

One-Time-Grants released to the States/UTs

[Amount in Lakhs of Rupees]

Name of the State/UT	Amount released during 1995-1999	Amount released during 2004-2005
Andhra Pradesh	270.00	105
Arunachal Pradesh	170.00	Nil
Assam	280.00	Nil
Bihar	320.00	45
Jharkhand	120.00	75
Goa	70.00	Nil
Gujarat	250.00	Nil
Haryana	210.00	45
Himachal Pradesh.	170.00	Nil
Jammu & Kashmir	70.00	Nil
Karnataka	250.00	Nil
Kerala	190.00	Nil
Madhya Pradesh.	500.00	105
Chhattisgarh		75
Maharashtra	360.00	45
Manipur	130.00	Nil
Meghalaya	120.00	Nil
Mizoram	80.00	75
Nagaland	120.00	15

Orissa	180.00	270
Punjab	180.00	Nil
Rajasthan	350.00	45
Sikkim	90.00	Nil
Tamil Nadu	270.00	Nil
Tripura	80.00	Nil
Uttar Pradesh.	680.00	Nil
Uttaranchal		75
West Bengal	220.00	45
A&N Island	70.00	Nil
Chandigarh Adm.	60.00	Nil
D&N Haveli	60.00	Nil
Daman & Diu	70.00	Nil
Delhi	70.00	Nil
Lakhsdweep	60.00	Nil
Pondicherry	60.00	Nil
Total:	6180.00	1020.00