

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

UNSTARRED QUESTION NO:3346

ANSWERED ON:17.03.2015

CONSUMER COURTS

Antony Shri Anto ;Choudhary Shri Ram Tahal;Dhotre Shri Sanjay Shamrao;George Shri (Adv.) Joice;Kaushik Shri Ramesh Chander;Mahtab Shri Bhartruhari;Mishra Shri Bhairon Prasad;P. Shri Nagarajan;Udhayakumar Shri M.

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

- (a) the details regarding the average number of consumer complaints filed and disposed annually along with the average time taken in its disposal during each of the last three years, State-wise;
- (b) whether the Government proposes to set up or facilitate the States in setting up new State Consumer Fora, if so, the details thereof and the time by which they are likely to be set up;
- (c) whether the Government has received any suggestions or held consultations for strengthening the consumer fora and speedy disposal of cases, if so, the details and the outcome thereof along with the action taken thereon;
- (d) whether there is any proposal to amend the Consumer Protection Act,1986 and if so, the details thereof; and
- (e) the other steps taken to strengthen/ empower the consumer fora and ensure speedy disposal of consumer cases?

Answer

THE MINISTER OF CONSUMER AFFAIRS, FOOD AND PUBLIC DISTRIBUTION (SHRI RAM VILAS PASWAN)

- (a): Yes, Madam, the details are at Annexure.
- (b): No, Madam, the Central Government does not set up Consumer Fora. However, Financial assistance is given to the States and UTs for setting up Consumer Fora.
- (c): The Government has held a number of meetings with stake holders to strengthen the Consumer Fora in the country. Based on the outcome of Consultations and the inputs received, the Consumer Protection Act, 1986 is being amended to strengthen the consumer Fora and speedy disposal of cases.
- (d): Yes, Madam. The details have not yet been finalised.
- (e): (1) State Governments have been requested from time to time to take action well in advance for filling up of vacancies of President and Members and to maintain a panel of candidates for filling up of future vacancies also to avoid delay in appointments
(2) Circuit Benches from National Commission have been frequently visiting States.
(3) Some State Commissions have constituted Additional Benches mainly to dispose off backlog of pending cases.
(4) The National Commission and some of the State Commissions as well as District Fora are adopting the process of holding Lok Adalats for speedy disposal of the cases.
(5) Financial assistance is provided by the Central Government to the States/UTs for strengthening of infrastructure of Consumer Fora including computerization and net- working.