

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

LOK SABHA
UNSTARRED QUESTION NO. 70
TO BE ANSWERED ON 02.02.2022

NATIONAL CONSUMER DISPUTES REDRESSAL COMMISSION

70. SHRIMATI SUNITA DUGGAL:

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

- (a) the number of consumers complaints filed since inception in various agencies under National Consumer Disputes Redressal Commission;
- (b) the number of cases disposed of since inception; and
- (c) the number of cases pending with percentage of total disposal?

ANSWER

उपभोक्ता मामले, खाद्य और सार्वजनिक वितरण राज्य मंत्री
(श्री अश्विनी कुमार चौबे)

THE MINISTER OF STATE
CONSUMER AFFAIRS, FOOD AND PUBLIC DISTRIBUTION
(SHRI ASHWINI KUMAR CHOUBEY)

(a) to (c): Status of Consumer Cases filed in Consumer Commissions across the Country since inception is given below:

| Name of Agency | Cases filed since inception | Cases disposed since inception | Pendency | Disposal percentage |
|----------------------|-----------------------------|--------------------------------|---------------|---------------------|
| National Commission | 139774 | 117455 | 22319 | 84.03% |
| State Commissions | 882857 | 766376 | 116481 | 86.81% |
| District Commissions | 4484105 | 4044657 | 439448 | 90.20% |
| Total | 5506736 | 4928488 | 578248 | 89.50% |
