

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

**RAJYA SABHA
UNSTARRED QUESTION No. 2959**

TO BE ANSWERED ON 13.12.2019

DISPOSAL OF CASES BY CONSUMER COURTS

2959. SHRI RAKESH SINHA: SHRI BINOY VISWAM: SHRI K. J. ALPHONS:

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

- (a) the number of consumer courts in the country and the number of cases which have been disposed of by them in the last five years;
- (b) the number of cases which have been filed for violation of consumer's interests;
- (c) the number of persons who were penalised for violating the norms during last five years, year-wise; and
- (d) the reasons for low rate of disposal of such cases?

ANSWER

**THE MINISTER OF STATE
CONSUMER AFFAIRS, FOOD AND PUBLIC DISTRIBUTION
(SHRI DANVE RAOSAHEB DADARAO)**

(a) to (c) : At present, National Commission, 35 State Commissions and 650 District Consumer Forums are operational. As per the CONFONET portal, during last 5 years (2014-2018), 8,33,823 cases have been filed in these Consumer Fora for violation of consumer's interests out of which 546017 cases have been adjudicated as per the norms/Act..

(d) : Vacant posts of President and Members in Consumer Commissions, shortage of support staff etc. are some of the reasons for low rate of disposal of consumer cases.
