

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

**RAJYA SABHA
UNSTARRED QUESTION No. 2308
TO BE ANSWERED ON 17.12.2021**

DISPOSAL OF CONSUMER CASES

2308 SHRI BRIJLAL:
(OIH)

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

- (a) the number of consumer cases registered and disposed off during the last three years along with the number of cases pending in consumer courts, State-wise; and
- (b) the steps being taken by Government for speedy disposal of those cases, State-wise?

ANSWER

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

(a) : Details regarding number of consumer cases registered and disposed of during the last three years along with the number of cases pending in consumer commissions, State-wise are given in the **Annexure**.

(b) : To protect the rights of consumers and for speedy disposal of the cases filled in the Consumer Commissions, the Consumer Protection Act, 2019 has been enacted, which provides for establishment of three-tier quasi-judicial machinery, called Consumer Commissions, at the District, State and National levels to provide simple and speedy redressal to consumer disputes. Other provisions of the Act for consumer grievance redressal include, inter-alia, establishment of a Central Consumer Protection Authority (CCPA) to regulate misleading advertisements and unfair trade practices affecting consumers as a class; simplification of the adjudication process in the Consumer Commissions; filing of complaint from the Consumer Commission having jurisdiction over the place of work/residence of the consumer irrespective of the place of transaction, e-filing and e-payment, videoconferencing for hearing, deemed admissibility of complaints if admissibility is not decided within 21 days of filing; court monitored mediation to facilitate early disposal of cases; provision of product liability; penal provisions for manufacture/sale of adulterated products/spurious goods; as also prevention of unfair trade practice in e-commerce and direct selling.

ANNEXURE REFERRED IN REPLY TO PART (a) OF RAJYA SABHA UNSTARRED QUESTION NO.2308 FOR 17.12.2021 REGARDING DISPOSAL OF CONSUMER CASES.

State Consumer Disputes Redressal Commissions (SCDRCs):

Sl. No.	Name of State	2018			2019			2020		
		Filed	Disposed	Pending	Filed	Disposed	Pending	Filed	Disposed	Pending
1	Bihar	304	12	292	123	3	120	62	1	61
2	Jharkhand	332	34	298	140	11	129	37	-	37
3	Odisha	700	209	491	544	210	334	285	100	185
4	West Bengal	2,107	1,141	966	2,085	557	1,528	638	49	589
5	Assam	127	21	106	72	9	63	13	1	12
6	Chandigarh	887	869	18	646	545	101	303	217	86
7	Andaman Nicobar	2	2	-	8	1	7	2	-	2
8	Delhi	2,357	911	1,446	1,864	617	1,247	472	77	395
9	Haryana	2,236	807	1,429	1,624	384	1,240	659	119	540
10	Himachal Pradesh	459	401	58	536	258	278	195	41	154
11	Jammu and Kashmir	71	6	65	25	-	25	-	-	-
12	Punjab	1,817	1,809	8	1,874	1,695	179	608	526	82
13	Rajasthan	1,355	1,276	79	1,651	1,453	198	642	525	117
14	Uttar Pradesh	2,904	864	2,040	1,984	419	1,565	660	120	540
15	Uttarakhand	331	104	227	508	21	487	188	5	183
16	Andhra Pradesh	739	422	317	540	214	326	101	33	68
17	Kerala	990	304	686	616	97	519	342	42	300
18	Karnataka	1,876	128	1,748	2,003	176	1,827	1,298	340	958
19	Tamil Nadu	560	119	441	515	75	440	111	19	92
20	Gujarat	1,297	627	670	1,143	286	857	826	154	672
21	Maharashtra	2,546	626	1,920	2,831	383	2,448	1,108	79	1,029
22	Madhya Pradesh	830	224	606	2,831	475	2,356	942	155	787
23	Chhattisgarh	1,190	1,128	62	1,089	966	123	386	306	80
24	Sikkim	5	5	-	7	6	1	-	-	-
25	Arunachal Pradesh	11	3	8	3	1	2	-	-	-
26	Nagaland	10	8	2	6	-	6	1	-	1
27	Mizoram	11	2	9	3	-	3	2	1	1
28	Manipur	14	7	7	10	2	8	5	-	5
29	Tripura	47	47	-	52	52	-	16	16	-
30	Meghalaya	3	3	-	-	-	-	-	-	-
31	Goa	194	148	46	128	48	80	44	13	31
32	Lakshadweep	1	-	1	-	-	-	-	-	-
33	Puducherry	17	4	13	8	-	8	6	-	6
34	Circuit Bench Aurangabad	719	143	576	1,798	122	1,676	607	111	496
35	Circuit Bench Nagpur	902	270	632	859	100	759	345	24	321
36	Circuit Bench Madurai	303	85	218	294	94	200	97	10	87
37	Circuit Bench Jodhpur	239	138	101	141	52	89	54	11	43
38	Circuit Bench Udaipur	134	25	109	63	8	55	26	2	24
39	Circuit Bench Bikaner	146	105	41	88	38	50	24	11	13
40	Circuit Bench Kota	168	53	115	159	42	117	54	15	39
41	Telangana	1,029	296	733	1,100	186	914	1,092	216	876
42	Circuit Bench Amravati	86	-	86	160	2	158	90	-	90
43	Srinagar Bench	644	1	643	147	1	146	-	-	-
44	Circuit Bench Asansol	40	37	3	94	60	34	30	14	16
45	Circuit Bench Siliguri	113	83	30	139	88	51	35	15	20
46	Circuit Bench Pune	-	-	-	-	-	-	1	-	1
Total Cases		30,853	13,507	17,346	30,511	9,757	20,754	12,407	3,368	9,039

District Consumer Disputes Redressal Commissions (DCDRCs):

Sl. No.	Name of State	2018			2019			2020		
		Filed	Disposed	Pending	Filed	Disposed	Pending	Filed	Disposed	Pending
1	Bihar	3,137	806	2,331	3,318	470	2,848	1,892	145	1,747
2	Jharkhand	1,224	328	896	964	95	869	365	6	359
3	Odisha	2,934	1,313	1,621	3,372	989	2,383	2,846	515	2,331
4	West Bengal	5,088	3,513	1,575	5,517	2,267	3,250	3,410	586	2,824
5	Assam	407	168	239	354	76	278	220	23	197
6	Chandigarh	1,424	1,385	39	2,346	1,825	521	1,346	474	872
7	Andaman Nicobar	24	23	1	34	18	16	29	10	19
8	Delhi	4,362	1,861	2,501	4,255	1,239	3,016	2,495	329	2,166
9	Haryana	7,505	5,915	1,590	11,473	5,717	5,756	8,565	1,697	6,868
10	Himachal Pradesh	1,410	950	460	1,514	709	805	569	216	353
11	Jammu and Kashmir	413	121	292	189	14	175			
12	Punjab	8,524	6,732	1,792	9,667	6,524	3,143	7,542	3,668	3,874
13	Rajasthan	10,692	5,569	5,123	9,821	3,673	6,148	9,675	1,757	7,918
14	Uttar Pradesh	16,862	4,702	12,160	18,047	3,707	14,340	13,242	1,901	11,341
15	Uttarakhand	1,170	851	319	1,358	796	562	1,529	872	657
16	Andhra Pradesh	1,929	1,284	645	1,981	642	1,339	1,111	59	1,052
17	Kerala	4,729	2,759	1,970	4,937	1,990	2,947	4,179	867	3,312
18	Karnataka	8,907	7,828	1,079	8,885	6,549	2,336	5,605	2,596	3,009
19	Tamil Nadu	2,826	1,035	1,791	3,107	447	2,660	1,758	92	1,666
20	Gujarat	8,196	5,402	2,794	11,664	5,727	5,937	8,753	2,146	6,607
21	Maharashtra	14,711	10,633	4,078	16,165	7,883	8,282	11,635	2,387	9,248
22	Madhya Pradesh	8,322	4,805	3,517	12,486	5,159	7,327	10,748	2,534	8,214
23	Chhattisgarh	4,540	3,371	1,169	4,252	2,219	2,033	3,281	994	2,287
24	Sikkim	25	21	4	27	12	15	7	2	5
25	Arunachal Pradesh	26	11	15	28	4	24	9	1	8
26	Nagaland	13	1	12	11	-	11	-	-	-
27	Mizoram	67	37	30	49	24	25	34	23	11
28	Manipur	18	13	5	25	9	16	12	2	10
29	Tripura	109	107	2	149	121	28	118	60	58
30	Meghalaya	48	19	29	39	14	25	20	7	13
31	Dadra and Nagar Haveli	8	8	-	3	2	1	-	-	-
32	Goa	169	163	6	182	167	15	131	82	49
33	Puducherry	41	4	37	54	-	54	28	-	28
34	Telangana	2,174	1,709	465	2,260	1,201	1,059	1,540	377	1,163
Total Cases		1,22,034	73,447	48,587	1,38,533	60,289	78,244	1,02,694	24,428	78,266

#Disposal includes the cases disposed against the cases filed in the period
