

GOVERNMENT OF INDIA  
MINISTRY OF CONSUMER AFFAIRS, FOOD AND PUBLIC DISTRIBUTION  
DEPARTMENT OF CONSUMER AFFAIRS

**RAJYA SABHA**  
**UNSTARRED QUESTION No. 730**  
TO BE ANSWERED ON 22.07.2022

**DISPOSAL OF CONSUMER DISPUTES**

730. SHRI JAWHAR SIRCAR

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

- (a) the number of cases filed and disposed of at the District Consumer Disputes Redressal Commissions, State Consumer Disputes Redressal Commissions and the National Consumer Disputes Redressal Commission at the national level in the last three financial years, year-wise;
- (b) the experience with Consumer Disputes Redressal agencies in terms of speed of disposal and indices used to judge effectiveness of the law; and
- (c) whether Government considers the existing laws to be adequate to protect consumers' rights or are amendments or new enactments under consideration?

**ANSWER**

THE MINISTER OF STATE, CONSUMER AFFAIRS, FOOD AND PUBLIC DISTRIBUTION

(SHRI ASHWINI KUMAR CHOUBEY)

(a) : Status of consumer cases filed in Consumer Commissions across the country in last 3 years is at **Annexure.**

(b) to (c): Section 38(7) of the Consumer Protection Act, 2019 prescribes that every complaint shall be disposed of as expeditiously as possible and endeavour shall be made to decide the complaint within a period of three months from the date of receipt of notice by opposite party where the complaint does not require analysis or testing of commodities and within five months if it requires analysis or testing of commodities.

The Consumer Protection Act, 2019 has replaced and repealed the 33 year old Consumer Protection Act, 1986. Salient features of the Consumer Protection Act, 2019 are inter-alia establishment of a Central Consumer Protection Authority to regulate misleading advertisements and unfair trade practices affecting consumers as a class; simplification of the adjudication process in the Consumer Commissions such as revising pecuniary jurisdiction of the Consumer Commissions, filing of complaint in the Consumer Commission having jurisdiction over the place of work/residence of the consumer irrespective of the place of transaction, e-filing; deemed admissibility of complaints, if admissibility is not decided within 21 days of filing; mediation to facilitate early disposal of cases; provision of product liability.

The Consumer Protection (Consumer Disputes Redressal Commissions) Rules, 2020 notified under the ibid Act provides that no fees is required for registering cases in the District Consumer Disputes Redressal Commissions involving value of goods or services paid as consideration upto 5 lakhs.

Rules under the Consumer Protection Act, 2019 w.r.t. e-commerce and direct selling sectors have also been notified by the Central Government. The Central Consumer Protection Authority has been established w.e.f. 24.07.2020 to protect and promote the rights of consumers. Further, the Central Consumer Protection Authority has also inter-alia notified guidelines for prevention of misleading advertisements and endorsements for misleading advertisements, 2022 to curb misleading advertisements and protect the interests of consumers.

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**ANNEXURE**

**ANNEXURE REFERRED IN REPLY TO PART (a) OF RAJYA SABHA UNSTARRED QUESTION NO.730 FOR 22.07.2022 REGARDING DISPOSAL OF CONSUMER DISPUTES.**

**Consumer Complaints received in Consumer Commissions during last three years**

Consumer Commissions	2019-2020		2020-21		2021-22	
	Filed	Disposed*	Filed	Disposed*	Filed	Disposed*
District Consumer Disputes Redressal Commissions	136885	101754	114632	46117	129956	79752
State Consumer Disputes Redressal Commissions	28642	20172	9335	9706	13640	17827
National Consumer Disputes Redressal Commission	7512	6866	2338	1745	2360	2324
<b>Total</b>	<b>173039</b>	<b>128792</b>	<b>126305</b>	<b>57568</b>	<b>145956</b>	<b>99903</b>

\* includes disposal against old pendency also

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