

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

RAJYA SABHA
UNSTARRED QUESTION No. 1037 (OIH)

TO BE ANSWERED ON 03.02.2023

PENDING CASES IN CONSUMER FORUMS

1037. MS. SAROJ PANDEY:
(OIH)

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

- (a) the number of cases pertaining to deficiency in service or fraud currently pending in consumer forums across the country; and
- (b) whether any time limit has been fixed for disposal of such cases, if not, whether Government would prescribe any such time limit so that the victims can get speedy justice?

ANSWER

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

(SADHVI NIRANJAN JYOTI)

(a) : As on 07.02.2023, there are 5,52,686 cases pending relating to consumer disputes including those pertaining to deficiency in service or fraud in all the Consumer Commissions across the country.

(b) : 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.
