

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

RAJYA SABHA
UNSTARRED QUESTION No. 2788

TO BE ANSWERED ON 24.03.2023

**PENDENCY IN CONSUMER DISPUTES REDRESSAL COMMISSION TO DELIVER
JUDGMENTS**

2788. SHRI NARANBHAI J. RATHWA

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

- (a) whether it is a fact that State Consumer Disputes Redressal Commission, South Delhi takes 4-5 years to dispose off the cases;
- (b) if so, the details thereof and reasons therefor;
- (c) whether it is also a fact that Commissions are taking 9-12 months to deliver judgments due to inadequate staff and if so, total number of judgments pending before the various Commissions after conclusion of cases/arguments; and
- (d) whether Government will issue mandatory directive to the State Commission, South Delhi to give their orders/judgments with 3-4 months time and if not, the reasons therefor?

ANSWER

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

(SHRI ASHWINI KUMAR CHOUBEY)

(a) to (d) : Section 38(7) of the Consumer Protection Act, 2019 provides 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.

Further, regulation 18(7) of the Consumer Protection (Consumer Commission Procedure) Regulations, 2020 provides that the Consumer Commission shall pass final order invariably within thirty days.

Under the provisions of the Consumer Protection Act, 2019, it is the responsibility of the State Governments to ensure that Consumer Commissions are provided with the required infrastructure so that they function effectively.

For speedy disposal of cases in Consumer Commissions, the Consumer Protection Act, 2019 provides for, inter-alia, simplification of the adjudication process in the Consumer Commissions; filing of a complaint by a consumer in the Consumer Commission having jurisdiction with respect to his place of work/residence irrespective of place of transaction and place of business or residence of the opposite parties, e-filing of cases in Consumer Commissions through e-daakhil portal, video conferencing 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.

The e-Daakhil portal has been launched covering 34 States/UTs to provide facility to all the aggrieved consumers to register online consumer complaints in different Consumer Commissions from anywhere in India. It allows consumers to pay the complaints fees online, upload case documents and track the process. The purpose is to provide timely and effective administration and settlement of consumer disputes.

The Consumer Protection Act, 2019 also provides for establishing Mediation Cells within the premises of Consumer Commissions to work as an Alternate Dispute Resolution (ADR) mechanism and cases may be referred to these Mediation Cells from Consumer Commissions if scope for early settlement exists and parties agree for it. At present, 448 Mediation Cells have been set up in various Consumer Commissions in the Country.
