

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

RAJYA SABHA
UNSTARRED QUESTION No. 66
TO BE ANSWERED ON 02.02.2024

PENDENCY OF CASES IN CONSUMER COURTS

66. SHRI RAJEEV SHUKLA

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

- (a) whether the Ministry is aware of increasing pendency of cases in consumer courts across the country;
- (b) if so, the total number of cases pending as on date and steps taken by the Ministry to provide speedy justice to the consumers; and
- (c) total number of vacancies in consumer courts as on date and action taken/action under consideration to fill up those vacancies?

ANSWER

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

(a) & (b) : Department of Consumer Affairs is continuously working for consumer protection and empowerment of consumers by enactment of progressive legislations. With a view to modernize the framework governing the consumer protection in the new era of globalization, technologies, e-commerce markets etc Consumer Protection Act, 1986 was repealed and Consumer Protection Act 2019 was enacted.

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; mediation to facilitate early disposal of cases.

As on 30.01.2024, 5,43,592 consumer cases are pending in all consumer commissions of the country.

The pendency of consumer cases in consumer commissions is on decline since last 3 years. The details of pending consumer cases are as under:

Year	Pending Consumer Cases
2021	5,60,700
2022	5,54,809
2023	5,43,359

The e-Daakhil portal has been launched covering 35 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.

(c) : Under the provisions of the Consumer Protection Act, 2019, it is the responsibility of the State Governments to fill up the vacancies of President and Members in the State Commissions and District Commissions. The Central Government has been continuously taking up with the State Governments/UT Administrations for expeditious filling up of the existing and anticipated vacancies of President and Member of the Consumer Commissions.

At present, 13 posts of Presidents and 47 posts of Members are vacant in State Consumer Dispute Redressal Commissions. Further, 131 posts of Presidents and 340 posts of Members are vacant in District Consumer Dispute Redressal Commissions.
