

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

**RAJYA SABHA**  
**UNSTARRED QUESTION No. 67**  
**TO BE ANSWERED ON 02.02.2024**

**STATUS OF CONSUMER COURTS IN INDIA**

67. SHRI SUJEET KUMAR

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

- (a) the details of the number of consumer courts functioning across the Country;
- (b) the details of the number of cases which have been filed for violation of consumer's interest and the number of cases which have been disposed of by the courts in the last three years, State-wise;
- (c) whether the Ministry has any plans to digitalize the courts;
- (d) if so, the details thereof; and
- (e) if not, the reasons therefor?

**ANSWER**

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

(a) : National Consumer Dispute Redressal Commission, 35 State Consumer Dispute Redressal Commissions and 649 District Consumer Dispute Redressal Commissions are functional, across the country.

(b) : The details of the cases filed in the Consumer Commissions in the country during last three years, State-wise, are at **Annexure**.

(c) to (e) : The Department of Consumer Affairs administers an exclusive Central Sector scheme titled "Computerization & Computer Networking of Consumer Commissions" (CONFONET). Under this scheme, IT infrastructure of consumer commissions is strengthened by way of providing computer hardware, software and technically skilled manpower.

The scheme provides a framework for an e-Governance solution for monitoring the consumer cases filed, disposed & pending with the Consumer Commissions at National Consumer Disputes Redressal Commission (NCDRC), State Commissions and District Commissions. Under the scheme, NCDRC and States have been provided with Computer hardware for their State Consumer Disputes Redressal Commission (SCDRC) and District Consumer Disputes Redressal Commissions (DCDRCs). Further, from time to time, hardware replacement is done on the need basis. In FY 2022-23, 207 all-in-one computer systems and 412 desktops were provided to 23 state commissions amounting to Rs. 5 Crore.

The Video Conferencing and modernised hybrid hearing facility helps in quick disposal and remote hearing of consumer cases. A new application software for better IT interface for citizens, consumer commissions, judges and lawyers has been launched on 24<sup>th</sup> Dec 2023.

A Consumer Commission online application portal named "edaakhil.nic.in" has been developed to facilitate the consumers/advocates to file consumer complaints online through the e-Daakhil portal from home or anywhere at their own comfort for speedy and hassle-free resolution of cases. E-daakhil has been implemented in 35 States/UTs of the Country.

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**ANNEXURE REFERRED TO IN REPLY TO PART (b) OF THE RAJYA SABHA UNSTARRED QUESTION NO. 67 TO BE ANSWERED ON 02.02.2024 REGARDING STATUS OF CONSUMER COURTS IN INDIA.**

**Status of consumer cases filed and disposed from 2021 to 2023 in all consumer commissions**

S. No.	States/UTs	2021		2022		2023	
		FILED	DISPOSED	FILED	DISPOSED	FILED	DISPOSED
1.	NCDRC	2449	2011	3418	4138	5107	6392
2.	Andaman Nicobar	21	25	23	36	8	2
3.	Andhra Pradesh	1588	471	2579	3388	3302	3936
4.	Arunachal Pradesh	13	8	22	19	39	30
5.	Assam	337	218	553	615	550	517
6.	Bihar	2710	807	5240	3020	4168	4782
7.	Chandigarh	2147	1180	2121	1660	1767	2631
8.	Chhattisgarh	3383	2144	2770	2361	3318	4663
9.	Dadra & Nagar Haveli and Daman & Diu	12	0	18	2	16	0
10.	Delhi	4008	1794	4937	5150	5365	8383
11.	Goa	262	184	176	180	206	375
12.	Gujarat	14919	9782	14672	16166	17564	18072
13.	Haryana	10361	4566	11958	9020	13216	11790
14.	Himachal Pradesh	1038	818	2267	1834	2403	2157
15.	Jammu and Kashmir	0	0	0	0	2	0
16.	Jharkhand	660	76	1870	2119	1589	2017
17.	Karnataka	7025	7994	8976	12033	10000	12607
18.	Kerala	4971	3710	6117	7209	8448	6653
19.	Ladakh	0	0	0	0	0	0
20.	Lakshadweep	0	0	0	0	4	0
21.	Madhya Pradesh	17428	9122	16275	21147	11694	18004
22.	Maharashtra	20919	11848	22404	16764	18132	7613
23.	Manipur	30	18	74	61	48	62
24.	Meghalaya	31	20	67	190	55	59
25.	Mizoram	56	113	67	98	64	31
26.	Nagaland	21	3	13	15	12	12
27.	Odisha	3427	2556	4098	5165	5905	6780
28.	Puducherry	48	2	45	55	91	144
29.	Punjab	8273	7096	7996	8181	6893	7941
30.	Rajasthan	14774	11349	14792	11559	13337	12284
31.	Sikkim	14	19	22	9	30	26
32.	Tamil Nadu	2439	1216	6986	10007	6325	9035
33.	Telangana	3531	2567	4369	5394	3906	4580
34.	Tripura	270	183	512	596	222	264
35.	Uttar Pradesh	14983	13543	20409	26046	18972	25659
36.	Uttarakhand	1659	1343	2214	2249	1099	934
37.	West Bengal	4687	2254	6350	7126	5647	6759
<b>Total</b>		<b>148494</b>	<b>99040</b>	<b>174410</b>	<b>183612</b>	<b>169504</b>	<b>185194</b>

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