

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

RAJYA SABHA
UNSTARRED QUESTION No. 847 (OIH)
TO BE ANSWERED ON 30.07.2024

SLOW PROCESSING OF CONSUMER COURT CASES

847. SHRI NEERAJ DANGI
(OIH)

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

- the average number of complaints received by the Consumer Redressal Forum (CRF) in respect of consumer grievances during each of the last three years and the current year;
- the average number of such complaints redressed by CRF during the said period;
- the average time taken by CRF in disposal of each complaint during the said period; and
- whether Government has taken note of the slow processing of Consumer Court cases across the country and if so, the steps taken or being taken to ensure a time-frame for resolution of these cases?

ANSWER

THE MINISTER OF STATE, CONSUMER AFFAIRS,
FOOD AND PUBLIC DISTRIBUTION
(SHRI B.L VERMA)

(a) to (c) : Details of cases filed and disposed off during last three years and current year as on 24.07.2024 is as follows:

Year	Cases filed during the year	Cases disposed during the year (also includes the cases disposed which were filed in the previous years)
2021	148422	99095
2022	174280	183779
2023	171468	186902
2024	93824	92711

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.

(d) : Department of Consumer Affairs regularly interacts with stakeholders including State Governments, Industry Associations, Consumer Organisations, Consumer Law experts through regional workshops, meetings, conferences etc. Department of Consumer Affairs also organises panel discussions during National Consumer Day and World Consumer Rights Day to discuss consumer related issues.

The e-Daakhil portal has been launched in 35 States/UTs to provide facility to aggrieved consumers to register online consumer complaints in different Consumer Commissions from anywhere in India.

Further, Video Conferencing facility has been provided in Consumer Commissions at National and State level considering the geographical spread of consumer commissions and the difficulties faced by consumers in attending hearings due to distance, time and cost implications. This initiative is in sync with the digital transformation of the Indian legal system bringing the justice at the doorstep of the consumer.

Consumer Commissions also take benefits of the National Lok Adalats, organized by the National Legal Services Authority, to provide quick settlement of consumer disputes by bringing together disputing parties in a more informal and conciliatory setting. Programs like Grahak Madhyasthata Samadhan further enhance these efforts by offering structured platforms for mediation, thereby ensuring that consumer grievances are addressed promptly and efficiently.
